





REPUBLIC OF THE PHILIPPINES PHILIPPINE STATISTICS AUTHORITY

REGIONAL STATISTICAL SERVICE OFFICE MIMAROPA

CITIZEN'S CHARTER HANDBOOK

20241st Edition



TABLE OF CONTENTS

LIST OF SERVICES	Page No.
EXTERNAL SERVICE	
PHILSYS	
1. Conduct of Advocacy Activities for the Relying Parties	4
DATA REQUEST	
1. Library Service	5
Walk-in Researchers Requesting for Printed Copy of Readily Available Unpublished Data	6
HUMAN RESOURCE	
 Hiring of Successful Candidates to Plantilla Positions [Issuance of Appointment to Selected Applicants (Transfer/ Reappointment/ Reemployment)] 	8
Request for Employee Records (Certificate of Employment) of PSA Regular Officials and Employees)	12
 Hiring of Successful Candidates to Plantilla Positions [Issuance of Appointment to Selected Applicants (Promotion)] 	14
4. Hiring of Successful Candidates to Plantilla Positions [Issuance of Appointment to Selected Applicants (Original Appointment)]	16
CIVIL REGISTRATION	
 Processing and Issuance of Certificate of Registration of Authority to Solemnize Marriage (CRASM) 	19
Copy Issuance of Birth Certificate at PSA Civil Registry System Outlet	21
 Copy Issuance of Death Certificate at PSA Civil Registry System Outlet 	29
Copy Issuance of Marriage Certificate (Walk-in clients) at PSA Civil Registry System— Regional Outlet	34
 Issuance of Certification of No Marriage Record/ Existence of Marriage Record (Walk- in Clients) at PSA Civil Registry System – Regional Outlet 	42



Issuance of Viewable Online Request of Marriage Certificate at PSA Civil Registry System Outlet	49
7. Issuance of Viewable Online Request of Certification of No Marriage Record/Existence of Marriage Record at PSA Civil Registry System Outlet	58
8. Issuance of Viewable Online Request of Certification of No Marriage Record/Existence of Marriage Record at PSA Civil Registry System Outlet	70
 Issuance of Viewable Online of No Death Record/ Existence of Death at PSA Civil Registry System Outlet 	81
10.Issuance of DocPrint of Birth Certificate at PSA Civil Registry System Outlet	90
11.Issuance of DocPrint of Marriage Certificate at PSA Civil Registry System Outlet	103
12. Issuance of DocPrint of Certificate of No Marriage Record/Advisory on Marriages at PSA Civil Registry System Outlet	118
13. Issuance of DocPrint of No Death Record/ Existence of Death at PSA Civil Registry System Outlet	129
INTERNAL SERVICE	
FINANCE AND ADMINISTRATIVE	
Processing of Contract of Service Worker (COSW) Bi- monthly Payrolls	140
Processing of Permanent/Regular Employee Monthly Payroll for Regional Statistical Service Office (RSSO)	143
HUMAN RESOURCE	
1. Processing of Leave Application (within Finance and Administrative Service)	146
GENERAL SERVICES	
1. Issuance of Common-Use Supplies and equipment	148
2. Preparation and Issuance of Special Order	148
FEEDBACK AND COMPLAINTS MECHANISM	150



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	G2G/G2B		
vino may avan.	All Government Agencies, LGUs, GOCCs, and other Government and Social Protection Instrumentalities, Financial, Business, and Private Institutions			
CHECKLIST OF	REQUIREMENTS:		WHERE TO SE	ECURE:
Formal Request letter addressed to the head of the Relying parties		2. Reg	ional 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

E STATISTICS AUTHORITIES AUTHO	
Callo Responsive World	

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
T	OTAL	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 SE	CURE:
1. One valid ID		Gov	ernment Agencies, ernment Organizat ate entities, Acade	ions,
2. Accomplished Client Service Form (CSF)		Care Officer of the Day's table / Information Officer I		
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	None	5 minutes	Librarian / Information Officer I
	4.2 May allow the researcher to photocopy or take a picture of the statistical tables from the printed publication			
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	1. PSA RSSO MIMAROPA SOCD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 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 t wo copies of Data Request Form (PSA's Copy a n d C I i e n t c opy).	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 an	d 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:
	WHERE TO SECURE:



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	(CESB); or Valid professional license issued by the Professional Regulation Commission (PRC)/Supreme Court of the Philippines
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.
Up	oon 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	
	01111 INO. 2310	
l.	Statement of Assets,	CSC Website uploaded an e-file of SALN for downloading.
	Liabilities, and Net	
	Worth (SALN) Form	
	CHECKLIST OF	WHERE TO SECURE
	REQUIREMENTS	MILICE TO GEOGRA
m.	Approved Request for Transfer	
n.	Clearance Form (CS Form No. 7, Revised 2018)	
	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 Service Record	Issued by the previous office of the selected applicant.
	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 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.
Ac	Iditional 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

THE STATISTICS TOTAL	
Ello Responsive . World John	

1.13 Receive attested appointment form.	None	4 hours	Administrative Officer IV

////

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			
Filled up request formor 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
Request for Certificate of Employee (COE)	1.1 Evaluate the request form or authorization letter if completely signed	None	30 minutes	Administrative Officer IV
 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/photocop y 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)

On Responsive Worker	

Claim the requested COE	the requesting client 2.1 Issue the COE to the client or authorized personnel	None	1 day 13 hours (c	COSW (RCC)
TOTAL		None	that the requester document within	

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 efile 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	CSC or PSA Website offers an e-file of Position
(DBM-CSC Form No. 1, Revised 2017)	Description Form for downloading.
Additional requirements for promoted employ	ees to be assigned at PhilSys
Registry Office (PRO):	
 f. Clearances 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
-	FOTAL	None	3 days and 4 hours	S



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 efile 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 Upon selection:	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.
e. Position Description Form	CSC or PSA Website offers an e-file of Position
(DBM-CSC Form No. 1, Revised 2017)	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.
I.	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.
	 Clearances 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
Ac	dditional requirements for selected applican	ts to be assigned at PhilSys Registry Office (PRO):
Co	Metropolitan Trial Court or Regional Trial ourt Clearance, whichever is applicable; d National Prosecution Service Clearance	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	Mana	4.4-	Administrative Officer IV
		None	1 day	
	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 hou	ırs



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.

Offic	e/Division	RSSO MIMAROPA		
Clas	sification:	Complex		
Туре	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.	Form No. 1) in tri and sworn to a po	oplication form (OCRG-SO plicate copies, subscribed erson a person authorized h with affixed documentary	PSA Provincial Office	
3.	with white backgra month ago from Pictures should not to preserve its quite using glasses have a clear image of the ID picture signature of the Amachine copy head, founder, but of the religion or	of appointment as priest, ishop, pastor and minister	Client to secure on photo shop. Respective churches.	
5.	n from the head of to mention: the complete address temple or most regularly performextent of his terric Certified True C Birth; CTC of Married women; available in the submit upon rene		Personal file. If not available, secure copy to PSO. If renewal, RSSO/PSO file.	
6.	Immigration Ce (ICR) issued by Immigration and	of Registration (ACR) or rtificate of Registration by the Commission on Deportation (CID), in case a citizen of a foreign	Commission on Immigration and Deportation	



country.

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)

Respective churches.

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)

Head of the religion or religious sec

submitted)				
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	1. Verification of PSO Endorsement 2. Verification of Recommending Officer's Record 3. Verification of SEC Registration 4. Conduct of field visit/ Re-visit personal interview (if necessary) 5. Approval/ Disapproval of application 6. Updating and/or encoding of SO record in SOIS database	None	4 days 1 day (if necessary)	SO Screener (Registration Officer IV)
4. Printing of CRASM in SECPA	Countersign CRASM in SECPA	n/a	5 minutes	Chief Administrative Officer

OBIE TATISTICS TOTAL	
Hesponsive . Wo	

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	Affix Documentary stamps and dry seal. Transmit to PSO Manual recording of CRASM Archiving and filing of CRASM and other documents	n/a	30 minutes	Receipt and Control/ SO Screener (Registration Officer IV)

////

TOTAL PROCESSING TIME FOR <u>SERVICE 8</u>: 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 governme	ent services whose client is the transacting public
Who may avail:	General public of le	gal age (18 years old and above)
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE	
By Type of Requeste	r	PSA Civil Registry System Regional Outlet
1. Principal (Docume	nt 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
and the second s		(i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
1.2 Completely filled- (AF) - Birth Certificate (White accomplished in PRIN copy)	te Form)	1.2 Information Marshal's booth of Application Area PSA Civil Registry System – Regional Outlet



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Authorized Representative	
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) 2.2. Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents	 2.1. Document owner. (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP) 2.2. 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.	
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)	2.3. GovernmentAgencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:	2.4. Document owner
 written in a clean sheet of paper and dated. indicate the type of document, the number of copies and the specific details of the document to be requested. indicate the complete name of the authorized representative; and bear the fresh signature of the document owner that matches his/her ID. 	
2.5. Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	2.5. Information Marshal's booth of Application Area PSA Civil Registry System-Regional Outlet
3. Immediate Family Member of the Docu Descendant (Son/Daughter), and Biolog Parent (Father/Mother)	ument Owner:Spouse (Husband/Wife), Direct ical or Legal
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)	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)



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.
(AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	3.3 Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4. Special Cases Clients	
Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or;	Clerk of the appropriate Court rendered the decision.
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Lawyer/Notary Public
Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) School ID/Report Card of the minor that	Office of the Barangay where the Guardian currently resides.
indicates the name of the requester as Guardian (1 original and 1 photocopy) Valid Identity Document (ID) of the	Educational institution recognized by the Department of Education. Government Agencies, Non-Government
Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	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 son/daughter	own document, spouse, parents and



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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) 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	
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy) 5.2 Physically Challenged Client/PWD	PSA Civil Registry System- Regional Outlet
requesting for his/her own document,	
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	
- Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal booth of Application Area PSA Civil Registry System– Regional Outlet
5.3 Pregnant Woman requesting for her son/daughter	own document, spouse, parents, and
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)
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	
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

Collette Posporsive . Market 18 19 19 19 19 19 19 19 19 19 19 19 19 19
--

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6.5 Clients who are PhillD card/ePhillD holders	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original) or digital copy	Philippine Statistics Authority
Reminder:	
PhillD card/ePhillD 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.	
6. First Time Job Seeker (RA 11261)	
Reminder:	
Request for a copy issuance of birth certificate cannot be delegated to a representative and can only be availed once.	
Duly signed Barangay Certification from 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

Chr. Responsive . World

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID		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
Submit the required documents to the Payment Windowfor 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 Ass istance and Complaint Desk (PACD) inside the outlet	For first time job seeker: 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

