



REPUBLIC OF THE PHILIPPINES PHILIPPINE STATISTICS AUTHORITY

REGIONAL STATISTICAL SERVICES OFFICE VII

CITIZEN'S CHARTER HANDBOOK



2024 1st Edition

Note to the Author

This PSA 2024 Citizen's Charter Template shall be utilized by all Central Office divisions and services, and Field Offices in submitting their respective charters to the PSA Committee on Anti-Red Tape (CART) for purposes of uniformity and for efficiency in the consolidation of a single agency-wide Citizen's Charter Handbook as required by the Anti-Red Tape Authority (ARTA). It is not necessarily a compliance to the Citizen's Charter billboard, website, and the Quality Management System (QMS) document which may require different formats. This template includes instructions to the author, examples, boiler texts, and fields that should be replaced with the values or information as applicable for the process owner/s.

However, it is important to note that for compliance as to the content of the Citizen's Charter, the process owners must comply with ARTA Memorandum Circular (MC) No. 2019-002 with the subject Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and its Implementing Rules and Regulations (IRR). Refer to Reference B of the said MC for detailed information in the crafting of the Citizen's Charter Handbook.

The following shall serve as a guide in using this template for your respective Citizen's Charter Handbook.

- Texts between angle brackets (<text>) indicate that the field must be replaced with the information applicable to the subject charter. These serve as examples or placeholders and are to be deleted if not applicable.
- Texts enclosed in square brackets ([text]) are instructions or information intended for the document author, including this "Notes to the Author" page. These are to be removed in the final document output.
- The text font type, size, color, as appears in the fields to be edited are to be followed as is.
- Do not change the table format, column and row sizes, including the cell background color as this will create uneven presentation in the consolidated charter.
- Do not change the page setup. Keep the paper size at A4, in portrait orientation, with 1" margin on all four sides.



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EXTERNAL SERVICE

CIVIL REGISTRATION SERVICE

1. Authentication of Birth Certificate (Walk-In Clients) at PSA Civil Registry System-Cebu City Outlet

PSA authenticates recently registered birth documents of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel that appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office/Division	RSSO VII - CEBU CITY CIVIL REGISTRY SYSTEM (CRS) OUTLET		
Classification:	Simple (maximum of 3	days)	
Type of Transaction:	Government-to-Citizen	(G2C)	
Who may avail:	General public of lega	l age (18 years old and above)	
CHECKLIST OF F	REQUIREMENTS:	WHERE TO SECURE:	
Basic Requirement for Requesters	or all types of		
issued by the Local	Civil Registry Office gnature of the issuing	City/Municipal Civil Registry Office where the event has taken place and has been registered.	
Additional Requirement Requester	ents by Type of		
1. Principal (Docume	nt Owner)		
Valid Identity Documer CLEAR PHOTO, FULL SIGNATURE and is authority (1 original	NAME IN PRINT, ssued by an official	Government Agencies, Non-Government Organizations, Private entities, Schools/ Colleges/Universities. (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System Cebu City Outlet	
2. Authorized Represe	ntative		
1		Government Agencies, Non-Government Organizations, Private entities, Schools/ Colleges/Universities. (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP,	

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LTO, PRC, IBP, GS	

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1 photocopy) Reminder:	(e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide scanned/or photocopy of the passport as valid ID.	
Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/ Colleges/Universities. (e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID. 5) shall specifically state its purpose is to secure civil registry documents from PSA. A general statement as to the purpose will not be accepted.	Document owner, His/her spouse, his/her parent or parents, his direct descendants, or the guardian or institution legally in charge of him if he is a child.
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter) and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/ Colleges/Universities. (e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet

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4. Special Cases Clients	
4.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision
	Lawyer/Notary Public
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)	Office of the Barangay where the Guardian currently resides
School ID/Report Card of the minor that indicates the name of the requester as Guardian	Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/ Colleges/Universities. (e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4.2 Nearest of kin of a deceased person (Brother/Sister/Grandparent)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/ Colleges/Universities. (e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for the authentication of his/her own birth document, spouse, parents and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)

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authority (1 original)				
Completely filled-up Application Form (AF) – Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)		Information Ma PSA Civil Regis		Application Area ebu City Outlet
5.2 Physically Challenged Client/PWD requesting for the authentication of his/her own birth document, spouse, parents & son/daughter				
PWD ID Card complete PHOTO, FULL NA SIGNATURE and issue authority (1 original)	AME IN PRINT,	National Counc Office of the Ma Department of or other organiz Agreement with	ayor, Office of the Social Welfare a zation with Mem	he Barangay, and Development norandum of
Completely filled-up Ap- -Birth Certificate accomplished in PRIN- copy)	(White Form)	Information Ma PSA Civil Regis		Application Area ebu City Outlet
5.3 Pregnant Woman requesting for the authentication of her own birth document, spouse, parents and son/daughter				
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Ag Organizations, Colleges/Univer (e.g. DFA, LTO Pag-IBIG, COM	Private entities: sities. , PRC, IBP, G	es, Schools/ SIS, SSS, PhilPost,
Completely filled-up Ap - Birth Certificate accomplished in PRIN- copy)	(White Form)	Information Mar PSA Civil Regis		Application Area bu City Outlet
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Get an Application Form -Birth Certificate (White Form) From the Information Marshal's booth and fill-out the required information in PRINTED LETTERS	1.1 Ensure that the necessary AF-Birth Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet

Supervisor, PSA Civil

Or

Registry System– Cebu City Outlet

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				Outlet Manager/ Regional Director RSSO VII
Submit the required documents to the Payment Window for completeness check. Regular Clients Payment Windows – Priority Clients	2.1 Screen the certified photocopy of the Birth Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.	None	10 minutes	Collecting Officer, PSA Civil Registry System– Cebu City Outlet
Payment Windows –	2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the authenticated document.			Team Leader, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
3. Pay the corresponding fee for the request. Reminder: Check the details in the issued Official Receipt (OR).	the date and estimated time of release.	Total Fee Php 155.00 per copy Breakdown: Processing Fee: - Php 125.00 Documentary Stamp Tax - Php 30.00	10 minutes	Collecting Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry
Make sure to count the change before leaving the counter.	3.3 Forward the AF and certified photocopy of Birth Certificate to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.			System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional

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				Director, RSSO VII
4. Proceed to the Releasing Area	4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF – Birth Certificate. As per business rule, RSO must conduct at least four (4) unique queries from the CICA System. 4.1.1 In the event that the document being requested for authentication is already available in the CRS Database, the application is treated as copy issuance. 4.1.2 RSO to print the result of verification in CRS	None	2 hours	Request Service Officer, PSA Civil Registry System— Cebu City Outlet
	Security Paper (SECPA). 4.1.3 Control the printed document in SECPA using the QMS Releasing Manager application. 4.1.4 Match and sort the printed document with the			Barcode Controller, PSA Civil Registry System— Cebu City Outlet Sorter/Matcher PSA Civil Registry
	corresponding AF. 4.2 In case the document is not yet enrolled in the CRS Database, RSO verify the specimen signature of the C/MCR (issuing officer) from the			System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet

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	4.2.1 If the signature matches, stamp the document for the approval/signature of the Authentication Officer/Outlet Supervisor. 4.3 If the signature of the issuing officer from the LCRO fails the validation process, a Rejection Slip is to be issued. 4.4. Forward the document/result of verification for release to the Releasing Area.			Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
5. Wait for the document owner's name to be called.	5.1 Announce in batch the names of the document owner/authorized representative and the type of documents that are ready for release. 5.2 For those authentication requests that failed the validation process, return the Birth Certificate submitted for authentication together with the Rejection Slip to the claimant. 5.2.1 Advice the Client to get another certified photocopy of the Birth Certificate from the LCRO.	None	1 hour	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII

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6. Fall in line at the Releasing Window where the client's name was called. Present the OR and other requirements.	6.1 Check the OR as to the scheduled date and time of release. 6.2 Require the claimant to present/ submit the requirements and check for correctness and completeness before releasing the request.	None	10 minutes	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
7. Check the document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	7.1 Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF. 7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release. 7.3 Stamp the OR as "RELEASED" and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR.	None	5 minutes	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII

2. Authentication of Death Certificate (Walk-in clients) at PSA Civil Registry System – Cebu City Outlet

PSA authenticates recently registered death documents of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel that appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office/Division	RSSO VII - CEBU CITY CIVIL REGISTRY SYSTEM (CRS) OUTLET			
Classification:	Simple (maximum of 3	Simple (maximum of 3 days)		
Type of Transaction:	Government-to-Citizen	(G2C)		
Who may avail:	General public of legal	l age (18 years old and above)		
CHECKLIST OF F	REQUIREMENTS:	WHERE TO SECURE:		
Basic Requirement for Requesters	or all types of			
Certified photocopy of the Death certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.		
Additional Requirement Requester	ents by Type of			
Immediate Family Member of the Document Owner: Legal Spouse (Husband/Wife), Marital children, nonmarital acknowledged children and Biological or Legal Parent (Father/Mother)				
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/ Colleges/Universities. (e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)		

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Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application PSA Civil Registry System– Cebu City Outlet
2. Other Special Case Requester	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent and Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT,	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities
SIGNATURE and issued by an official authority (1 original and 1 photocopy)	(e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPo Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Are PSA Civil Registry System – Cebu City Outlet
2.2 Guardian of the deceased person, below 18 years old (minor)	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered th Decision
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Lawyer/Notary Public
Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original)	Office of the Barangay where the Guardian currently resides.
School ID/Report Card of the deceased that indicates the name of the requester as guardian (1 original and 1 photocopy)	Educational institution recognized the Department of Education.
Valid Identity Document (ID) of the guardian complete with CLEAR PHOTO, FULL PRINT IN NAME, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/ Colleges/Universities. (e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPo Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) -Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Are PSA Civil Registry System— Cebu City Outlet

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3. Priority Clients				
3.1 Senior Citizen requesting for the authentication of death certificate of his/her spouse, parent and son/daughter				
Senior Citizen's ID C indicating his/her age PHOTO, FULL NAME SIGNATURE and issue authority (1 original)	complete with CLEAR IN PRINT,		nt units (LGUs)	airs (OSCA) and/or where the Senior
Completely filled-up Ap - Death Certificate accomplished in PRINT (1 copy)	e (Yellow Form)	Information Ma PSA Civil Regis		Application Area ebu City Outlet
3.2 Physically Cha requesting for the au certificate of his/her s parents and son/daug	thentication of death spouse,			
PWD Identity Documer with CLEAR PHOTO, F PRINT, SIGNATURE a authority (1 original)	FULL NAME IN	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.		
Completely filled-up Ap - Death Certificate accomplished in PRINT (1 copy)	e (Yellow Form)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet		
3.3 Pregnant Woman authentication of of his/her own spouse, p son/daughter	death certificate of			
Valid Identity Documer woman complete with O NAME IN PRINT, SIGN issued by an official au	NATURE and	Government Ag Organizations, Colleges/Univer (e.g. DFA, LTO Pag-IBIG, COM	Private entities: sities. , PRC, IBP, GS	es, Schools/ SIS, SSS, PhilPost,
Completely filled-up Application Form (AF) -Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy		Information Mar PSA Civil Regis		Application Area bu City Outlet
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Get an Application Form - Death Certificate (Yellow Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF- Death Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System—

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				Cebu City Outlet
				Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet
				Or
				Outlet Manager/ Regional Director RSSO VII
Submit the required documents to the Payment Window for completeness check. Regular Clients Payment Windows – Priority Clients	2.1 Screen the certified photocopy of the Death Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.	None	10 minutes	Collecting Officer, PSA Civil Registry System— Cebu City Outlet
Payment Windows –	2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the authenticated document.	Total Fac	10 minutes	Team Leader, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
3. Pay the corresponding fee for the request.	3.1 Accept the corresponding payment and generate an Official Receipt (OR).	Total Fee Php 155.00 per copy Breakdown:	10 minutes	Collecting Officer, PSA Civil Registry System- Cebu City Outlet
Reminder: Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving	3.2 Indicate therein the date and estimated time of release. 3.3 Forward the AF	Processing Fee: - Php 125.00 Documentary Stamp Tax - Php 30.00		Team Leader, PSA Civil Registry System– Cebu City Outlet
the counter.	and certified			Team Leader,

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	photocopy of Birth Certificate to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.			PSA Civil Registry System- Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
4. Proceed to the Releasing Area	4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF – Death Certificate. As per business rule, RSO must conduct at least four (4) unique queries from the CICA System. 4.1.1 In the event that the document being requested for authentication is already available in the CRS Database, the application is treated as copy issuance. 4.1.2 RSO to print the result of verification in CRS Security Paper (SECPA). 4.1.3 Control the printed document in SECPA using the	None	2 hours	Request Service Officer, PSA Civil Registry System— Cebu City Outlet Barcode Controller, PSA Civil
	QMS Releasing Manager application. 4.1.4 Match and sort the printed document with the corresponding AF.			Registry System- Cebu City Outlet Sorter/Matcher PSA Civil Registry System- Cebu City Outlet

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	4.2 In case the document is not yet enrolled in the CRS Database, RSO verify the specimen signature of the C/MCR (issuing officer) from the CICA System. 4.2.1 If the signature matches, stamp the document for the approval/signature of the Authentication Officer/Outlet Supervisor. 4.3 If the signature of the issuing officer from the LCRO fails the validation process, a Rejection Slip is to be issued. 4.4. Forward the document/result of verification for release to the			Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
5. Wait for the document owner's name to be called.	5.1 Announce in batch the names of the document owner/authorized representative and the type of documents that are ready for release. 5.2 For those authentication requests that failed the validation process, return the Death Certificate submitted for authentication together with the Rejection Slip to the claimant.	None	1 hour	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet

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	5.2.1 Advice the Client to get another certified photocopy of the Death Certificate from the LCRO.			or Outlet Manager/ Regional Director, RSSO VII
6. Fall in line at the Releasing Window where the client's name was called. Present the OR and other requirements.	6.1 Check the OR as to the scheduled date and time of release. 6.4 Require the claimant to present/ submit the requirements and check for correctness and completeness before releasing the request.	None	10 minutes	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
7. Check the document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	7.1 Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF. 7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release. 7.6 Stamp the OR as "RELEASED" and indicate the	None	5 minutes	Releasing Officer, PSA Civil Registry System- Cebu City Outlet Team Leader, PSA Civil Registry System- Cebu City Outlet Outlet Supervisor, PSA Civil Registry System- Cebu City Outlet Outlet Supervisor, PSA Civil Registry System- Cebu City Outlet

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	date of release. 7.7 Affix the initials of the Releasing Officer in the OR.		Outlet Manager/ Regional Director, RSSO VII
	7.8 Release the document to the claimant.		
ТОТ	TAL	155	, 40 minutes rmal condition)

3. Authentication of Marriage Certificate (Walk-in clients) at PSA Civil Registry System- Cebu City Outlet

PSA authenticates recently registered marriage documents of an individual not yet available in the Civil Registry System Database (unconverted documents).

