



Reference No. 20CRS01-04-1948

13 April 2020

## PUBLIC ADVISORY

In compliance with Republic Act No. 11469 or the “Bayanihan to Heal as One Act,” Proclamation Nos. 929 and 922 (s. 2020) and in view of the approval of President Rodrigo Roa Duterte on the recommendation of the *Inter-Agency Task Force for the Management of Emerging Infectious Diseases*’ Joint Resolution No. 20 (s.2020), to EXTEND *the* Enhanced Community Quarantine (ECQ) over the entire Luzon until **11:59 p.m. of 30 April 2020**, the general public is hereby informed that the Philippine Statistics Authority will continue to adopt the following measures nationwide:

1. **Nationwide** frontline services of ALL Civil Registration System (CRS) outlets shall remain CLOSED to the transacting public for the processing of requests for copy issuance of civil registry documents {Birth, Marriage and Death certificates as well as Certification of No Marriage Record (CENOMAR) or Advisory on Marriage/s} until **30 April 2020**.
2. Likewise, online application of civil registry documents via <http://www.psaserbilis.com.ph> shall remain to be temporarily suspended until further notice.
3. In as much as Local Government Units (LGUs) through the issuance of their respective Executive Orders have likewise extended the implementation of the ECQ, the acceptance of application for PSA-issued documents thru Batch Requests System (BREQS) at LGUs all over the country and **nationwide** SM Business Centers shall also remain to be temporarily unavailable until further notice.
4. Tentative resumption of the abovementioned services will be on 04 May 2020 subject to additional guidelines from the PSA.
5. The following hotline numbers will continue to be available for inquiries and requests for assistance on civil registration matters **via text messages** from 8:00 a.m. to 5:00 p.m., from Monday to Friday.

**09458406735 (Globe)**  
**09561887129 (Globe)**  
**09457041039 (Globe)**

**09666506928 (Globe)**  
**09274228564 (Globe)**  
**09997991873 (Smart)**

*Thank you for your understanding and continued cooperation.*

**CLAIRE DENNIS S. MAPA, Ph.D.**  
Undersecretary  
National Statistician and Civil Registrar General

MLM/FSS/CAO



PSA Complex, East Avenue, Diliman, Quezon City, Philippines 1101  
Telephone: (632) 8938-5267  
[www.psa.gov.ph](http://www.psa.gov.ph)