College Responsive Word State

	2.4.1 Attach requirements to the AF and label it as Pro-Bono. Record the request in the logbook for control and reporting purposes.			Outlet Supervisor, PSA Civil Registry System— Regional Outlet or Outlet Manager/ Regional Director, RSSO
3. Pay the corresponding fee for the request. Reminder: Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter.	3.1 Accept the corresponding payment and generate an Official Receipt (OR). 3.2 Indicate therein the OR the date and estimated time of release.	Total Fee Php 155.00 per copy Breakdo wn: Processi ng Fee: -Php 125.00 Documen tary Stamp Tax -Php 30.00	10 minutes	Collecting Officer, PSA Civil Registry System– Regional Outlet
	For first time job seeker: 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. 3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.	Pursuant to RA 11 261, the issuanc e of o ne (1) copy of the birth certificat e for a first time job seeker is to be issued for FREE		PACD Officer, PSA Civil Registry System— Regional Outlet Team Leader, PSA Civil Registry System— Regional Outlet Outlet Supervisor, PSA Civil Registry System— Regional Outlet or Outlet Manager/ Regional Director, RSSO

Chir. Responsive words

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u> </u>	4.1. Check the OR as to the scheduled date and time of release. 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. Reminder:	None	10 minutes	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
	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 rescanning, Care Officer to inform the client on the rescheduled 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



T	
the claimant, the type	
of ID	Outlet Supervisor,
presented, ID	PSA Civil
number, releasing	Registry System–
window number and	Regional Outlet
date and time of	
release.	or
	Outlet Manager/
Stamp the OR as	Regional Director,
" RELEASED"	RSSO
and indicate the	
date of release.	
Affix the initials of the	
Releasing Officer in	
the OR.	
Release the	
requested document	
to the claimant.	
TOTAL ECTIMATED DECOESCING TIME	FOR CERVICE A CORY ICCUANCE OF RIPTU

TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 4</u>: 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.

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 F	REQUIREMENTS WHERE TO SECURE			
By Type of Requeste	r	PSA Civil Registry System– Regional Outlet		
1. Principal (Son	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)		
		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 Son/Daughter)	(other than the Spouse, Parent,
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
II	Organizations, Private entities,
	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:	Lawyer/Notary Public
deceased was living with the requesting party as his/her guardian at the time of death (1 original)	Office of the Barangay where the Guardian currently resides.
2) School ID/Report Card of the deceased that indicate the name of the requester as Guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education.
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)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
(1 copy)	
3. Priority Clients	
3.1 Senior Citizen requesting for the de parent and son/daughter	ath certificate of his/her spouse,
	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) where the Senior Citizen resides.



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, origina or photocopy, or image available in device	
	Information Marshal booth of Application Area PSA Civil Registry System- Regional Outlet
3.2 Physically Challenged Client/PWD response, parents, and son/daughter	equesting for the death certificate of his/her
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	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.
	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
3.3 Pregnant Woman requesting for the death certificate of her own spouse, page 1.5.	rents, 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)	· · · · · · · · · · · · · · · · · · ·
Marriage Certificate if requesting for spouse and/or birth certificate if requesting for parents. Any PSA/LCRO issued copy, origina or photocopy, or image available in device	
	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
Form - Death Certificate (Yellow Form) from the Information Marshal's	1.1 Ensure that the necessary AF- Death Certificate is made available at the Information Marshal's booth.	None		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	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		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	corresponding payment and generate an Official Receipt (OR). Indicate therein the date and estimated time of release.	Total Fee Php 1 55.00 per copy Breakdow n:		Collecting Officer, PSA Civil Registry System- Regional Outlet Team Leader, PSA Civil Registry System- Regional Outlet

CALL STATISTICS TO THE STATE OF
Ello Responsive Works

leaving the counter.	verification from the Civil Registry System (CRS) Database.	g Fee: - Php 125.00 Document ary Stamp Tax - Php 30.00		Outlet Supervisor PSA Civil Registry System— Regional Outlet or Outlet Manager/ Regional Director, RSSO
	Check the OR as to the scheduled date and time of release. Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request. 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.	None	10 minutes	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
	Reminder:			
	The client must be given an option to have a clearer copy of the death document through rescanning of the image.			
	6.2.2 If the client agreed to have the requested death document be subjected to rescanning, Care Officer to inform the client on the rescheduled date of release.			



5. Check	the	Require th	ne claimant	None	5 minutes	Releasing Officer,
document.		to sig				PSA Civil
Sign the "Rece	ived	"Received				Registry System-
by" portion at the b		portion ar	nd indicate			Regional Outlet
of the AF and indi-		•	f receipt at			
the date of receip	t.	the back				Team Leader, PSA
						Civil
		Ensure to	o write in			Registry System-
			e name of			Regional Outlet
		the clair				
		type	of ID			
		presented,	_			Outlet Supervisor
		number,	releasing			PSA Civil
		window nu	_			Registry System-
		date and				Regional Outlet
		release.				i togranian d'antot
						or Outlet
		Stamp th	e OR as			Manager/ Regional
		" RELEAS				Director, RSSO
		and indicat	te the date			,
		of release.				
		Affix the in	itials of the			
		Releasing				
		the OR.				
		Release	the			
		requested	document			
		to	the			
		claimant.				
TOTAL ESTIMAT	ΓFDF	PROCESSI	NGTIMEE	OR SERVI	CF 5. COPY ISS	UANCE OF DEATH

////

TOTALESTIMATED PROCESSING TIME FOR <u>SERVICE 5</u>: COPY ISSUANCE OF DEATH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE</u> (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	G2C - for government services whose client is the transacting public		
Transaction:			
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
contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT,	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)
 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)	
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	Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
PSA/LCRO issued copy, original or photocopy, or image available in device	
	Information Marshal's booth of Application Area PSA Civil Registry System- Regional Outlet
3. Nearest of kin, if both contracting part Parent/Brother/Sister/Grandparent)	ies are deceased (Biological or Legal
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)	
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	
contracting parties (husband or wife) authorizing the representative complete with	
CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities
Birth certificate if requesting for parents.Any PSA/LCRO issued copy, original or	(i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost,



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.	Coverage Agencies Non-Coverage
, ,	Government Agencies, Non-Government Organizations, Private entities,
CLEAR PHOTO, FULL NAME IN PRINT	Schools/Colleges/Universities
and SIGNATURE and issued by an official	(i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost,
authority (1 original and 1 photocopy)	Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with	Any of the contracting parties (husband or wife)
the following requirements:	authorizing the representative
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	
bear the fresh signature of any of the	
contracting parties (husband or wife) that matches his/her valid ID.	
	Information Marshal's booth of Application Area
	PSA Civil Registry System Regional Outlet
accomplished in PRINTED LETTERS	
(1 copy) 5. Priority Clients	
5. Priority Clients	
5.1 Senior Citizen requesting for his/her	own marriage document and his/her parents
Senior Citizen's ID Card or any valid ID	Office of the Senior Citizen Affairs (OSCA) and/or
•	local government units (LGUs)
FULL NAME IN PRINT, SIGNATURE and	(2000)
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	
Completely filled-up Application Form (AF)	Information Marshal's booth of Application Area
- Marriage Certificate (Pink Form)	PSA Civil Registry System– Regional Outlet
accomplished in PRINTED LETTERS	
(1 copy) 5.2 Physically Challenged Client/PWD re	 questingfor his/hermarriage
document and his/her parents	quesungioi ins/neimamage

STATISTICS TO THE PROPERTY OF	THE STATISTICS TOTAL
---	----------------------

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PWD ID Card 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	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.
photocopy, or image available in device	
 Marriage Certificate (Pink 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 operated by parents	own marriage document and her
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT,	Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
	Information Marchal's booth of Application Area
	Information Marshal's booth of Application Area PSA Civil Registry System- Regional Outlet
6.5 Clients who are PhillD card/ePhillD ho	olders
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. 6. First Time Job Seeker (RA 11261)	
Reminder: Request for a copy issuance of marriage certificate cannot be delegated to a representative and can only be availed once	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer

	PARTISTICS TOTAL PROPERTY OF THE PARTIES AND ADDRESS OF THE PARTIES AND ADD
--	--

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
	Government Agencies, Educational Institutions (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet

///

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
Application Form - Marriage Certificate (Pink	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
	2.1 Screen the AF and the requirements.	None	10 minutes	Collecting Officer, PSA Civil Registry System– Regional Outlet PACD Officer, PSA
Payment Windows	2.2 Encode the details of the request.			Civil Registry System– Regional Outlet
Payment Windows - First Time Job Seeker, proceed	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

College Sponsive - Monday	
responsive .	

Assistance and	Releasing Officer prior to			Civil Registry System -
Complaint's Desk	the issuance of the			Regional Outlet
(PACD) inside the	requested document.			9
outlet.				Or
	efficielle "Descined be?"			Oi
	officially "Received by"			
	PSA, indicate therein			Outlet Manager/
	the date of receipt and			Regional Director, RSSO
	collect them.			
	2.4.1 Attach the			
	requirements to the AF			
	•			
	and label it as Pro-			
	Bono.			
	2.4.2 Record the			
	request in the logbook			
	for control and			
	reporting purposes.			
	3.1 Accept the	Total Fee 10	0 minutos	Collecting Officer, PSA
3. Pay the	•			_
corresponding fee	corresponding payment	Php		Civil Registry Regional
for	and generate an official	155.00		Outlet
the	receipt (OR)	per copy		
request.				PACD Officer, PSA
roquoot.	3.2 Indicate therein the	Breakdow		Civil
	date and estimated time	n:		Registry System-
Reminder:	of release.			Regional Outlet
Check the details	or release.	Processi		regional outlot
	For first time ish	ng Fee:		
	For first time job	- Php		To a select BOA O' 'I
· ·	<u>seeker:</u>	125.00		Team Leader, PSA Civil
(OR).				Registry System –
	Remind him/her that	Document		Regional Outlet
	he/she can avail of the			
Make sure to	free copy issuance of	ary		Outlet Supervisor PSA
count the change	his/her marriage	Stamp		Civil Registry System -
before leaving the	certificate from PSA	Tax		Regional Outlet
counter.		- Php		regional outlot
	,	30.00		0-
	him/her to wait for			Or
	his/her name to be			
	called at Releasing Area			Outlet Manager/
		Pursuant		Regional Director, RSSO
	3.3 Forward the AF to	to RA		
	the Request Service	11261,		
	Officer (RSO) for	issuance		
	verification from the	of (1)		
		one copy		
	Civil Registry System	' '		
	(CRS) Database	of		
		marriage		
		certificate		
		of a first-		
		time job		
		seeker is		
		to be		
		issued for		
		FREE		
		INLL		

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



	Property			
	Accountability			
	Form, email, list			
	of summary			
	accountability			
	re-scheduled date of			
	release.			
5. Check the	Require the claimant to	None	5 minutes	Releasing Officer,
document.	sign the "Received by"			PSA Civil
	portion and indicate the			Registry System-
Sign the	date of receipt at the			Regional Outlet
"Received by"	back of the AF.			3
portion at the				Team Leader, PSA
back of the AF	Ensure to write in			Civil
and indicate the	PRINT the name of the			Registry System-
date of receipt.	claimant, the type of ID			Regional Outlet
	presented, ID number,			rtegional odliet
	releasing window			
				Outlet Comerciaes DCA
	number and date and time of release.			Outlet Supervisor PSA Civil
				Registry System-
	Stamp the OR as			Regional Outlet
	"RELEASED" and			3
	indicate the date of			or Outlet
	release.			Manager/ Regional
	l'elease.			Director, RSSO
	Affix the initials of the			I I I I I I I I I I
	Releasing Officer in			
	the OR.			
	5.5 Release the			
	requested document to			
	the claimant.			
	uie ciaimani.			

TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 6</u>: 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.



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 leg	gal age (18 years old and above)		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
By Type of Requeste	r	PSA Civil Registry System– Regional Outlet		
1.Principal (Document	t Owner)			
Valid Identity Documer CLEAR PHOTO, FUL SIGNATURE and iss authority (1 original)	L NAME IN PRINT,	Organizations, Private entities,		
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 Represe	entative			
Valid Identity Document owner compression of PHOTO, FULL NAM SIGNATURE and issument authority (1 original and Marriage Certificate if reand/or birth certificate if parents. Any PSA/LCRC or photocopy, or image	nplete with CLEAR IE IN PRINT, sued by an official d 1 photocopy) equesting for spouse requesting for issued copy, original available in device	Document owner (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)		
Reminder: For author Power of Attorney (Sabroad, document ow ascanned/ photocopy ID.	SPA) received from ner should provide			



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid Identity Document (ID) of the	Government Agencies, Non-Government
authorized representative complete with	Organizations, Private entities,
CLEAR PHOTO, FULL NAME IN PRINT,	Schools/Colleges/Universities
SIGNATURE and issued by an official	(i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost,
authority (1 original and	Pag-IBIG, COMELEC, NBI, AFP,PNP)
1 photocopy)	
Authorization letter or duly notarized	Document owner
Special Power of Attorney (1 original)	
complying with the following requirements:	
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;	
bear the fresh signature of the document	
owner that matches his/her ID.	
Completely filled-up Application Form (AF)	Information Marshal's booth of Application Area
Certificate of No Record of Marriage	PSA Civil Registry System– Regional Outlet
(Green Form) accomplished in PRINTED	Tork own regions bystem regional outlet
LETTERS	
(1 copy)	
	ner, any of his/her immediate family member:
Spouse (Husband/Wife), Direct Descend	
Legal Parent	
(Father/Mother)	
Valid Identity Document (ID) of requesting	Government Agencies, Non-Government
immediate family member of the document	Organizations, Private entities,
owner complete with CLEAR PHOTO,	Schools/Colleges/Universities
FULL NAME IN PRINT, SIGNATURE and	(i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost,
issued by an official authority (1 original and	Pag-IBIG, COMELEC, NBI, AFP,PNP)
1 photocopy)	
Marriaga Cartificata if requesting for an array	
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	
processes, or image available in device	
Death Certificate of the Document Owner (1	PSA/Local Civil Registry Office (LCRO)
photocopy)	
Completely filled-up Application Form (AF)	• •
- Certificate of No Record of Marriage	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
 Certificate of No Record of Marriage (Green Form) accomplished in PRINTED 	• •
 Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS 	• •
 Certificate of No Record of Marriage (Green Form) accomplished in PRINTED 	• •
 Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS 	• •
 Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS 	• •



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.	
Court decision assigning the requester as	Clerk of the appropriate Court that rendered the
legal guardian (1 original and 1 photocopy)	decision
and/or;	
Duly notarized Affidavit of Guardianship	Lawyer/Notary Public
(1 original) supported by any of the	
following:	
Barangay Certification that the minor is in	Office of the Barangay where the Guardian
the custody of the requesting	currently resides
party/guardian (1 original)	
School ID/Report Card of the minor that	Educational institution recognized by
indicate the name of the requester as	the Department of Education.
Guardian (1 original and 1 photocopy)	
Valid Identity Document (ID) of the	Government Agencies, Non-Government
Guardian complete with CLEAR PHOTO,	Organizations, Private entities,
FULL NAME IN PRINT, SIGNATURE and	Schools/Colleges/Universities
issued by an official authority (1 original and	(i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost,
1 photocopy)	Pag-IBIG, COMELEC, NBI, AFP,PNP)
Completely filled-up Application Form (AF)	·
- Certificate of No Record of Marriage	PSA Civil Registry System Regional Outlet
(Green Form) accomplished in PRINTED	
LETTERS (1 copy)	sther they hig/her immediate femily member
(Brother/Sister/Grandparent/Grandchild)	other than his/her immediate family member
Duly notarized Affidavit of Kinship	Lawyer/Notary Public
(1 original) stating that the requester is the	Lawyei/Notary i dolic
nearest surviving relative of the deceased.	
Death Certificate of the Document Owner (1	PSA/Local Civil Registry Office (LCRO)
photocopy)	1 0/ V 20001 Olvil region y Ollioo (2010)
Valid Identity Document (ID) of the nearest	Government Agencies, Non-Government
of kin requesting the document complete	Organizations, Private entities,
with CLEAR PHOTO, FULL NAME IN	Schools/Colleges/Universities
PRINT, SIGNATURE and issued by an	(i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost,
official authority (1 original and	Pag-IBIG, COMELEC, NBI, AFP, PNP)
1 photocopy)	· · · · · · · · · · · · · · · · · · ·
Completely filled-up Application Form (AF)	Information Marshal's booth of Application Area
Certificate of No Record of Marriage	PSA Civil Registry System– Regional Outlet
(Green Form) accomplished in PRINTED	3 , 1,111 19.11.11
LETTERS	
(1 copy)	
5. Priority Clients	
5.1 Senior Citizen requesting for his/her	own document and his/her spouse
Senior Citizen's ID Card or any valid ID	Office of the Senior Citizen Affairs (OSCA) and/or
indicating his/her age complete with CLEAR	local government units (LGUs)
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	
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	PSA Civil Registry System Regional Outlet
	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	
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 PhillD card/ePhillD h	
Philippine Identification (PhilID) Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority
Reminder:	
PhillD card/ePhillD 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		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

OM. Responsive Wooden
Responsive . World

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Check the document. Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	portion and indicate	None	5 minutes	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

TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 10</u>: 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.



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 RE		WHERE TO SECURE		
Basic Requirements for all ty				
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 re Appointment Slip should b	e in his/her name.			
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/Husbar	nd and Wife)			
Valid Identity Document (ID) of parties complete with CLEAR IN PRINT, SIGNATURE and authority (1 original) Birth certificate if requesting for PSA/LCRO issued copy, origin image available in device	f any of the contracting PHOTO, FULL NAME issued by an official r parents.Any	Government Agencies, Non- Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)		
Birth Certificate (1 original and	d 1 photocopy) of the	Philippine Statistics Authority		



non-marital children if the requester is the latter	
	WILEDE TO OFOUR
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., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
4. Nearest of kin, if both contracting parties are d Grandparent, Grandchildren)	eceased (Parents, Brother/Sister,
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., PhillD, 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
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	entities, Schools/Colleges/Universities (i.e., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Reminder:	
For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	
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



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.

6. Priority Clients

6.1 Senior Citizen requesting for his/her own marriage document and his/her parents

Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or

Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)

Philippine Identification (PhilID) Card (1 original)

Philippine Statistics Authority

Birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device

6.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents

PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); 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

Birth certificate if requesting for parents.Any PSA/LCRO issued copy, original or photocopy, or image available in device

Salte Responsive Works	
responsive .	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6.3 Pregnant Woman requesting for her own m	narriage document and her parents
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non- Government Organizations, Private entities, Schools/Colleges/Universities (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	
6.4 Clients who are PhillD card/ePhillD holders	
Philippine Identification (PhilID)Card (1original) or ePhilID (1 original)	Philippine Statistics Authority
Reminder:	
PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https:// appointment.psa.gov.ph/ Go to the CRS Outlet on the actual date and time of appointment. Reminder:	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
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.				

Control of the sepansive works of the sepansi	
--	--

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

STATISTICS TOTAL STATIS
Ponsive .

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.				
3. Get an Application Form-Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	3.1 Ensure that the necessary AF-Marriage Certificate is made available at the AF dispenser	None	3 minutes	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
4.Proceed to the screening area. Present the AF and the required documents to the screener for completeness check.	4.1Screen the AF and the requirements. For PhillD card /ePhillD holders: Screen the validity of the PhillD Card through its basic overt and covert security features, or scan the QR	None	5 minutes	Screener, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet

////

College Agentine - Monday	
Responsive . Wo	

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

////

Call Responsive Worked

request and print the transaction slip.	Return the AF, the ID(s) and/or authorization letter/SPA/Affida vit 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.			Manager/ Chief, CRSD
Proceed to the payment window. 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.	Ensure that the QMS Public Digital Display is functional. 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).	Total Fee Php 130.00 per copy Breakdo wn: Proces sing Fee: -Php 100.00 Docum entary Stamp Tax -Php 30.00		Collecting Officer, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
Priority Clients to proceed to the Priority Lane. Clients with PhillD card/ePhillD to proceed to the Priority Lane/ Special Lane.	Print the Web Access Information Slip. Attach the OR to the Web Access Information Slip.			
7. Receive the Web Access Information Slip. Check the document. Reminder: Check the details in the issued Official Receipt	7.1. Release the Web Access Information Slip and OR to the client. Ensure the client signed the "Conforme"	None	5 minutes	Collecting Officer, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet
(OR).	portion at the			

Collin Responsive Works
responsive .

	back of the AF,			Outlet Supervisor
Make sure to count the change before leaving the counter. Sign the	indicating the printed name, signature and id number.			PSA Civil Registry System Outlet
"Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	Ensure the "Acknowledgeme nt of Receipt" is accomplished by the client, indicating the printed name, signature and date of release. Affix the initials of the Collecting Officer in the OR. Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/ transaction slip.	None	1 hour	or Outlet Manager/ Chief, CRSD
8. Check the availability of the document on the website provided in the Web Access Information Slip.	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.	None	Processing time maybe extended depending on the result of verification from the System.	Request Service Officer, Primary Back Office / Secondary Back Office Team Leader, Primary Back Office / Secondary Back Office Supervisor , Primary Back Office / Secondary Back Office
	In case that the			Manager/ Chief,



requested copy of	CRSD
the Marriage	ONOB
Certificate is	
available in the	
CRS Database,	
issue the	
certificate.	
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.	
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.	
For Manual	
Verification	
result, client to	
wait for the Short	
Messaging	
Service (SMS)	
notification on the	
availability of the	
release of the	
requested	
document.	
TOTAL PROCESSING TIME: ONE (1) HOUR AI	ND THIRDY FIVE (35) MINITES EYELLISIVE
TOTALI NOCESSING TIME. ONL (1) TOOK AI	AD THIND I TIVE (33) MINOTES EXCEUSIVE

////

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

OF QUEUEING TIME.OF QUEUEING TIME.