PSA Authentication only confirms that the document was issued by a local civil registry personnel who is authorized to issue the same and whose authority was confirmed by the Civil Registrar General and that the signature of the same local civil registry personnel that appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office/Division	RSSO VII - CEBU CITY CIVIL REGISTRY SYSTEM (CRS) OUTLET		
Classification:	Simple (maximum of 3	days)	
Type of Transaction:	Government-to-Citizen	(G2C)	
Who may avail:	General public of legal	age (18 years old and above)	
CHECKLIST OF F	REQUIREMENTS:	WHERE TO SECURE:	
Basic Requirement fo Requesters	r all types of		
Certified photocopy of the Marriage certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.	
Additional Requirements by Type of Requester			
1. Principal (Docume	nt Owner)		
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/ Colleges/Universities. (e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF)		Information Marshal's booth of Application Area	

accomplished in PRINTED LETTERS (1 copy) 2. Direct Descendant (Marital children) Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original) Completely filled-up Application Form (AF) — Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy) 3. Nearest of kin, if both contracting parties are deceased (Biological or Legal Parent/Brother/Sister/Grandparent) Duly notarized Affidavit of Kinship (1 original) Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE issued by an official authority (1 original and 1 photocopy) Completely filled-up Application Form (AF) — Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy) 4. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 4. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 4. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 5. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 6. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 7. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 8. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 9. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 1. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 2. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 3. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 4. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 5. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 6. Authorized Representative (Pink Form) accomplished in PRINTED LETTERS (1 copy) 7. Author		Sold Williams
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- Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy) 3. Nearest of kin, if both contracting parties are deceased (Biological or Legal Parent/Brother/Sister/Grandparent) Duly notarized Affidavit of Kinship (1 original) Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE issued by an official authority (1 original and 1 photocopy) Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy) 4. Authorized Representative Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/copy of the passport as the valid ID. Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official suthorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official suthorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official suthorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official suthorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official suthorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official suthorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official suthorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official suthorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official suthorized representative comp	descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority	(e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPe
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- Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy) 4. Authorized Representative Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/copy of the passport as the valid ID. Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official PSA Civil Registry System—Cebu City Any of the contracting parties (husban authorizing the representative. Valid ID of any of the contracting parties (susued by Government Agencies, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS) Pag-IBIG, COMELEC, NBI, AFP, PNP, Government Agencies, Non-Government Agencies, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS) Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS)	kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE issued by an	Government Agencies, Non-Government Organizations, Private entities, Schools/ Colleges/Universities. (e.g. DFA, LTO, PRC, IBP, GSIS, SSS, Phill Pag-IBIG, COMELEC, NBI, AFP, PNP)
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For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/copy of the passport as the valid ID. Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official Pag-IBIG, COMELEC, NBI, AFP, PNP) Pag-IBIG, COMELEC, NBI, AFP, PNP) Government Agencies, Non-Gov Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS)	contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Valid ID of any of the contracting parties should issued by Government Agencies, Government Organizations, Private entities, Schools/Colleges/Universities
authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS)	For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a	(e.g., DFA, LTO, PRC, IBP, GSIS, SSS, Phil Pag-IBIG, COMELEC, NBI, AFP, PNP)
authority (Tonginal and Tphotocopy)	authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT,	Organizations, Private entities,
	·	Any of the contracting parties (husband or marital children authorizing the representative

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the following requirements:	
 written in a clean sheet of paper and dated; indicate the type of document, the number of copies and the specific details of the document to be requested; indicate the complete name of the authorized representative; and bear the fresh signature of any of the contracting parties (husband or wife) that matches his/her valid ID. shall specifically state its purpose is to secure civil registry documents from PSA. A general statement as to the purpose will not be accepted. 	
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System Cebu City Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for the authentication of his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS 1) (1 copy) of the requester as Guardian	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
5.2 Physically Challenged Client/PWD requesting for the authentication of his/her own marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
5.3 Pregnant Woman requesting for authentication of her own marriage document and her parents	

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Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet	

(1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Get an Application Form - Marriage Certificate (Pink Form) from the Information arshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Marriage Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet Or Outlet Manager/ Regional Director RSSO VII
Submit the required documents to the Payment Window for completeness check. Regular Clients Payment Windows – Priority Clients Payment Windows –	2.1 Screen the certified photocopy of the Marriage Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be	None	10 minutes	Collecting Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Team Leader,
	presented and submitted to the			PSA Civil Registry System- Cebu

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	Releasing Officer prior to the issuance of the authenticated document.			City Outlet or Outlet Manager/ Regional Director, RSSO VII
3. Pay the corresponding fee for the request.	3.1 Accept the corresponding payment and generate an Official Receipt (OR).	Total Fee Php 155.00 per copy Breakdown:	10 minutes	Collecting Officer, PSA Civil Registry System— Cebu City Outlet
Reminder: Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter.	3.2 Indicate therein the date and estimated time of release. 3.3 Forward the AF and certified photocopy of Marriage Certificate to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.	Processing Fee: - Php 125.00 Documentary Stamp Tax - Php 30.00		Team Leader, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
4. Proceed to the Releasing Area	4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF – Marriage Certificate. As per business rule, RSO must conduct at least four (4) unique queries from the CICA System. 4.1.1 In the event that the document being requested for authentication is already available in the CRS Database, the application is treated as copy issuance.	None	2 hours	Request Service Officer, PSA Civil Registry System— Cebu City Outlet

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4.1.2	RSO	to	print
the	res	ult	of
verifica	ation	in	CRS
Securi	ty	F	Paper
(SECF	PA).		

- 4.1.3 Control the printed document in SECPA using the QMS Releasing Manager application.
- 4.1.4 Match and sort the printed document with the corresponding AF.
- 4.2 In case the document is not yet enrolled in the CRS Database, RSO verify the specimen signature of the C/MCR (issuing officer) from the CICA System.
- 4.2.1 If the <u>signature</u> <u>matches</u>, stamp the document for the approval/signature of the Authentication Officer/Outlet Supervisor.
- 4.3 If the signature of the issuing officer from the LCRO fails the validation process, a Rejection Slip is to be issued.
 - 4.4. Forward the document/result of verification for release to the Releasing Area.

Barcode Controller, PSA Civil Registry System— Cebu City Outlet

Sorter/Matcher PSA Civil Registry System— Cebu City Outlet

Team Leader, PSA Civil Registry System– Cebu City Outlet

Outlet Supervisor, PSA Civil

Registry System– Cebu City Outlet

or Outlet Manager/ Regional Director, RSSO VII

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5. Wait for the document owner's (spouse's name)/ requesting party's name to be called.	5.1 Announce in batch the names of the document owner/authorized representative and the type of documents that are ready for release. 5.2 For those authentication requests that failed the validation process, return the Marriage Certificate submitted for authentication together with the Rejection Slip to the claimant. 5.2.1 Advice the Client to get another certified photocopy of the Birth Certificate from the LCRO.	None	1 hour	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
6. Fall in line at the Releasing Window where the client's name was called. Present the OR and other requirements.	6.5 Check the OR as to the scheduled date and time of release. 6.6 Require the claimant to present/ submit the requirements and check for correctness and completeness before releasing the request.	None	10 minutes	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII

7. Check the	7.1 Require the	None	5 minutes	Releasing
document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF. 7.2 En sure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release. 7.3 Stamp the OR as "RELEASED" and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the document to the claimant.	155		Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
101	AL	100		rmal condition)

4. Copy Issuance of Birth Record of Birth Certificate (Walk-in clients) at PSA Civil Registry System- Cebu City Outlet

Provision of copy of the birth document of an individual available in the PSA Civil Registry Database (converted documents).

Office/Division	RSSO VII - CEBU CITY CIVIL REGISTRY SYSTEM (CRS) OUTLET	
Classification:	Simple (maximum of 3 days)	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:

By Type of Requester	PSA Civil Registry System– Regional Outlet
1. Principal (Document Owner)	
CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
2. Authorized Representative	
owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by the official	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost Pag-IBIG, COMELEC, NBI, AFP, PNP)
Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	
representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:	Document owner, His/her spouse, his/her parent or parents, his direct descendants, or the guardian or institution legally in charge of him if he is a child.
 written in a clean sheet of paper and dated; indicate the type of document, the number of copies and the specific details of the document to be requested indicate the complete name of the authorized representative; and bear the fresh signature of the document owner that matches his/her ID. shall specifically state its purpose is to secure civil registry documents from PSA. A general statement as to the purpose will not be accepted. 	
	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet

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(1copy)	
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
4 . Special Cases Clients	
4.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or;	Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Lawyer/Notary Public
Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)	Office of the Barangay where the Guardian currently resides
 School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy) 	Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
4.2 Nearest of kin of a deceased person (Brother/Sister/Grandparent)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

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authority (1 original and 1 photocopy)	Responsive
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Ar PSA Civil Registry System– Cebu City Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) ar Local Government Units (LGUs).
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Are PSA Civil Registry System Cebu City Outlet
5.2 Physically Challenged Client/PWD requesting for his/her own document, spouse, parents and son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Developme or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal booth of Application Area PSA Civil Registry System— Cebu City Outlet
5.3 Pregnant Woman requesting for her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Governm Organizations, Private entities, Schools/College /Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, Philf Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Are PSA Civil Registry System Cebu City Outlet
6. First Time Job Seeker (RA 11261)	
Reminder: Request for a copy issuance of birth certificate cannot be delegated to a representative and can only be availed once.	
Duly signed Barangay Certification from	Punong barangay or his/her authorized office

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his/her place of residence (1 original)	
Oath of Undertaking executed by the First Time Job Seeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Job Seekers currently resides
Valid Identity Document (ID) of the first time job seeker with PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/College /Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Public Assistance and Complaint Desk inside the PSA Civil Registry System— Cebu City Outlet

copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Get an Application Form – Birth Certificate (White Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Birth Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System— Regional Outlet Team Leader, PSA Civil Registry System— Regional Outlet Outlet Supervisor, PSA Civil Registry System— Regional Outlet or Outlet Manager/ Regional Director, RSSO
2. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows - - Priority Clients Payment Windows -	2.1 Screen the AF and the requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the r quested document. For first time job seeker:	None	5 minutes	System– Regional Outlet
First Time Job Seeker, proceed to	2.4 Stamp the submitted requirements			PACD Officer, PSA Civil Registry

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Public Assistance and Complaint's Desk (PACD) inside the outlet.	as officially "Received by" PSA, indicate therein the date of receipt and collect them. 2.4.1 Attach the requirements to the AF and label it as ProBono. 2.4.2 Record the request in the logbook for control and reporting purposes.			System- Regional Outlet Team Leader, PSA Civil Registry System- Regional Outlet Outlet Supervisor PSA Civil Registry System- Regional Outlet or Outlet Manager/ Regional Director, RSSO
3. Pay the corresponding fee for the request. Reminder: Check the details in the issued Official Receipt (OR). Make sure to count the change before	3.1 Accept the corresponding payment and generate an Official Receipt (OR). 3.2 Indicate therein the date and estimated time of release. For first time job	Total Fee Php 155.00 per copy Breakdown: Processing Fee: - Php 125.00 Documentary Stamp Tax - Php 30.00 Pursuant to RA 11261,	5 minutes	Collecting Officer, PSA Civil Registry System– Regional Outlet
leaving the counter.	seeker: Remind him/her that he/she can avail of the free copy issuance of his/her marriage certificate from the PSA only once. Inform him/her to wait for his/her name to be called at the Releasing Area. 3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database	the issuance of one (1) copy of the birth certificate for a first time job seeker is to be		PACD Officer, PSA Civil Registry System— Regional Outlet Team Leader, PSA Civil Registry System— Regional Outlet Outlet Supervisor PSA Civil Registry System— Regional Outlet or Outlet Manager/ Regional Director, RSSO
4. Proceed to the Releasing Area.	4.1 Verify from the CRS database the request on the basis of details that have been written by the requester in the AF.	None	2 hours Reminder: Processing time maybe extended	Request Service Officer, PSA Civil Registry System— Back End Help Desk



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As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.	depending on the result of verification from the CICA System.	Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg.,
4.1.1 In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID NoTransaction Number		PSA Complex East Avenue, Quezon City Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD) — CRS Bldg., Quezon City
-Complete details of the request -Description of the problem 4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 4.1.3 In case the situation cannot be resolved within the day, RSO informs the		
TL and OS.		

4.1.4 TL to inform the client on the situation

on rescheduled date of

4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).

4.2.1 In case the image of the birth the

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	document from the CRS database is blurred, RSO to attach a note to the AF-Birth Certificate with a message "Blurred Image" to inform the Document Controller and Matcher/Sorter. 4.3 Control the printed document in the SECPA in using the QMS Releasing Manager application.			
	4.4 Match and sort the printed document with the corresponding AF-Birth Certificate. 4.5 Forward the document ready for release to the Releasing Area.			Barcode Controller, PSA Civil Registry System— Cebu City Outlet Sorter/Matcher, PSA Civil Registry System— Cebu City Outlet
				Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet
				or Outlet Manager/ Regional Director, RSSO VII
5. Wait for the document owner's name to be called.	5.1 Announce in batch the names of the document owners/ authorized	None	20 minutes	Releasing Officer, PSA Civil Registry

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representatives and the type of requests that are ready for release.	System- Cebu City Outlet

	type of requests that			City Outlet
	are ready for release.			Team Leader, PSA Civil Registry System- Cebu City Outlet
				Outlet Supervisor PSA Civil Registry System— Cebu City Outlet
				or Outlet Manager/ Regional Director, RSSO VII
6. Fall in line at the Releasing Window where the client's name was called. Present the OR and other requirements.	6.1 Check the OR as to the scheduled date and time of release. 6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request. 6.2.1 In case the image of the birth document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document. Reminder: The client must be	None	10 minutes	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor PSA Civil Registry System— Cebu City Outlet or Outlet Manager/
	The client must be given an option for a clearer copy of the birth document through re-scanning of the image. 6.2.2 If the client			Regional Director, RSSO VII
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	agreed to have the requested birth document subjected re- scanning, Care Officer to inform the client on the rescheduled date of release.			
7. Check the document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	7.1 Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF. 7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release. 7.3 Stamp the OR as "RELEASED" and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the requested document to the claimant.	None	5 minutes	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
TO	DTAL	None		I s, 5 minutes rmal condition)
			(33.75.51.71.6	

SPECIAL CASES

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 1. Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No.
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem



- 2. RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 3. In case the situation cannot be resolved within the day, RSO informs the TL and OS.
- 4. TL to inform the client on the situation and on the rescheduled date of release.

REMINDER:

Copy issuance of death documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
SITUATION 1. Copy of the birth record from the CRS Database have extra or excess page(s). • Footprint of the child • Photo of the document owner • Marriage Contract of parents • A record stamp with LCRs signature • Other attachments with foreign languages	1. The copy of the birth record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID NoTransaction Number -Complete details of the request - Description of the problem 1.1.1 RSO to wait for the notification from the HDO if the	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	REMARKS
	1.2.1 TL to inform the client on the situation and on the rescheduled date of release.		

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	1.3 RSO to tag the request for rescanning in the RV Tracking System. 1.4 Document is for pull-out from the Archive for rescanning and other related processes. 1.5 Outlet to wait for the rescanned image to be uploaded to the CRS Database. 1.6 Print the rescanned image in CRS Security Paper (SECPA).	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re- scanning from the Central Archive through Help Desk System
2. RSO after logging the details based on the application form, found another image of the birth record from the CRS Database even with the correct index details (mismatched Image)	2. The mismatched image should not be printed. 2.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID NoTransaction Number -Complete details of the request – Description of the problem 2.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 2.2 In case the situation cannot be resolved within the		

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	day, RSO to inform the TL and OS.		controlled
	2.2.1 TL to inform the client on the situation and on the rescheduled date of release.		
	2.3 RSO to tag the request for rescanning in the RV Tracking System.		
	2.4 Document is for pull-out from the Archive for rescanning and other related processes.	Production and	
	2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.	Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	
	2.6 Print the rescanned image in CRS Security Paper (SECPA).		Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Rescanning from the Central Archive through Help Desk System
3. Image of the birth record from the CRS Database is inverted or defective.	3. The inverted/ defective image should not be printed.		
	3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:	Help Desk Officer Unisys Managed Services Corp., GroundFloor,CVEA Bldg., PSA Complex East Avenue,	
	-Image ID NoTransaction Number -Complete details of the request -Description of the	Quezon City	

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	Problem		
	3.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing.		
	3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.		
	3.2.1 TL to inform the client on the situation and on the rescheduled date of release.		
	3.3 RSO to tag the request for rescanning in the RV Tracking System.		
	3.4 Document is for pull-out from the Archive for rescanning and other related processes.	Production and Maintenance Unit (PMU), Civil Register Management Division	
	3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.	(CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 9. Processing of Civil
	3.6 Print the rescanned image in CRS Security Paper (SECPA).		Registry Documents Requiring Manual Retrieval and Re- Scanning from the Central Archive through the Help Desk System.
4. Image of the birth record from the CRS Database is corrupted or decrypted (error in viewing the image).	4. The corrupted/ decrypted images should not be printed.	Help Desk Officer Unisys Managed Services Corp.,	
	4.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:	Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City	
	-Image ID No.		

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	-Transaction Number -Complete details of the request - Description of the problem 4.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing.		Responsive No
	4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.		
	4.2.1 TL to inform the client on the situation and on the rescheduled date of release.		
	4.3 RSO to tag the request for rescanning in the RV Tracking System.		
	4.4 Document is for pull-out from the Archive for rescanning and other related processes.	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg.,	
	4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.	East Avenue, Quezon City	
	4.6 Print the rescanned image in CRS Security Paper (SECPA).		Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re- Scanning from the Central Archive through Help Desk System
5. Image of the birth document from the CRS Database is	5. Blurred copies of document/s from the CRS database, if		

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blurred (or with	
unreadable entries)	

possible, should not be issued to clients and must undergo re- scanning.

