



REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY

**REGIONAL STATISTICAL
SERVICE OFFICE
MIMAROPA**

**CITIZEN'S CHARTER
HANDBOOK**

2024
1st Edition

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EXTERNAL SERVICE

PHILSYS

1. Conduct of Advocacy Activities for the Relying Parties

The Philippine Identification System (PhilSys) aims to provide a valid proof of identity for all Citizen and resident aliens as a means of increasing access to and simplifying public and private transactions, as well as accelerating the digital transformation of service delivery.

The PhilSys, through Registration Officer III of the Regional Office conducts advocacy activities, such as webinars, to provide information on the salient features of the Republic Act No. 11055, otherwise known as the Philippine Identification System Act of 2017, the different PhilSys authentication services, and the onboarding procedures should the relying party (RP) wishes to avail the services.

Implementing the PhilSys advocacy activities will result in the familiarization of the RPs with the PhilSys services, recognition of PhilID and ePhilID as valid proofs of identity and age, and the reduction, if not elimination, of the non-acceptance of PhilID and ePhilID.

Office/Division	RSSO MIMAROPA			
Classification:	Complex			
Type of Transaction:	G2G/G2B			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government and Social Protection Instrumentalities, Financial, Business, and Private Institutions			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Formal Request letter addressed to the head of the Relying parties		2. Regional office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Prepare and submit formal request letter to the Relying Parties (RP)	None	1 day	RO III
2. Send an acknowledgement upon receipt of the invitation letter	2.1 Schedule a meeting with the Relying party	None	1 day	RO III/ RD/CAO
3. Provide decision to proceed with the advocacy activity based on the agreed date.	3.1 Conduct preparatory activities for the implementation of the advocacy activity once RP agrees on the advocacy activity date.	None	3 days	RO III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Attend the advocacy activity	4.1 Conduct advocacy activity	None	1 day	RO III/RD/CAO/ Philsys Personnel
TOTAL		None	6 days	

DATA REQUEST

1. Library Service

Provide library services to walk-in researchers of readily available data/statistics.

Office/Division	RSSO MIMAROPA			
Classification:	Simple			
Type of Transaction:	G2C - for government services whose client is the transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. One valid ID		3. Government Agencies, Non-Government Organizations, Private entities, Academe		
2. Accomplished Client Service Form (CSF)		4. Care Officer of the Day's table / Information Officer I		
3. Request letter signed by the head of the company/college/university (if necessary)		5. Government Agencies, Non-Government Organizations, Private entities, Academe		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Security Guard's (SG) logbook and presents valid ID	1.1 SG issues visitor's pass	None	1 minute	Security Guard on duty
2. Proceed to the library and registers at the researcher's logbook	2.1 Request to fill-out CSF	None	1 minute	Librarian / Information Officer I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Filled-out the CSF and presents to the library staff	3.1 Assess the request. For requested statistical data that are not available at the library, advise the researcher to send request to e-FOI	None	1 minute	Librarian / Information Officer I
4. Proceed to the bookshelves and look for the needed books/publications	4.1 Assist the researcher and provide the requested data/statistics/publication if it is readily available in the library 4.2 May allow the researcher to photocopy or take a picture of the statistical tables from the printed publication	None	5 minutes	Librarian / Information Officer I
5. Fill-out the CSF (online/printed)	5.1 Receive and file the filled-out CSF for tabulation	None	1 minute	Information Officer I
6. Surrender the visitor's pass to the SG	6.1 Return the valid ID	None	1 minute	Security Guard on duty
TOTAL		None	10 minutes	

2. Walk-in Researchers Requesting for Printed Copy of Readily Available Unpublished Data

Walk-in researchers need printed copy of data that are not posted in the PSA website, but the data is available in the Service.

Office/Division	RSSO MIMAROPA
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 SECURE:	

1. Accomplished Data Request Form		1. PSA RSSO MIMAROPA SOCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Security Guard's (SG) logbook and presents valid ID	1.1 SG issues visitor's pass	None	1 minute	Security Guard on duty
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Require the researcher to accomplish two copies of Data Request Form (PSA's Copy and Client copy).	None	10 minutes	Focal Person
	1.2 Check if all the required information is provided.	None	5 minutes	Focal Person
	1.3 Indicate in both forms the latest date and time the data will be sent to the email address he/she provided in the form.	None	5 minutes	Focal Person
	2.4 Give the Client's copy to the researcher and PSA's copy to the concerned technical staff who will prepare the request.	None	5 minutes	Focal Person
	2.5. Prepare the requested data.	None	2 hours	Focal Person
	2.6. Print and submit the requested data to the Supervisor for review and clearance.	None	5 minutes	Focal Person
	2.7 Review correctness and completeness of requested data.	None	minutes	Supervising Statistical Specialist

	Endorse to Division Chief for final approval.	None	5 minutes	Supervising Statistical Specialist
	Review/Approve the Data Request.	None	30 minutes	Chief Statistical Specialist
Present the Client's copy of the Data Request Form to get the printed copy of the request	3.1 Photocopy/Scan the approved/signed data request for record/filing.	None	15 minutes	Focal Person
	3.2 Provide the researcher with the original copy of the signed data request.	None	3 minutes	Focal Person
TOTAL		None	3 hours and 59 minutes	

HUMAN RESOURCE

1. Hiring of Successful Candidates to Plantilla Positions [Issuance of Appointment to Selected Applicants (Transfer/ Reappointment/ Reemployment)]

The selected applicant must submit all the applicable requirements for Appointment preparation. The Secretariat will review the documents as to correctness and completeness. Once the submitted documents are correct and complete, the Secretariat will print the Appointment Paper for signature of the Human Resource Management Officer, Chairperson of the Human Resource Merit Promotion and Selection Board, and the Appointing Authority/Officer.

Office or Division:	RSSO MIMAROPA - CRASD
Classification:	Complex
Type of Transaction:	G2C - for government services whose client is the transacting public
Who may avail:	Selected Applicants (Transfer/Reappointment/Reemployment)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Upon application:	
a. Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017)	To be prepared by the applicant (submit the original copy used during the application).

b. Work Experience Sheet (Attachment to CS Form No. 212) applicable to those with work experience	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website uploaded an e- file of Work Experience Sheet for downloading.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
c. Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	Certificate of Eligibility issued by the CSC or National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB); or Valid professional license issued by the Professional Regulation Commission (PRC)/Supreme Court of the Philippines (SC)/Maritime Industry Authority (MARINA) for positions involving practice of profession.
d. Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements	PSA Website uploaded an e-file of the Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements for downloading.
Upon selection:	
e. Position Description Form (DBM-CSC Form No. 1, Revised 2017)	CSC or PSA Website uploaded an e-file of Position Description Form for downloading.
f. Medical Certificate (CS Form No. 211, Revised 2018)	Licensed government physician.
g. Certificate of Live Birth	Philippine Statistics Authority or the Local Civil Registrar of the municipality or city where the birth was registered or recorded
h. Original Marriage Certificate (if applicable)	Philippine Statistics Authority or the Local Civil Registrar of the municipality or city where the marriage was registered or recorded
i. Pag-IBIG Member's Data Form (MDF)	Pag-IBIG Fund Office.
j. PhilHealth Member Data Record (MDR)	PhilHealth Office.
k. Bureau of Internal Revenue (BIR) F	BIR Form No. 2316 issued by the previous office of the selected applicant.

orm No. 2316	
l. Statement of Assets, Liabilities, and Net Worth (SALN) Form	CSC Website uploaded an e-file of SALN for downloading.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
m. Approved Request for Transfer	Issued by the previous office of the selected applicant.
n. Clearance Form (CS Form No. 7, Revised 2018)	
o. Certified true copy of pre-audited disbursement voucher of last salary and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat	
p. Service Record	
q. Certification of Leave Credits or Leave Balance	
r. Oath of Data Privacy	The Human Resources Division (HRD) provides the Oath of Data Privacy form, which must be accomplished by the selected applicant.
s. Clearances <ul style="list-style-type: none"> • National Bureau of Investigation • Police; and • Barangay 	National Bureau of Investigation (NBI), Police, and Barangay in the municipality or city where the applicant was registered or recorded.
Additional requirements for selected applicants to be assigned at PhilSys Registry Office (PRO):	
t. Metropolitan Trial Court or Regional Trial Court Clearance, whichever is applicable; and National Prosecution Service Clearance	Metropolitan Trial Court Office (MTC), Regional Trial Court Office (RTC), and Office of the City Prosecutor in the municipality or city where the applicant was registered or recorded.
u. Personal History Statement (PHS) Form	The HRD provides the PHS form, which must be accomplished by the selected applicant.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Review and receive the submitted requirements for appointment preparation of the selected applicant and submit to HRD	None	4 hours	Administrative Officer IV
	1.8 Receive Appointment Paper	None	1 day	Administrative Officer IV
	1.9 Issue the Appointment Paper to the concerned person	None	1 day	Administrative Officer IV
	1.10 Prepare the Oath of Office and Certification of Assumption to Duty	None	1 day	Administrative Officer IV, Selected Applicant
	1.11 Prepare appointment transmittal form, with complete documents appointment paper, assumption to duty, oath of office	None	1 day	Administrative Officer IV
	1.12 Transmit of appointment transmittal form, with complete documents appointment paper, assumption to duty, oath of office to HRD.	None	4 hours	Administrative Officer IV

	1.13 Receive attested appointment form.	None	4 hours	Administrative Officer IV
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.14 Photocopy attested appointment form and Position Description Form	None	10 minutes	Administrative Officer IV
	1.15 Issue attested appointment form to appointee	None	20 minutes	Administrative Officer IV
TOTAL		None	4 days, 12 hours, and 30 minutes	

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

A Certificate of Employment (COE) is issued by Human Resources Division (HRD) 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. Upon request, it may also include the monthly or annual compensation of the employee.

Office or Division:	RSSO MIMAROPA CRASD
Classification:	Simple
Type of Transaction:	G2G - for government services whose client is a government employee or another government G2C - for government services whose client is the transacting public
Who may avail:	PSA regular officials and former employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled up request form or email request (if personnel cannot file personally)	Human Resources Unit of RSSO or official email address (rssomimaropa@psa.gov.ph)
2. Authorization letter (hard copy or soft copy sent through email) addressed to the Regional Director (if not personally filed)	Requesting client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Employee (COE)	1.1 Evaluate the request form or authorization letter if completely signed	None	30 minutes	Administrative Officer IV
<ul style="list-style-type: none"> • If filed personally, complete request form. • If not filed personally, request through email addressed to Regional Director 	1.2 Route the request to the personnel-in-charge for preparation	None	1 hour	Administrative Officer IV
	1.3 Evaluate the request, access personnel database, and print the COE	None	4 hours	Administrative Officer IV
	1.4 Route the COE to the Office of the Regional Director	None	1 hour	Administrative Officer IV
	1.5 Review and sign the COE and forward to the HRMO	None	4 hours	Regional Director, Administrative Assistant I
	1.6 Scan/photocopy the COE for records and control purposes and forward to RCC	None	30 minutes	Administrative Officer IV
	1.7 Prepare transmittal if request is for mailing	None	2 hours	COSW (RCC)

	Prepare the requested COE for pick-up of the requesting client			
2. Claim the requested COE	2.1 Issue the COE to the client or authorized personnel	None	1 day	COSW (RCC)
TOTAL		None	1 day, 13 hours (on the assumption that the requester claims the document within 3 days)	

3. Hiring of Successful Candidates to Plantilla Positions [Issuance of Appointment to Selected Applicants (Promotion)]

The selected applicant must submit all the applicable requirements for Appointment preparation. The Secretariat will review the documents as to correctness and completeness. Once the submitted documents are correct and complete, the Secretariat will print the Appointment Paper for signature of the Human Resource Management Officer, Chairperson of the Human Resource Merit Promotion and Selection Board, and the Appointing Authority/Officer.