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 on Divisions	DCCC MIMADODA C	D 4 CD
Office or Division: Classification:	RSSO MIMAROPA C	RASD
	Simple	assuices whose client is the transporting public
Type of Transaction:		services whose client is the transacting public
Who may avail: CHECKLIST OF R		al age (18 years old and above) WHERE TO SECURE
	• = =	
Basic Requirements for a Printed or electronic	copy of valid CRS	
Appointment Slip (1 copy) client that will transact in System Outlet.	bearing the name of the	System https://appointment.psa.gov.ph
Reminder:		
name.	p should be in his/he	г
Queue Ticket Number (Q7		Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE
Completely filled-up App Certificate of No Record of accomplished in PRINTEL	f Marriage (Green Forn D LETTERS (1 copy)	
If the request for Copy Is document will be availed a Outlet hosted by the Local Original Copy of the Offi Local Government Unit (LC of the LGU Add-on Fee as	at the PSA Civil Registry I Government Unit: cial Receipt (OR) from GU) as proof of paymen	t City Treasurer's Office
copy) Additional Requirements	hy Type of Pegueste	<u> </u>
1. Principal (Document O		
• •	•	
Valid Identity Document (II PHOTO, FULL NAME IN and issued by an official a	N PRINT, SIGNATUR authority (1 original)	
2. Spouse (Husband/Wife	•	
Valid Identity Document (II PHOTO, FULL NAME IN and issued by an official a	N PRINT, SIGNATUR	
Marriage Certificate if requiperson in the property of the pro		



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) 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)	Lawyer/Notary Public 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 providea scanned/photocopy of passport as valid ID.	



Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:

Document owner

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.

6. Special Cases Clients

6.1 Guardian of document owner who is a minor or below 18 years of age.

Court decision assigning the requester as legal quardian (1 original and 1 photocopy) and/or;

Clerk of the appropriate Court that rendered the decision.

Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:

Lawyer/Notary Public

Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)

Office of the Barangay where the Guardian currently resides.

School ID/Report Card of the minor that 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., PhillD, 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)



	- vegonsive · •
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., PhillD, 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 parents	document, his/her spouse, and his/her
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	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	WHERE TO SECURE requesting for his/her own document,
7.2 Physically Challenged Client/PWD	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
7.2 Physically Challenged Client/PWD his/her spouse, and his/her parents PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued	requesting for his/her own document, National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization
7.2 Physically Challenged Client/PWD 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	requesting for his/her own document, 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
7.2 Physically Challenged Client/PWD 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 (PhillD) 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	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
7.2 Physically Challenged Client/PWD 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 7.3 Pregnant Woman requesting for his/her	requesting for his/her own document, 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 own document, his/her spouse, and Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI,



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

the actual date and time of appointment. Reminder: Clients with PhillD/ePhillD and requesting for his/her own document, his/her spouse, and his/her parents, are allowed to	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
transact in the outlet	https:// appointment.psa.gov.ph / Go to the CRS Outlet on the actual date and time of appointment. Reminder: 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	1.1 CRS Appointment System send out appointment confirmation to the client email		5 minutes	PSA Civil Registry System Outlet

Solo Responsive Montage	
-------------------------	--

	0 1	N.I.		1 C C NA 1 1/
2. Present the printed or electronic copy of the CRS Appointment Slip	2.1 Check carefully the following	None	1 minute	Information Marshal/ Security Guard
and one (1) valid ID.	information on the presented CRS			Outlet Supervisor PSA Civil Registry
Reminder:	Appointment Slip:			System Outlet
For Authorized Representative (AR)	Outlet Name; Name of client; Scheduled date			or Outlet Manager/ Chief, CRSD
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.	and time; and IDs presented.			
CRS Appointment Slip bearing the name of the AR.				
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.				

Statistics Authorities And States
--

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.	3.1 Ensure that the necessaryAF-CENOMAR is made available at the AF dispenser.	None	3 minutes	Informati on Marshal, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervis or PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
4.Proceed to the screening area. Present the AF and the required documents to the screener for completeness check.	4.1 Screen the AF and the requirements. For PhillD card /ePhillD holders: Screen the validity of the PhillD Card through its basic overt and covert security features, or scan the QR Code of the PhillD Card/ePhillD using PhilSys Check. Return the validated PhillD card/ePhillD to the client. Return the PhillD card/ePhillD that failed the validation to the client and request for a new valid ID. 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	None	5 minutes	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

///

Site Personsing Manager	
Hesponsive . W	

	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		Collecting Officer, PSA Civil Registry

Partis Tics Turning Responsive Monday

8.1. Wait for the QTN to	8.1 Receive and	Breakdo		System Outlet
be shown in the QMS	check the	wn:		
Public Digital Display to	AF/transaction slip			Team Leader, PSA
the available payment	and the	Processi		Civil Registry System
window.	requirements.	ng Fee:		Outlet
		-Php		
Submit the	Retrieve the	155.00		Outlet Supervisor,
AF/transaction slip and	transaction in the	1		PSA Civil Registry
the required documents	system using the	Docume		System Outlet
to the Payment Window.	search query.	ntary		
		Stamp		or Outlet
Pay the	Accept the	Tax		Manager/Chief, CRSD
corresponding fee for	corresponding	-Php		
the request, either in	payment and	30.00		
cash or through online	generate an			
cashless payment.	Official Receipt			
Betavites Office to	(OR).			
Priority Clients to	Drint the Mai			
proceed to the	Print the Web			
Priority Lane.	Access			
Clients with PhillD card/ePhillD to proceed	Information Slip.			
to the Priority Lane/	Attach the OR to			
Special Lane.	the Web			
Special Larie.	Access			
	Information Slip.			
9. Receive the Web	9.1. Release the	None	5 minutes	Collecting Officer, PSA
Access Information Slip.	Web Access	NONE	5 minutes	Civil Registry System
/ cccss information onp.	Information Slip			Outlet
Check the document.	and OR to the			Outlet
Chock the decament.	client.			Team Leader, PSA
Reminder:	0.1011.11			Civil Registry System
	Ensure the client			Outlet
Check the details in the	signed the			
issued Official	"Conforme"			Outlet Supervis or,
Receipt (OR).	portion at the back			PSA Civil Registry
. ` ` /	of the AF,			System Outlet
Make sure to count the	indicating the			-
change before	printed name,			or Outlet
leaving the counter.	signature and id			Manager/ Chief,
9.2 Sign the	number.			CRSD
"Acknowledgement of				
Receipt" portion at the	Ensure the			
back of the AF and	"Acknowledgeme			
indicate the date of	nt of Receipt"			
receipt.	is			
	accomplished by			
	the client,			
	indicating the			
	printed name,			
	signature and date			
	of release.			
	Λ (()			
	Affix the initials of			
	the Collecting Officer in the OR.			
	Attached all the			

Service Monday

QT Ap (if Au Le Aff phoval		None	1 hour	Request Service
availability of the document on the website provided in the Web Access Information Slip. Conin unifor If reciping the end of the en	erify from the extem. The erify from the extem. The erify from the extended on the extended of the extended	None	Reminder: Processing time maybe extended depending on the result of verification from the System.	Request Service Officer, Primary Back Office / Secondar y Back Office Team Leader, Primary Back Office / Secondar y Back Office Supervisor, Primary Back Office / Secondar y Back Office or Outlet Manager/ Chief, CRSD



 For Manual	
Verification result,	
client to wait for	
the Short	
Messaging	
Service (SMS)	
notification on the	
availability of the	
release of the	
requested	
document.	
l	

TOTAL PROCESSING TIME: ONE (1) HOUR AND THIRDY 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).

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 CR	ASD		
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 R	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 (Q7	ΓN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.		
Completely filled-up App Certificate of No Record of accomplished in PRINTED	f Marriage (Green Form)	AF dispenser at the PSA Civil Registry System Outlet		
If the request for Copy Is document will be availed a Outlet hosted by the Local Original Copy of the Offi Local Government Unit (LC of the LGU Add-on Fee as copy)	at the PSA Civil Registry I Government Unit: cial Receipt (OR) from GU) as proof of payment	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)					
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					
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) Birth certificate if requesting for parents. Any	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)				
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., PhillD, 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., PhillD, 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 and Special Power of Attorney (SPA) received from abroad, document owner should providea 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)			
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:	Document owner			
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; 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.				
6. Special Cases Clients				
6.1 Guardian of document owner who is a minor or below 18 years of age.				

6.1 Guardian of document owner who is a minor or below 18 years of age.

Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;

Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:

Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)

Clerk of the appropriate Court that rendered the decision

Lawyer/Notary Public

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	Educational institution recognized by the Department of Education.
and 1 photocopy)	
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., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI,
	AFP, PNP)
6.2 Nearest of kin of the deceased document of 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	Schools/Colleges/Universities
PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	
7. Priority Clients	
7.1 Senior Citizen requesting for his/her own parents	document, his/her spouse, and his/her
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 his/her spouse, and his/her parents	requesting for his/her own document,
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	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7.3 Pregnant Woman requesting for his/her his/her parents	own document, his/her spouse, and
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., PhillD, 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	
7.4 Clients who are PhillD card/ePhillD 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 for his/her own document, his/her spouse, and his/her parents	

	Responsive World	
No.	Responsive . World	

		FEES	DD 00500INO	PERSON
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	RESPONSIBLE
1. Set an appointment at https:// appointment.psa.gov.ph / Go to the CRS Outlet on the actual date and time of appointment.	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
Reminder:				
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.				
2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.	2.1 Check carefully the following information on the	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor
Reminder:	presented CRS Appointment Slip:			PSA Civil Registry System Outlet
For Authorized Representative (AR) Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATUREand issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.	Outlet Name; Name of client; Scheduled date and time; and IDs presented.			or Outlet Manager/ Chief, CRSD
CRS Appointment Slip bearing the name of the AR. 2.1 If the request for				

////

Color Responsive Monday

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.				
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.	3.1 Ensure that the necessaryAF-CENOMAR is made available at the AF dispenser.	None	3 minutes	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
4. Proceed to the screening area. Present the AF and the required documents to the screener for completeness check.	4.1 Screen the AF and the requirements. For PhilID card /ePhilID holders: 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	None	5 minutes	Screener, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervis or, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD

		Worldow	
- Po	Sponsive	· Mor	

	client.			
	Return the PhillD Card/ ePhillD that failed the validation to the client and request for a new valid ID. 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.			
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.	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)	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