5.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:

- -Image ID No.
 -Transaction
 Number
 -Complete details
 of the request
 -Description of the
 problem
- 5.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
- 5.2.1 TL to inform the client on the situation and on the rescheduled date of release.
- 5.3 RSO to tag the request for rescanning in the RV Tracking System.
- 5.4 Document is for pull-out from the Archive for rescanning and other related processes.
- 5.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.

5.6 Print the re-

Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City

Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City

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	scanned image in CRS Security Paper (SECPA).		Ello responsive wo
	REMINDER: The client must be given an option to request for a clearer copy of the death document through rescanning		Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Rescanning from the Central Archive through Help Desk System
6. Double or multiple birth records in the CRS Database.	6. Double or multiple registration of a vital event is not allowed.		
	6.1 RSO shall asses the records and issue the timely registered document.	Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA	Refer to Service 8. Processing of Request for Index Correction of Civi
	6.2 RSO shall accomplish the multiple registration form	Bldg., PSA Complex East Avenue, Quezon City	Registry Documents In the PSA Civil Registry Database
	6.3 Log the document details to the CRS Help Desk System for BREN Linking		
	6.4 HDO forwards to concerned Back-End Unit for appropriate action.		
	6.5 Print the timely registered birth record in CRS Security Paper (SECPA)		
7. Birth image has an incorrect index in the CRS Database.	7. All birth images with incorrect indices must be updated and submitted for correction		
		Production and	

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	 7.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System. 7.2 In the event that that the index correction has not 	Maintenance Unit, Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA	Refer to Service 8. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database
	yet been approved, RSO to log the request to the CRS Help Desk System for follow up.	Bldg., PSA Complex East Avenue, Quezon City	
	REMINDER:		
	It is only after the requestfor index correction has been approved that the RSO can command		
	the printing of the result of verification.		
8. Verification from the CRS Database resulted in Negative Certification but with previously issued birth record	8. In the event that the RSO, even after thorough investigation from the CRS Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database. 8.1 PACD/Care Officer to require a photocopy of previously issued document from the client.		
	8.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.		

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8.3 Care Officer to re- Schedule the date of release.

8.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and rescanning of the birth document if available.

8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).

8.6 Print the result of the manual verification in CRS Security Paper (SECPA)

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 6: COPY ISSUANCE OF BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER SPECIAL CASES/SITUATIONS, IS SEVEN (7) DAYS.

5. Copy Issuance of Death Record or Death Certificate (Walk-in clients) at PSA Civil Registry System- Cebu City Outlet

Provision of copy of the death certificate of the deceased person available in the PSA Civil Registry System (CRS) Database (converted documents).

Office/Division	RSSO VII - CEBU CITY	CIVIL REGISTRY SYSTEM (CRS) OUTLET	
Classification:	Simple (maximum of 3 days)		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of lega	l age (18 years old and above)	
CHECKLIST OF F	REQUIREMENTS:	WHERE TO SECURE:	
By Type of Requester			
Immediate Family Document Owner: (Husband/Wife), Ma marital acknowledg Biological or Legal	Legal Spouse rital children, non- ed children and		
		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System- Cebu City Outlet	
2. Special Case Clien	ts		
2.1 Nearest of kin of a deceased person (otherthan the Spouse, Parent, Son/Daughter)			
Duly notarized Affidavi	t of Kinship (1 original)	Lawyer/Notary Public	
Valid Identity Documer of kin requesting the do with CLEAR PHOTO, I PRINT, SIGNATURE a official authority (1 original	ocument complete FULL NAME IN and issued by an	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Ap - Death Certificate accomplished in PRIN (1 copy)	e (Yellow Form)	Information Marshal's booth of Application Area PSA Civil Registry System- Cebu City Outlet	
2.2 Guardian of the debelow 18 years old (mi	•		
Court decision assignir	•	Clerk of the appropriate Court that rendered the decision	

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egal guardian (1 original and 1 photocopy) nd/or;	Str. Responsive World Co
ouly notarized Affidavit of Guardianship original) supported by any of the following:	Lawyer/Notary Public
) Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original)	Office of the Barangay where the Guardian currently resides.
2) School ID/Report Card of the deceased that indicate the name of the requester as Guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education.
alid Identity Document (ID) of the Guardian requesting the document omplete with CLEAR PHOTO, FULL	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities
IAME IN PRINT, SIGNATURE and issued y an official authority (1 original and 1 hotocopy)	(e.g. DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
completely filled-up Application Form (AF) Death Certificate (Yellow Form) ccomplished in PRINTED LETTERS 1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System – Cebu City Outlet
. Priority Clients	
.1 Senior Citizen requesting for the death ertificate of his/her spouse, arent and son/daughter	
enior Citizen's ID Card or any valid ID adicating his/her age complete with CLEAR HOTO, FULL NAME IN PRINT, IGNATURE and issued by an official uthority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) where the Senior Citizen resides.
completely filled-up Application Form (AF) Death Certificate (Yellow Form) ccomplished in PRINTED LETTERS I copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
.2 Physically Challenged Client/PWD equesting for the death certificate of is/her spouse, parents and on/daughter	
WD Identity Document (ID) Card complete with CLEAR PHOTO, FULL NAME IN RINT, SIGNATURE and issued by an official uthority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
completely filled-up Application Form (AF) Death Certificate (Yellow Form) ccomplished in PRINTED LETTERS 1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System- Cebu City Outlet

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3.3 Pregnant Woman death certificate of he parents and son/daug	er own spouse,			POLISIVA
Valid Identity Documer woman complete with O NAME IN PRINT, SIGN issued by an official au	CLEAR PHOTO, FULL NATURE and	Government Organizations, School/Colleges (e.g., DFA, LTC Pag-IBIG, CON	O, PRC, IBP, G	SIS, SSS, PhilPost,
Completely filled-up Ap- Death Certificate accomplished in PRIN- (1 copy	(Yellow Form)	Information Mai PSA Civil Regis		Application Area bu City Outlet
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Get an Application Form - Death Certificate (Yellow Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF- Death Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet Or Outlet Manager/ Regional Director RSSO VII
. Submit the required ocuments to the Payment Window for ompleteness check. Regular Clients Payment Windows – Priority Clients Payment Windows –	 2.1 Screen the AF and the requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the 	None	10 minutes	Collecting Officer, PSA Civil Registry System- Cebu City Outlet Team Leader, PSA Civil Registry System- Cebu
	requester as it will be presented and submitted to the			City Outlet Outlet Supervisor,

				Responsive . World
	Releasing Officer prior to the issuance of the requested document			PSA Civil Registry System— Cebu City Outlet; or
				Outlet Manager/ Regional Director, RSSO VII
3. Pay the corresponding fee for the request.	3.1 Accept the corresponding payment and generate an Official Receipt (OR).	Total Fee Php 155.00 per copy Breakdown: Processing Fee:	10 minutes	Collecting Officer, PSA Civil Registry System– Cebu City Outlet
Reminder: Check the details in the		- Php 125.00 Documentary Stamp Tax -		·
issued Official Receipt (OR).	the date and estimated time of release.	Php 30.00		Team Leader, PSA Civil Registry
Make sure to count the change before leaving the counter.	3.1 Forward the AF to the Request Service Officer			System– Cebu City Outlet
	(RSO) for verification from the Civil Registry System (CRS) Database.			Outlet Supervisor, PSA Civil Registry System– Cebu City Outlet
				or Outlet Manager/ Regional Director, RSSO VII
4. Proceed to the Releasing Area	4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF – Death Certificate. As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.	None	2 hours Reminder: Processing time maybe extended depending on the result of verification from the CICA System	Request Service Officer, PSA Civil Registry System- Cebu City Outlet.
	4.1.1 In the event that after verification, there are special cases/ situations that needs to be addressed/			Help Desk Officer Unisys Managed Services Corp. Ground Floor, CVEA Bldg.

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resolved first by the
concerned Back-
End Processing
Unit, RSO to log the
problem to the CRS
Help Desk System
(HDS) with the
following
information:

- -Image ID No
 -Transaction
 Number
 -Complete details of
 the request
 -Description of the
 problem
- 4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 4.1.3 In case the situation cannot be resolved within the day, RSO informs the TL and OS.
- 4.1.4 TL inform the client on the situation and on the rescheduled date of release.
- 4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).
- 4.2.1 In case, the image of the death document from the CRS database is blurred, RSO to attach a note to the AF-Death Certificate with a message "Blurred Image" to inform the Document Controller

PSA Complex East Avenue, Quezon City

Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., Quezon City

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				Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
6. Fall in line at the Releasing Window where the name of the deceased person's was called. Present the OR and other requirements.	6.1 Check the OR as to the scheduled date and time of release. 6.2 Require the claimant to present/ submit the requirements and check for correctness and completeness before releasing the request. 6.2.1 In case, the image of the death document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document. Reminder: The client must be given an option to have a clearer copy of the death document through re-scanning of the image. 6.2.2 If the client agreed to have the requested death document be subjected to re-scanning, Care	None	10 minutes	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII

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7. Check the document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	Officer to inform the client on the rescheduled date of release. 7.1 Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF. 7.2 En sure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of	None	5 minutes	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Outlet Supervisor, PSA Civil Registry
	7.3 Stamp the OR as "RELEASED" and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the document to the claimant.			System- Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
TOT	AL	155	3 hours, 40 (under norm	

SPECIAL CASES

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 1. Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No.
 - b. Transaction Number



- c. Complete details of the request
- d. Description of the problem
- 2. RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 3. In case the situation cannot be resolved within the day, RSO informs the TL and OS.
- 4. TL to inform the client on the situation and on the rescheduled date of release.

REMINDER:

Copy issuance of death documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of the death record from the CRS Database have extra or excess page(s).	1. The copy of the death record that have extra or excess page(s) are not to be printed and issued to the clients.		
	1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID NoTransaction Number -Complete details of the request - Description of the problem 1.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 1.2 In case the situation cannot be resolved within the day, RSO informs	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	
	the TL and OS. 1.2.1 TL to inform the client on the situation and on the rescheduled date of release.		

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	1.3 RSO to tag the request for rescanning in the RV Tracking System. 1.4 Document is for pull-out from the Archive for rescanning and other related processes. 1.5 Outlet to wait for the rescanned image to be uploaded to the CRS Database. 1.6 Print the rescanned image in CRS Security Paper (SECPA).	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re- scanning from the Central Archive through Help Desk System on page 513
2. RSO after logging the details based on the application form, found another image of the death record from the CRS Database even with the correct index details (mismatched Image)	2. The mismatched image should not be printed. 2.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID NoTransaction Number -Complete details of the request – Description of the problem 2.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 2.2 In case the situation cannot be resolved within the	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	

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	day, RSO to inform the TL and OS.		
	2.2.1 TL to inform the client on the situation and on the rescheduled date of release.		
	2.3 RSO to tag the request for rescanning in the RV Tracking System.		
	2.4 Document is for pull-out from the Archive for rescanning and other related processes.		
	2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.		
	2.6 Print the rescanned image in CRS Security Paper (SECPA).	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Rescanning from the Central Archive through Help Desk System
3. Image of the death record from the CRS Database is inverted or defective.	3. The inverted/ defective image should not be printed.		
	3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon	
	-Image ID NoTransaction Number -Complete details of the request -Description of the Problem	City	
	3.1.1 RSO to wait		

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	for the notification from the HDO if the image is okay and ready for printing. 3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS. 3.2.1 TL to inform the client on the situation and on the rescheduled date of release.		Responsive Well
	3.3 RSO to tag the request for rescanning in the RV Tracking System.		
	3.4 Document is for pull-out from the Archive for rescanning and other related processes.		
	3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	
	3.6 Print the rescanned image in CRS Security Paper (SECPA).		Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re- Scanning from the Central Archive through the Help Desk System.
4. Image of the death record from the CRS Database is corrupted or decrypted (error in viewing the image).	4. The corrupted/ decrypted images should not be printed.4.1 RSO to log the	Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA	
	problem to the CRS Help Desk System (HDS) with the following information:	Bldg., PSA Complex East Avenue, Quezon City	
	-Image ID No.		

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-Transaction
Number
-Complete details of
the request -
Description of the
problem

4.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing.

4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.

4.2.1 TL to inform the client on the situation and on the rescheduled date of release.

4.3 RSO to tag the request for rescanning in the RV Tracking System.

4.4 Document is for pull-out from the Archive for rescanning and other related processes.

4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.

4.6 Print the rescanned image in CRS Security Paper (SECPA).

Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City

Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City

Refer to Service 9.
Processing of Civil
Registry Documents
Requiring Manual
Retrieval and ReScanning from the
Central Archive through
Help Desk
System

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Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City	Carlo Posponsive Morada
Production and	

5. Image of the death document from the CRS Database is blurred (or with unreadable entries)

5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re- scanning.

5.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:

- -Image ID No.
- -Transaction Number
- -Complete details of the request
- -Description of the problem

5.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing.

5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.

5.2.1 TL to inform the client on the situation and on the rescheduled date of release.

5.3 RSO to tag the request for rescanning in the RV Tracking System.

5.4 Document is for pull-out from the Archive for rescanning and other related processes.

5.5 Outlet to wait for the re-scanned image to be

Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City

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	uploaded to the CRS Database.		
	5.6 Print the rescanned image in CRS Security Paper (SECPA).		
	REMINDER: The client must be given an option to request for a clearer copy of the death document through rescanning		
6. Image of the death document has incorrect index in the CRS Database.	6. All death images with incorrect indices must be updated and submitted for correction.		
	6.1 RSO to report and to submit the Necessary index correction through the use of Vital Event (F6) function of the CICA System.	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 8. Processing of Request for Index Correction of Civi Registry Documents
	6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.	Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City	In the PSA Civil Registry Database
	REMINDER:		
	It is only after the Request for index correction has been approved that the RSO can proceed with the printing of the result of verification.		
7. Verification from the CRS Database resulted to Negative Certification but with	7. In the event that the RSO, even after thorough verification from the CRS		

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Previously issued death record.	Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.		Fesponsive
	7.1 PACD/Care Officer to require a photocopy of previously issued documents from the client.	PACD Officer, PSA Civil Registry System– Regional Outlet	
	7.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification. 7.3 Care Officer to		
	re- schedule the date of release 7.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and rescanning of the death document if available.	Production and Maintenance Unit PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	
	7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).		

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of the manual in
CRS Security
Paper (SECPA).

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 6: COPY ISSUANCE OF DEATH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER SPECIAL CASES/SITUATIONS, IS SEVEN (7) DAYS.

6. Copy Issuance of Marriage Certificate (Walk-in clients) at PSA Civil Registry System- Cebu City Outlet

Provision of copy of the Contract of Marriage between two individuals available in the PSA Civil Registry Database (converted documents).