Office or Division:	RSSO MIMAROPA CRASD
Classification:	Complex
Type of Transaction:	G2C - for government services whose client is the transacting public
Who may avail:	Selected Applicants (Promotion)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upon application:	
a. Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017)	To be prepared by the applicant (submit the original copy used during the application).
b. Work Experience Sheet (Attachment to CS Form No. 212) applicable to those with work experience	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website offers an e-file of Work Experience Sheet for downloading.
c. original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	Certificate of Eligibility issued by the CSC or National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB); or Valid professional license issued by the Professional Regulation Commission (PRC)/Supreme Court of the Philippines (SC)/Maritime Industry Authority (MARINA) for positions involving practice of profession.
d. Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements	PSA Website offers an e-file of the Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements for downloading.
Upon selection:	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
e. Position Description Form (DBM-CSC Form No. 1, Revised 2017)	CSC or PSA Website offers an e-file of Position Description Form for downloading.
Additional requirements for promoted employees to be assigned at PhilSys Registry Office (PRO):	
f. Clearances <ul style="list-style-type: none"> National Bureau of Investigation. Police. Barangay. Metropolitan Trial Court or Regional Trial Court, whichever is applicable; and National Prosecution Service	Clearances issued by the National Bureau of Investigation (NBI), Police, Barangay, Metropolitan Trial Court Office (MTC), Regional Trial Court Office (RTC), Office of the City Prosecutor in the municipality or city where the applicant was registered or recorded.
g. Personal History Statement (PHS) Form	The Human Resources Division (HRD) provides the PHS form, which must be accomplished by the selected applicant.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Review and receive the submitted requirements for appointment preparation of the selected applicant	None	4 hours	Administrative Officer IV
	1.2 Receive and photocopy the Appointment Paper	None	1 day	Administrative Officer IV
	1.3 Issue the Appointment Paper to the concerned person	None	1 day	Administrative Officer IV
	1.4 Prepare the Oath of Office and Certification of Assumption to Duty	None	1 day	Administrative Officer IV
TOTAL		None	3 days and 4 hours	

4. Hiring of Successful Candidates to Plantilla Positions [Issuance of Appointment to Selected Applicants (Original Appointment)]

The selected applicant must submit all the applicable requirements for Appointment preparation. The Secretariat will review the documents as to correctness and completeness. Once the submitted documents are correct and complete, the Secretariat will print the Appointment Paper for signature of the Human Resource Management Officer, Chairperson of the Human Resource Merit Promotion and Selection Board, and the Appointing Authority/Officer.

Office or Division:	RSSO MIMAROPA CRASD
Classification:	Complex
Type of Transaction:	G2C - for government services whose client is the transacting public
Who may avail:	Selected Applicants (Original Appointment)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upon application:	
a. Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017)	To be prepared by the applicant (submit the original copy used during the application).
b. Work Experience Sheet (Attachment to CS Form No. 212) applicable to those with work experience	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website offers an e-file of Work Experience Sheet for downloading.
c. Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	Certificate of Eligibility issued by the CSC or National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB); or Valid professional license issued by the Professional Regulation Commission (PRC)/Supreme Court of the Philippines (SC)/Maritime Industry Authority (MARINA) for positions involving practice of profession.
d. Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements	PSA Website offers an e-file of the Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements for downloading.
Upon selection:	
e. Position Description Form (DBM-CSC Form No. 1, Revised 2017)	CSC or PSA Website offers an e-file of Position Description Form for downloading.
f. Medical Certificate (CS Form No. 211, Revised 2018)	A Medical Certificate issued by a licensed government physician.
g. Certificate of Live Birth	A Certificate of Live Birth duly authenticated by the Philippine Statistics Authority or the Local Civil Registrar of the municipality or city where the birth was registered or recorded

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
h. Marriage Certificate (if applicable)	Original Marriage Contract/Certificate duly authenticated by the Philippine Statistics Authority or the Local Civil Registrar of the municipality or city where the marriage was registered or recorded
i. Pag-IBIG Member's Data Form (MDF)	Pag-IBIG MDF issued by the Pag-IBIG Fund Office.
j. PhilHealth Member Data Record (MDR)	PhilHealth MDR issued by the PhilHealth Office.
k. Bureau of Internal Revenue (BIR) Form No. 1905 or BIR Form No. 2316, whichever is applicable	BIR Form No. 1905 issued by the BIR Revenue District Office (RDO) where the selected applicant is registered; and BIR Form No. 2316 issued by the previous office or agency of the selected applicant.
l. Statement of Assets, Liabilities, and Net Worth (SALN) Form	CSC Website offers an e-file of SALN for downloading.
m. Oath of Data Privacy	The Human Resources Division (HRD) provides the Oath of Data Privacy form, which must be accomplished by the selected applicant.
n. Clearances <ul style="list-style-type: none"> • National Bureau of Investigation; • Police; and Barangay 	Clearances issued by the National Bureau of Investigation (NBI), Police, and Barangay in the municipality or city where the applicant was registered or recorded
Additional requirements for selected applicants to be assigned at PhilSys Registry Office (PRO):	
o. Metropolitan Trial Court or Regional Trial Court Clearance, whichever is applicable; and National Prosecution Service Clearance	Clearances issued by the Metropolitan Trial Court Office (MTC), Regional Trial Court Office (RTC), and Office of the City Prosecutor in the municipality or city where the applicant was registered or recorded.
p. Personal History Statement (PHS) Form	The HRD provides the PHS form, which must be accomplished by the selected applicant.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Review and receive the submitted requirements for appointment preparation of the selected applicant and submit to HRD	None	4 hours	Administrative Officer IV
	1.2 Receive Appointment Paper	None	1 day	Administrative Officer IV
	1.3 Issue the Appointment Paper to the concerned person	None	1 day	Administrative Officer IV
	1.4 Prepare the Oath of Office and Certification of Assumption to Duty	None	1 day	Administrative Officer IV, Selected Applicant
TOTAL		None	3 days and 4 hours	

CIVIL REGISTRATION

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

This service involves the processing of Certificate of Registration of Authority to Solemnize Marriage (CRASM) received from the Provincial Statistical Offices for the issuance of the signed and approved CRASM by the Regional Director to Solemnizing Officers. The process involves the review for completeness and consistency of attached requirements, checking of signatories, data entry of the information to Solemnizing Officer Information System and printing of the documents for the Regional Director's signature.

Office/Division	RSSO MIMAROPA	
Classification:	Complex	
Type of Transaction:	G2G - for government services whose client is a government employee or another government	
Who may avail:	Solemnizing Officers thru PSA Provincial Statistical Office(PSA PSO)	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:	
1. Accomplished application form (OCRG- SO Form No. 1) in triplicate copies, subscribed and sworn to a person a person authorized to administer oath with affixed documentary stamp;	PSA Provincial Office	
2. Three copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. Pictures should not be computer generated to preserve its quality. In 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;	Client to secure on photo shop.	
3. A machine copy of appointment as priest, head, founder, bishop, pastor and minister of the religion or religious sect;	Respective churches.	
4. Proper endorsement/designation/recommendation from the head of religion or religious sect to mention: the full name, nationality, complete address, location of the church, temple or mosque where the applicant regularly perform rites and indicate the extent of his territorial jurisdiction;	Head of religious sect.	
5. Certified True Copy of Certificate of Live Birth;CTC of Marriage Certificate for married women; (If document is already available in the RSSO/PSO, no need to submit upon renewal)	Personal file. If not available, secure copy to PSO. If renewal, RSSO/PSO file.	
6. Alien Certificate of Registration (ACR) or Immigration Certificate of Registration (ICR) issued by the Commission on Immigration and Deportation (CID), in case the applicant is a citizen of a foreign	Commission on Immigration and Deportation	

<p>country.</p> <p>7. Certified True Copy of Certificate of Ordination issued by his/her respective church; (No need to submit if copy is available on file at the RSSO/PSO)</p> <p>8. Certificate of Registration, Articles of Incorporations, and by-laws, and updated General Information Sheet (G.I.S.) certified by the Head of the religion or religious sect. (Administrative Order No. 1, Series of 2007). (One copy per religious sect, no need to submit if one has already submitted)</p>		<p>Respective churches.</p> <p>Head of the religion or religious sec</p>		
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	RSSO clerk receives the documents	None (Already paid)	2 minutes	Receipt and Control
2. Receipt and Control routes the complete documents	Receives the documents	none	2 minutes	SO Screener (Administrative Aide VI)
3. Screening and processing of application	<p>1. Verification of PSO Endorsement</p> <p>2. Verification of Recommending Officer's Record</p> <p>3. Verification of SEC Registration</p> <p>4. Conduct of field visit/ Re-visit personal interview (if necessary)</p> <p>5. Approval/ Disapproval of application</p> <p>6. Updating and/or encoding of SO record in SOIS database</p>	None	<p>4 days</p> <p>1 day (if necessary)</p>	SO Screener (Registration Officer IV)
4. Printing of CRASM in SECPA	Countersign CRASM in SECPA	n/a	5 minutes	Chief Administrative Officer

5. Transmitting the CRASM to ORD	Approval/ Disapproval of application and signing of CRASM	n/a	1 hour	Regional Director
6. Preparation of transmittal of Approved CRASM to Provincial Statistical Offices	1. Affix Documentary stamps and dry seal. 2. Transmit to PSO 3. Manual recording of CRASM 4. Archiving and filing of CRASM and other documents	n/a	30 minutes	Receipt and Control/ SO Screener (Registration Officer IV)
TOTAL PROCESSING TIME FOR SERVICE 8: UNDER NORMAL CIRCUMSTANCES, IS 4DAYS 1 HOUR AND 39 MINUTES EXCLUSIVE OF QUEUEING TIME.				

2. Copy Issuance of Birth Certificate at PSA Civil Registry System Outlet

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

Office or Division:	Regional Statistical Services Office (RSSO)		
Classification:	Simple		
Type of Transaction:	G2C - for government services whose client is the transacting public		
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)			
1.1 Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	1.1 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)		
1.2 Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	1.2 Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Authorized Representative	
<p>2.1. Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by the official authority (1 original and 1 photocopy)</p> <p>2.2. Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents</p> <p>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.</p>	<p>2.1. Document owner. (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p> <p>2.2. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>
<p>2.3. 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)</p>	<p>2.3. 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)</p>
<p>2.4. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 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. 	<p>2.4. Document owner</p>
<p>2.5. Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>2.5. Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	
<p>3.1 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)</p>	<p>3.1 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)</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3.2 Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents.	3.2 Any PSA/LCRO issued copy, original or photocopy, or image available in device.
3.3 Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	3.3 Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4. Special Cases Clients	
<p>Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p> <p>School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Clerk of the appropriate Court rendered the decision.</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides.</p> <p>Educational institution recognized by the Department of Education.</p>
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 (i.e., 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 (i.e., 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
5. Priority Clients	
5.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>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)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or Local Government Units (LGUs)</p>
<p>Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>5.2 Physically Challenged Client/PWD requesting for his/her own document, spouse, parents and son/daughter</p>	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>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.</p>
<p>Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>5.3 Pregnant Woman requesting for her own document, spouse, parents, and son/daughter</p>	
<p>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)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>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)</p>
<p>Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6.5 Clients who are PhilID card/ePhilID holders	
<p>Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) or digital copy</p> <p>Reminder:</p> <p>PhilID card/ePhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.</p>	Philippine Statistics Authority
<p>6. First Time Job Seeker (RA 11261)</p> <p>Reminder:</p> <p>Request for a copy issuance of birth certificate cannot be delegated to a representative and can only be availed once.</p>	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer
Oath of Undertaking executed by the First Time Job Seeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Job Seeker currently resides
Valid Identity Document (ID) of the First Time Job Seeker complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., 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– Regional Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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 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 requested document.	None	10 minutes	Collecting Officer, PSA Civil Registry System–Regional Outlet
First Time Job Seeker, proceed to Public Assistance and Complaint Desk (PACD) inside the outlet	<u>For first time job seeker:</u> 2.4 Stamp the submitted requirements as officially “Received by” PSA, indicate therein the date of receipt and collect them.			PACD Officer, PSA Civil Registry System–Regional Outlet Team Leader, PSA Civil Registry System–Regional Outlet