Self Responsive Monday	
------------------------	--

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 PhillD card/ePhillD 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.	Breakdo wn: Processi ng Fee: -Php 155.00 Docume ntary Stamp Tax -Php 30.00	5 minutes	System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervis or, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD

E STATISTICS TURNED TO THE SERVICE T
esponsive.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Receive the Web Access Information Slip. Check the document. 	9.1. Release the Web Access Information Slip and OR to the	None	5 minutes	Collecting Officer, PSA Civil Registry System Outlet
Reminder:	client. Ensure the client			Team Leader, PSA Civil Registry System Outlet
Check the details in the issued Official Receipt (OR). Make sure to count the	signed the "Conforme" portion at the back of the AF, indicating the			Outlet Supervis or, PSA Civil Registry System Outlet
change before leaving the counter. 9.2 Sign the "Acknowledgement of Receipt" portion at the	printed name, signature and id number. Ensure the			or Outlet Manager/ Chief, CRSD
back of the AF and indicate the date of receipt.	"Acknowledgeme nt of Receipt" is accomplished by the client,			
	indicating the printed name, signature and date of release.			
	Affix the initials of the Collecting Officer in the OR.			
	Attached all the 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	10.1 Fetch the transaction in the system.	None	1 hour Reminder:	Request Service Officer, Primary Back Office / Secondar y Back Office
Web Access Information Slip.	Verify from the CRS database the request on the basis of details that has been encoded.		Processing time maybe extended depending on the result of verification from	Team Leader, Primary Back Office / Secondar y Back Office



	Conduct at least nineteen (19) unique queries from the System. If there is no record of Marriage		the System.	Supervisor, Primary Back Office / Secondary Back Office
	in the CRS Database, print the Certificate of No Marriage Record (CENOMAR).			Outlet Manager/ Chief, CRSD
	In case that the client has a record of Marriage in the CRS Database, issue the Advisory on Marriages.			
	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.			
TOTAL DROCESSING T	IME ONE (4) HOUR	AND TIND	DV EN /E /OE\ 1411	WITEO EVOLUCIVE OF

TOTAL PROCESSING TIME: ONE (1) HOUR AND THIRDY FIVE (35) MINUTES EXCLUSIVE OF QUEUEING TIME.



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:		age (18 years old and above)		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
Basic Requirements for a				
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:				
name.	p should be in his/her			
Properly filled-out Health Survey Form (1 copy); or		Entry points of the PSA Civil Registry System Outlets.		
Updated QR Code of t 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			
Acknowledged Children	, and Parents)	Marital Children, Non-Marital		
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, Privateentities, Schools/Colleges/Universities (i.e., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-		
Marriage Certificate if requiping the certificate if requesting PSA/LCRO issued copy, or image available in device	g for parents.Any	IBIG, COMELEC, NBI, AFP, PNP)		



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Special Case Clients	
2.1 Nearest of kin of a deceased person (other t	han 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)	
Valid Identity Document (ID) of the guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE	Government Agencies, Non- Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhillD, DFA, LTO, PRC, IBP, GSIS,
and issued by an official authority (1 original and 1 photocopy)	SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.3 Mother of the non-marital unacknowledged	l 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., PhillD, 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 CENODE and son/daughter	ATH certificate of his/her spouse, parent
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 request spouse, parents and son/daughter	ing for the death certificate of his/her
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 CENO parents and son/daughter	DEATH certificate of her own 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., 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 PhillD card/ePhillD 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.

Colle Responsive Works
P011314-

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https:// appointment.psa.gov.ph / Go to the CRS Outlet on the actual date and time of appointment.	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
Reminder:				
Clients with PhillD/ePhillD 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.				
2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.	2.1 Check carefully the following information on the presented CRS Appointment Slip:	None	1 minute	Information Marshal/ Security Guard
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.	3.1 Ensure that the necessary AF-CENODEATH is made available at the AF dispenser.	None	3 minutes	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
4. Proceed to the screening area. Present the AF and the required documents to the screener for completeness check.	4.1. Screen the AF and the requirements. For PhillD card /ePhillD holders: Screen the validity	None	5 minutes	Screener, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System

///

STATISTICS TOTALOGUE	
Elio. Responsive. World Communication	

	of the PhillD Card			Outlet
	through its basic			Gallot
	overt and covert			or Outlet
	security features,			Manager/ Chief, CRSD
	or scan the QR Code of the PhillD			
	Card/ePhilID			
	using PhilSys			
	Check.			
	Return the			
	validated PhillD			
	card/ePhilID to the			
	client.			
	Return the PhillD			
	Card/ ePhilID that			
	failed the			
	validation to the			
	client and request for a new valid ID.			
	ioi a new vallu ID.			
	Return the AF and			
	the ID (s) to the			
	client as it will be presented to the			
	Encoder prior to			
	the payment			
	of			
5. Get Queue Ticket	corresponding fees 5.1 Ensure that	None	1 minute	Information Marshal/
number (QTN)	QTN is ready for	140110	Timide	Security Guard
,	distribution.			Outlet Supervisor PSA
				Civil Registry System
6. Proceed to the Encoder	6.1 Ensure that the	None	10 minutes	Encoder PSA Civil
window.	QMS Public			Registry System
	Digital Display			Outlet
If opted to transact in the	is functional.			
encoding window, wait				Information Marshal
for the QTN to be shown in the QMS Public	Ensure that the			PSA Civil Registry System Outlet
Digital Display.	client is assigned			Cyclom Oddot
	to the Encoder-			Team Leader, PSA
Determine the mode of	Collecting Officer			Civil Registry System
payment of the request, if cash or cashless	role for cashless payment.			Outlet
payment.	paymont.			Outlet Supervisor, PSA
	Receive the AF			Civil Registry System
Present the AF and the	and other			Outlet
required documents to the encoder.	requirements.			or Outlet Manager/ Chief,
and direction.	Encode into the			CRSD
If opted to use the Self-	system the QTN			
Servicing Kiosk (SSK),				
	and the details of			
proceed to the SSK area.				

////

Sillo Responsive Workers	
Ponsive .	

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.			
7. Proceed to the payment window. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window. Submit the AF 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 PhillD card/ePhillD to proceed to the Priority Lane/ Special Lane.	7.1. Ensure that the QMS Public Digital Display is functional. 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	Total Fee Php 185.00 per copy Breakdo wn: Processi ng Fee: - Php 155.00 Docume ntary Stamp Tax - Php 30.00	4 minutes	Collecting Officer, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
8. Receive the Web Access Information Slip. Check the document.	Information Slip. 8.1. Release the Web Access Information Slip and OR to the	None	5 minutes	Collecting Officer, PSA Civil Registry System Outlet
Reminder: Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter.	client. Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id			Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD,

	Sesponsive works	
Ψ.	Responsive . Work	

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



CRS Database, instead of the CENODEATH	
the	
document to be issued is the	
Advisory on	
Death.	
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.	
processing.	
For Manual	
Verification result, client to wait for	
the Short	
Messaging (CMS)	
Service (SMS) notification on the	
availability of the	
release of the requested	
document.	
	R AND THIRDY FIVE (35) MINUTES EXCLUSIVE
OF QUEUEING TIME.	



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
	G2C - for government services whose client is the transacting public
Who may avail:	General public of legal age (18 years old and above)

WHERE TO SECURE
Booked through the CRS Appointment
System https://appointment.psa.gov.ph
Entry points of the PSA Civil Registry
System Outlets.
Google Play Store or Apple App Store
Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Collecting Officer of the PSA Civil Registry System Outlet
AF dispenser at the PSA Civil Registry
System Outlet
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	
Valid Identity Document (ID) of document owner	Document owner (i.e., PhillD, 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	
Reminder:	
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.	
Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (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:	Document owner
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.	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
3. Immediate Family Member of the Document Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)			
immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN	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			
4. Immediate Family Member of the Document Ownhose document is requested is already dead, (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)	in order of preference: Legal Spouse		
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)	Government Agencies, Non- Government Organizations, Privateentities, 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		
5. Special Cases Clients			
5.1 Guardian of document owner who is a minor	or below 18 years of age.		
Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or;	Clerk of the appropriate Court that rendered the decision		
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Lawyer/Notary Public		
Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) School ID/Report Card of the minor that indicates the	Office of the Barangay where the Guardian currently resides		
name of the requester as Guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education.		
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non- Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)		



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:	Government Agencies, Non- Government Organizations, Privateentities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)		
The name of the Father should appear in the Birth Certificate of the child.			
5.4 Nearest of kin of a deceased person			
(Brothers/Sisters/Grandparent/Grandchildren/Un			
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, Privateentities, Schools/Colleges/Universities (i.e., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)		
6. Priority Clients	MIF, FINE)		
6.1 Senior Citizen requesting for his/her own d son/daughter	ocument, spouse, parents and		
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)	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			
6.2 Physically Challenged Client/PWD			
requesting for his/her own document, spouse, PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or	Parents and son/daughter 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	
6.3 Pregnant Woman requesting for her own doc	ument, 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)	Privateentities, 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	
inage available in device	
6.4 Clients who are PhillD card/ePhillD holders	Philippine Statistics Authority
Philippine Identification (PhilID) Card (1 original) or	
ePhilID (1 original)	
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
1. Set an appointment at https://	1.1 CRS Appointment	None	5 minutes	Outlet Supervisor PSA Civil Registry
•	System			System Outlet
to the CBS Outlet on the	sen			or Outlot
1				or Outlet Manager/ Chief, CRSD
	address.			
Clients with PhillD/ePhillD 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.				



		FEES	DDOCESSING	DEDSON
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(1) valid ID. Reminder: For Authorized Representative (AR) Valid Identity	carefully the following information on the presented CRS Appointment Slip: Outlet Name; Name of client; cheduled date and time; and IDs presented.	None	1 minute	Information Marshal/Security Guard Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
dispenser and fill-out the required information in PRINTED LETTERS.	the necessary AF-Birth	None	3 minutes	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

College Monte College
**Sponsive

		I.a. a	T .	T
:4. Proceed to the screening		None	5 minutes	Screener, PSACivil
area.	AF, Web			Registry System Outlet
P Present the AF, Web	Access			
Access Information Slip,	Information			Team Leader, PSA Civil
and the required documents	Slip, and the			Registry System Outlet
to the screener for	requirements.			
completeness check.				
	For PhillD			
	card			Outlet Supervisor
	/ePhillD holders:			,
				PSA Civil Registry
	een the validity of			System Outlet
	the PhillD Card			
	through its			or Outlet
	basic overt and			Manager/ Chief, CRSD
	covert security			
	features, or			
	scan the QR			
	Code of the			
	PhillD			
	Card/ePhillD			
	using PhilSys			
	Check.			
	Officer.			
	Return the			
	validated			
	PhilID			
	card/ePhillD to			
	the client.			
	tile chefft.			
	Return the			
	PhillD Card/			
	ePhillD that			
	failed the			
	validation to the			
	client and			
	request for a			
	new valid ID.			
	Tiew valid ib.			
	Return the			
	AF, Web			
	Access			
	Information			
	Slip, and the			
	ID(s) and/or			
	authorization			
	letter/SPA/Affid			
	avit to the			
	client as it will			
	be			
	presented to			
	the			
	Encoder prior			
	to the			
	payment			
	of			
	corresponding			
	fees.			