Office/Division		ON ALL DECICEDA CACTEM (CDC) OLITI ET		
Office/Division	RSSO VII - CEBU CITY CIVIL REGISTRY SYSTEM (CRS) OUTLET			
Classification:	Simple (maximum of 3 da	ays)		
Type of Transaction:	Government-to-Citizen (0	G2C)		
Who may avail:	General public of legal	age (18 years old and above)		
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:		
By Type of Reques	ter	PSA Civil Registry System Regional Outlet		
1. Principal (Spouse	es/Husband and Wife)			
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)		
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet		
2. Direct Descendant	t (Son/Daughter)			
Valid Identity Document (ID) of the of direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINTS, SIGNATURE and issued by an official authority (1 original and 1 photocopy).		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)		
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet		
Legal	ooth contracting sed (Biological or ister/Grandparent)			
Duly notarized Affic	davit of Kinship 1	Lawyer/Notary Public		

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original)	
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
4. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities
Reminder:	(e.g.,) DFA, LTO, PRC, IBP, GSIS, SSS, PhilPos Pag-IBIG, COMELEC, NBI, AFP, PNP)
For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	l ag .2.0, 00,, , ,
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:	Any of the contracting parties (husband or wife), marital children authorizing the representative
 written in a clean sheet of paper and dated; 	
 indicate the type of document, the number of copies and the specific details of the document to be requested; 	
 indicate the complete name of the authorized representative; and 	
4) bear the fresh signature of any of the contracting parties (husband or wife) that matches his/her valid ID. 5)shall specifically state its purpose is to secure civil registry documents from PSA. A general statement as to the purpose will not	

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Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
5.3 Pregnant Woman requesting for her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
6. First Time Job Seeker (RA 11261)	
Reminder: Request for a copy issuance of marriage certificate cannot be delegated to a representative and can only be availed once	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer

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Oath of Undertaking of Time Job Seeker (photocopy)		Office of the Barangay where the First Time Jo Seekers currently resides			
job seeker with Ph	ent (ID) of the first time HOTO, FULL NAME IN RE and issued by an original and 1	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)			
Marriage Certificat	Application Form (AF) - te (Pink Form) RINTED LETTERS (1	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PROCESSIN PERSON			

copy)					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Get an Application Form - Marriage Certificate (Pink Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF -Marriage Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System-Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII	
2. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows - - Priority Clients Payment Windows - First Time Job Seeker, proceed to	2.1 Screen the AF and the requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the r quested document. For first time job seeker: 2.4 Stamp the submitted requirements	None	10 minutes	Collecting Officer, PSA Civil Registry System- Cebu City Outlet	
Seeker, proceed to Public Assistance and	submitted requirements as officially "Received				

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Complaint's Desk (PACD) inside the outlet.	by" PSA, indicate therein the date of receipt and collect them. 2.4.1 Attach the requirements to the AF and label it as ProBono. 2.4.2 Record the request in the logbook for control and reporting purposes.			PACD Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor PSA Civil Registry System— Regional Outlet or Outlet Manager/ Regional Director, RSSO
3. Pay the corresponding fee for the request. Reminder: Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter.	3.1 Accept the corresponding payment and generate an Official Receipt (OR). 3.2 Indicate therein the date and estimated time of release. For first time job seeker: Remind him/her that he/she can avail of the free copy issuance of his/her marriage certificate from the PSA only once. Inform him/her to wait for his/her name to be	Total Fee Php 155.00 per copy Breakdown: Processing Fee: - Php 125.00 Documentary Stamp Tax - Php 30.00 Pursuant to RA 11261, issuance of (1) one copy of marriage certificate of a first time job seeker is to be issued for FREE	10 minutes	Collecting Officer, PSA Civil Registry System— Cebu City Outlet PACD Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor PSA Civil Registry System— Cebu City Outlet City Outlet
4. Proceed to the Releasing Area.	anis/ner name to be called at the Releasing Area. 3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database 4.1 Verify from the CRS database the request on the basis	None	2 hours	City Outlet Outlet Manager/ Regional Director, RSSO VII Request Service Officer, PSA Civil Registry System—
	of details that has been written by the			Back –End



As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.

4.1.1 In the event that after verification, there are special cases/situations that needs to be addressed/ resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information:

- -Image ID No -Transaction Number Complete details of the request
- -Description of the problem
- 4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
- 4.1.4 TL to inform the client on the situation and on the rescheduled date of release.
- 4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).

Reminder:

Processing time maybe extended depending on the result of verification from the CICA System

Help Desk
Officer Unisys
Managed
Services Corp.
Ground Floor,
CVEA Bldg.
PSA Complex
East Avenue,
Quezon City

Production and
Maintenance
Unit (PMU),
Civil Register
Management
Division
(CRMD), CRS
Bldg., Quezon City

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5. Wait for the	4.2.1 In case the image of the marriage Document from the CRS database is blurred, RSO to attach a note to the AF- Marriage Certificate with a message "Blurred Image" to inform the Document Controller and Matcher/Sorter. 4.3 Control the printed document in SECPA using the QMS Releasing Manager application. 4.4 Match and sort the printed document with the corresponding AF. 4.5 Forward the document ready for release to the Releasing Area.	None	20 minutes	Barcode Controller, PSA Civil Registry System— Cebu City Outlet Sorter/Matcher ,PSA Civil Registry System-Cebu City Outlet Team Leader, PSA Civil Registry System—Cebu City Outlet Outlet Supervisor, PSA Civil Registry System—Cebu City Outlet Outlet Supervisor, PSA Civil Registry System—Cebu City Outlet Or Outlet Manager/ Regional Director, RSSO VII Releasing
document owner's	the names of document owners/ authorized representatives and the type of requests that are ready for release.	inone	ZU MINUTES	Releasing Officer PSA Civil Registry System- Cebu City Outlet Team Leader, PSA Civil Registry System- Cebu City Outlet

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				Outlet Supervisor, PSA Civil Registry System- Cebu City Outlet
6. Fall in line at the Releasing Window where the document owner's (spouse's name) was called. Present the OR and other requirements	6.1 Check the OR as to the scheduled date and time of release. 6.2 Require the claimant to present/ submit the requirements and check for correctness and completeness before releasing the request. 6.2.1 In case the image of the marriage document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document. Reminder: The client must be given an option to have a clearer copy of the marriage document through rescanning of the image. 6.2.2 If the client agreed to have the requested marriage document be subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.		10 minutes	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
7. Check the document.	7.1 Require the	None	5 minutes	Releasing Officer, PSA Civil

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Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF. 7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release. 7.3 Stamp the OR as "RELEASED" and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the requested document to the claimant.	155	Registry System-Cebu City Outlet Team Leader, PSA Civil Registry System-Cebu City Outlet Outlet Supervisor PSA Civil Registry System-Cebu City Outlet or Outlet Manager/ Regional Director,
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SPECIAL CASES

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

- 1. Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - b. Image ID No.
 - c. Transaction Number
 - d. Complete details of the request
 - e. Description of the problem
- 7. RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 8. In case the situation cannot be resolved within the day, RSO informs the TL and OS.
- 9. TL to inform the client on the situation and on the rescheduled date of release.



REMINDER:

Copy issuance of marriage documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of the marriage record from the CRS Database have extra or excess page(s).	1. The copy of the Marriage record that have extra or excess page(s) are not to be printed and issued to the clients.		
	1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID NoTransaction Number -Complete details of the request	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	
	- Description of the problem 1.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing.		
	1.2 In case the situation cannot be resolved within the day, RSO informs the TL and OS.		
	1.5.1 TL to inform the client on the situation and on the rescheduled date of release.		
	1.6 RSO to tag the request for re- scanning in the RV Tracking System.		

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	1.7 Document is for pull-out from the Archive for rescanning and other related processes. 1.8 Outlet to wait for the rescanned image to be uploaded to the CRS Database. 1.6 Print the rescanned image in CRS Security Paper (SECPA).	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re- scanning from the Central Archive through Help Desk System
2. RSO after logging the details based on the application form, found another image of the marriage record from the CRS Database even with the correct index details (mismatched Image)	2. The mismatched image should not be printed. 2.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID NoTransaction Number -Complete details of the request — Description of the problem 2.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS. 2.2.1 TL to inform the client on the situation		

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	and on the rescheduled date of release.		in or smile
	2.3 RSO to tag the request for rescanning in the RV Tracking System.		
	2.4 Document is for pull-out from the Archive for rescanning and other related processes.		
	2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg.,	
	2.6 Print the rescanned image in CRS Security Paper (SECPA).	P R R R Si C tt	Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Rescanning from the Central Archive through Help Desk System
3. Image of the marriage record from the CRS Database is inverted or defective.	3. The inverted/ defective image should not be printed. 3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID NoTransaction	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	
	Number -Complete details of the request -Description of the Problem 3.1.1 RSO to wait for the notification from the HDO if the		

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	image is okay and ready for printing.		
	3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.		
	3.2.1 TL to inform the client on the situation and on the rescheduled date of release.		
	3.3 RSO to tag the request for rescanning in the RV Tracking System.		
	3.4 Document is for pull-out from the Archive for rescanning and other related processes.		
	3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg.,	Refer to Service 9. Processing of Civil
	3.6 Print the rescanned image in CRS Security Paper (SECPA).	East Avenue, Quezon City	Registry Documents Requiring Manual Retrieval and Re- Scanning from the Central Archive through the Help Desk System.
4. Image of the marriage record from the CRS Database is corrupted or	 The corrupted/ decrypted images should not be printed. 		
decrypted (error in viewing the image).	4.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:	Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City	
	-Image ID NoTransaction Number -Complete details of the request -		

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	Description of the problem 4.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS. 4.2.1 TL to inform the client on the situation and on the rescheduled date of release. 4.3 RSO to tag the request for rescanning in the RV Tracking System. 4.4 Document is for pull-out from the Archive for rescanning and other related processes. 4.5 Outlet to wait for the rescanned image to be uploaded to the CRS Database. 4.6 Print the rescanned image in CRS Security Paper (SECPA).	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re- Scanning from the Central Archive through Help Desk System
5. Image of the marriage document from the CRS Database is blurred (or with unreadable entries)	5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo		

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- 5.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
- -Image ID No.
- -Transaction Number
- -Complete details of the request
- -Description of the problem
- 5.1.1 RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
- 5.2.1 TL to inform the client on the situation and on the rescheduled date of release.
- 5.3 RSO to tag the request for rescanning in the RV Tracking System.
- 5.4 Document is for pull-out from the Archive for rescanning and other related processes.
- 5.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.
- 5.6 Print the rescanned image in CRS Security Paper (SECPA).

Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City

Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City

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	REMINDER: The client must be given an option to request for a clearer copy of the marriage document through rescanning		
6. Image of the marriage document has incorrect index in the CRS Database.	6. All marriage images with incorrect indices must be updated and submitted for correction. 6.1 RSO to report and to submit the Necessary index correction through the use of Vital Event (F6) function of the CICA System. 6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up. REMINDER: It is only after the Request for index correction has been approved that the RSO can proceed with the printing of the result of verification.	Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 8. Processing of Request for Index Correction of Civi Registry Documents In the PSA Civil Registry Database
7. Verification from the CRS Database resulted to Negative Certification but with Previously issued marriage record.	7. In the event that the RSO, even after thorough verification from the CRS Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was		

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previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.		Responsive W
7.2 PACD/Care Officer to require a photocopy of previously issued documents from the client.	PACD Officer, PSA Civil Registry System– Regional Outlet	
7.3 PACD/Care Officer to inform the client that his/her request will undergo manual verification.		
7.4 Care Officer to re- schedule the date of release		
7.5 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and rescanning of the marriage document if available.	Production and Maintenance Unit PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	
7.6 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).		
7.7 Print the result of the manual in CRS Security Paper (SECPA).		



TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 6: COPY ISSUANCE OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER SPECIAL CASES/SITUATIONS, IS SEVEN (7) DAYS.

7. Issuance of Certification of No Marriage Record/Existence of Marriage Record (Walk- in Clients) at PSA Civil Registry System Cebu City Outlet

Provision of certification to an individual as to whether a record(s) of marriage(s) (CEMAR) is/are enrolled and is/are available in the Civil Registry System (CRS) database or there is none (CENOMAR).

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Office/Division	Regional Statistical Services Office VII – CEBU CITY CRS OUTLET	
Classification:	Simple (maximum of 3 days)	
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal	age (18 years old and above)
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:
By Type of Reques	ter	PSA Civil Registry System Regional Outlet
1. Principal (Docum	ent Owner)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
2. Authorized Repres	sentative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)		
Reminder:		
For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID. authority (1 original and 1 photocopy)		
Valid Identity Document (ID) of the authorized representative complete with CLEAR		Government Agencies, Non-Government Organizations, Private entities,

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PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:	Document owner, Legal Spouse(Husband/Wife), marital children.
 written in a clean sheet of paper and dated; indicate the type of document, the number of copies and the specific details of the document to be requested; indicate the complete name of the authorized representative; and bear the fresh signature of the document owner that matches his/her ID. shall specifically state its purpose is to secure civil registry documents from PSA. A general statement as to the purpose will not be accepted. 	
Completely filled-up Application Form (AF) – CENOMAR/CEMAR (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
3. In case of death of the document owner, any of his/her immediate family member: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Death Certificate of the Document Owner (1 Photocopy)	PSA/Local Civil Registry Office (LCRO)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
4. Special Cases Clients	
4.1 Guardian of a document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision

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Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Lawyer/Notary Public
 Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy) 	Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
4.2 Nearest of kin of a deceased person other than his/her immediate family member (Brother/Sister/Grandparent/Grandchild)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Death Certificate of the Document Owner (1 photocopy)	PSA/Local Civil Registry Office (LCRO
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)

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Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
5.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
5.3 Pregnant Woman requesting for her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet

LETTERS (T copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Get an Application Form - Certificate of No Record of Marriage (Green Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS	1.1 Ensure that the necessary AF-CENOMAR is made available at the Information Marshal's booth	None	5 minutes	Information Marshal, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System-Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII
Submit the required documents to the Payment	2.1 Screen the AF and the requirements.	None	10 minutes	Collecting Officer, PSA Civil

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Window for completeness check. - Regular Clients Payment Windows - - Priority Clients Payment Windows	2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the r quested document.			Registry System— Cebu City Outlet PACD Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor PSA Civil Registry System— Regional Outlet or Outlet Manager/ Regional Director,
				RSSO
3. Pay the corresponding fee for the request. Reminder: Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter.	3.1 Accept the corresponding payment and generate an Official Receipt (OR). 3.2 Indicate therein the date and estimated time of release. 3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database	Total Fee Php 210.00 per copy Breakdown: Processing Fee: - Php 180.00 Documentary Stamp Tax - Php 30.00	10 minutes	Collecting Officer, PSA Civil Registry System— Cebu City Outlet PACD Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor PSA Civil Registry System— Cebu City Outlet Outlet Supervisor PSA Civil Registry System— Cebu City Outlet Outlet Manager/ Regional Director, RSSO VII
	Processes: 3.4 Verify from the CRS database the request on the basis of details that have been written by the requester in the AF-CENOMAR.	None	1 day	Request Service Officer, PSACivil Registry Back-End

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As per business rule, Request Service Officers (RSO) must conduct at least FORTY- FOUR (44) queries from the CICA System about the document owner as male and as female. 3.4.1 In case the index of the CRD is incorrect or different from the information contained in the image, RSO to report and to submit the necessary index correction through the use of the Vital Event function("F6") of the CICA System. 3.4.2 RSO to wait for at least 30 minutes to an hour for the response/action taken by the Production and Maintenance Unit, Civil Register and Management Division (CRMD) on the request for index correction. 3.4.3 RSO to check again the index if the request has been favourably considered. 3.4.3.1 In the event that the index correction has not yet been approved, RSO to log the request to the Help Desk System for follow-up. 3.4.3.2 RSO to inform the TL/OS for appropriate action.	1 hour	Supervisor, Production and Maintenance Unit, CRMD - East Ave., QC Help Desk Officer, Unisys Managed

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3.4.3.3 TL to notify the client on the problem and the unwanted delay in the processing of the request.	Services, Corp., PSA Complex, East Ave., QC
Reminder: It is only after the request for index correction has been approved that the RSO can proceed with the printing of the result of verification. 3.5 Print the result of the verification of the request in CRS Security Paper (SECPA).	Team Leader PSA Civil Registry System— Cebu City Outlet or Outlet Supervisor PSA Civil Registry System— Cebu City Outlet
3.6 Control the printed document in SECPA using the QMS Releasing Manager application. 3.7 Match and sort the printed document with the corresponding AF. 3.8 Forward document ready for release to the Releasing Area	Barcode Controller, PSA Civil Registry System— Cebu City Outlet Sorter/Matcher, PSA Civil Registry System— Cebu City Outlet or Team Leader PSA Civil Registry System— Cebu City Outlet or
	Outlet Supervisor, PSA Civil Registry System- Cebu City Outlet

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				Director, RSSO VII
4. Proceed to Releasing Window 7 on the scheduled date and time of release. Present the OR and complete requirements to the Releasing Officer.	 4.1 Check the OR as to the scheduled date and time of release. 4.2 Search for the requested certification. 4.3 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the requested document. 	None	20 minutes	Request Service Officer, PSA Civil Registry System— Back –End Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu Cityl Outlet or Outlet Manager/ Regional Director, RSSO VII
5. Check the document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	5.1 Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF. 5.2 Ensure to write in PRINT the name of the claimant, type of ID presented, ID number, releasing window number and date and time of release. 5.3 Stamp the OR as "RELEASED" and indicate the date of release. 5.4 Affix the initials of the Releasing Officer in the OR.	None	5 minutes	Releasing Officer PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet or Outlet Manager/ Regional Director, RSSO VII

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	document to the claimant.			**Ponsive
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8. Issuance of Certificate of No Death/Existence of No Death Record (Walk-in-Clients) PSA Registry System – Cebu City Outlet

Provision of certification to an individual as to whether a record(s) of death(s) (CEDEATH) is/are enrolled and is/are available in the Civil Registry System (CRS) database or there is none (CENODEATH).