	<p>2.4.1 Attach requirements to the AF and label it as Pro-Bono.</p> <p>Record the request in the logbook for control and reporting purposes.</p>			<p>Outlet Supervisor, PSA Civil Registry System– Regional Outlet</p> <p>or</p> <p>Outlet Manager/ Regional Director, RSSO</p>
<p>3. Pay the corresponding fee for the request.</p> <p>Reminder: Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the OR the date and estimated time of release.</p>	<p>Total Fee Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System– Regional Outlet</p>
	<p><u>For first time job seeker:</u></p> <p>Remind him/her that he/she can avail of the free copy issuance of his/her birth from the PSA only once. Inform him/her to wait for his/her name to be called at the Releasing Area.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Pursuant to RA 11261, the issuance of one (1) copy of the birth certificate for a first time job seeker is to be issued for FREE</p>		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Fall in line at the Releasing Window where the client's name was called. Present the OR and other requirements.	4.1. Check the OR as to the scheduled date and time of release.	None	10 minutes	Releasing Officer, PSA Civil Registry System–Regional Outlet
	4.2. Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request. 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.			Team Leader, PSA Civil Registry System–Regional Outlet Outlet Supervisor PSA Civil Registry System–Regional Outlet or Outlet Manager/Regional Director, RSSO
	Reminder: The client must be given an option for a clearer copy of the birth document through re-scanning of the image. If the client agreed to have the requested birth document subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.			
5. Check the document. Sign the “Received by” portion at the back of the AF and indicate the date of receipt.	Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF. Ensure to write in PRINT the name of	None	5 minutes	Releasing Officer, PSA Civil Registry System–Regional Outlet Team Leader, PSA Civil Registry System–Regional Outlet

	<p>the claimant, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>Affix the initials of the Releasing Officer in the OR.</p> <p>Release the requested document to the claimant.</p>		<p>Outlet Supervisor, PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 4: COPY ISSUANCE OF BIRTH RECORD OR BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</p>			

3. Copy Issuance of Death Certificate at PSA Civil Registry System Outlet

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

Office or Division:	Regional Statistical Services Office (RSSO)	
Classification:	Simple	
Type of Transaction:	G2C - for government services whose client is the transacting public	
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 (Son/Daughter, Spouse, Parent)		
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 (i.e., 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– Regional Outlet	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, 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, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	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 Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional 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 the decision
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: deceased was living with the requesting party as his/her guardian at the time of death (1 original)	Lawyer/Notary Public 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.
Valid Identity Document (ID) of the Guardian 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 (i.e., 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– Regional Outlet
3. Priority Clients	
3.1 Senior Citizen requesting for the death certificate of his/her spouse, parent and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT,	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) where the Senior Citizen resides.

<p>SIGNATURE and issued by an official authority (1 original)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	
<p>Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents, and son/daughter</p>	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original) Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development Agreement with the Department of Health.</p>
<p>Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>3.3 Pregnant Woman requesting for the death certificate of her own spouse, parents, and son/daughter</p>	
<p>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)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>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)</p>
<p>Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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- 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. Encode the details of the request. 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 requested document.	None	10 minutes	Collecting 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
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	Accept the corresponding payment and generate an Official Receipt (OR). Indicate therein the date and estimated time of release. Forward the AF to	Total Fee Php 1 55.00 per copy Breakdown: n:	10 minutes	Collecting Officer, PSA Civil Registry System- Regional Outlet Team Leader, PSA Civil Registry System- Regional Outlet

<p>leaving the counter.</p>	<p>the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Processing Fee: - Php 125.00 Documentary Stamp Tax - Php 30.00</p>		<p>Outlet Supervisor PSA Civil Registry System-Regional Outlet or Outlet Manager/ Regional Director, RSSO</p>
<p>4. Fall in line at the Releasing Window where the name of the deceased person's was called. Present the OR and other requirements.</p>	<p>Check the OR as to the scheduled date and time of release.</p> <p>Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p>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.</p> <p>Reminder:</p> <p>The client must be given an option to have a clearer copy of the death document through re-scanning of the image.</p> <p>6.2.2 If the client agreed to have the requested death document be subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.</p>	<p>None</p>	<p>10 minutes</p>	<p>Releasing 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</p>

<p>5. Check the document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.</p>	<p>Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF.</p> <p>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.</p> <p>Stamp the OR as "RELEASED" and indicate the date of release.</p> <p>Affix the initials of the Releasing Officer in the OR.</p> <p>Release the requested document to the claimant.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
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TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 5: COPY ISSUANCE OF DEATH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS THREE (3) HOURS EXCLUSIVE OF QUEUEING TIME.

4. Copy Issuance of Marriage Certificate (Walk-in clients) at PSA Civil Registry System– Regional Outlet

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

Office or Division:	Regional Statistical Services Office (RSSO)	
Classification:	Simple	
Type of Transaction:	G2C - for government services whose client is the transacting public	
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 (Spouses/Husband and Wife)		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 (i.e., 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– Regional Outlet
2. Direct Descendant (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). Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	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 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
3. Nearest of kin, if both contracting parties are deceased (Biological or Legal Parent/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 (i.e., 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– Regional 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) Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or	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 (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>photocopy, or image available in device</p> <p>Reminder:</p> <p>For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.</p>	
<p>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)</p>	<p>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)</p>
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 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 <p>bear the fresh signature of any of the contracting parties (husband or wife) that matches his/her valid ID.</p>	<p>Any of the contracting parties (husband or wife) authorizing the representative</p>
<p>Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>5. Priority Clients</p>	
<p>5.1 Senior Citizen requesting for his/her own marriage document and his/her parents</p>	
<p>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)</p> <p>Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p>
<p>Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>5.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>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.</p>
<p>Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>5.3 Pregnant Woman requesting for her own marriage document and her parents</p>	
<p>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)</p> <p>Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>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)</p>
<p>Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
<p>6.5 Clients who are PhilID card/ePhilID holders</p>	
<p>Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)</p> <p>Reminder:</p> <p>PhilID card/ePhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.</p>	<p>Philippine Statistics Authority</p>
<p>6. First Time Job Seeker (RA 11261)</p>	
<p>Reminder:</p> <p>Request for a copy issuance of marriage certificate cannot be delegated to a representative and can only be availed once</p>	
<p>Duly signed Barangay Certification from his/her place of residence (1 original)</p>	<p>Punong barangay or his/her authorized officer</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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, Educational Institutions (i.e., 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- Regional Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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- 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.	2.1 Screen the AF and the requirements.	None	10 minutes	Collecting Officer, PSA Civil Registry System- Regional Outlet PACD Officer, PSA Civil Registry System- Regional Outlet
- Regular Clients Payment Windows	2.2 Encode the details of the request.			
- Priority Clients Payment Windows	2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the			Team Leader, PSA Civil Registry System - Regional Outlet Outlet Supervisor PSA
- First Time Job Seeker, proceed to Public				

<p>Assistance and Complaint's Desk (PACD) inside the outlet.</p>	<p>Releasing Officer prior to the issuance of the requested document.</p> <p>officially "Received by" PSA, indicate therein the date of receipt and collect them.</p> <p>2.4.1 Attach the requirements to the AF and label it as Pro-Bono.</p> <p>2.4.2 Record the request in the logbook for control and reporting purposes.</p>			<p>Civil Registry System - Regional Outlet</p> <p>Or</p> <p>Outlet Manager/ Regional Director, RSSO</p>
<p>3. Pay the corresponding fee for the request.</p> <p>Reminder: Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an official receipt (OR)</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p><u>For first time job seeker:</u></p> <p>Remind him/her that he/she can avail of the free copy issuance of his/her marriage certificate from PSA only once. Inform him/her to wait for his/her name to be called at Releasing Area</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database</p>	<p>Total Fee</p> <p>Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 125.00</p> <p>Documentary Stamp Tax - Php 30.00</p> <p>Pursuant to RA 11261, issuance of (1) one copy of marriage certificate of a first-time job seeker is to be issued for FREE</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry Regional Outlet</p> <p>PACD Officer, PSA Civil Registry System - Regional Outlet</p> <p>Team Leader, PSA Civil Registry System - Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System - Regional Outlet</p> <p>Or</p> <p>Outlet Manager/ Regional Director, RSSO</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Fall in line at the Releasing Window where the document owner's (husband's name) was called. Present the OR and other requirements.</p>	<p>Check the OR as to the scheduled date and time of release.</p> <p>Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p>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.</p> <p>For PhilID/ePhilID holder, request consent client to undergo Basic CRS Authentication.</p> <p>In case authentication or verification thru PhilSys Check fails, request client to present other valid ID.</p> <p>Reminder:</p> <p>The client must be given an option to have a clearer copy of the marriage document through re-scanning of the image.</p> <p>4.2.2 If the client agreed to have the requested marriage document be subjected to re-scanning, Care Officer to inform the client on the Request for</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System—Regional Outlet</p> <p>Team Leader, PSA Civil Registry System—Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System—Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>

	Property Accountability Form, email, list of summary accountability re-scheduled date of release.			
5. Check the document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	<p>Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF.</p> <p>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.</p> <p>Stamp the OR as "RELEASED" and indicate the date of release.</p> <p>Affix the initials of the Releasing Officer in the OR.</p> <p>5.5 Release the requested document to the claimant.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 6: COPY ISSUANCE OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</u></p>				

5. Issuance of Certification of No Marriage Record/ Existence of Marriage Record (Walk- in Clients) at PSA Civil Registry System – Regional 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).