	Collin Responsive Works
--	-------------------------

		FEES		
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Get Queue Ticket Number (QTN)	5.1Ensure that QTN is functioning and ready for distribution.	None	1 minute	Informatio n Marshal/S ecurity 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, 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/Affid avit 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

Collin Responsive Montage	
responsive.	

	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. 8. Submit the AF, Web	7.1 Ensure that the QMS Public Digital Display is functional. Receive and check the AF, Web Access rmation Slip, and the requirements.	Fee	4 minutes	Collecting Officer, PSA Civil Registry System Outlet Team Leader, PSA
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 PhillD card/ePhillD 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.	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.	Breakdo wn: Processi ng Fee Php 50.00 Docume ntary Stamp Tax -Php 30.00		Civil Registry System Outlet Outlet Supervisor , PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
	Give the OR to			

STATISTICS 4
TATISTICS TOTAL
Clip. Responsive Works

	the client and			T
	return the			
	presented			
	requirements			
	as it will be			
	submitted to			
	the Releasing			
	Officer prior to			
	the issuance of			
	the requested			
	document.			
	document.			
	For Priority			
	Clients:			
	Instruct the			
	Priority Client to			
	wait for the			
	release of the			
	document.			
9. Proceed to the Releasing	9.1 Require the	None	15 minutes	Releaser, PSACivil
Window.	client to			Registry System Outlet
Present the ORIGINAL OR	present/ submit			
and other requirements.	the			Team Leader, PSA Civil
	requirements			Registry System Outlet
	and check for			
	correctness			Outlet Supervisor
	and			,
	completeness.			PSA Civil Registry
	E DI ''ID			System Outlet
	For PhillD			an Outlet
	card			or Outlet
	/ePhillD holders:			Manager/ Chief, CRSD
	Request the client for			
	consent to be			
	2 Ithanticator			1
1	authenticated.			
	Return the			
	Return the validated			
	Return the			
	Return the validated PhilID			
	Return the validated PhilID card/ePhilID to			
	Return the validated PhilID card/ePhilID to			
	Return the validated PhilID card/ePhilID to the client.			
	Return the validated PhilID card/ePhilID to the client.			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID that failed the validation to the client and			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID that failed the validation to the client and request for a			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID that failed the validation to the client and			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. Retrieve the			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. Retrieve the transaction in			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. Retrieve the transaction in the system			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. Retrieve the transaction in the system using the			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. Retrieve the transaction in the system			
	Return the validated PhilID card/ePhilID to the client. Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. Retrieve the transaction in the system using the			

THE STATISTICS TO THE STATIST TO THE STATIST TO
& Responsive Work of

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

////

College Responsive Workers	
responsive. No	

	ı	
the client to		
request		System Outlet or Outlet
an .		Manager/ Chief, CRSD
endorsement		
of his/her Birth		
Certificate from		
the Local Civil		
Registry		
Office (LCRO)		
where the Birth		
was registered to		
PSA.		
In case the		
image of the		
birth document		
from the CRS		
Database is		
blurred, explain		
to the client the		
quality of the		
printed		
document.		
aocament.		
Reminder:		
The client must		
be given an		
option for a		
clearer		
copy of the		
birth		
document		
through		
re-		
scanning of		
the image.		
IE 411'- 1		
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.		
Ensure the client		
	I	İ.



signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number. Ensure the "Acknowledge ment of Receipt" is accomplished by the client, indicating printed name, signature and date of release. Affix the initials of the Releaser in the OR. Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF. TOTAL PROCESSING TIME: ONE (1) HOUR EXCLUSIVE OF QUEUEING TIME.

IIII



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 REQU	JIREMENTS	WHERE TO SECURE		
Basic Requirements for all ty	pes of Requesters	<u> </u>		
Printed or electronic copy Appointment Slip (1 copy) bear client that will transact in the System Outlet. Reminder:	ring the name of the	•	the CRS Appointment pintment.psa.gov.ph	
If the client is an authorized r CRS Appointment Slip s his/her name.				
Properly filled-out Health Survey Form (1 copy); or		Entry points of the System Outlets.	ne PSA Civil Registry	
Updated QR Code of the Contact Tracing App		Google Play Store of	or Apple App Store	
Queue Ticket Number (QTN)	(1 copy)	Designated QTN Iss Civil Registry Syste	suing Station at the PSA em Outlet.	

THE STATISTICS TOTAL	
Site. Responsive. World	

OUEOW IOT OF DECUMPENTS	WILEDE TO OFFILIPE
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	AF dispenser at the PSA Civil Registry System Outlet
(1 copy)	
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:	City Treasurer's Office
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)	
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., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Direct Descendant (Marital Children and	Non-Marital Children)
2. Direct Descendant (Marital Children and I	von-maritai officieny
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., PhillD, 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 a	re deceased (Parents Brother/Sister
Grandparent, Grandchildren)	re deceased (Farents, Brother/Sister,
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,
Reminder:	Schools/Colleges/Universities
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., PhillD, 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., PhillD, 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
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.

6. Priority Clients

6.1 Senior Citizen requesting for his/her own marriage document and his/her parents

Senior Citizen's ID Card or any valid ID indicating his/her age with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or

Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)

Philippine Identification (PhilID) C a r d (1 original)

Philippine Statistics Authority

6.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents

PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); 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

6.3 Pregnant Woman requesting for her own marriage document and her parents

Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)

Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own marriage document and his/her parents

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) 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

Statistics Authorized	
Responsive . World	

6.5 Clients who are PhillD card/ePhillD holders	
Philippine Identification (PhilID)Card (1 original) or ePhilID (1 original)	Philippine Statistics Authority
ong.nar, or or mile (i. ong.nar,	
Reminder:	
PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/	1.1 CRS Appointment System send out appointment confirmation to	None	5 minutes	Outlet Superviso r PSA Civil Registry System Outlet
Go to the CRS Outlet on the actual date and time of appointment.	the client email address.			or Outlet Manager/ Chief, CRSD
Reminder:				
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.				

Survey Statistics of the Survey of the Surve	
osponsive .	

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

Carlo Responsive Work of the Control
--

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



completeness check.	For PhillD		System Outlet
	card		
	/ePhillD holders:		
			Outlet Superviso r,
	Screen the validity of the PhilID Card through its basic overt and covert		PSA Civil Registry System Outlet
	security features, or scan the QR Code		Or
	of the PhillD Card/ePhillD using PhilSys Check.		Outlet Manager/ Chief, CRSD
	Return the validated PhilID card/ePhilID to the client.		
	Return the PhillD Card/ ePhillD that failed the validation to the client and request for a new		
	valid ID.		
	Return the AF, Web Access		
	Information Slip, and the ID(s) and/or authorization letter/SPA/Affidavit		
	to the client as it will be presentedto the Encoder prior to the		
	payment of corresponding fees.		

////

Office Seponsive Works	
responsive. V	

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.	7.1 Ensure that the QMS Public Digital Display is functional.	None	10 minutes	Encoder PSA Civil Registry System Outlet
Determine the mode of payment of the request, if cash or cashless payment. Present the AF, Web	Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.			Team Leader, PSA Civil Registry System Outlet Outlet Supervisor,
Access Information Slip, and the required documents to the encoder.	Receive the AF, Web Access Information Slip, and other			PSA Civil Registry System Outlet or Outlet Manager/ Chief, CRSD
	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			

HILIPANIII.	TATISTIC	AUTHOM	/	
	Responsive .	1 W		

	La ar er er			
	to the client as it			
	will be presented to			
	the Collecting Officer			
	prior to the			
	payment of			
	corresponding fees.			
8. Proceed to the	8.1 Ensure that the	Total Fee	4 minutes	Collecting Officer,
payment window.	QMS Public Digital	Php		comcouning comcount,
	Display is	80.00		PSA Civil Registry
	functional.	per copy		System Outlet
Wait for the QTN to be		Breakdo		
shown in the QMS		wn:		
Public Digital Display to	Receive and check			Team Leader,
the available payment	the AF, Web Access	Process		50. 0. 115
window.	Information Slip,	ing Fee: -Php		PSA Civil Registry
	and the	50.00		System Outlet
	requirements.			
Submit the AF, Web		Docume		
Access Information Slip,		ntary		
and the required	Retrieve the	Stamp Tax		Outlet Superviso r,
documents to the	transaction in the	-Php		Outlet Supervisor,
Payment Window.	system using the	30.00		PSA Civil Registry
	search query.			System Outlet
Pay the				
corresponding fee for	Accept			or Outlet
the request, either in	the			Manager/
cash or through online	corresponding			Chief, CRSD
cashless payment.	payment and			
	generate an			
	Official			
Priority Clients to	Receipt (OR).			
proceed to the				
Priority Lane.				
	Inform the client to			
Clients with PhillD	wait the QTN			
card/ePhilID to	to be observed in the			
proceed to the	to be shown in the QMS Public Digital			
Priority Lane/ Special Lane.	Display in the			
opeciai Lalie.	Releasing Area.			
	0.0401119 / 1104.			
Reminder:				
	Attach altagather			
	Attach altogether the CRS			
Check the details in the	the CRS Appointment Slip (if			
issued Official Receipt	printed), QTN and			
(OR). Make sure to	printed), write and			

State	
Responsive World	

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

Sale Responsive Works
Responsive . W

,	
For PhillD card /ePhillD holders:	PSA Civil Registry System Outlet Outlet Superviso r,
Request the client for consent to conduct Basic CRS Authentication	PSA Civil Registry System Outlet or Outlet
Return the validated PhilID card/ePhilID to the client.	Manager/ Chief, CRSD
In case of failed authentication or PhilSys check, request the client for another valid ID.	
Retrieve the transaction in the system using the search query.	
Check the status of the DocPrint Marriage request.	
If the processed request yielded positive result, print the PSA copy of the Marriage Certificate.	
Print the Marriage Certificate in the Security Paper (Secpa).	
Control the printed document in SECPA	

The sponsive world		Chir. Responsive works
--------------------	--	------------------------

	using the system.			
	If the processed			
	request yiel			
	ded negative result,			
	print the			
	Negative			
	Certification of			
	Marriage in SECPA, and Negative Result			
	Advisory.			
	,			
	Control the printed			
	document in			
	SECPA using the			
	system.			
	processed request			
	yielded			
	manual verification			
	result, print Manual			
	Verification Advisory.			
11. Check the	11.1 Release the	None	5 minutes	Releaser,
document.	documents to the			
	client with the Web			PSA Civil Registry
	Access Information			System Outlet
Sign the	Slip.			
"Acknowledgement of				Team Leader,
Receipt" portion at the back of the AF and	For negative result			ream Leader,
indicate the date of	of request, advise			PSA Civil Registry
receipt.	the client to			System Outlet
	request			
	an .			Outlet Cumenies
	endorsement of his/her			Outlet Supervisor,
	Marri			PSA Civil Registry
	age Certificate from			System Outlet
	the Local Civil			
	Registry Office			on Outlet
	(LCRO) where the Marriage was			or Outlet Manager/
	registered to PSA.			Chief, CRSD
	In case the image of			



	responsive. W
the marriage document from the CRS Database is blurred, explain to the client the quality of the printed document.	
Reminder:	
The client must be given an option for a clearer copy of the marri age document through rescanning of the image.	
11.2.2 If the client agreed to have the requested marriage document subjected to rescanning, inform the client to wait for the Short Messaging Service (S MS) notification on the availability of the release of the requested document.	
Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number.	