Office/Division	Regional Statistical Services Office VII – CEBU CITY CRS OUTLET		
Classification:	Simple (maximum of 3 days)		
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	General public of legal	age (18 years old and above)	
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:	
By Type of Reques	ter	PSA Civil Registry System Regional Outlet	
1. Immediate Family Document Owner: (Husband/Wife), M marital acknowled Biological or Lega	Legal Spouse arital children, non- ged children and		
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) - Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy		Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet	
2. Authorized Repres	sentative		
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Reminder:			
For authorization le Attorney (SPA) re	etter/Special Power of ceived from abroad,		

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document owner should provide a scanned/photocopy of passport as valid ID. authority (1 original and 1 photocopy)	
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:	Legal Spouse (Husband/Wife), marital children, Non-marital acknowledged children; Biological/Legal parents.
 written in a clean sheet of paper and dated; indicate the type of document, the number of copies and the specific details of the document to be requested; indicate the complete name of the authorized representative; and bear the fresh signature of the document owner that matches his/her ID. shall specifically state its purpose is to secure civil registry documents from PSA. A general statement as to the purpose will not be accepted. 	
Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy	Information Marshal's booth of Application Area PSA Civil Registry System- Cebu City Outlet
3. In case of death of the document owner, any of his/her immediate family member: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Death Certificate of the Document Owner (1 photocopy)	PSA/Local Civil Registry Office (LCRO)
Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet

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4. Special Cases Clients	
4.1 Guardian of a document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Lawyer/Notary Public
Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)	Office of the Barangay where the Guardian currently resides
School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
4.2 Nearest of kin of a deceased person other than his/her immediate family member (Brother/Sister/Grandparent/Grandchild)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Death Certificate of the Document Owner (1 photocopy)	PSA/Local Civil Registry Office (LCRO)
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (e.g., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Cebu City Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for his/her own document and his/her spouse	
Senior Citizen's ID Card or any valid ID	Office of the Senior Citizen Affairs (OSCA) and/or

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indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		local government units (LGUs)			
Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)		Information Mar PSA Civil Regis		Application Area ebu City Outlet	
5.2 Physically Chall requesting for his/h and his/her parent	enged Clients/PWDs er own document				
PHOTO, FULL I	PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official		National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.		
- Certificate of No Re	Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)		shal's booth of try System– Ce	Application Area ebu City Outlet	
5.3 Pregnant Woma own document and	n requesting for her her spouse				
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)			
Completely filled-up / - Certificate of No Re Form) accomplished LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System- Cebu City Outlet			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1. Get an Application Form - Certificate of No Record of Death (Blue Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS	1.1 Ensure that the necessary AF-CENODEATH is made available at the Information Marshal's booth	None	5 minutes	Information Marshal, PSA Civil Registry System- Cebu City Outlet Team Leader, PSA Civil Registry System-Cebu City Outlet Outlet Supervisor, PSA Civil Registry System- Cebu City Outlet or Outlet	
				Manager/ Regional	

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				Director, RSSO VII
Submit the required documents to the Payment Window for completeness check. Regular Clients Payment Windows - Priority Clients Payment Windows	2.1 Screen the AF and the requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the r quested document.	None	2 minutes	Collecting Officer, PSA Civil Registry System- Cebu City Outlet
3. Pay the corresponding fee for the request. Reminder: Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter.	3.1 Accept the corresponding payment and generate an Official Receipt (OR). 3.2 Indicate therein the date and estimated time of release. 3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database. PSA Internal Processes:	Total Fee Php 210 per copy Breakdown: Processing Fee: - Php 180.00 Documentary Stamp Tax - Php 30.00	10 minutes	System- Cebu City Outlet
	3.4 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-CENODEATH As per business rule, Request Service Officers (RSO) must conduct at least FORTY- FOUR (44) queries from the CICA System about the document owner	None	1 day	Service Officer, PSA Civil Registry Back- End Controller,

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as male and as female.		
3.4.1 In case the index of the CRD is incorrect or different from the information contained in the image, RSO to report and to submit the necessary index correction through the use of the Vital Event function ("F6") of the CICA System.	1 hour	
3.4.4 RSO to wait for at least 30 minutes to an hour for the response/action taken by the Production and Maintenance Unit, Civil Register and Management Division (CRMD) on the request for index correction.		Supervisor, Production and Maintenance Unit, CRMD - East Ave., QC
3.4.5 RSO to check again the index if the request has been favourably	10 minutes	
considered. 3.4.5.1 In the event that the index correction has not yet been approved, RSO to log the request to the Help Desk System for follow-up.		Help Desk Officer, Unisys Managed Services, Corp., PSA Complex, East Ave., QC Team Leader PSA Civil Registry
3.4.5.2 RSO to inform the TL/OS for appropriate action.		System- Cebu City Outlet
3.4.5.3 TL to notify the client on the problem and the unwanted delay in the processing of the request.		or Outlet Supervisor PSA Civil Registry System– Cebu City Outlet

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	Reminder:			
	It is only after the request for index correction has been approved that the RSO can proceed with the printing of the result of verification. 3.5 Print the result of the verification of the verification of the request in CRS Security Paper (SECPA). 3.6 Control the printed document in SECPA using the QMS Releasing Manager application. 3.7 Match and sort the printed document with the corresponding AF. 3.8 Forward document ready for release to the Releasing Area			Barcode Controller, PSA Civil Registry System— Cebu City Outlet Sorter/Matcher, PSA Civil Registry System— Cebu City Outlet
4. Proceed to Releasing Window 7 on the scheduled date and time of release. Present the OR and complete requirements to the Releasing Officer	4.1 Check the OR as to the scheduled date and time of release. 4.2 Search for the requested certification. 4.3 Require the claimant to present/ submit the requirements and check for correctness and completeness before releasing the requested document.	None	20 minutes	Releasing Officer, PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu Cityl Outlet Outlet Supervisor, PSA Civil Registry System— Cebu Cityl Registry System— Cebu Cityl Outlet

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5. Check the document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	5.1 Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF. 5.2 Ensure to write in PRINT the name of the claimant, type of ID presented, ID number, releasing window number and date and time of release. 5.3 Stamp the OR as "RELEASED" and indicate the date of release. 5.4 Affix the initials of the Releasing Officer in the OR. 5.5 Release the document to the claimant.	None	5 minutes	Releasing Officer PSA Civil Registry System— Cebu City Outlet Team Leader, PSA Civil Registry System— Cebu City Outlet Outlet Supervisor, PSA Civil Registry System— Cebu City Outlet ,
TO	OTAL	155	1	day, 2 hours

9. Processing of Electronic Endorsement Documents through CRS-Cebu City Outlet

Electronic endorsement allows PSA CRS Outlets to accept documents of previously registered copy as well as advance submission to the PSA Central Office. The civil registry documents are scanned at the PSA CRS Outlets and electronically forwarded to the central back-end processing for verification and approval.

Office/Division	Regional Statistical Services Office VII – CEBU CITY CRS OUTLET			
Classification:	Simple (max. of 3 days)			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All clients of legal age (18 yrs. old and above)			
CHECKLIST OF REQUIREMENTS: WHERE TO SECURE:				
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:		
	nent from the Local Civil	WHERE TO SECURE: Local Civil Registry Office (LCRO) of the place of registration and occurrence		

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City/Municipal Civil Registrar (C/MCR) or his/her designated liaison officer, or through courier transmit the documents for electronic endorsements at the PSA CRS Outlet

Outlet				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 LCRO endorse the document to the nearest CRS Outlet through courier or hand carried by their authorized liaison	PSA CRS Cebu City Outlet 1. Scan the civil registry document using Electronic Endorsement module	Note: Client will pay for		Electronic Endorsement staff PSA CRS Outlet
officers	module	Php155. 00 per copy once the document has been approved at Central Office		Supervisor PSA CRS Outlet Supervisor, Cebu City Outlet
	CRMD-Production and Maintenance Unit (PMU 10. Receipt and control of endorsed scanned civil registry documents in the central back-end office thru Electronic Endorsement (EE) system	None	1 hour (per batch of 20 documents	Electronic Endorsement EE) Approvers, PMU 6 th Floor, CRS Building. Supervisor Registration III PMU 6 th Fllor, CRS Building Chief, CRMD CRS Building, Quwzon City
	3. View the documents using EE system	None	1 hour per batch of 20 documents	Electronic Endorsement EE) Approvers, PMU 6 th Floor, CRS Building. Supervisor Registration III PMU 6 th Fllor, CRS Building Chief, CRMD CRS Building, Quwzon City
	4. Verify the	None	1 hour per	EE Approvers

1	submitted document using RD/CDLI Search and CRQS/DVSS 4.1 If verification in the CRS database yield negative result and the scanned record from the outlet has clear and readable entries,	batch of 12 documents	PMU Supervisor Registration Officer III PMU
	nroceed to Sten 4		Chief, CRMD CRS Building Quezon City
	4.2 If the scanned image from the Outlet has blurred or unreadable entries, yield negative result in the database but positive in the CRQS or DVSS, request for manual retrieval from the Central Archives the original documents. Proceed to page 10 for the steps of Central Archives (Amparo) processes 4.3 Upon receipt of the manually retrieved document from the Archives, match the pulled out documents w/ the scanned image from the outlet 4.3.1 If there are discrepancies of entries between the endorsed document and the original document from archive, the document pulled out from the Archives, and if clear copy, will be scanned and approved. 4.3.2 If the original copy pulled out from the archives has	Note: manual retrieval or pull out at the Archives takes 2 working days	

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	with discrepancy of entries, indicate in the evaluation form the discrepancies. 4.3.3 Prepare a feedback notice to indicate disapproval of the EE document using EE system			
	5. Verify specimen signature of the issuing Local Civil Registrar/City Civil Registrar 5.1 If the specimen signature of the scanned documents passed verification, approve the document. 5.2 If document image did not pass specimen verification, disapprove w/ feedback.	None	1 hour per batch of 12 documents	EE Approvers PMU Supervisor Registration Officer III PMU Chief, CRMD CRS Building Quezon City
TC	TAL	None	1 day,	2 hours

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10. Processing and Issuance of Certificate of Registration of Authority to Solemnize Marriage (CRASM)

Provision of Solemnizing Officers (SO) of their Certificate of Registration of Authority to Solemnize Marriage (CRASM) as a requirement before an SO can solemnize any marriage.

Office/Division	Civil Registration and Administrative Support Division			
Classification:	Complex (max. of 7 days)		
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	Solemnizing Officers thru	PSA Provincial Statistical Office(PSA PSO)		
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:		
For Solemnizing Off	icers			
SO Form No. 1 in original copies, su before a person a	plication form (OCRG- Appendix 3) in triplicate abscribed and sworn to authorized to administer documentary stamp;	PSA Provincial Statistical Offices in Region VII - Central Visayas		
extension of CRA fill out an applicat	who is applying for ASM, require the SO to ion form with proval of extension of			
(2x2) with white b more than a mon application. In cas eyeglasses, it sho an image of the p	of colored ID pictures ackground taken not the ago from the date of ses person is using ould be removed to have erson. The back of the contain signature of the	Head of the Affiliated Religious Sect		
	of appointment as priest, shop, pastor and minister eligious sect;	Head of the Affiliated Religious Sect		
or religious sect is of three (3) month should indicate the full name, national address of the apthe church, templogue, and owhere the applications.	from the head of religion ssued within the period as from application which e following details: the ality and complete plicant; the location of e, chapel, mosque. Other places of worship ant regularly performs ent of the applicant's			



 For the first time applicant, a Certified True Copy of Certificate of Live Birth or a photocopy of the SO's Philippine Passport or Philippine Identification (Phil ID) Card of the SO to be presented with the original document of such photocopy

Regional and Provincial CRS Outlet/LCRO Philsys Registration Center

 I-Card issued by the Bureau of Immigration (BI), in case the applicant is a citizen of a foreign country.

Bureau of Immigration

Proof of payment of registration fee

PSA Provincial Statistical Office

For Heads/Bishops/Presidents/Founders:

 Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to before a person authorized to administer oath with affixed documentary stamp.

PSA Provincial Statistical Office

For foreigner SO who is applying for extension of CRASM, require the SO to fill up an application form with accompanying approval of extension of visa.

- Three (3) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. In cases the person is using eyeglasses, it should be removed to have a clear image of the person. The back of the ID picture should contain the signature of the applicant.
- A machine copy of appointment as priest, head, founder, bishop, pastor and minister of the religion or religious sect.
- For the first time applicants, a Certified True Copy of Certificate of Live Birth or a photo copy of the SOs Passport or PhilID Card of the SO to be presented with the original document of such photo copy.
- I-Card issued by the Bureau of Immigration (BI), in case the applicant is a citizen of a foreign country.
- Proof of Payment of Registration Fee.
- Endorsement or recommendation from the Board of Trustees/Directors or Church Council or any of its equivalent governing

Affiliated Religious Sect

Regional and Provincial CRS Outlet/LCRO Philsys Registration Center

Bureau of Immigration

PSA Provincial Statistical Office

Affiliated Religious Sect



body signed by majority of the members of the board/council in the form of a board or council resolution. In case there is no Board of Trustees/Directors or Church Council, or any equivalent governing body, the head/bishop/president/founder of the religion/religious sect shall submit a sworn statement duly notarized stating that there is no such Board of Trustees/Director or Church Council or any equivalent governing body.

 If the religion/religious sect is not found in the latest Census record, Certificate of Registration or updated General Information Sheet (GIS) issued by the Securities and Exchange Commission (SEC). Record from the Affiliated Religious Sect issued by SEC

For Imams:

- Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to before a person authorized administer oath with affixed documentary stamp
- Three (3) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. In such cases the person is using eyeglasses, it should be removed to have a clear image of the applicant. the back of the ID picture should contain the signature of the applicant.
- For the first time applicants, a Certified True Copy of Certificate of Live Birth or a photo copy of the SOs Passport or PhillD Card of the SO to be presented with the original document of such photo copy.
- I-Card issued by the Bureau of Immigration (BI), in case the applicant is a citizen of a foreign country.
- Proof of Payment of Registration Fees
- Certification from the National Commission on Muslim Filipino (NCMF) that the applicant is authorized to solemnize marriage

PSA Provincial Statistical Office

Regional and Provincial CRS Outlet/LCRO Philsys Registration Center

Bureau of Immigration

PSA Provincial Statistical Office

National Commission on Muslim Filipino



For Tribal Heads/Chieftains:

 Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to before a person authorized to administer oath with affixed documentary stamp.

PSA Provincial Statistical Office

- Three (3) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. In such cases the person is using glasses, it should be removed to have a clear image of the person. The back of the ID picture should contain the signature of the applicant.
- For the first time applicants, a Certified True Copy of Certificate of Live Birth or a photo copy of the SOs Passport or PhilID Card of the SO to be presented with the original document of such photo copy.

Proof of Payment of Registration Fee

 Certification from the National Commission on Indigenous People (NCIP) that the applicant is authorized to solemnize marriage

Regional and Provincial CRS Outlet/LCRO Philsys Registration Center

PSA Provincial Statistical Office

National Commission on Indigenous People

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement of applications for CRASM by the Chief Statistical Specialist to RSSO	1.1 RSSO receives the documents	None (already paid at PO)	5 minutes	Administrative Officer I (Receipt and Control
2. Receipt and Control routes the complete documents	2.1 SO Clerk receives the document	None	2 hours	SO Clerk
3. Screening and processing of application	3.1 Verification of PSO Endorsement 3.2 Verification of Recommending Officer's Record 3.3 Verification of SEC Registration	None	4 days	RO IV, OS (SS II), Administrative Aide VI
	3.4 Conduct of field visit/ Re-visit personal interview (if necessary)		1 day if necessary	

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	3.5 Approval/ Disapproval of application			
	3.6 Updating and/or encoding of SO record in SOIS database			
4. Printing of CRASM in SECPA	4.1 Countersign CRASM in SECPA	n/a	5 minutes	SO Screener
5. Transmitting the CRASM to ORD	5.1 Approval/ Disapproval of application and signing of CRASM	n/a	1 hour	Regional Director
6. Preparation of transmittal of Approved CRASM	6.1 Affix Documentary stamps and dry seal 6.2 Transmit to PSO	n/a	30 minutes	SO Screener
	6.3 Manual recording of CRASM			
	6.4 Archiving and filing of CRASM and other documents			
TOTAL		None	5 days, 3 hou	urs, 40 minutes ir, 40 minutes if lld verification

11. Processing of Regular Annotation under Decentralized Copy Annotation Process (DECAP) for RA 9048/RA10172/Supplemental Report

Decentralized Copy Annotation Process (DECAP) is a system that enables the Regional CRS Outlet to cater requests for annotations of civil registry documents affected by administrative proceedings such as Republic Acts No. 9048, Republic Act No. 10172, and Supplemental Reports will be filed, processed, annotated and released by the Regional CRS Outlets.