Office or Division:	Regional Statistical Services Office (RSSO)	
Classification:	Simple	
Type of Transaction:	G2C - for government services whose client is the transacting public	
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)		
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 (i.e., 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– Regional Outlet	
2. Authorized Representative		
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)	Document owner (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device		
Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide scanned/ photocopy of passport as valid ID.		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 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 <p>bear the fresh signature of the document owner that matches his/her ID.</p>	Document owner
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– Regional 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)	
<p>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)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	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)
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– Regional Outlet

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Special Cases Clients	
4.1 Guardian of a document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p> <p>School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>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)</p>	<p>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)</p>
<p>Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
4.2 Nearest of kin of a deceased person other than his/her immediate family member (Brother/Sister/Grandparent/Grandchild)	
<p>Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	<p>Lawyer/Notary Public</p>
<p>Death Certificate of the Document Owner (1 photocopy)</p>	<p>PSA/Local Civil Registry Office (LCRO)</p>
<p>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)</p>	<p>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)</p>
<p>Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet</p>
5. Priority Clients	
5.1 Senior Citizen requesting for his/her own document and his/her spouse	
<p>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)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p>

Marriage Certificate if requesting for spouse. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
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– Regional Outlet
5.2 Physically Challenged Clients/PWDs requesting for his/her own document and his/her parent	
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.
Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
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– Regional Outlet
5.3 Pregnant Woman requesting for her own document and 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 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– Regional Outlet
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority
<p>Reminder:</p> <p>PhilID card/ePhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING 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– 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	Screen the AF and the requirements. Encode the details of the request. 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 requested document.	None	10 minutes	Collecting 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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Pay the corresponding fee for the request.</p> <p>Reminder:</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p>	<p>Total Fee Php 210.00 per copy Breakdown: Processing Fee: - Php 180.00 Documentary Stamp Tax - Php 30.00</p>	10 minutes	<p>Collecting Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, RSSO</p>
<p>4. Proceed to Releasing Window once the QTN appeared in the display monitor.</p> <p>Present the OR and complete requirements to the Releasing Officer.</p>	<p>Check the OR as to the scheduled date and time of release.</p> <p>Search for the requested certification.</p> <p>Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the requested document.</p> <p>For PhilID/ePhilID holders, request consent of client to undergo Basic CRS Authentication.</p> <p>In case failure to be authenticated or PhilSys Check, require client to present other valid ID.</p>	None	20 minutes	<p>Releasing Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. Check the document. Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>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.</p> <p>Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>Affix the initials of the Releasing Officer in the OR.</p> <p>Release the document to the claimant.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System–Regional Outlet</p> <p>Team Leader, PSA Civil Registry System–Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System–Regional Outlet</p> <p>or Outlet Manager/Regional Director, RSSO</p>
<p>TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 10: ISSUANCE OF CERTIFICATION OF NO MARRIAGE RECORD/EXISTENCE OF MARRIAGE RECORD (WALK-IN CLIENT) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>ONE (1) DAY AND TWO (2 HOURS)</u>, EXCLUSIVE OF QUEUEING TIME.</p>				

6. Issuance of Viewable Online Request of Marriage Certificate at PSA Civil Registry System Outlet

The Viewable Online service is similar to the Copy Issuance service except that the resulting document image is not printed on SECPA but is made accessible through the web through an access code. The availability of the document image exposed on the web has an expiry period of 60 days (configurable).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division	
Classification:	Simple	
Type of Transaction:	G2C - for government services whose client is the transacting public	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirements for all types of Requesters		
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	Booked through the CRS Appointment System https://appointment.psa.gov.ph	
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet	
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer’s Office	
Additional Requirements by Type of Requester		
1. Principal (Spouses/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) Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device Birth Certificate (1 original and 1 photocopy) of the	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP) Philippine Statistics Authority	

non-marital children if the requester is the latter	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original)	Clerk of the appropriate Court that rendered the decision. Lawyer/Notary Public
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. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Nearest of kin, if both contracting parties are deceased (Parents, Brother/Sister, Grandparent, Grandchildren)	
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 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. 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) Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device 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.	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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
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 (i.e., PhilID, 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) authorizing the representative

<p>Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; Indicate the type of document, and must be able to provide the specific details required in the AF; Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID; Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; Captured/scanned image of the actual SPA that matches the accompanying valid ID; and Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
<p>6. Priority Clients</p>	
<p>6.1 Senior Citizen requesting for his/her own marriage document and his/her parents</p>	
<p>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); or Philippine Identification (PhilID) Card (1 original) Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority</p>
<p>6.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents</p>	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original) Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>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 Philippine Statistics Authority</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6.3 Pregnant Woman requesting for her own marriage document and her parents	
<p>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)</p> <p>Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
6.4 Clients who are PhilID card/ePhilID holders	
<p>Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)</p> <p>Reminder:</p> <p>PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents</p>	<p>Philippine Statistics Authority</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/ePhilID and requesting for copy of his/her own marriage document and his/her parents, are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	<p>None</p>	<p>5 minutes</p>	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <p>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) and the AR's valid ID.</p> <p>CRS Appointment Slip bearing the name of the AR.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>Outlet Name; Name of client; Scheduled date and time; and IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>				
<p>3. Get an Application Form-Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>3.1 Ensure that the necessary AF-Marriage Certificate is made available at the AF dispenser</p>	<p>None</p>	<p>3 minutes</p>	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD</p>
<p>4. Proceed to the screening area.</p> <p>Present the AF and the required documents to the screener for completeness check.</p>	<p>4.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR</p>	<p>None</p>	<p>5 minutes</p>	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet</p>

	<p>Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>Return the validated PhilID card/ePhilID to the client.</p> <p>Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			Manager/ Chief, CRSD
5. GetQueue Ticket Number (QTN)	5.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	Information Marshal/Security Guard Outlet Supervisor PSA Civil Registry System
6.Proceed to the encoding area. If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display. Determine the mode of payment of the request, if cash or cashless payment. Present the AF and the required documents to the encoder. If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area. Encode QTN and the complete details of the	<p>6.Ensure that the QMS Public Digital Display is functional.</p> <p>Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>Receive the AF and other requirements.</p> <p>Encode into the system the QTN and the details of the requests.</p>	None	10 minutes	Encoder PSA Civil Registry System Outlet Information Marshal PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet

<p>request and print the transaction slip.</p>	<p>Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p> <p>Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p>			<p>Manager/ Chief, CRSD</p>
<p>Proceed to the payment window.</p> <p>Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>Submit the AF/transaction slip and the required documents to the Payment Window.</p> <p>Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane.</p>	<p>Ensure that the QMS Public Digital Display is functional.</p> <p>Receive and check the AF/transaction slip and the requirements.</p> <p>Retrieve the transaction in the system using the search query.</p> <p>Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>Print the Web Access Information Slip. Attach the OR to the Web Access Information Slip.</p>	<p><u>Total Fee</u> Php 130.00 per copy</p> <p>Breakdown: Processing Fee: -Php 100.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	<p>4 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>7. Receive the Web Access Information Slip.</p> <p>Check the document.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p>	<p>7.1. Release the Web Access Information Slip and OR to the client.</p> <p>Ensure the client signed the “Conforme” portion at the</p>	<p>None</p>	<p>5 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p>

<p>Make sure to count the change before leaving the counter.</p> <p>Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>back of the AF, indicating the printed name, signature and id number.</p> <p>Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>Affix the initials of the Collecting Officer in the OR.</p> <p>Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/ transaction slip.</p>			<p>Outlet Supervisor , PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>8. Check the availability of the document on the website provided in the Web Access Information Slip.</p>	<p>8.1 Fetch the transaction in the system. Verify from the CRS database the request on the basis of details that has been encoded. Conduct at least five (5) unique queries from the System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>In case that the</p>	<p>None</p>	<p>1 hour</p> <p>Reminder:</p> <p>Processing time maybe extended depending on the result of verification from the System.</p>	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor , Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief,</p>

	<p>requested copy of the Marriage Certificate is available in the CRS Database, issue the certificate.</p> <p>In case that the requested copy of the Marriage Certificate is not available in the CRS Database after thorough verification, issue a Negative Certification of Marriage.</p> <p>In case that the requested copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p>			CRSD
<p>TOTAL PROCESSING TIME: ONE (1) HOUR AND THIRTY FIVE (35) MINUTES EXCLUSIVE OF QUEUEING TIME. OF QUEUEING TIME.</p>				

7. Issuance of Viewable Online Request of Certification of No Marriage Record/Existence of Marriage Record at PSA Civil Registry System Outlet

The Viewable Online service is similar to the Copy Issuance service except that the resulting document image is not printed on SECPA but is made accessible through the web through an access code. The availability of the document image exposed on the web has an expiry period of 60 days (configurable).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS- ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	RSSO MIMAROPA CRASD
Classification:	Simple
Type of Transaction:	G2C - for government services whose client is the transacting public
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer’s Office
Additional Requirements by Type of Requester	
1. Principal (Document 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Spouse (Husband/Wife)	
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original) Marriage Certificate if requesting for spouse. Any PSA/LCRO issued copy, original or photocopy, or image available in device	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

3. Direct Descendant (Marital Children and Non-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)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
4. Guardian to his/her ward	
Court decision assigning the client 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)	Lawyer/Notary Public
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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Authorized Representative	
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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	Philippine Statistics Authority
Reminder:	
For authorization letter and Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.	
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. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>Captured/scanned image of the actual SPA that matches the accompanying valid ID; and Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	<p>Document owner</p>
<p>6. Special Cases Clients</p>	
<p>6.1 Guardian of document owner who is a minor or below 18 years of age.</p>	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>Barangay Certification that the minor is in the custody of the requesting party/ guardian (1 original)</p> <p>School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Clerk of the appropriate Court that rendered the decision.</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides.</p> <p>Educational institution recognized by the Department of Education.</p>
<p>Valid Identity Document of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>6.2 Nearest of kin of the deceased document owner (Parents, Brother/Sister, Grandparent, Grandchildren)</p>	

Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7. Priority Clients	
7.1 Senior Citizen requesting for his/her own document, his/her spouse, 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); or Philippine Identification (PhilID) Card (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7.2 Physically Challenged Client/PWD requesting for his/her own document, his/her spouse, and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (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 Philippine Statistics Authority
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
7.3 Pregnant Woman requesting for his/her own document, his/her spouse, and his/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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	

7.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID)Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority
<p>Reminder:</p> <p>PhilID card/ePhilID holders are allowed to request for his/her own document, his/her spouse, and his/her parents</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/ePhilID and requesting for his/her own document, his/her spouse, and his/her parents, are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervis or PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>

<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p><u>Reminder:</u></p> <p>For Authorized Representative (AR)</p> <p>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) and the AR's valid ID.</p> <p>CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the request for CENOMAR/Advisory on Marriages will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check the following information on the presented CRS Appointment Slip:</p> <p>Outlet Name; Name of client; Scheduled date and time; and IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
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<p>3. Get an Application Form- Certificate of No Record of Marriage (Green Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>3.1 Ensure that the necessary AF-CENOMAR is made available at the AF dispenser.</p>	<p>None</p>	<p>3 minutes</p>	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>4. Proceed to the screening area. Present the AF and the required documents to the screener for completeness check.</p>	<p>4.1 Screen the AF and the requirements.</p> <p><u>For PhilID card</u> <u>ePhilID holders:</u></p> <p>Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>Return the validated PhilID card/ePhilID to the client.</p> <p>Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding</p>	<p>None</p>	<p>5 minutes</p>	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	fees.			
5. Get Queue Ticket Number (QTN)	5.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry System
6. Proceed to the encoding area. If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display. Determine the mode of payment of the request, if cash or cashless payment. Present the AF and the required documents to the encoder. If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area. Encode QTN and the complete details of the request and print the transaction slip.	6.1. Ensure that the QMS Public Digital Display is functional. Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. Receive the AF and other requirements. Encode into the system the QTN and the details of the requests. Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees. Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.	None	10 minutes	Encoder PSA Civil Registry System Outlet Information Marshal PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Proceed to the payment window.	7.1 Ensure that the QMS Public Digital Display is functional.	Total Fee Php 185.00 per copy	4 minutes	Collecting Officer, PSA Civil Registry

<p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>Submit the AF/transaction slip and the required documents to the Payment Window.</p> <p>Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane.</p>	<p>8.1 Receive and check the AF/transaction slip and the requirements.</p> <p>Retrieve the transaction in the system using the search query.</p> <p>Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>Print the Web Access Information Slip.</p> <p>Attach the OR to the Web Access Information Slip.</p>	<p>Breakdown: Processing Fee: -Php 155.00 Documentary Stamp Tax -Php 30.00</p>		<p>System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>9. Receive the Web Access Information Slip.</p> <p>Check the document.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p> <p>9.2 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>9.1. Release the Web Access Information Slip and OR to the client.</p> <p>Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>Affix the initials of the Collecting Officer in the OR.</p> <p>Attached all the</p>	<p>None</p>	<p>5 minutes</p>	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.			
10. Check the availability of the document on the website provided in the Web Access Information Slip.	<p>10.1 Fetch the transaction in the system.</p> <p>Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct at least nineteen (19) unique queries from the System.</p> <p>If there is no record of Marriage in the CRS Database, print the Certificate of No Marriage Record (CENOMAR).</p> <p>In case that the client has a record of Marriage in the CRS Database, issue the Advisory on Marriages.</p> <p>In case that the copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p>	None	<p>1 hour</p> <p>Reminder:</p> <p>Processing time maybe extended depending on the result of verification from the System.</p>	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief, CRSD</p>

	For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.			
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TOTAL PROCESSING TIME: ONE (1) HOUR AND THIRTY FIVE (35) MINUTES EXCLUSIVE OF QUEUEING TIME.