	Ensure the "Acknowledgement of Receipt"			
	is accomplished by the client, indicating the printed na me, signature and			
	date of release. Affix the initials of the Releaser in the			
	OR. Attached all the requirements: QTN, CRS Appointment			
	Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of			
TOTAL PROCESSING	valid IDs to the AF.	EXCLUSI	VE OF QUEUEIN	NG TIME.



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 CR	ASD		
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 REQUIR	EMENTS	WHERE TO SECURE		
Basic Requirements for a	-			
Printed or electronic (Appointment Slip (1 copy) I client that will transact in System Outlet.		Booked through the CRS Appointment System https://appointment.psa.gov.ph		
Reminder:				
name.	p should be in his/her			
Queue Ticket Number (QT	[™] N) (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 Is document will be availed a Outlet hosted by the Local	t the PSA Civil Registry			
Original Copy of the Office Local Government Unit (LO of the LGU Add-on Fee as copy)	GU) as proof of payment sper City Ordinance. (1	City Treasurer's Office		
Additional Requirements by Type of Requester				
1. Principal (Document Ov	wner)			
. `	o) complete with CLEAR I PRINT, SIGNATURE uthority (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) 3. Direct Descendant (Marital Children and N	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 direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	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/o birth certificate if requesting for parents. Any PSA/LCRO issued copy, original or photocopy, or image available in device	r
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 court that appropriate 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)	Organizations, Private entities,
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/o 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.	
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., PhillD, 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 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.	
6. Special Cases Clients 6.1 Guardian of document owner who is a m	ninor or helow 18 years of age
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Lawyer/Notary Public
Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)	Office of the Barangay where the Guardian currently resides
School ID/Report Card of the minor that 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)



CHECKLIST OF REQUIREME	NTS	WHERE TO SECURE
6.2 Nearest of kin of the deceased Grandparent, Grandchildren)	document	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is surviving relative of the deceased.		Lawyer/Notary Public
Valid Identity Document (ID) of the ne requesting the document complete w PHOTO, FULL NAME IN PRINT, SI and issued by an official authority (1 or photocopy)	rith CLEAR GNATURE	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
7. Priority Clients		
7.1 Senior Citizen requesting for h	is/her own	document, his/her spouse, and his/her
Senior Citizen's ID Card or any valid II his/her age with CLEAR PHOTO, FUL PRINT, SIGNATURE and issued by authority (1 original); or	L NAME IÑ	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Philippine Identification (PhilID) original)	Card (1	Philippine Statistics Authority
birth certificate if requesting for parents PSA/LCRO issued copy, original or phoimage available in device 7.2 Physically Challenged Chis/her spouse, and his/her parents	otocopy, or	requesting for his/her own document,
PWD ID Card complete with CLEAR FULL NAME IN PRINT, SIGNATURE by an official authority (1 original); or	R PHOTO,	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 (PhillE (1 original)	D) Card	Philippine Statistics Authority
Marriage Certificate if requesting for sp birth certificate if requesting for parents PSA/LCRO issued copy, original or pho image available in device	s.Any otocopy, or	
7.3 Pregnant Woman requesting for his/her parents	or his/her o	wn document, his/her spouse, and
Valid Identity Document (ID) of the woman complete with CLEAR PHO NAME IN PRINT, SIGNATURE and is official authority (1 original)	OTÖ, FULL sued by an	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhillD, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Marriage Certificate if requesting for sp birth certificate if requesting for parents PSA/LCRO issued copy, original or pho image available in device	s.Any	

Control of the Apponsive World of the Apponsive of the Ap
--

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
7.5 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 for his/her own document, his/her spouse, and his/her parents		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE
1. Set an appointment at https:// appointment.psa.gov.ph / Go to the CRS Outlet on the actual date and time of appointment. Reminder:	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager / Chief, CRSD
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. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID. Reminder:				
For Authorized Representative (AR) Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and				

Sur Andrew World Street Control of the Survey of the Surve
--

issued by an official authority (1 original and 1 photocopy) and the AR's valid ID. CRS Appointment Slip bearing the name of the AR.				
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.	2.1 Ensure that the necessary AF-CENOMAR is made available at the AF dispenser.	None	3 minutes	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
3. Proceed to the screening area. Present the AF and the required documents to the screener for completeness check.	3.1 Screen the AF, Web Access Information Slip, and the requirements. For PhillD card /ePhillD holders: Screen the validity of the PhillD Card through its basic overt and covert security features, or scan the QR Code of the PhillD Card/ePhillD using PhilSys Check. Return the validated PhillD card/ePhillD to the client. Return the PhillD Card/ePhillD to the client.		5 minutes	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

Collection of the second of th	
Responsive World	

	for a new valid ID.			
	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.			
4. Get Queue Ticket number (QTN)	4.1 Ensure that QTN is ready for distribution.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry System
5. 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.	5.1 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	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

Sur TATISTICS ALTHE

6. Proceed to the payment window. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window. 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 PhillD card/ePhillD to proceed to the Priority Lane/Special Lane/Special Lane.	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 be presented to the Collecting Officer prior to the payment of corresponding fees 6.1 Ensure that the QMS Public Digital Display is functional. Receive and check the AF, Web Access Information Slip, and the requirements. 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	Total Fee Php 80.00 per copy Breakdo wn: Processi ng Fee: -Php 50.00 Docume ntary Stamp Tax -Php 30.00	4 minutes	Collecting Officer, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager / Chief, CRSD
	Attach altogether the CRS			

STATE OF THE STATE
STATISTICS TURED BY STATISTICS

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

STATISTICS
TATISTICS TOTAL
Elit. Responsive Works

Auth	entication.	or Outlet
	ated PhillD /ePhillD to the	Manager / Chief, CRSD
Card failed valid clien	irn the PhillD I/ ePhillD that I/ ePhillD that I/ the I/ tation to the I/ tand request I/ new valid ID.	
syste	ieve the saction in the em using the ch query.	
of t	ck the status the DocPrint IOMAR est.	
requ posit Advi Marr	e processed est yielded tive result, print the sory of iage MAR).	
of		
docu	trol the printed iment in PA using the em.	
requ nega print	IOMAR in	
docu	trol the printed Iment in PA using the em.	
If requ man		



	verification result,			
	print Manual Verification			
	Advisory.			
9. Check the document.	9.1 Release the	None	5 minutes	Releaser
Sign the	documents to the			, PSA
"Acknowledgement of Receipt" portion at the	client with the Web Access			Civil Registry System Outlet
back of the AF and	Information Slip.			
indicate the date of receipt.	Ensure the client			Team Leader, PSA Civil Registry System
receipt.	signed the			Outlet
	"Conforme" portion at the back			Outlet Supervis or,
	of the AF,			PSA
	indicating the printed name,			Civil Registry System Outlet
	signature and id			
	number.			or Outlet Manager
	11.4 Ensure the			/ Chief, CRSD
	"Acknowledgeme nt of Receipt"			
	is			
	accomplished by			
	the client, indicating the			
	printed name,			
	signature and date of release.			
	Affix the initials of			
	the Releaser in the			
	OR.			
	Attached all the			
	requirements: QTN, CRS			
	Appointment Slip			
	(if printed), Authorization			
	Letter/SPA/			
	Affidavit and photocopies of			
	valid IDs to the AF.			
TOTAL PROCESSING		R EXCLUS	SIVE OF QUEUE	ING TIME.



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 R		WHERE TO SECURE		
Basic Requirements for a				
Appointment Slip (1 copy) client that will transact in System Outlet.		Booked through the CRS Appointment System https://appointment.psa.gov.ph		
name.	p should be in his/her			
Properly filled-out Health S (1 copy); or	Survey Form	Entry points of the PSA Civil Registry System Outlets.		
Updated QR Code of t Contact Tracing App	•	Google Play Store or Apple App Store		
Queue Ticket Number (Q7	, , , , , , , , , , , , , , , , , , , ,	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.		
Web Access Information S	•	Collecting Officer of the PSA Civil Registry System Outlet		
Completely filled-up App Certificate of No Record accomplished in PRINTED	of Death (Blue Form) LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet		
Additional Requirements by Type of Requester				
Acknowledged Children	, and Parents)	Marital Children, Non-Marital		
Valid Identity Document (IDEN) PHOTO, FULL NAME IN and issued by an official a	PRINT, SIGNATURE	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhillD, 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	
ilitage available iii device	
Birth Certificate (1 original and 1 photocopy) of the	Philippine Statistics Authority
Non-marital children if the requester is the latter	,
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	Government Agencies, Non-Government
requesting the document complete with CLEAR	Organizations, Private entities,
PHOTO, FULL NAME IN PRINT, SIGNATURE	Schools/Colleges/Universities (i.e.,
and issued by an official authority (1 original and 1	PhillD, DFA, LTO, PRC, IBP, GSIS, SSS,
photocopy)	PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.2 Guardian of the deceased person, below 18	
, , , , , , , , , , , , , , , , , , , ,	
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	Lawyer/Notary Public
(1 original) supported by any of the following:	, ,
	Office of the Dovernment where the
Barangay Certification that the deceased was	Office of the Barangay where the Guardian currently resides.
living with the requesting party as his/her guardian	Oddition Currently resides.
at the time of death	
(1 original)	Educational institution recognized by the
School ID/Report Card of the minor that indicates	Department of Education.
the name of the requester as Guardian (1 original	
and 1 photocopy)	Occurred Associate No. Occurred
Valid Identity Document (ID) complete with CLEAR	Government Agencies, Non-Government Organizations, Private entities,
PHOTO, FULL NAME IN PRINT, SIGNATURE	Organizations, Private entities, Schools/Colleges/Universities (i.e.,
and issued by an official authority (1 original and 1 photocopy)	PhillD, DFA, LTO, PRC, IBP, GSIS, SSS,
рпогосору)	PhilPost, Pag-IBIG, COMELEC, NBI,
	AFP, PNP)
2.4 Father of the non-marital acknowledged	child
Valid Identity Document (ID) of the requesting	Government Agencies, Non-Government
father of the document owner complete with	Organizations, Private entities,
CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1	Schools/Colleges/Universities (i.e., PhillD, DFA, LTO, PRC, IBP, GSIS,
original and 1 photocopy)	SSS, PhilPost, Pag-IBIG, COMELEC,
original and 1 photocopy)	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 CENODE and son/daughter	ATH certificate of his/her spouse, parent
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 requesti spouse, parents and son/daughter	ng for the death certificate of his/her
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 CENODI and son/daughter	EATH certificate of her own spouse, 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)	Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI,
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	AFP, PNP)
3.5 Clients who are PhillD card/ePhillD 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
Set an appointment at https:// appointment.psa.gov.ph / Go to the CRS Outlet on the actual date and time of appointment.	1.1 CRS Appointment System send out appointment confirmation to the client email address.	None	5 minutes	Outlet Supervis or PSA Civil Registry System Outlet Or Outlet Manager/Chief, CRSD
Reminder: 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.				
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.	2.1 Check carefully the following information on the presented CRS Appointment Slip: Outlet Name; Name of client; Scheduled date and time; and IDs presented.	None	1 minute	Information Marshal/ Security Guard Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager /Chief, CRSD