Annotations are remarks or statement reflected on the birth/marriage/death and other civil registry document to indicate that some entries in the original document have been corrected or changed as a result of a Court Order, Administrative decisions (Legal Instruments, RA 9048, RA 10172, RA 9255) and Supplemental Report.

Office/Division	CIVIL REGISTRATION AND ADMINISTRATIVE SUPPORT DIVISION
Classification:	Complex
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)
Who may avail:	All document owner with approved administrative correction on RA 9048, RA 10172 and Supplemental Report

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	CHECKLIST OF	REQUIREMENTS:		WHERE TO SE	
1)	of LCR on the app Correction of Cleri First Name with C	by with Fresh Signature croved petition for cal Error on Change of MCR decision	LCRO whe been regist	re the civil registry tered	/ document has
3)	Certified True Copy with Fresh Signature of LCR on the Certificate of Finality Certified True Copy with Fresh Signature of LCR on Action Taken by the Civil Registrar General (CRG)				
4)5)	Certified True Copy with Fresh Signature of LCR on the Annotated Certificate of Live Birth/Marriage/Death;				
Fo 1)	Live Birth/Marriage/Death For Supplemental Report:		LCRO where the civil registry document has been registered		
2)	Report				
3)	· · · · · · · · · · · · · · · · · · ·				
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submission of request for annotation with transmittal and complete	1.1 Receipt and Control of CRD request for annotation: • Receive transmittal of request for	None	5 Minutes per CRDs	DECAP COSW- Receipt and Control

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	CLIENT STEPS	AGENCY ACTION	BE PAID	TIME	RESPONSIBLE
1.	Submission of request for annotation with transmittal and complete supporting documents on the request for annotation of CRDs from PSO or C/MCR	 1.1 Receipt and Control of CRD request for annotation: Receive transmittal of request for annotation of CRDs from PSO or C/MCR Sort submitted documents by type, attach evaluation form per document and Input the document in the DECAP monitoring tool to assign Control Number 	None	5 Minutes per CRDs	DECAP COSW- Receipt and Control

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Manual screening of CRD request for annotation: A Chark	10 Minutes per CRDs	DECAP COSW Screener
2.1 Check completeness and manually screen documents. 2.2 Verify image and consistency of available CRD in the database 2.3 Verify/validate specimen signature 2.4 Write observation in the evaluation form 2.5 Update document in the		
DECAP monitoring tool before endorsing for review		
3. Review the manually screened documents 3.1 If found feedback, return to screener for preparation of feedback form 3.2 If no feedback, stamped "ok for processing"	5 Minutes per CRDs	Registration Officer IV
4. Create of transaction using CICA-TCTS, conduct thorough verification in the CRS database	3 Minutes per CRDs	DECAP COSW- Annotator
5. Annotate and encode top sheet of the civil registry document using Electronic Annotation System (EAS) 5.1 If successfully annotated, proceed for review; otherwise. 5.2 If with system error, prepare	10 Minutes per CRDs	DECAP COSW-Annotator

annotation	the availability of CRDs at the CRS database	None	annotated CRDs	43 minutes
2. Results of the requested CRDs for	Inform through LCRO		3 days after the approval of	DECAP COSW
	8.1 Control out the request as "Positive" and update DeCAP Monitoring Tool			
	8. Prepare the documents by inserting page separators along with the transmittal sheet before sending documents to PSA Civil Registration Service			
	documents 7. Approved the annotated civil registry documents using EAS including printing of Top Sheet and Annotated CRD. Approving officer shall sign and fill-out the date of approval at the printed top sheet and countersigned to the digital signature of ANS of CRS at the annotated CRD		5 Minutes per CRDs	Approver: Regional Director/ Chief, CRASD/ Registration Officer IV/ CRASD Staff (SS II) with Designation as Approver
	transmittal to forward to PSA Civil Registration Service for manual annotation and inform the concerned LCRO 6. Review the annotated civil registry		5 Minutes per CRDs	Registration Officer IV/ SS II

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EXTERNAL SERVICE

PHILIPPINE IDENTIFICATION SYSTEM

1. Registration to the Philippine Identification System (PhilSys)

This process involves the collection of demographic and biometric information of Citizen or resident aliens in the Philippines to the PhilSys. Subsequently, the collected information shall undergo deduplication and back-end validation to ensure the uniqueness of the identity of the applicant. Once validated, the applicant shall be issued a PhilSys Number (PSN). Upon successful registration and generation of the PSN, the Philippine Identification (PhilID) shall be printed and issued to the registered person.

Office or Division:	CRASD - PhilSys	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	General Public	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished one (1) PhilSys Registration Form with the following information in capital letters: • Full Name • Sex • Date of Birth • Place of Birth • Blood Type • Permanent Address • Present Address • Filipino or Resident Alien • Marital Status (Optional) • Mobile Number (Optional) • Email Address (Optional)	1. PhilSys Registration Centers
At least one (1) identification document. List of Acceptable Identification Documents Primary Documents:	 Government Agencies, Non-Government Organizations, Private Entities, Academe, Local Government Unit (LGU)
	Philippine Statistics Authority and other government agency;



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
 Certificate of Live Birth (OCRG Form No. 101 and 102) or Report of Birth AND one (1) government-issued identification document which bears full name, front-facing photograph, and signature or thumb mark; Philippine Passport or ePassport; Unified Multi-purpose Identification (UMID) Card; or Student's License Permit or Non-Professional/Professional Driver's License. In case the applicant does not have any of the Primary Documents, any of the Alternative/Additional Documents shall suffice. 	 Department of Foreign Affairs; Government Service Insurance System or Social Security System; or Land Transportation Office. 	
 Certificate of Live Birth; Report of Birth; Certificate of Foundling or Certificate of Live Birth of Person with No Known Parent/s; IBP Card; PRC ID; Seaman's Book (Seafarer's Record Book); OWWA E-Card; Senior Citizen's ID; SSS ID; Pantawid Pamilyang Pilipino Program (4Ps) ID; License to Own or Possess Firearms (LTOPF) ID; NBI Clearance; Police Clearance/ID; Solo Parent's ID; Person with Disability (PWD) ID; Voter's ID; Postal ID; 	 Philippine Statistics Authority or National Statistics Office or Local Civil Registry Office; Philippine Statistics Authority or National Statistics Office or Philippine Foreign Service Post; Philippine Statistics Authority; Integrated Bar of the Philippines (IBP); Professional Regulation Commission (PRC); Maritime Industry Authority; Overseas Workers Welfare Administration (OWWA); Office of Senior Citizen Affairs and/or Local Government Units (LGU); Social Security System (SSS); Department of Social Welfare and Development (DSWD); Philippine National Police (PNP); National Bureau of Investigation (NBI); Philippine National Police (PNP); Department of Social Welfare and 	

Development;

18. Taxpayer Identification Number (TIN) ID;

CHECKLIST OF REQUIREMENTS WHERE TO SECURE 15. National Council of Disability Affairs or 19. PhilHealth ID; 20. Special Resident Retiree's Visa (SRRV); its regional counterpart, Office of the Mayor, Department of Social Welfare 21. National ID from other countries; and Development Office and other 22. Residence ID from other countries: 23. Professional Identification Card; participating organizations with 24. Eligibility Card; Memorandum of Agreement with the 25. Dependent's ID; Department of Health; 26. Retiree's ID; 16. Commission on Elections: 27. Conductor's License; 17. Philippine Postal Corporation (Post 28. Philippine Veterans **Affairs** Office Office): Pensioner's ID (Veteran or Dependent): 18. Bureau of Internal Revenue; 29. Seafarer's Identity Document (Seaman's 19. Philippine Health Insurance Corporation; ID): 20. Philippine Retirement Authority; 30. Tribal Certificate/ID; 31. Certificate of Confirmation or Certificate of 21. Issuing country; Indigenous Cultural Communities 22. Issuing country: (ICCs)/Indigenous **Peoples** (IPs) 23. Maritime Industry Authority; Membership (CIPM); 24. Civil Service Commission; 32. Certificate of Tribal Membership; or 25. Armed Forces of the Philippines and 33. Identification Certificate (IC). Philippine National Police; 26. Philippine National Police, Armed Forces of the Philippines and Philippine Coast Guard: 27. Land Transportation Office; 28. Philippine Veterans Affairs Office; 29. Maritime Industry Authority: 30. Tribal Affairs Office under the Office of the Mayor (if applicable); 31. National Commission on Indigenous Peoples/Tribal Leader of Indigenous Cultural Communities/ Indigenous Peoples: 32. National Commission Muslim Filipinos; or 33. Philippine Consulate General.

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document

registered person; and

authorized representative.

c. Valid identification

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished PhilSys Registration Form and present the identification and/or supporting document/s to the Screener.	1.1. Review the consistency of the information on the PhilSys Registration Form against the identification and/or supporting document/s presented.	None	5 minutes	Screener PhilSys Registration Team (PRT)
	1.2. Affix full name and signature in the PhilSys Registration Form and return the identification and/or supporting document/s to the applicant.			
	1.3. Assist the applicant to the Registration Kit Operator waiting area.	None	1 minute	Registration Center Supervisor PhilSys Registration Team (PRT)
2. Proceed to the Registration Kit Operator and present the PhilSys Registration Form and identification and/or supporting document/s.	2.1. Encode the demographic information of the applicant.	None	5 minutes	Registration Kit Operator PhilSys Registration Team (PRT)

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Review the consistency of the demographic information based on the submitted identification and/or supporting document/s.	None	4 minutes	Registration Kit Operator PhilSys Registration Team (PRT)
	2.3. Scan the identification and/or supporting document/s.			
	2.4. Capture the irises of the applicant.			
	2.5. Capture the 10 functional fingerprints of the applicant.			
	2.6. Capture the front-facing photograph of the applicant.			
	Note: Biometric exceptions/forced capture will apply if there is a physical impossibility to capture a complete set of biometric information due to medical or physical disability or if the			

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	complete set does not meet the minimum threshold standards.			
				Registration Center Supervisor PhilSys Registration Team (PRT)
3. Review and confirm the correctness of demographic and biometric information.	3.1. Confirm the correctness of demographic and biometric information.	None	3 minutes	Registration Kit Operator PhilSys Registration Team (PRT)
4. Affirm the collection of their data for PhilSys registration and other services.	4.1. Read and explain the Disclosure under Section 12 of the Data Privacy Act of 2012 as reflected in the PhilSys Registration Client System.	None	2 minutes	Registration Kit Operator PhilSys Registration Team (PRT)
None	4.2. Print the Transaction Slip.	None	1 minute	Registration Kir Operator PhilSys Registration Team (PRT)
5. Receive the identification and/or supporting	5.1. Return the identification and/or supporting	None	1 minute	Registration Ki Operator

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents and the printed Transaction Slip.	documents and provide the Transaction Slip to the applicant.			PhilSys Registration Team (PRT)
None	5.2. Approve and upload data packet to the	None	2 minutes per data packet	Registration Center Supervisor PhilSys
	server.			Registration Team (PRT)
None	5.3. Perform demographic and/or biometric	None	15 minutes	None
	deduplication.		Note: The duration may be shortened depending on the capacity of the system.	Note: This deduplication process is being performed by the system.
	In case of a potential duplicate:			
	Conduct identity validation through the following:			
	a. Automated Biometric Identification System (ABIS) Manual		15 minutes	Registration Officers I, II and III
	Adjudication Subsystem; and/or b. Manual Verification		22 minutes	Identity Validation Division
	System.			

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: In case of possible fraud cases, conduct a fact-finding and filing of appropriate action, when necessary.			Registration Officers I, II and III Fraud Management Division
None	5.4. Generate	None	1 minute	None
None	PSN/PCN.	None	i illilidie	None
			Note: The duration may be shortened depending on the capacity of the system.	Note: This process is system-generated.
	5.5. Conduct PhillD Production, Kitting and Release to Delivery Partner. Note: 1 batch consists of 4,500	None	5 days, 1 hour and 25 minutes per batch	Information Systems Analyst I and II, Shift Supervisor, Printing Quality Inspector III, Computer Operator II
	i. Batch Creation; ii. Data Preparation System; iii. Photo Cropping;			ID Processing and Management Division, AllCard, Bangko Sentral ng Pilipinas

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CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON
OLILINI OILI O	AGENOT AGNOTO	BE PAID	TIME	RESPONSIBLE
	iv. Card Personalization (Laser); v. Card Personalization (DOD); vi. Visual Inspection; vii. Quality Checking of Personalized Cards; viii. Card Carrier Printing; ix. Card Kitting; x. Quality Checking of Kitted Cards; xi. Certificate of Mailing Generation; xii. Temporary Storage of PhillDs at Bangko Sentral ng Pilipinas; and xiii. Turnover of Kitted Cards to Post Office.			
None	5.6. Processing and distribution of PhillDs to local Post Offices.	None	Note: - within 5 working days for delivery address within National Capital Region - within 7 working days for delivery address within Luzon, Visayas, and Mindanao	Philippine Postal Corporation (Post Office)

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			 within 30 working days for delivery address for remote and far-flung areas 	
6. Present the Transaction Slip or identification and/or supporting document/s presented during registration.	 6.1. Deliver the PhillD to the address of the card owner. 6.2. Match the transaction number in the Transaction Slip or full name found in the identification and/or supporting document/s. 	None	1 minute	Philippine Postal Corporation (Post Office)
7. Affix signature to the delivery receipt.	7.1. Release the enclosed PhillD.	None	3 minutes	Philippine Postal Corporation (Post Office)
If there is no possib	ole duplicate:			
	ng time of PhilSys e delivery address is	None	10 Working days, 2 hours, and 9 minutes	
TOTAL processing time of PhilSys Registration if the delivery address is within Luzon, Visayas, or Mindanao:		None	12 Working days, 2 hours, and 9 minutes	
-	ng time of PhilSys delivery address is in ng areas:	None	35 Working days, 2 hours, and 9 minutes	

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
If there is a potentia	al duplicate:				
Registration if	TOTAL processing time of PhilSys Registration if there is a possible duplicate and the delivery address is within NCR: None 10 Working days, 2 hours, and 46 minutes				
Registration if the	ng time of PhilSys e delivery address is ayas, or Mindanao:	None	12 Working days, 2 hours, and 46 minutes		
•	ng time of PhilSys delivery address is in ing areas:	None	35 Working days, 2 hours, and 46 minutes		

2. Issuance of ePhilID (Printed) at PhilSys Registration Center

Issuance of the ePhilID is a proactive strategy of the Philippine Statistics Authority that allows registered persons to immediately enjoy the benefits of the PhilID, such as better access to public and private services. Registered persons with available PhilSys Number may avail of the ePhilID issuance in their preferred PhilSys Registration Center.

The ePhilID has the same functionality and validity as the PhilID card. For every PhilSys registered person, a physical PhilID card is allocated. Hence, registered persons will still receive their PhilID card even if they have already claimed their ePhilID.

Office or Division:	CRASD - PhilSys			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
A printed or electronic copy of the Transaction Reference Number (TRN) or transaction slip bearing the name of the client.		Any selected PhilSys Registration Centers and mobile teams.		
2. Appointment Reference	Number	https://trn-verifier.philsys.gov.ph/		

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Access the link https://trn-verifier.philsys.gov.ph/ and encode the 29-digit TRN to check the availability of the PSN/ePhilID.	1.1. Provide the status of the availability of the PSN/ePhilID.	None	2 minutes	Note: This process is being performed by the system.
2. Once verified, schedule an appointment at the preferred PhilSys Registration Center and save a screenshot or print the appointment Slip together with the ARN.	2.1. Provide the appointment slip together with the ARN.	None	2 minutes	Note: This process is being performed by the system.
3. Arrive at the PhilSys Registration Center and proceed to the Screening Area.	3.1. Receive the requesting party. 3.2. Ask the requesting party to present a physical or digital copy of the transaction slip. Note: In the absence of the TRN, the Screener shall advise the requesting party to wait for the delivery of the PhillD.	None	2 minutes	Screener PhilSys Registration Team (PRT)
4. Present a copy of the transaction slip.	4.1. Confirm if the requesting party is the owner of the transaction slip and if	None	2 minutes	Screener PhilSys Registration Team (PRT)

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	he/she received his/her PhillD.			
	Note: If the requesting party is an authorized representative of the owner of the transaction slip, request him/her to present an authorization letter or a birth/marriage certificate as proof of relationship, if applicable.			
5. Proceed to the Registration Kit Operator Station and present the transaction slip.	 5.1. Encode the 29-digit TRN. 5.2. Search the availability of the requesting party's ePhillD. 	None	5 minutes	Registration Kit Operator PhilSys Registration Team (PRT)
	Note: Requesting parties without available ePhillD shall be required to fill out the prescribed TRN log sheet. The information provided through the log sheet shall be used to inform the registered person once his/her ePhillD becomes available.			
	identity by comparing the face of the requesting party and the front-facing photograph displayed on the screen.			