8. Issuance of Viewable Online Request of Certification of No Marriage Record/Existence of Marriage Record at PSA Civil Registry System Outlet

The Viewable Online service is similar to the Copy Issuance service except that the resulting document image is not printed on SECPA but is made accessible through the web through an access code. The availability of the document image exposed on the web has an expiry period of 60 days (configurable).

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Office or Division:	RSSO MIMAROPA CRASD	
Classification:	Simple	
Type of Transaction:	G2C - for government services whose client is the transacting public	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirements for all types of Requesters		
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	Booked through the CRS Appointment System https://appointment.psa.gov.ph	
Properly filled-out Health Survey Form (1 copy); or Updated QR Code of the COVID-19 Digital Contact Tracing App	Entry points of the PSA Civil Registry System Outlets. Google Play Store or Apple App Store	
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet	
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional Requirements by Type of Requester	
1. Principal (Document 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Spouse (Husband/Wife)	
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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, , NBI, AFP, PNP)
Marriage Certificate if requesting for spouse. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
3. Direct Descendant (Marital Children and Non-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)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
4. Guardian to his/her ward	
Court decision assigning the client 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)	Lawyer/Notary Public
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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
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)	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any	

<p>PSA/LCRO issued copy, original or photocopy, or image available in device Reminder:</p> <p>For authorization letter and Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.</p>	
<p>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)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>67) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	<p>Document owner</p>
<p>6. Special Cases Clients</p>	
<p>6.1 Guardian of document owner who is a minor or below 18 years of age.</p>	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p>

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 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6.2 Nearest of kin of the deceased document owner (Parents, Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7. Priority Clients	
7.1 Senior Citizen requesting for his/her own document, his/her spouse, 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); or Philippine Identification (PhilID) Card (1 original) Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
7.2 Physically Challenged Client/PWD requesting for his/her own document, his/her spouse, and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (PhilID) Card (1 original) Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	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 Philippine Statistics Authority

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7.3 Pregnant Woman requesting for his/her own document, his/her spouse, and his/her parents	
<p>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)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
7.4 Clients who are PhilID card/ePhilID holders	
<p>Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p> <p><u>Reminder:</u></p> <p>PhilID card/ePhilID holders are allowed to request for his/her own document, his/her spouse, and his/her parents</p>	<p>Philippine Statistics Authority</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/ePhilID and requesting for his/her own document, his/her spouse, and his/her parents, are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	<p>None</p>	<p>5 minutes</p>	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <p>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) and the AR's valid ID.</p> <p>CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the request for</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>Outlet Name; Name of client; Scheduled date and time; and IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<p>CENOMAR/Advisory on Marriages will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>				
<p>3. Get an Application Form- Certificate of No Record of Marriage (Green Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>3.1 Ensure that the necessary AF-CENOMAR is made available at the AF dispenser.</p>	<p>None</p>	<p>3 minutes</p>	<p>Information Marshal, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD</p>
<p>4. Proceed to the screening area. Present the AF and the required documents to the screener for completeness check.</p>	<p>4.1 Screen the AF and the requirements. <u>For PhilID card/ePhilID holders:</u> Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. Return the validated PhilID card/ePhilID to the</p>	<p>None</p>	<p>5 minutes</p>	<p>Screener, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD</p>

	<p>client.</p> <p>Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			
5. Get Queue Ticket Number (QTN)	5.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System</p>
<p>6. Proceed to the encoding area.</p> <p>If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>Determine the mode of payment of the request, if cash or cashless payment.</p> <p>Present the AF and the required documents to the encoder.</p> <p>If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p>	<p>6.1. Ensure that the QMS Public Digital Display is functional.</p> <p>Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>Receive the AF and other requirements.</p> <p>Encode into the system the QTN and the details of the requests.</p> <p>Return the AF, the ID(s)</p>	None	10 minutes	<p>Encoder PSA Civil Registry System Outlet</p> <p>Information Marshal PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD</p>

Encode QTN and the complete details of the request and print the transaction slip.	and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees. Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.			
7. Proceed to the payment window.	7.1 Ensure that the QMS Public Digital Display is functional.	Total Fee Php 185.00 per copy	4 minutes	Collecting Officer, PSA Civil Registry
8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window. Submit the AF/transaction slip and the required documents to the Payment Window. Pay the corresponding fee for the request, either in cash or through online cashless payment. Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane.	8.1 Receive and check the AF/transaction slip and the requirements. Retrieve the transaction in the system using the search query. Accept the corresponding payment and generate an Official Receipt (OR). Print the Web Access Information Slip. Attach the OR to the Web Access Information Slip.	Breakdown: Processing Fee: -Php 155.00 Documentary Stamp Tax -Php 30.00	5 minutes	System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>9. Receive the Web Access Information Slip.</p> <p>Check the document.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p> <p>9.2 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>9.1. Release the Web Access Information Slip and OR to the client.</p> <p>Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>Affix the initials of the Collecting Officer in the OR.</p> <p>Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p>	None	5 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>10. Check the availability of the document on the website provided in the Web Access Information Slip.</p>	<p>10.1 Fetch the transaction in the system.</p> <p>Verify from the CRS database the request on the basis of details that has been encoded.</p>	None	<p>1 hour</p> <p>Reminder:</p> <p>Processing time maybe extended depending on the result of verification from</p>	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p>

	<p>Conduct at least nineteen (19) unique queries from the System.</p> <p>If there is no record of Marriage in the CRS Database, print the Certificate of No Marriage Record (CENOMAR).</p> <p>In case that the client has a record of Marriage in the CRS Database, issue the Advisory on Marriages.</p> <p>In case that the copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing. For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p>		<p>the System.</p>	<p>Supervisor, Primary Back Office / Secondary Back Office</p> <p>or</p> <p>Outlet Manager/Chief, CRSD</p>
<p>TOTAL PROCESSING TIME: <u>ONE (1) HOUR AND THIRTY FIVE (35) MINUTES</u> EXCLUSIVE OF QUEUEING TIME.</p>				

9. Issuance of Viewable Online of No Death Record/ Existence of Death at PSA Civil Registry System Outlet

The Viewable Online service is similar to the Copy Issuance service except that the resulting document image is not printed on SECPA but is made accessible through the web through an access code. The availability of the document image exposed on the web has an expiry period of 60 days (configurable).

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS- ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	RSSO MIMAROPA CRASD
Classification:	Simple
Type of Transaction:	G2C - for government services whose client is the transacting public
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents)	
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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, 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, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
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 the 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 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 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Reminder: The name of the Father should appear in the Birth Certificate of the child.	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Priority Clients	
3.1 Senior Citizen requesting for the CENODEATH certificate of his/her spouse, parent and son/daughter	
Senior Citizen's Identity Document (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); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her 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); or	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
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
3.3 Pregnant Woman requesting for the CENODEATH certificate of her own 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 Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
3.4 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority

Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device

Reminder:

PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/ePhilID and requesting for the CENODEATH of his/her immediate family members (spouse, children and his/her parents) are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p>	None	1 minute	Information Marshal/ Security Guard
<p>3. Get an Application Form- Certificate of No Record of Death (Blue Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>3.1 Ensure that the necessary AF-CENODEATH is made available at the AF dispenser.</p>	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>4. Proceed to the screening area.</p> <p>Present the AF and the required documents to the screener for completeness check.</p>	<p>4.1. Screen the AF and the requirements.</p> <p>For PhilID card /ePhilID holders:</p> <p>Screen the validity</p>	None	5 minutes	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System</p>

	<p>of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>Return the validated PhilID card/ePhilID to the client.</p> <p>Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>Return the AF and the ID (s) to the client as it will be presented to the Encoder prior to the payment of corresponding fees</p>			<p>Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
5. Get Queue Ticket number (QTN)	5.1 Ensure that QTN is ready for distribution.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry System
6. Proceed to the Encoder window. If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display. Determine the mode of payment of the request, if cash or cashless payment. Present the AF and the required documents to the encoder. If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area. Encode QTN and the	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>Receive the AF and other requirements.</p> <p>Encode into the system the QTN and the details of the requests.</p> <p>Return the AF, the</p>	None	10 minutes	<p>Encoder PSA Civil Registry System Outlet</p> <p>Information Marshal PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD</p>

complete details of the request and print the transaction slip.	ID(s) to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees. Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.			
<p>7. Proceed to the payment window.</p> <p>Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>Submit the AF and the required documents to the Payment Window.</p> <p>Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Priority Clients to proceed to the Priority Lane.</p> <p>Clients with PhillID card/ePhillID to proceed to the Priority Lane/ Special Lane.</p>	<p>7.1. Ensure that the QMS Public Digital Display is functional.</p> <p>Receive and check the AF/transaction slip and the requirements.</p> <p>Retrieve the transaction in the system using the search query.</p> <p>Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>Print the Web Access Information Slip. Attach the OR to the Web Access Information Slip.</p>	<p>Total Fee Php 185.00</p> <p>per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 155.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	4 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>8. Receive the Web Access Information Slip.</p> <p>Check the document.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>8.1. Release the Web Access Information Slip and OR to the client.</p> <p>Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id</p>	None	5 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD,</p>

<p>Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>number.</p> <p>Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>Affix the initials of the Collecting Officer in the OR.</p> <p>Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p>			
<p>9. Check the availability of the document on the website provided in the Web Access Information Slip.</p>	<p>9.1. Fetch the transaction in the system.</p> <p>Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct at least nineteen (19) unique queries from the System.</p> <p>If there is no record of Death in the CRS Database, issue the Certificate of No Death Record (CENODEATH).</p> <p>In case that the client has a record of Death in the</p>	<p>None</p>	<p>1 hour</p> <p>Reminder:</p> <p>Processing time may be extended depending on the result of verification from the System.</p>	<p>Request Service Officer, Primary Back Office / Secondary Back Office</p> <p>Team Leader, Primary Back Office / Secondary Back Office</p> <p>Supervisor, Primary Back Office / Secondary Back Office</p> <p>or Outlet Manager/ Chief, CRSD</p>

	<p>CRS Database, instead of the CENODEATH the document to be issued is the Advisory on Death.</p> <p>In case that copy of Death Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p>			
<p>TOTAL PROCESSING TIME: ONE (1) HOUR AND THIRTY FIVE (35) MINUTES EXCLUSIVE OF QUEUEING TIME.</p>				

10. Issuance of DocPrint of Birth Certificate at PSA Civil Registry System Outlet

DocPrint is an add-on service to the Viewable Online service. The client who previously availed of Viewable Online may get a copy or copies of the civil registry documents by presenting the Web Access Information Slip to any Civil Registry System Outlets. The outlet will print the requested copies on security paper. This service can only be availed during the validity period of the viewable online document and will most likely be patronized by those requiring many copies.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	G2C - for government services whose client is the transacting public
Who may avail:	General public of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	
Properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets.
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Web Access Information Slip	Collecting Officer of the PSA Civil Registry System Outlet
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
Additional Requirements by Type of Requester	
1. Principal (Document 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Authorized Representative	
<p>Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p> <p>Reminder:</p> <p>For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/or photocopy of the passport as valid ID.</p>	<p>Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>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)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	<p>Document owner</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	
<p>Valid Identity Document (ID) of the 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)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
4. Immediate Family Member of the Document Owner in cases where the document owner whose document is requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)	
<p>Valid Identity Document (ID) of the 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)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter</p>	<p>Philippine Statistics Authority</p>
5. Special Cases Clients	
5.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p> <p>School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>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)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5.2 Mother of the non-marital unacknowledged child	
Valid Identity Document (ID) of the requesting mother 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.3 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father 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: The name of the Father should appear in the Birth Certificate of the child.	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5.4 Nearest of kin of a deceased person (Brothers/Sisters/Grandparent/Grandchildren/Uncles/Aunts)	
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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
Senior Citizen's Identity Document (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); or Philippine Identification (PhilID) Card (1 original) Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
6.2 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); or Philippine Identification (PhilID) Card (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 Philippine Statistics Authority

Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
6.3 Pregnant Woman requesting for her own 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 Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
6.4 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority
Reminder: PhilID card/ePhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/ to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder: Clients with PhilID/ePhilID and requesting for copy of his/her own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <p>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) and the AR's valid ID.</p> <p>CRS Appointment Slip bearing the name of the AR.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>Outlet Name; Name of client; scheduled date and time; and IDs presented.</p>	None	1 minute	<p>Information Marshal/Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>3. Get an Application Form-Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>3.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.</p>	None	3 minutes	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

<p>4. Proceed to the screening area. Present the AF, Web Access Information Slip, and the required documents to the screener for completeness check.</p>	<p>4.1 Screen the AF, Web Access Information Slip, and the requirements.</p> <p>For PhilID card/ePhilID holders:</p> <p>Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>Return the validated PhilID card/ePhilID to the client.</p> <p>Return the PhilID Card/ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>Return the AF, Web Access Information Slip, and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>	<p>None</p>	<p>5 minutes</p>	<p>Screener, PSACivil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Get Queue Ticket Number (QTN)	5.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	Information Marshal/Security Guard Outlet Supervisor PSA Civil Registry System
6. Proceed to the encoding area. Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window. Determine the mode of payment of the request, if cash or cashless payment. Present the AF, Web Access Information Slip, and the required documents to the encoder.	6.1 Ensure that the QMS Public Digital Display is functional. Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. Receive the AF, Web Access Information Slip, and other requirements. Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF. Return the AF, Web Access Information Slip, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will	None	10 minutes	Encoder PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD

	be presented to the Collecting Officer prior to the payment of corresponding fees.			
7. Proceed to the payment window. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.	7.1 Ensure that the QMS Public Digital Display is functional. Receive and check the AF, Web Access Information Slip, and the requirements.	Total Fee Php 80.00 per copy	4 minutes	Collecting Officer, PSA Civil Registry System Outlet
8. Submit the AF, Web Access Information Slip, and the required documents to the Payment Window. Pay the corresponding fee for the request, either in cash or through online cashless payment. Priority Clients to proceed to the Priority Lane. Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. Reminder: Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter.	8.1 Retrieve the transaction in the system using the search query. Accept the corresponding payment and generate an Official Receipt (OR). Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area. Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF and Web Access Information Slip. Give the OR to	Breakdown: Processing Fee Php 50.00 Documentary Stamp Tax -Php 30.00		Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD

	<p>the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>For Priority Clients: Instruct the Priority Client to wait for the release of the document.</p>			
<p>9. Proceed to the Releasing Window. Present the ORIGINAL OR and other requirements.</p>	<p>9.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/ePhilID holders: Request the client for consent to be authenticated.</p> <p>Return the validated PhilID card/ePhilID to the client.</p> <p>Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>Retrieve the transaction in the system using the search query.</p> <p>Check the status</p>	None	15 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

	<p>of the DocPrint Birth request. If the processed request yielded positive result, print the PSA copy of the Birth Certificate.</p> <p>Print the Birth Certificate in the Security Paper (Secpa).</p> <p>Control the printed document in SECPA using the system.</p> <p>If the processed request yielded negative result, print the Negative Certification of Birth in SECPA, and Negative Result Advisory.</p> <p>Control the printed document in SECPA using the system.</p> <p>If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
<p>10. Check the document. Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.</p>	<p>10.1 Release the documents to the client with the Web Access Information Slip.</p> <p>For negative result of request, advise</p>	<p>None</p>	<p>5 minutes</p>	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry</p>

	<p>the client to request an endorsement of his/her Birth Certificate from the Local Civil Registry Office (LCRO) where the Birth was registered to PSA.</p> <p>In case the image of the birth document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p>Reminder:</p> <p>The client must be given an option for a clearer copy of the birth document through re-scanning of the image.</p> <p>If the client agreed to have the requested birth document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>Ensure the client</p>			<p>System Outlet or Outlet Manager/ Chief, CRSD</p>
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	<p>signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>Ensure the “Acknowledgment of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>Affix the initials of the Releaser in the OR.</p> <p>Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			
<p>TOTAL PROCESSING TIME: ONE (1) HOUR EXCLUSIVE OF QUEUEING TIME.</p>				

11. Issuance of DocPrint of Marriage Certificate at PSA Civil Registry System Outlet

DocPrint is an add-on service to the Viewable Online service. The client who previously availed of Viewable Online may get a copy or copies of the civil registry documents by presenting the Web Access Information Slip to any Civil Registry System Outlets. The outlet will print the requested copies on security paper. This service can only be availed during the validity period of the viewable online document and will most likely be patronized by those requiring many copies.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	Civil Registration Services Division	
Classification:	Simple	
Type of Transaction:	G2C - for government services whose client is the transacting public	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirements for all types of Requesters		
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph	
Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.		
Properly filled-out Health Survey Form (1 copy); or Updated QR Code of the COVID-19 Digital Contact Tracing App	Entry points of the PSA Civil Registry System Outlets. Google Play Store or Apple App Store	
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Web Access Information Slip	Collecting Officer of the PSA Civil Registry System Outlet
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requester by Type of Requester	
1. Principal (Spouses/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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Direct Descendant (Marital Children and Non-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)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
3. Guardian to his/her ward	
Court decision assigning the client 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)	Lawyer/Notary Public
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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Nearest of kin, if both contracting parties are deceased (Parents, Brother/Sister, Grandparent, Grandchildren)	
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 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. 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: For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
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 (i.e., PhilID, 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: Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; Indicate the type of document, and must be able to provide the specific details required in the AF; Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID; Multipurpose SPA can be accepted provided that	Any of the contracting parties (husband or wife) authorizing the representative

<p>the intent to secure specific civil registry document/certification from the PSA is specifically indicated; Captured/scanned image of the actual SPA that matches the accompanying valid ID; and Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
6. Priority Clients	
6.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
<p>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); or</p> <p>Philippine Identification (PhilID) C a r d (1 original)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
6.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p>	<p>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</p> <p>Philippine Statistics Authority</p>
6.3 Pregnant Woman requesting for her own marriage document and her parents	
<p>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)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own marriage document and his/her parents	
<p>Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other</p>

	government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
6.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (PhilID)Card (1 original) or ePhilID (1 original) Reminder: PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/ePhilID and requesting for copy of his/her own marriage document and his/her parents, are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <p>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) and the AR's valid ID.</p> <p>CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>Outlet Name; Name of client; Scheduled date and time; and IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/Security Guard Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>Allow the Updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form</p> <p>Allow temperature check.</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App or submitted the completely filled-up health survey form.</p> <p>Check the body temperature of client using a thermal scanner.</p>	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>4. Get an Application Form- Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF- Marriage Certificate is made available at the AF dispenser.</p>	None	2 minutes	<p>Information Marshal,</p> <p>PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor</p> <p>PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>5. Proceed to the screening area.</p> <p>Present the AF, Web Access Information Slip, and the required documents to the screener for</p>	<p>5.1 Screen the AF, Web Access Information Slip, and the requirements.</p>	None	5 minutes	<p>Screener,</p> <p>PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry</p>

<p>completeness check.</p>	<p><u>For PhilID card /ePhilID holders:</u></p> <p>Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>Return the validated PhilID card/ePhilID to the client.</p> <p>Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>Return the AF, Web Access Information Slip, and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			<p>System Outlet</p> <p>Outlet Supervisor,</p> <p>PSA Civil Registry System Outlet</p> <p>Or</p> <p>Outlet Manager/ Chief, CRSD</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	Information Marshal/Security Guard Outlet Supervisor PSA Civil Registry System
7. Proceed to the encoding area. Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window. Determine the mode of payment of the request, if cash or cashless payment. Present the AF, Web Access Information Slip, and the required documents to the encoder.	7.1 Ensure that the QMS Public Digital Display is functional. Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. Receive the AF, Web Access Information Slip, and other requirements. Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF. Return the AF, Web Access Information Slip, the ID(s) and/or authorization letter/SPA/Affidavit	None	10 minutes	Encoder PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/Chief, CRSD

	to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.			
<p>8. Proceed to the payment window.</p> <p>Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>Submit the AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Priority Clients to proceed to the Priority Lane.</p> <p>Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR). Make sure to</p>	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>Receive and check the AF, Web Access Information Slip, and the requirements.</p> <p>Retrieve the transaction in the system using the search query.</p> <p>Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>Attach altogether the CRS Appointment Slip (if printed), QTN and</p>	<p>Total Fee Php 80.00 per copy</p> <p>Breakdown: Processing Fee: -Php 50.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	4 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>

count the change before leaving the counter.	<p>accomplished AF and Web Access Information Slip.</p> <p>8.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>Instruct the Priority Client to wait for the release of the document.</p>			
<p>9. Proceed to the Releasing Area.</p> <p>Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>9.1 Ensure that the QMS Public Digital Display is functional.</p>	None	10 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/ Chief, CRSD</p>
<p>10. Proceed to the Releasing Window.</p> <p>Present the ORIGINAL OR and other requirements.</p>	<p>10.1 Require the client to present/submit the requirements and check for correctness and completeness.</p>	None	15 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader,</p>

	<p><u>For PhilID card</u> <u>/ePhilID holders:</u></p> <p>Request the client for consent to conduct Basic CRS Authentication</p> <p>Return the validated PhilID card/ePhilID to the client.</p> <p>In case of failed authentication or PhilSys check, request the client for another valid ID.</p> <p>Retrieve the transaction in the system using the search query.</p> <p>Check the status of the DocPrint Marriage request.</p> <p>If the processed request yielded positive result, print the PSA copy of the Marriage Certificate.</p> <p>Print the Marriage Certificate in the Security Paper (Secpa).</p> <p>Control the printed document in SECPA</p>			<p>PSA Civil Registry System Outlet</p> <p>Outlet Supervisor,</p> <p>PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>
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	<p>using the system.</p> <p>If the processed request yielded negative result, print the Negative Certification of Marriage in SECPA, and Negative Result Advisory.</p> <p>Control the printed document in SECPA using the system.</p> <p>processed request yielded manual verification result, print Manual Verification Advisory.</p>			
<p>11. Check the document.</p> <p>Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Release the documents to the client with the Web Access Information Slip.</p> <p>For negative result of request, advise the client to request an endorsement of his/her Marriage Certificate from the Local Civil Registry Office (LCRO) where the Marriage was registered to PSA.</p> <p>In case the image of</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager/Chief, CRSD</p>

	<p>the marriage document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <p>The client must be given an option for a clearer copy of the marriage document through re-scanning of the image.</p> <p>11.2.2 If the client agreed to have the requested marriage document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p>			
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	<p>Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>Affix the initials of the Releaser in the OR.</p> <p>Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			
<p>TOTAL PROCESSING TIME: ONE (1) HOUR EXCLUSIVE OF QUEUEING TIME.</p>				