Office Statistics Stat	
Responsive Wo	

CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
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.	3.1 Ensure that the necessary AF-CENODEATH is made available at the AF dispenser.	None	3 minutes	Information Marshal, PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor PSA Civil Registry System Outlet or Outlet
4. Proceed to the screening area. Present the AF, Web Access Information Slip, and the required documents to the screener for completeness check.	4.1 Screen the AF and the requirements. For PhillD card /ePhillD holders: Screen the validity of the PhillD Card through its basic overt and covert security features, or scan the QR Code of the PhillD Card/ePhillD using PhilSys Check. Return the validated PhillD card/ePhillD to the client. Return the PhillD Card/ ePhillD to the client. Return the PhillD Card/ ePhillD to the client.	None	5 minutes	Manager / Chief, CRSD 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
	Return the AF, Web Access Information Slip, and the ID(s)			

Survey Statistics of the Survey of the Surve	
osponsive .	

5. Get Queue Ticket number (QTN)	and/or authorization letter/SPA/Affida vit to the client as it will be presented to the Encoder prior to the payment of corresponding fees. 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

LE STATISTICS TU	
TATISTICS TOTAL	I
Elia Responsive World Responsive	

	and/or			
	authorization			
	letter/SPA/Affida			
	vit to the			
	client as it will			
	be presented to			
	the Collecting			
	5			
	Officer prior to			
	the payment of			
	corresponding fees.			
7 December to the		Tatal	4	Callastina Officer DCA
7. Proceed to the	7.1 Ensure that	Total	4 minutes	Collecting Officer, PSA
payment window.	the QMS Public	Fee Php		Civil Registry System
Marie Cara than OTNL to be	Digital Display is	80.00		Outlet
Wait for the QTN to be	functional.			
shown in the QMS		per copy		Team Leader, PSA
Public Digital Display to	Receive and			Civil Registry System
the available payment	check the AF,	Breakdo		Outlet
window.	Web Access	wn:		
	Information Slip,	_		Outlet Supervisor,
Submit the AF, Web	and the	Processi		PSA
Access Information Slip,	requirements.	ng Fee:		Civil Registry System
and the required		- Php		Outlet
documents to the	Retrieve the	50.00		
Payment Window.	transaction in the			or Outlet
	system using the	Docume		Manager
Pay the	search query.	ntary		/ Chief, CRSD
corresponding fee for		Stamp		
the request, either in	Accept the	Tax		
cash or through online	corresponding	- Php		
cashless payment.	payment and	30.00		
	generate an			
Priority Clients to	Official Receipt			
proceed to the	(OR).			
Priority Lane.				
	Inform the client			
Clients with PhillD				
card/ePhilID to	to be shown in			
proceed to the	the QMS Public			
Priority Lane/	Digital Display in			
Special Lane.	the Releasing			
	Area.			
Reminder:	A			
Chandath a day in the	Attach altogether			
Check the details in the	the CRS			
issued Official	Appointment Slip			
Receipt (OR).	(if printed), QTN			
Make ours to savet the	and			
Make sure to count the	accomplished			
change before leaving	AF and Web			
the counter.	Access			
	Information Slip.			
	Give the OR to			
	the client and			
	return the			
	presented			
	requirements as			
	it will be			

State States Till of The States of the State	
esponsive.	

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

STATISTICS TURED TO A STATE OF THE STATE OF	
Responsive . Wo	

that failed the validation to the client and request for a new valid ID.		
Retrieve the transaction in the system using the search query.		
Check the status of the DocPrint CENODEATH request.		
If the processed request yielded positive result, print the Advisory of Death (CEDEATH).		
Print the Advisory of Death (CEDEATH) in the Security Paper (Secpa).		
Control the printed document in SECPA using the system.		
If the processed request yielded negative result, print the CENODEATH in SECPA.		
Control the printed document in SECPA using the system.		
If processed request yielded manual verification result, print Manual Verification		

	Advisory.			
10. Check the document. Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	10.1 Release the documents to the client with the Web Access Information Slip. 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.	None	5 minutes	Releaser , PSA Civil Registry System Outlet Team Leader, PSA Civil Registry System Outlet Outlet Supervisor, PSA Civil Registry System Outlet or Outlet Manager / Chief, CRSD
	Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number			
	Ensure the "Acknowledg ement of Receipt" is accomplishe d by the client, indicating the printed name, signature and date of release.			
	Affix the initials of the Releaser in the OR. Attached all the requireme nts: QTN,			



	CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slips.			
TOTAL PROCESSING TIME: ONE (1) HOUR 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 Se	ervice Wo	rkers (COSWs)		
CHECKLIST OF	REQUIREMENTS:		WHERE TO S	SECURE:	
4. Accomplishment	Report	6. Concerned Division of COSW			
5. Daily Time Recor	d	7. Con	cerned Division o	f COSW	
6. Authority to Trans	sact Business (ATRB)	8. Con	cerned Division o	f COSW	
7. Special Order (So	O)	9. Offic	ce of the Regiona	l Director	
8. Certificate of App	earance		cerned Division w raining	ho initiated	
9. Application for Le	ave	11. Con	cerned Division o	f COSW	
10. Contract of Service	ce (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 (1st claim) 3. Forward the DTR	3.1 Encode the incoming	None	2 hours	OMS Clork	
and complete attachments to	3.1 Encode the incoming and outgoing documents for monitoring purposes	None	2 hours	QMS Clerk	

Cillo Responsive World	

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:	None		Administrative Aide VI
	- 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			
	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

Elit. Responsive World Park

Т	OTAL	None	1 day ar	nd 5 hours
	3.18 Clear credited check to COSW bank account	None		Land Bank
	3.17 Deposit the check to Land Bank for crediting	None	4 hours	Cashier
	3.16 Sign the Payroll Register and approve the ACIC to the eMDS account and forward to the Cashier.	None		Accountant III
	3.15 Sign the Check and Payroll register and forward to the Accountant.	None		Regional Director/ OIC
	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
	3.13 Encode the incoming and outgoing documents for monitoring purposes.	None		QMS Clerk
	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
	3.11 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
	3.10 Receive and check the completeness the Disbursement Voucher (DV), Obligation Request and Status (ORS) with payroll and complete supporting documents	None		Administrative Assistant I



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 Red	cord	Concerned Division of Employee		
2. Personnel Pas	s (if any)	2. Con	cerned Division o	f Employee
3. Authority to Tra	ansact Business (ATRB)	3. Con	cerned Division o	f Employee
4. Special Order	(SO) (if any)	4. Offic	ce of the Regiona	I Director
5. Certificate of A	ppearance (if any)		cerned Division w e training	ho initiated
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		None	2 hours	QMS Clerk
and complete attachments to Budget Unit	and outgoing documents for monitoring purposes	INOHE	2 Hours	QIVIO OIGIN

OBIT. PRESPONSIVE WHO BEEN AND ASSESSED TO THE STATE OF THE SECOND OF TH
"esponsive"

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	None		Administrative Aide VI
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			
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

Cake Responsive Works and Assessment Responsive Works and Asse
--

TO	OTAL	None	1 day ar	nd 5 hours
	3.18 Clear credited check to COSW bank account	None		Land Bank
	3.17 Deposit the check to Land Bank for crediting	None	4 hours	Cashier
	3.16 Sign the Payroll Register and approve the ACIC to the eMDS account and forward to the Cashier.	None		Accountant III
	3.15 Sign the Check and Payroll register and forward to the Accountant.	None		Regional Director/ OIC
	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
	3.13 Encode the incoming and outgoing documents for monitoring purposes.	None		QMS Clerk
	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
	3.11 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
	payroll and complete supporting documents			



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		
	governm	ent employee or another government	
Who may avail:	Finance a	and Administrative Service (FAS) regular	
	employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Civil Service Commission (CSC) Forr Application Form)	n 6 (Leave	Downloadable at PSA Net and CSC Website	
If Sick Leave of more than five (5) do Medical Certificate	ays:	Attending Physician	
If Leave is more than 30 days: Office Clearance		Downloadable at PSA Net and CSC Website	
If Leave under Magna Carta for Women: Medical Certificate Clinical Summary Histopathological Report Operative Technique Duration of the surgery/employee's estimated time of recuperation		Attending physician Attending physician Attending physician Attending physician Attending physician	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Route leave application to the Human Resouce 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

St KTISTICS THE MORNING WORK AND THE STATE OF THE STATE O
--

	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		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)		None	1 hour	Administrative Officer IV
тот	AL	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	s, COSWs		
CHECKLIST OF	REQUIREMENTS:		WHERE TO SE	CURE:
1. Requisition and Is	ssue 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
ТС	TAL	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 Req	uest/Routing Slip	Concerned PSOs/Division	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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		None	10 minutes	Administrative Assistant I
3. Copy of the Special Order will be provided to the concerned division/provincial offices		None	3 minutes	Administrative Assistant I
Т	OTAL	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	Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.
	Feedback and suggestions are consolidated daily for monitoring and appropriate action.
How to file a complaint	The client may submit the complaint to any of the following channels: a. Suggestion box b. Email info@psa.gov.ph and rssomimaropa@psa.gov.ph> c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) To facilitate efficient, effective and timely response from PSA RSSO MIMAROPA, make sure that the following information are provided: 1. Name of the application being complained 2. Incident- Brief Summary of the complaint 3. Evidence-Proof or Evidence to Support the Complaint 4. Date and place of incident For inquiries and follow-up, clients may contact PSA RSSO MIMAROPA from the contact information given.



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



////