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Note: In case of any discrepancy, request to present identification and/or supporting documents.			
	5.4. Download the PDF file.			
	5.5. Enter the eight - character password (first four letters of the first name and year of birth) to open the PDF file.			
	5.6. Scan the QR code using https://verify2.philsys.gov.ph to check the consistency between the demographic information and embedded photo in the QR code and the ePhilID.			
	5.7. Print the ePhilID.			
	5.8. Read the reminders written at the bottom part of the printed ePhilID.			
6. Receive th printed ePhilID an transaction slip.	printed	None	2 minutes	Registration Kit Operator PhilSys Registration Team (PRT)

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2. Keep a record of TRNs from all issued and/or unissued ePhilID transactions in the log sheet.			
None	6.3. Permanently delete the softcopy of the downloaded ePhilID at the end of operational hours.	None	2 minutes	Registration Kit Operator PhilSys Registration Team (PRT)
TOTAL:		None	17 minutes	

EXTERNAL SERVICE

DATA REQUEST

1. Walk-in Researchers Requesting for Data Available at PSA Website

The Philippine Statistics Authority generates and disseminates data on the PSA website. For walk-in researchers, PSA RSSO VII SOCD provides technical assistance related or specific data/product needs found on the official websites of PSA.

Office/Division	RSSO VII- Statistical Operations and Coordination Division (SOCD)				
Classification:	Simple	Simple			
Type of Transaction:	G2C - for government services whose client is the transacting public G2B - for government services whose client is a business entity G2G - for government services whose client is a government employee or another government				
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:			
1. Accomplish the D	ata Request Form	2nd Floor Philippine Statistics Authority Regional Statistical Services Office VII- Statistical Operations and Coordination Division (SOCD), Gaisano Capital South Bldg., Colon St., Cebu City			

		FEES TO	DDOCESSING	Responsive Wo
CLIENT STEPS	AGENCY ACTION	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Visitor's Log Sheet	researcher to sign in the	None	1	PSA Guard on Duty
the purpose of visit	1.2 Assist the researcher to the Office of the Regional Director (ORD)	None		PSA Guard on Duty
	1.3 Assess which concerned division should handle the query/data request.	None	-	Administrative Assistant I
	1.4 Assist the researcher to the Information Officer of SOCD	None	-	Administrative Assistant I
2. Accomplish Data Request Form	2.1 Require the researcher to accomplish two copies of Data Request Form (PSA's Copy and Client's copy).	None	10 minutes	Information Officer I
	2.2 Check if all the required information is provided.	None	5 minutes	Information Officer I
	2.3 Indicate in both forms the website link and inform the researcher that the data can be downloaded at PSA website.	None	10 minutes	Information Officer I
3. Accomplish the Acknowledgement Receipt Form and Feedback Form	3.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form.	None	10 minutes	Information Officer I
	3.2 Record the transaction in the Data Request Logbook.	None	-	Information Officer I
	3.3 File the following:	None	-	Information Officer I

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	 Data Request Form Acknowledgem ent Receipt Form Feedback Form 			«»Donsive"
то	TAL	None	35	minutes

2.Researchers Requesting for Data Available at PSA Website through Email

The Philippine Statistics Authority generates and disseminates data on the PSA website. For researchers who is requesting data through email, PSA RSSO VII SOCD provides technical assistance related or specific data/product needs found on the official websites of PSA.

Office/Division	RSSO VII- Statistical Operations and Coordination Division (SOCD)				
Classification:	Simple				
Type of Transaction:	G2C - for government services whose client is the transacting public G2B - for government services whose client is a business entity G2G - for government services whose client is a government employee or another government				
Who may avail:	All				
CHECKLIST OF	REQUIREMENTS:		WHERE TO SE	ECURE:	
1. Accomplish the Data	RSSO VII- Statistical Operations and Coordination Division (SOCD)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PROCESSING PERSON RESPONSIBLE			
Send data request	1.1 Acknowledge receipt of the data request by sending the Data Request Form.	None	-	Information Officer I	
2. Accomplish the Data Request Form and send back to PSA		None	2 minutes	Information Officer I	
	2.2 Check if all the required information is provided.	None 3 minutes Information Officer I			
	2.3 Indicate in the form the website link and sent the data available on the website to the researcher None 15 minutes Informati Officer				

	through email			Ponsive
Acknowledgement	3.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form.	None	1 minute	Information Officer I
	3.2 Record the transaction in the Data Request Logbook.	None	3 minutes	Information Officer I
	 3.3 File the following: Data Request Form Acknowledgement Receipt Form Feedback Form 	None	3 minutes	Information Officer I
Т	OTAL	None	30 m	ninutes

INTERNAL SERVICE

FINANCE UNIT

1. Processing of Contract of Service Worker (COSW) Bi-monthly Payrolls

Once COSW will receive their corresponding DTR and BPO, they must gather all the necessary supporting documents (SDs), affix their signature and forward to their respective division chief for signature and submit to the Human Resource Unit (HRU). The HRU will prepare the payroll and review the SDs and forward it to the accounting unit for processing. Accounting unit review the payroll computation and prepare FINDES for landbank crediting.

Office/Division	PSA / CRASD / RSSO 7				
Classification:	Highly Technical				
Type of Transaction:	G2G - Government to Government				
Who may avail:	PSA RSSO 7 regular offi	cials and er	nployees		
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:			
	ok of Attendance (ALBA) eact Business (ATRB) D) earance (CA)	Concerned Division of COSW			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	

		BE PAID	TIME	RESPONSIBLE
1. Receive Daily Time Records (DTRs) and Biometric Print-out (BPO)	1.1 Extract DTR data from biometric machine	None	30 minutes	Human Resource Unit / Administrative Aide VI (COSW)
	1.2 Prepare BPO from the extracted DTR data	None	1 hour & 30 minutes	Human Resource Unit / Administrative Aide VI (COSW)
	1.3 Print the DTR and BPO	None	35 minutes	Human Resource Unit / Administrative Aide VI (COSW)
	1.4 Distribute DTR and BPO to respective COSW	None	30 minutes	Human Resource Unit / Administrative Aide VI (COSW)
2. Affix signature in the DTR and BPO and attached the necessary supporting documents (SDs) such as:		None		COSW
3. Forward the duly signed DTR and BPO with complete SDs for signature of Division Chief and submit to HR unit	3.1 Review the completeness of the entries and SDs of the DTR and BPO	None	3 hours	Human Resource Unit / Administrative Aide VI (COSW)
	 3.2 Prepare and process the following: COSW payroll Obligation Request and Status (ORS) Disbursement Vouchers (DVs) 	None	2 hours	Human Resource Unit / Administrative Aide VI (COSW)
	3.3 Records in the			

payroll with corresponding ORS, DV and SDs for processing in the accounting unit 3.4 Check the computation of the	an Resource Unit / nistrative Aide I (COSW)
computation of the	
L COSW Daily Pata	ministrative ssistant II
ORS numbers. Forward to the Budget Officer, Chief Administrative Officer and Accountant As	ministrative sistant II / nistrative Aide OSW-Budget Unit)
and DV and forward to None 5 minutes the cashier Office	Chief ministrative Officer/ ministrative er IV (BO) / countant III
	ministrative Officer III
3.7 Review and sign ADA and forward to RD/Authorized signatory/ies	countant III
forward to Cashier for None 2 minutes A	onal Director/ uthorized gnatory/ies
l	ministrative Officer III
3.10 Clear credited ADA None La	andbank
to COSW bank account	

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2. Processing of Permanent/Regular Monthly Payroll

The Administrative Assistant II will download all billings from various government agencies websites and retrieve emails from in-house billings and update the payroll. Process the monthly payroll, print and route for signature and approval. The cashier prepares the Advice to Debit Account (ADA) and Advice of Checks Issued and Cancelled (ACIC) for Land Bank crediting.

Office/Division	PSA / CRASD / RSSO 7				
Classification:	Highly Technical				
Type of Transaction:	G2G - Government to Go	overnment			
Who may avail:	PSA RSSO 7 regular officials and employees				
CHECKLIST OF	F REQUIREMENTS: WHERE TO SECURE:			CURE:	
Remittances		Accounting	Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Receipt and control of signed payrolls	Prepare payroll 1.1 Update Salary, Membership to PSEMCO, USE, Provident Fund • Salary • Payroll • Provident Fund Membership • Philippine Statistics Employees MPC (PSEMCO) Membership • Union of Statistics Employees (USE) Membership	None	2 hours	Administrative Assistant II	
	USE, Provident Fund, Philhealth Tax Philhealth Pag-IBIG GSIS USE Provident Fund	None	3 hours	Administrative Assistant II	
	1.3 Encode loan deductions (GSIS,				

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Provident Fund, Pag-IBIG, Land Bank) • Pag-IBIG • GSIS • Land Bank Loan • Other Deduction	None	1 hour	Administrative Assistant II
1.4 Extract net take home pay	None	20 minutes	Administrative Assistant II
1.5 Print the payroll, ORS and DV	None	5 minutes	Administrative Assistant II
1.6 Records in the logbook the payroll with corresponding ORS and DV for processing in the accounting unit	None	1 minute	Administrative Assistant II
1.7 Assign DV number and create Land Bank FINDES and forward to the Budget Unit	None	30 minutes	Administrative Assistant II
1.8 Receive complete set of payroll and assign ORS number	None	5 minutes	Administrative Aide VI (COSW)
1.9 Review and sign the payroll and route for signature to the division chief and accountant	None	8 minutes	Administrative Officer IV / Chief Administrative Officer
1.10 Receive complete set of payroll, review and sign and forward to the Regional Director (RD) for approval	None	10 minutes	Accountant III
1.11 Receive, approved the payroll and forward to the Cashier.	None	2 minutes	Regional Director
1.12 Receive, prepare Advice to Debit Account (ADA) and Advice of Checks Issued and Cancelled (ACIC). Route for signature	None	30 minutes	Administrative Officer III
1.13 Review and sign ADA and forward to RD/Authorized signatory/ies	None	5 minutes	Accountant III
1.14 Receive and sign			Regional Director/

ADA. Forward to the Cashier for transmittal to Landbank	None	2 minutes	Authorized Signatory/ies
1.15 Receive signed ADA and transmit to Landbank for crediting	None	2 minutes	Administrative Officer III
1.16 Clear credited ADA to COSW bank account	None		Landbank
TOTAL	None	1 day	

HUMAN RESOURCE UNIT

1. Hiring of Successful Candidates to Plantilla & Contractual Positions [Evaluation of Documents, Conduct of Competency-based Interview and Submission of HRMPSB Forms to Human Resources Division

(Original Appointment and Promotion)

The applicant must submit all the requirements to PSA website/Human Resource Information Systems or Career Portal of PSA. The ROHRMPSB Secretariat, Chief Administrative Officer and the concerned Chief Statistical Specialist wherein the vacancy/ies exist will screen, evaluate/review the documents as to correctness and completeness and the qualification standard rating. The ROHRMPSB will set the meeting for the deliberation of the qualified and disqualified applicants. During the deliberation the CSS of the concerned Office/division will present the matrix of screening results of the application. After the deliberation, List of qualified and disqualified applicants will be submitted to the NHRMPSB. The qualified applicants will proceed to the next step for the conduct of competency-based interview. After the interview, the secretariat will facilitate the signing of ROHRMPSB Forms (Form 4 – Interview Form and Form 6 – Summary of Evaluation) then forward the said forms to NHRMPSB.

Office/Division	RSSO 07-CRASD	RSSO 07-CRASD				
Classification:	Complex					
Type of Transaction:	Government to Client					
Who may avail:	Applicants					
CHECKLIST OF	F REQUIREMENTS: WHERE TO SECURE:					
Upon application to HF	RIS/Career Portal:					
1.Scanned copy of signed Application letter stating the specific position title with salary grade (SG) level and specific place of assignment as posted; The application letter must		To be prepared by the applicant				
2.Scanned copy of duly accomplished Personal Data Sheet (PDS) with recent ID picture taken within three (3) months prior to submission of application (CSC Form 212,		Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website uploaded an e file of PDS for downloading				

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revised 2017), wet signed, and duly subscribed and sworn to before an authorized administering officer not later than the posting/filing period.				
3.Scanned copy of signed Work Experience Sheet (CSC Form 212 – as attachment to PDS		To be prov	ided by the applic	ant
applicable to PSA perr	nnscript of Records (not manent employees neducational attainment	To be prov	ided by the applic	ant
5.Scanned copy of Ce relevant to the position	rtificate/s of Training applied for (if applicable	To be prov	ided by the applic	ant
6.Scanned copy of cer completely signed Indi Commitment Review for the last rating periowork experience)	ividual Performance (IPCR) or its equivalent	To be provided by the applicant		
7.Scanned copy Affidavit of informed consent, waiver and undertaking of compliance to minimum qualification standards and requirements		of Informed C Compliance	·	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of documentary requirements	1.1 Screening of Applications - Checks as to completeness of submitted documents received using the checklist (Receiving Form 1). For incomplete/lacking documents, applicant is not included in the evaluation.	None	30 minutes (per applicant)	Chief; Administrative Officer IV; Chief Statistical Specialist/OIC of the concerned division/province & RO HRMPSB Secretariat
	1.2 Evaluation of documents with the Qualification Standards - Evaluate documents per QS using HRMPSB	None	30 minutes (per applicant)	Chief; Administrative Officer IV; Chief Statistical Specialist/OIC of

TOTAL:	None	11 days and 5 h	ours
1.5 Submission of signed Forms 4 and 6 to Human Resources Division (HRD)	None	3 days	ROHRMPSB Secretariat
Upon the receipt of the PSB Forms 4 and 6, the ROHRMPSB secretariat printed it for deliberation and signature of the panelists.			ROHRMPSB Secretariat and ROHRMPB
NHRMPSB Secretariat assist during the CBI. After CBI of all applicants for every vacant position, they emailed the Forms 4 of each applicant including the filled-out Summary Form 6 to the ROHRMPSB Secretariat.			NHRMPSB & ROHRMPSB Secretariat
1.4 Conduct of Competency Based Interview of the qualified applicant/s as scheduled. Interviews applicants using the standard interview forms/tools (HRMPSB Form 4) through HRIS	None	8 days for every posting	Regional Office Human Resource Merit Promotion & Selection Board (ROHRMPSB)
Qualifying Exam if required -Conducts qualifying exam to applicants if necessary			Officer IV
1.3 1.3 Deliberation of qualified and disqualified applicants 1.3 Conduct of	None None	1 hour per position 4 hours	ROHRMPS and Secretarist Administrative
Administrative Officer or concerned Division Chief and for approval of the Regional Director.			& RO HRMPSB Secretariat

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2. Hiring of Contract of Service Workers (COSWs) Positions [Posting of Call for Applicants, Evaluation of Documents, Conduct of Qualifying Examination (if necessary), Conduct of Competency-based Interview, and Submission of HRMPSB Forms and Preparation of Service Contract

The office will prepare Call for Applicants for COSW positions for posting to PSA Bulletin Board and Social Media account of PSA-RSSO VII. The applicant may submit the requirements personally or thru online to PSA-RSSO VII. The ROHRMPSB Secretariat, Chief Administrative Officer and the concerned Chief Statistical Specialist wherein the vacancy/ies exist will screen, evaluate/review the documents as to correctness and completeness and the qualification standard rating. The ROHRMPSB will set the meeting for the deliberation of the qualified and disqualified applicants. During the deliberation the CSS of the concerned Office/division will present the matrix of screening results of the application.

The qualified applicants will proceed to the next step for the conduct of competency-based interview. After the interview, the secretariat will facilitate the signing of ROHRMPSB Forms (Form 4 – Interview Form and Form 6 – Summary of Evaluation). The secretariat will notify the selected applicant for the submission of additional requirements and signing of Service Contract.