14. Issuance of DocPrint of Certificate of No Marriage Record/Advisory on Marriages at PSA Civil Registry System Outlet

DocPrint is an add-on service to the Viewable Online service. The client who previously availed of Viewable Online may get a copy or copies of the civil registry documents by presenting the Web Access Information Slip to any Civil Registry System Outlets. The outlet will print the requested copies on security paper. This service can only be availed during the validity period of the viewable online document and will most likely be patronized by those requiring many copies.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	RSSO MIMAROPA CRASD
Classification:	Simple
Type of Transaction:	G2C - for government services whose client is the transacting public
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Web Access Information Slip	Collecting Officer of the PSA Civil Registry System Outlet
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	City Treasurer's Office
Additional Requirements by Type of Requester	
1. Principal (Document 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Spouse (Husband/Wife)	
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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
3. Direct Descendant (Marital Children and Non-Marital Children)	
Valid identity document (ID) of direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original) Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Birth Certificate (1 original and 1 photocopy) of the non-marital children if the requester is the latter	Philippine Statistics Authority
4. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original)	Clerk of the court that appropriate rendered the decision Lawyer/Notary Public
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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
5. Authorized Representative	
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) Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device Reminder: For authorization letter and Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities.

by an official authority (1 original and 1 photocopy)	(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;</p> <p>Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
6. Special Cases Clients	
6.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p> <p>School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6.2 Nearest of kin of the deceased document owner (Parents, Brother/Sister, Grandparent, Grandchildren)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7. Priority Clients	
7.1 Senior Citizen requesting for his/her own document, his/her spouse, 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); or	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
7.2 Physically Challenged Client/PWD requesting for his/her own document, his/her spouse, and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	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
Philippine Identification (PhilID) Card (1 original)	Philippine Statistics Authority
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
7.3 Pregnant Woman requesting for his/her own document, his/her spouse, and his/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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7.5 Clients who are PhilID card/ePhilID holders	
<p>Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)</p> <p>Reminder:</p> <p>PhilID card/ePhilID holders are allowed to request for his/her own document, his/her spouse, and his/her parents</p>	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/ePhilID and requesting for his/her own CENOMAR, his/her spouse, and his/her parents, are allowed to transact in the outlet without an appointment.</p> <p>Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p> <p>Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	None	5 minutes	<p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>

<p>issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <p>CRS Appointment Slip bearing the name of the AR.</p>				
<p>2. Get an Application Form- Certificate of No Record of Marriage (Green Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>2.1 Ensure that the necessary AF-CENOMAR is made available at the AF dispenser.</p>	<p>None</p>	<p>3 minutes</p>	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
<p>3. Proceed to the screening area.</p> <p>Present the AF and the required documents to the screener for completeness check.</p>	<p>3.1 Screen the AF, Web Access Information Slip, and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>Return the validated PhilID card/ePhilID to the client.</p> <p>Return the PhilID Card/ ePhilID that failed the validation to the client and request</p>		<p>5 minutes</p>	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>

	<p>for a new valid ID.</p> <p>Return the AF, Web Access Information Slip, and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			
4. Get Queue Ticket number (QTN)	4.1 Ensure that QTN is ready for distribution.	None	1 minute	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System</p>
<p>5. Proceed to the encoding area. Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window.</p> <p>Determine the mode of payment of the request, if cash or cashless payment. Present the AF, Web Access Information Slip, and the required documents to the encoder.</p>	<p>5.1 Ensure that the QMS Public Digital Display is functional.</p> <p>Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>Receive the AF, Web Access Information Slip, and other requirements.</p> <p>Encode the QTN, retrieve the transaction number using the Web Access</p>	None	10 minutes	<p>Encoder PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD</p>

	<p>Information Slip, and indicate the number of copies based from the AF.</p> <p>Return the AF, Web Access Information Slip, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees</p>			
<p>6. Proceed to the payment window.</p> <p>Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>Submit the AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Priority Clients to proceed to the Priority Lane.</p> <p>Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane.</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>Receive and check the AF, Web Access Information Slip, and the requirements.</p> <p>Retrieve the transaction in the system using the search query.</p> <p>Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>Attach altogether the CRS</p>	<p><u>Total Fee</u> Php 80.00 per copy</p> <p>Breakdown: Processing Fee: -Php 50.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	4 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>

<p><u>Reminder:</u></p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>Appointment Slip (if printed), QTN and accomplished AF.</p> <p>Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For Priority Clients:</u></p> <p>Instruct the Priority Client to wait for the release of the document.</p>			
<p>7. Proceed to the Releasing Area. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p>	None	10 minutes	<p>Releaser , PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
<p>8. Proceed to the Releasing Window.</p> <p>Present the ORIGINAL OR and other requirements.</p>	<p>8.1 Require the client to present / submit the requirements and check for correctness and completeness.</p> <p><u>For PhilID card/ ePhilID holders:</u></p> <p>Request client's consent for Basic CRS</p>	None	15 minutes	<p>Releaser , PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p>

	<p>Authentication.</p> <p>Return the validated PhilID card/ePhilID to the client.</p> <p>Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>Retrieve the transaction in the system using the search query.</p> <p>Check the status of the DocPrint CENOMAR request.</p> <p>If the processed request yielded positive result, print the Advisory of Marriage (CEMAR).</p> <p>Print the Advisory of Marriages (CEMAR) in the Security Paper (Secpa).</p> <p>Control the printed document in SECPA using the system.</p> <p>If the processed request yielded negative result, print the CENOMAR in SECPA.</p> <p>Control the printed document in SECPA using the system.</p> <p>If processed request yielded manual</p>			<p>or Outlet Manager / Chief, CRSD</p>
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	verification result, print Manual Verification Advisory.			
9. Check the document. Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	<p>9.1 Release the documents to the client with the Web Access Information Slip.</p> <p>Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>11.4 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>Affix the initials of the Releaser in the OR.</p> <p>Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
TOTAL PROCESSING TIME: <u>ONE (1) HOUR EXCLUSIVE OF QUEUEING TIME.</u>				

15. Issuance of DocPrint of No Death Record/ Existence of Death at PSA Civil Registry System Outlet

DocPrint is an add-on service to the Viewable Online service. The client who previously availed of Viewable Online may get a copy or copies of the civil registry documents by presenting the Web Access Information Slip to any Civil Registry System Outlets. The outlet will print the requested copies on security paper. This service can only be availed during the validity period of the viewable online document and will most likely be patronized by those requiring many copies.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is “Hub-and-Spoke Model”, wherein the Back Offices functions as the “Hub”, while the Outlets, which use the services of the Hub, are the “Spoke”.

Office or Division:	RSSO MIMAROPA CRASD
Classification:	Simple
Type of Transaction:	G2C - for government services whose client is the transacting public
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Basic Requirements for all types of Requesters	
Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
Properly filled-out Health Survey Form (1 copy); or Updated QR Code of the COVID-19 Digital Contact Tracing App	Entry points of the PSA Civil Registry System Outlets. Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Web Access Information Slip	Collecting Officer of the PSA Civil Registry System Outlet
Completely filled-up Application Form (AF) – Certificate of No Record of Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet
Additional Requirements by Type of Requester	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents)	
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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	
Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter	Philippine Statistics Authority
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, 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, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
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 Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides. Educational institution recognized by the Department of Education.
Valid Identity Document (ID) 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 (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
Valid Identity Document (ID) of the requesting father 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: The name of the Father should appear in the Birth Certificate of the child.	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Priority Clients	
3.1 Senior Citizen requesting for the CENODEATH certificate of his/her spouse, parent and son/daughter	
<p>Senior Citizen's Identity Document (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); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (PhilID) Card (1 original)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>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</p> <p>Philippine Statistics Authority</p>
3.3 Pregnant Woman requesting for the CENODEATH certificate of her own spouse, parents and son/daughter	
<p>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)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
3.5 Clients who are PhilID card/ePhilID holders	
<p>Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)</p> <p>Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device</p>	<p>Philippine Statistics Authority</p>

<p>Reminder:</p> <p>PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/ePhilID and requesting for the CENODEATH of his/her immediate family members (spouse, children and his/her parents) are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p>	<p>None</p>	<p>5 minutes</p>	<p>Outlet Supervisor or PSA Civil Registry System Outlet</p> <p>Or Outlet Manager/Chief, CRSD</p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID. If the request for CENODEATH/Advisory on Death will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>Outlet Name; Name of client; Scheduled date and time; and IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Marshal/ Security Guard</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager /Chief, CRSD</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Get an Application Form- Certificate of No Record of Death (Blue Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>3.1 Ensure that the necessary AF-CENODEATH is made available at the AF dispenser.</p>	<p>None</p>	<p>3 minutes</p>	<p>Information Marshal, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
<p>4. Proceed to the screening area.</p> <p>Present the AF, Web Access Information Slip, and the required documents to the screener for completeness check.</p>	<p>4.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. Return the validated PhilID card/ePhilID to the client.</p> <p>Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>Return the AF, Web Access Information Slip, and the ID(s)</p>	<p>None</p>	<p>5 minutes</p>	<p>Screener, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>

	and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.			
5. Get Queue Ticket number (QTN)	5.1 Ensure that QTN is ready for distribution.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry System
6. Proceed to the Encoder window. Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window. Determine the mode of payment of the request, if cash or cashless payment. Present the AF, Web Access Information Slip, and the required documents to the encoder.	6.1 Ensure that the QMS Public Digital Display is functional. Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. Receive the AF, Web Access Information Slip, and other requirements. Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF. 7.5 Return the AF, Web Access Information Slip, the ID(s)	None	10 minutes	Encoder PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager / Chief, CRSD

	and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.			
<p>7. Proceed to the payment window.</p> <p>Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>Submit the AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Priority Clients to proceed to the Priority Lane.</p> <p>Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>Receive and check the AF, Web Access Information Slip, and the requirements.</p> <p>Retrieve the transaction in the system using the search query.</p> <p>Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF and Web Access Information Slip. Give the OR to the client and return the presented requirements as it will be</p>	<p>Total Fee Php 80.00</p> <p>per copy</p> <p>Breakdown:</p> <p>Processing Fee: - Php 50.00</p> <p>Documentary Stamp Tax - Php 30.00</p>	4 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>

	<p>submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For Priority Clients:</u></p> <p>8.8 Instruct the Priority Client to wait for the release of the document.</p>			
<p>8. Proceed to the Releasing Area. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p>	None	10 minutes	<p>Releaser , PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>
<p>9. Proceed to the Releasing Window.</p> <p>Present the ORIGINAL OR and other requirements.</p>	<p>9.1 Require the client to present/submit the requirements and check for correctness and completeness.</p> <p><u>For PhilID card/ ePhilID holders:</u></p> <p>Request consent of the client to undergo Basic CRS Authentication Return the validated PhilID card/ePhilID to the client.</p> <p>Return the PhilID Card/ ePhilID</p>	None	15 minutes	<p>Releaser , PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>

	<p>that failed the validation to the client and request for a new valid ID.</p> <p>Retrieve the transaction in the system using the search query.</p> <p>Check the status of the DocPrint CENODEATH request.</p> <p>If the processed request yielded positive result, print the Advisory of Death (CEDEATH).</p> <p>Print the Advisory of Death (CEDEATH) in the Security Paper (Secpa).</p> <p>Control the printed document in SECPA using the system.</p> <p>If the processed request yielded negative result, print the CENODEATH in SECPA.</p> <p>Control the printed document in SECPA using the system.</p> <p>If processed request yielded manual verification result, print Manual Verification</p>			
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	Advisory.			
10. Check the document. Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	<p>10.1 Release the documents to the client with the Web Access Information Slip.</p> <p>For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number..</p> <p>Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>Affix the initials of the Releaser in the OR.</p> <p>Attached all the requirements: QTN,</p>	None	5 minutes	<p>Releaser, PSA Civil Registry System Outlet</p> <p>Team Leader, PSA Civil Registry System Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or Outlet Manager / Chief, CRSD</p>

	CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slips.			
TOTAL PROCESSING TIME: <u>ONE (1) HOUR</u> EXCLUSIVE OF QUEUEING TIME.				