Office/Division	RSSO 07-CRASD				
Classification:	Complex				
Type of Transaction:	Government to Client				
Who may avail:	Applicants	Applicants			
CHECKLIST OF	REQUIREMENTS:		WHERE TO SEC	CURE:	
Upon application					
1. Application letter		To be prepared	ared by the applic	ant	
(PDS) with recent ID p	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website uploaded an efile of PDS for downloading.				
3.Work Experience Sheet (CSC Form 212 – as attachment to PDS, for applicants with work experience)		Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website uploaded an efile of Work Experience Sheet for downloading.			
4.Transcript of Records	S	To be provided by the applicant			
5.Certificate/s of Traini position applied for (if a	•	To be provided by the applicant			
6.Certified true copy of completely signed Individual Performance Commitment Review (IPCR) or its equivalent for the last rating period (for applicants with work experience)		To be provided by the applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIBL			
	Preparation and Posting of Call for Applicants to be posted on PSA- RSSO VII Bulletin	None	1 day and 30 minutes	Administrative Officer IV	

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Board and Social Media Account			
1.1 Acceptance of Applications - Receives/Checks /screen applications and documentary requirements.	None	15 minutes (per applicant)	Administrative Officer IV
1.2 Evaluation of documents with the Qualification Standards- Evaluate documents to be reviewed by Chief Administrative Officer or CSS of SOCD	None	1 hour (per applicant)	Administrative Officer IV, Chief Administrative Officer, Chief Statistical Specialist and Regional Director
1.3 Deliberation of qualified and disqualified applicants	None	1 hour per position	ROHRMPSB and Secretariat
1.4 Conduct of Qualifying Exam if required -Conducts qualifying exam to applicants if necessary Communicates with applicants for the schedule, conducts the qualifying exam (if needed), and determine	None	4 hours	Administrative Officer IV
1.5 Conduct of Competency Based Interview by ROHRMPSB as scheduled Interviews applicants using the standard interview forms/tools (HRMPSB Form 4) Determines scheduled date and disseminate to applicants and interviewers.	None	45 minutes (per applicant)	Regional Office Human Resource Merit Promotion & Selection Board (ROHRMPSB) ROHRMPSB Secretariat
	Account 1.1 Acceptance of Applications - Receives/Checks /screen applications and documentary requirements. 1.2 Evaluation of documents with the Qualification Standards - Evaluate documents to be reviewed by Chief Administrative Officer or CSS of SOCD 1.3 Deliberation of qualified and disqualified and disqualified applicants 1.4 Conduct of Qualifying Exam if required -Conducts qualifying exam to applicants if necessary Communicates with applicants for the schedule, conducts the qualifying exam (if needed), and determine results. 1.5 Conduct of Competency Based Interview by ROHRMPSB as scheduled Interviews applicants using the standard interview forms/tools (HRMPSB Form 4) Determines scheduled date and disseminate to applicants and	Account 1.1 Acceptance of Applications - Receives/Checks /screen applications and documentary requirements. 1.2 Evaluation of documents with the Qualification Standards - Evaluate documents to be reviewed by Chief Administrative Officer or CSS of SOCD 1.3 Deliberation of qualified and disqualified and disqualified applicants 1.4 Conduct of Qualifying Exam if required -Conducts qualifying exam to applicants if necessary Communicates with applicants for the schedule, conducts the qualifying exam (if needed), and determine results. 1.5 Conduct of Competency Based Interview by ROHRMPSB as scheduled Interviews applicants using the standard interview forms/tools (HRMPSB Form 4) Determines scheduled date and disseminate to applicants and	Account 1.1 Acceptance of Applications - Receives/Checks /screen applications and documentary requirements. 1.2 Evaluation of documents with the Qualification Standards - Evaluate documents to be reviewed by Chief Administrative Officer or CSS of SOCD 1.3 Deliberation of qualified and disqualified applicants 1.4 Conduct of Qualifying Exam if required -Conducts qualifying exam to applicants if necessary Communicates with applicants for the schedule, conducts the qualifying exam (if needed), and determine results. 1.5 Conduct of Competency Based Interview by ROHRMPSB as scheduled Interviews applicants using the standard interview forms/tools (HRMPSB Form 4) Determines scheduled date and disseminate to applicants and

	of competencies using COSW			Officer IV
	Form 5 and summary of rating using Form 6-Qualification Standards and Competencies and signing of HRMPSB Form 4 & 6			
	1.7 Deliberation of the results of the interview (Form 6)	None	10 minutes	ROHRMPSB
	1.8 Notifies selected applicants for submission of requirements and review the submitted documents	None	1 hour	Administrative Officer IV
	1.9 Prepare service contracts, obtains signature and have it notarized. Advises qualified applicants of their scheduled date to report for work.	None	2 days	Administrative Officer IV, Chief Administrative Officer, Chief Statistical Specialist and Regional Director
	None	3 days and 31 m	ninutes	

THE STATISTICS TOTAL



3. Request for Employee Records (Certificate of Employment of PSA Regular (Officials and Employees)

A Certificate of Employment (COE) is issued by Human Resources Officer of RSSO reviewed by Chief Administrative Officer and signed by the Regional Director upon request of Philippine Statistics Authority (PSA) employees for various purposes. The COE contains the status of employment of an employee with current position and station.

Office/Division	RSSO 07-CRASD				
Classification:	Simple				
Type of Transaction:	Government to Client				
Who may avail:	Applicants				
CHECKLIST OF	REQUIREMENTS:	REQUIREMENTS: WHERE TO SECURE:			
1. Request Form		Human Re	source Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Request for Certificate of Employee	1.1 Receipt of request form	None	5 minutes	Administrative Officer IV	
	1.2 Route to the CAO and Regional Director for approval of request	None	5 minutes	Administrative Officer IV	
	1.3 Evaluate the request and route to Human Resource Officer for preparation	None	15 minutes	Regional Director or Officer-In- Charge	
	1.4 Preparation of COE	None	15 minutes	Administrative Officer IV	
	1.5 Route the COE to the Office of the Regional Director or Officer-In-Charge for signature	None	5 minutes	Administrative Officer IV	
	1.6 Review and sign the COE/SR and forward to the HRO	None	10 minutes	Regional Director or Officer-in- Charge	
	1.7 Notify the employee for pickup of the signed COE	None	5 minutes	Administrative Officer IV	
	TOTAL:	None	45 minutes		



4. Processing of Leave Application

Leave of absence is generally a right granted to PSA officials and employees not to report for work with or without pay as may be provided by law and rules and regulations prescribed by the Civil Service Commission.

RSSO 07-CRASD				
Simple				
-	Sovernmen	t		
PSA RSSO VII Officials	and Emplo	yees		
REQUIREMENTS:		WHERE TO SE	CURE:	
Civil Service Commission (CSC) Form 6 (Leave Application Form)		ble at PSA Net ar	nd CSC	
han five (5) days:			nd CSC	
0 days:	Website			
If Leave under Magna Carta for Women: Medical Certificate Clinical Summary Histopathological Report Operative Technique Duration of the surgery/employee's estimated time of recuperation		Attending physician Attending physician Attending physician Attending physician Attending physician Attending physician		
AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.1 Review the application for leave, signed the Certification of Accumulated Leave Credits	None	15 minutes	Administrative Officer IV	
2.1 Division Chief approves or disapproves the application. In case of disapproval, the Division Chief writes the reason for disapproval. If approved, forward the	None	5 minutes	Division Chief	
	PSA RSSO VII Officials REQUIREMENTS: on (CSC) Form 6 m) nan five (5) days: Carta for Women: rt surgery/employee's peration AGENCY ACTION 1.1 Review the application for leave, signed the Certification of Accumulated Leave Credits 2.1 Division Chief approves or disapproves the application. In case of disapproval, the Division Chief writes the	G2G - Government-to-Government PSA RSSO VII Officials and Employment REQUIREMENTS: On (CSC) Form 6 m) Downloada Website Attending Foownloada Website Carta for Women: Attending power Atten	PSA RSSO VII Officials and Employees REQUIREMENTS: On (CSC) Form 6 In) Downloadable at PSA Net and Website Attending Physician Downloadable at PSA Net and Website Attending physician Attending physici	

				Statistics of the state of the
	Office of the Regional Director.			⁷⁸ Spansive · ``
	2.2 Secretary / Receipt and Control Clerk to receive the application	None	5 minutes	Administrative Assistant I
	2.3 RD approves/disapproves applicant for leave. In case of disapproval, RD will fill out item 7D.	None	5 minutes	Regional Director
	2.4 Forward the approved/ disapproved/ application to HRO.	None	5 minutes	Administrative Assistant I
	If the application is more than 30 days, application will be forwarded to HRD for processing.			Administrative Officer IV
. Receive the igned application for eave form from HRD	3.1 Forward the approved application to the Administrative Officer	None	5 minutes	Administrative Assistant I
	3.2 Receive, release 1 copy to the employee as well as file approved leave application form.	None	5 minutes	Administrative Officer IV
	TOTAL:	None	45 minutes	



GENERAL SERVICE UNIT

1. Issuance of Common-Use Supplies and Equipment

Distribution of office supplies and equipment as requested.

Office/Division	Civil Registration and Administrative Support Division, Administrative Unit					
Classification:	Simple					
Type of Transaction:	G2G	G2G				
Who may avail:	PSA officials, employees	, and COSV	Vs			
CHECKLIST OF	REQUIREMENTS: WHERE TO SECURE:					
Requisition and Issue	Slip (RIS) – 3 copies	Administra	ative unit (Property	/ & Supply)		
CLIENT STEPS	AGENCY ACTION	FEES TO PROCESSING PERSON BE PAID TIME RESPONSIB				
1. Prepare/submit Requisition and Issue Slip (RIS)	1.1 Approve RIS	None	4 hours	Regional Director Chief; Administrative Officer; Chief Statistical Specialist		
	1.2 Receive and control approved IRS	None	15 minutes	Administrative Officer III; Administrative Aide VI (COSW)		
2. Receive items requested	2.1 Issue available common-use supplies and materials as requested	None	45 minutes	Administrative Officer III; Administrative Aide VI (COSW)		
3. Acknowledge receipt of items requested	3.1 Ensure that the RIS has been signed by the requester None 30 minutes Administrative Officer III; Administrative Aide VI (COSW)					
	TOTAL: None 5 hours and 30 minutes					



2. Provision of Transportation Service

For official use of transportation service for PSA officials and employees.

Office/Division	Civil Registration and Administrative Support Division, Administrative Unit					
Classification:	Simple					
Type of Transaction:	G2G					
Who may avail:	PSA officials, employees, and COSWs					
CHECKLIST OF	REQUIREMENTS:	REQUIREMENTS: WHERE TO SECURE:				
Driver's Trip Ticket – 2	2 copies Administrative Unit (Property & Supply)					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit Driver's Trip Ticket (DTT) to Property & Supply	1.1 Receive and screen details of the accomplished DTT	None	5 minutes	Administrative Aide VI (COSW)		
Unit	1.2 Sign the recommending approval on the DTT and endorse to the Regional Director for approval	None	1 hour	Chief Administrative Officer		
	1.3 Approve DTT	None	4 hours	Regional Director		
2. Accomplish Passengers' Satisfaction / Driver's Performance Rating	2.1 Check the completeness of entries in the evaluation form	None	3 minutes	Administrative Aide III (Driver); Administrative Aide IV (Driver- COSW); Administrative Aide VI (COSW)		
3. Certify correctness of travel completed	3.1 Ensure that the certification has been signed by the passenger	None	3 minutes	Administrative Aide III (Driver); Administrative Aide IV (Driver- COSW); Administrative Aide VI (COSW)		
	3.2 Submit duly accomplished DTT to Administrative Unit	None	5 minutes	Administrative Aide III (Driver); Administrative Aide IV (Driver- COSW); Administrative Aide VI (COSW)		
	TOTAL:	None	5 hours and 16	minutes		



3. Purchasing of Public Bidding Documents

Sale and distribution of public bidding documents to prospective bidders.

Office/Division	Civil Registration and Ad	ministrative	Support Division,	BAC Secretariat
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Prospective Bidder			
CHECKLIST OF	REQUIREMENTS:		WHERE TO SEC	CURE:
Payment		Bids and Awards Committee Secretariat (BAC Sec), PSA RSSO 7, Gaisano Capital South Bldg., Colon St., Cebu City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the specific amount (in Philippine Peso) based on standard rates stated in the 2016 Revised IRR of RA 9184 (updated as of 15 January 2024	1.1 Receive and check the payment of the prospective bidder	For ABC ₱500,000 and below = ₱500.00 More than ₱500,000 up to ₱1M =₱1,000.0 0 More than ₱5M up to ₱5M up to ₱10M = ₱10,000.0 0 More than ₱10M up to ₱50M = ₱25,000.0 0 More than ₱10M up to ₱50M = ₱25,000.0 0	15 minutes	Administrative Officer III (Cashier)

	T		1	Responsive. No
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		0		
		More than		
		₱500M =		
		₱75,000.0		
		0		
	1.2 Issue Official Receipt (OR)	None	10 minutes	Administrative Officer III (Cashier)
2. Present OR to BAC Sec	2.1 Receive, check and secure copy of the OR	None	10 minutes	BAC Secretariat
	2.2 Issue PBD together with original OR to the prospective bidder	None	5 minutes	BAC Secretariat
TOTAL:		None	40 minutes	

4. Facilitation of Room Reservation

Facilitate the provision of conference room to accommodate participants to meetings, trainings, workshops and conferences based on prior reservations.

Office/Division	Civil Registration and Administrative Support Division, Administrative Unit				
Classification:	Simple				
Type of Transaction:	G2G				
Who may avail:	PSA officials, employees, and COSWs				
CHECKLIST OF	CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Room Reservation Form – 2 copies		Administrative Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Room Reservation Form	1.1 Receive and control of the form	None	5 minutes	Administrative Aide VI (COSW)	
through email or hand carried	1.2 Check the availability of the room	None	3 minutes	Administrative Aide VI (COSW)	
	1.3 If without available room, decline request and coordinate with the requester through phone/email	None	5 minutes	Administrative Officer III; Administrative Aide VI (COSW)	
	1.4 If with available room, log and reserve	None	10 minutes	Administrative Officer III;	

room/s as requested; coordinate with the requester, then print the signage for posting during the scheduled meeting	е		Administrative Aide VI (COSW)
TOTA	L: None	23 minutes	

FEEDBACK AND COMPLAINTS MECHANISM		
How to send feedback	Accomplish the Feedback Form and drop in any of the suggestion boxes at the servicing area or email to rsso07@psa.gov.ph	
How feedback are processed	Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client. Feedback and suggestions are consolidated daily for monitoring and appropriate action.	
How to file a complaint	The client may submit the complaint to any of the following channels: a. Email - rsso07@psa.gov.ph b. Landline (032) 412-6794 c. Facebook - facebook.com/PSA07govph d. Twitter - twitter.com/PSA07govph e. Public Assistance and Complaint Desk (PACD)	
	To facilitate efficient, effective and timely response from PSA RSSO VII, make sure that the following information are provided: 1. Name of the application being complained 2. Incident- Brief Summary of the complaint 3. Evidence-Proof or Evidence to Support the Complaint 4. Date and place of incident	
	For inquiries and follow-up, clients may contact PSA RSSO VII from the contact information given.	
How complaints are processed	Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.	

E STATISTICS AUTHORITY
Gib. Responsive words

FEEDBACK AND COMPLAINTS MECHANISM		
Contact Information of CCB, PCC, ARTA	The client may receive a call or email pertaining to the complaint should there be a need for more information or clarification. The project/unit shall prepare a report on the incident and will send the reply to the client, cc PSA RSSO VII ANTI RED TAPE AUTHORITY (ARTA) Website: arta.gov.ph Email: complaints@arta.gov.ph Call: 8478-5091 8478-5099	
	CONTACT CENTER NG BAYAN (CCB) Website: contactcenterngbayan.gov.ph Email: email@contactcenterngbayan.gov.ph Call: 1-6565 Text: 09088816565	
	PRESIDENTIAL COMPLAINT CENTER (PCC) Email: pcc@malacanang.gov.ph Call: 8736-8645 8736-8603 8736-8629 8736-8621 Fax: 8736-8621	
	8888 CITIZENS' COMPLAINT CENTER Call/Text: 8888	