INTERNAL SERVICE

FINANCE AND ADMINISTRATIVE

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

Payment of Wages for the services rendered of Contract of Service Workers

Office/Division	RSSO MIMAROPA Civil Registration and Administrative Support Division			
Classification:	Simple			
Type of Transaction:	G2G - for government services whose client is a government employee or another government			
Who may avail:	PSA RSSO Contract of Service Workers (COSWs)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
4. Accomplishment Report		6. Concerned Division of COSW		
5. Daily Time Record		7. Concerned Division of COSW		
6. Authority to Transact Business (ATRB)		8. Concerned Division of COSW		
7. Special Order (SO)		9. Office of the Regional Director		
8. Certificate of Appearance		10. Concerned Division who initiated the training		
9. Application for Leave		11. Concerned Division of COSW		
10. Contract of Service (First claim)		12. Concerned Division of COSW		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Daily Time Records (DTRs)	1.1 Extract DTR data from biometric machine of RSSO and distribute printed copies to COSWs	None	4 hours	Administrative Aide VI (Human Resource Unit)
2. Prepare duly signed necessary attachments such as: - Accomplishment Report - Authority to transact Business (ATRB) - Special Order (SO) - Certificate of appearance - Contract of Service (1 st claim)				
3. Forward the DTR and complete attachments to	3.1 Encode the incoming and outgoing documents for monitoring purposes	None	2 hours	QMS Clerk

Budget Unit				
	3.2 Check the completeness of the documents submitted and prepare the following: - Payroll - Obligation Request and Status (ORS)	None		Administrative Assistant III
	3.3 Review and sign the Box B portion of the Obligation Request and Status (ORS) and forward to Accounting Unit	None		Administrative Officer IV
	3.4 Check the documentary requirements as to the following: - COSW Daily Rate according to contract - Computation of daily amount based on Daily Time Record and Accomplishment Report - Other necessary attachments Prepare Disbursement Voucher (DV) and forward to Chief Administrative Officer	None		Administrative Aide VI
	3.5 Encode the incoming and outgoing documents for monitoring purposes.	None		QMS Clerk
	3.6 Review and sign the Box A portion of the Disbursement Voucher (DV) and payroll and forward to Accountant	None	2 hours	Chief Administrative Officer
	3.7 Encode the incoming and outgoing documents for monitoring purposes.	None		QMS Clerk
	3.8 Review and sign the Box C portion of the Disbursement Voucher (DV) and payroll and forward to Regional Director	None		Accountant III
	3.9 Encode the incoming and outgoing documents for monitoring purposes.	None		QMS Clerk

	3.10 Receive and check the completeness the Disbursement Voucher (DV), Obligation Request and Status (ORS) with payroll and complete supporting documents	None		Administrative Assistant I
	3.11 Sign the Box D portion of the Disbursement Voucher (DV), Box A portion of the Obligation Request and Status (ORS) and Payroll.	None		Regional Director/ OIC
	3.12 Forward the Disbursement Voucher (DV), Obligation Request and Status (ORS) with payroll and complete supporting documents to the Cashier	None		Administrative Assistant I
	3.13 Encode the incoming and outgoing documents for monitoring purposes.	None		QMS Clerk
	3.14 Encode the payroll to the LBP Financial Data Entry System (FinDES). Generate the Payroll Register. Prepare Check Prepare Advice of Checks Issued in eMDS account. Forward the check to Regional Director	None	1 hour	Administrative Officer III
	3.15 Sign the Check and Payroll register and forward to the Accountant.	None		Regional Director/ OIC
	3.16 Sign the Payroll Register and approve the ACIC to the eMDS account and forward to the Cashier.	None		Accountant III
	3.17 Deposit the check to Land Bank for crediting	None	4 hours	Cashier
	3.18 Clear credited check to COSW bank account	None		Land Bank
TOTAL		None	1 day and 5 hours	

2. Processing of Permanent/Regular Employee Monthly Payroll for Regional Statistical Service Office (RSSO)

Payment of Salaries and Personnel Economic Relief Allowance (PERA) of Regular Officials and Employees of RSSO MIMAROPA

Office/Division	RSSO MIMAROPA Civil Registration and Administrative Support Division			
Classification:	Simple			
Type of Transaction:	G2G - for government services whose client is a government employee or another government			
Who may avail:	PSA RSSO MIMAROPA regular officials and employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Daily Time Record		1. Concerned Division of Employee		
2. Personnel Pass (if any)		2. Concerned Division of Employee		
3. Authority to Transact Business (ATRB) (if any)		3. Concerned Division of Employee		
4. Special Order (SO) (if any)		4. Office of the Regional Director		
5. Certificate of Appearance (if any)		5. Concerned Division who initiated the training		
6. Application for Leave (if any)		6. Concerned Division of Employee		
7. Proclamation (if any)		7. Online		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Daily Time Records (DTRs)	1.1 Extract DTR data from biometric machine of RSSO and distribute printed copies to Employees	None	4 hours	Administrative Aide VI (Human Resource Unit)
2. Prepare duly signed necessary attachments such as: -Personnel Pass - Authority to transact Business (ATRB) - Special Order (SO) - Certificate of appearance - Application of Leave				
3. Forward the DTR and complete attachments to Budget Unit	3.1 Encode the incoming and outgoing documents for monitoring purposes	None	2 hours	QMS Clerk

	3.2 Check the completeness of the documents submitted and prepare the following: - Payroll - Obligation Request and Status (ORS)	None		Administrative Assistant III
	3.3 Review and sign the Box B portion of the Obligation Request and Status (ORS) and forward to Accounting Unit	None		Administrative Officer IV
	3.4 Check the documentary requirements as to the following: - COSW Daily Rate according to contract - Computation of daily amount based on Daily Time Record and Accomplishment Report - Other necessary attachments Prepare Disbursement Voucher (DV) and forward to Chief Administrative Officer	None		Administrative Aide VI
	3.5 Encode the incoming and outgoing documents for monitoring purposes.	None		QMS Clerk
	3.6 Review and sign the Box A portion of the Disbursement Voucher (DV) and payroll and forward to Accountant	None	2 hours	Chief Administrative Officer
	3.7 Encode the incoming and outgoing documents for monitoring purposes.	None		QMS Clerk
	3.8 Review and sign the Box C portion of the Disbursement Voucher (DV) and payroll and forward to Regional Director	None		Accountant III
	3.9 Encode the incoming and outgoing documents for monitoring purposes.	None		QMS Clerk
	3.10 Receive and check the completeness the Disbursement Voucher (DV), Obligation Request and Status (ORS) with	None		Administrative Assistant I

	payroll and complete supporting documents			
	3.11 Sign the Box D portion of the Disbursement Voucher (DV), Box A portion of the Obligation Request and Status (ORS) and Payroll.	None		Regional Director/ OIC
	3.12 Forward the Disbursement Voucher (DV), Obligation Request and Status (ORS) with payroll and complete supporting documents to the Cashier	None		Administrative Assistant I
	3.13 Encode the incoming and outgoing documents for monitoring purposes.	None		QMS Clerk
	3.14 Encode the payroll to the LBP Financial Data Entry System (FinDES). Generate the Payroll Register. Prepare Check Prepare Advice of Checks Issued in eMDS account. Forward the check to Regional Director	None	1 hour	Administrative Officer III
	3.15 Sign the Check and Payroll register and forward to the Accountant.	None		Regional Director/ OIC
	3.16 Sign the Payroll Register and approve the ACIC to the eMDS account and forward to the Cashier.	None		Accountant III
	3.17 Deposit the check to Land Bank for crediting	None	4 hours	Cashier
	3.18 Clear credited check to COSW bank account	None		Land Bank
TOTAL		None	1 day and 5 hours	

HUMAN RESOURCE

2. Processing of Leave Application (within Finance and Administrative Service)

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.

Office or Division:	RSSO MIMAROPA CRASD
Classification:	Complex
Type of Transaction:	G2G - for government services whose client is a government employee or another government
Who may avail:	Finance and Administrative Service (FAS) regular employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Civil Service Commission (CSC) Form 6 (Leave Application Form)	Downloadable at PSA Net and CSC Website
<i>If Sick Leave of more than five (5) days:</i> Medical Certificate	Attending Physician
<i>If Leave is more than 30 days:</i> Office Clearance	Downloadable at PSA Net and CSC Website
<i>If Leave under Magna Carta for Women:</i> 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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Route leave application to the Human Resource Unit	1.1 Receive the application for leave	None	1 hour	Administrative Officer IV
	1.2 Retrieves Leave Card, determine leave credit balance	None	1 hour	Administrative Officer IV

	1.3 Certify Leave Credits Indicate Total Leave Credits Earned and Total Leave Credit Balance	None	1 hour	Administrative Officer IV
	1.4 Forward leave application to Chief Administrative Officer for recommendation	None	1 hour	Administrative Officer IV
	1.5 Division Chief certifies as to recommendation	None	1 hour	Chief Administrative Officer
	1.6 Forward Leave application to Regional Director	None	1 hour	Chief Administrative Officer
	1.7 Approval/ Disapproval of Regional Director	None	1 hour	Regional Director
	1.8 Forward Leave Application to HR	None	1 hour	Regional Director, Administrative Assistant I
	1.9 Receive, file and sort approved Leave Application		1 hour	Administrative Officer IV
2. Receive the signed application for leave form from HR (by client)	2.1 Release the certified application for leave form to the client	None	1 hour	Administrative Officer IV
TOTAL		None	1 day, 2 hours	

GENERAL SERVICES

1. Issuance of Common-Use Supplies and equipment

Distribution of office supplies and equipment as requested.

Office/Division	RSSO MIMAROPA			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PSA officials, employees, COSWs			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Requisition and Issue Slip		1. QMS Cabinet		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/submit Requisition and Issue Slip (RIS)	1.1 Approved RIS	None	4 hours	Chief Administrative Officer
	1.2 Receive and Control Approved RIS	None	1 hour	QMS Support
2. Receive items requested	2.1 Issue available common-use supplies and materials as requested	None	1 hour	Administrative Officer III
3. Acknowledge receipt of items requested	3.1 Ensure that the RIS has been signed by the requester	None	1 hour	Requester and Administrative Officer III
TOTAL		None	7 hours	

2. PREPARATION AND ISSUANCE OF SPECIAL ORDER

Preparation and issuance of Special Order as requested by PSA Regional and Provincial staff.

Office/Division	RSSO MIMAROPA			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Email/Letter Request/ Routing Slip		1. Concerned PSOs/Division		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email/letter request/routing slip	1.1 Seeks approval from the Regional Director	None	5 minutes	Administrative Assistant I
2. Once approved by the Regional Director	2.1 Prepares Special Order for initial of the Chief Administrative Officer and signature of the Regional Director	None	10 minutes	Administrative Assistant I
3. Copy of the Special Order will be provided to the concerned division/provincial offices	3.1 Transmitted/routed to the concerned division/provincial offices	None	3 minutes	Administrative Assistant I
TOTAL		None	18 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 info@psa.gov.ph and rssomimaropa@psa.gov.ph
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ol style="list-style-type: none"> a. Suggestion box b. Email info@psa.gov.ph and rssomimaropa@psa.gov.ph c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) <p>To facilitate efficient, effective and timely response from PSA RSSO MIMAROPA, make sure that the following information are provided:</p> <ol style="list-style-type: none"> 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 <p>For inquiries and follow-up, clients may contact PSA RSSO MIMAROPA from the contact information given.</p>

<p>How complaints are processed</p>	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there be a need for more information or clarification.</p> <p>The project/unit shall prepare a report on the incident and will send the reply to the client, cc</p>
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