



REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY

CITIZEN'S CHARTER HANDBOOK



Volume 1:
CENTRAL OFFICES
EXTERNAL SERVICES





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CENTRAL OFFICES
EXTERNAL SERVICES

2024
1st Edition



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FOREWORD

Public office is a public trust. The Philippine Statistics Authority (PSA), as the primary government agency responsible for providing timely, accurate, reliable, and relevant statistics, efficient civil registration services, and inclusive identification system, is committed to serving the Filipino people with integrity and transparency.

This PSA 2024 Citizen's Charter Handbook serves as our pledge to you, the citizens of the Philippines, outlining our commitment to delivering quality services and ensuring your rights as our clients. Crafting this Handbook is a testament to our unwavering commitment to accountability and responsiveness to the needs of the public, taking proactive steps to streamline our services and eliminate red tape to make transactions faster and more convenient.

As you peruse through this Handbook, you will find our endeavor to make the information as clear, concise, and user-friendly as possible, divided into three volumes:

- ❖ Volume 1: PSA Central Offices External Services
- ❖ Volume 2: PSA Central Offices Internal Services
- ❖ Volume 3: PSA Field Offices External and Internal Services

Through this PSA 2024 Citizen's Charter Handbook, we enjoin the public in fostering transparency, accountability, and excellence in public service for a solid, responsive, and world-class Philippine Statistics Authority for all Filipinos.

CLAIRE DENNIS S. MAPA, PhD
Undersecretary
National Statistician and Civil Registrar General
Philippine Statistics Authority

MANDATE

The PSA is primarily responsible for the implementation of the objectives and provisions of R.A. 10625, R.A. 11055, and R.A. 11315.

It plans, develops, prescribes, disseminates, and enforces policies, rules and regulations, and coordinates government-wide programs governing the production of official statistics, general purpose statistics, civil registration services and inclusive identification system.

It is primarily responsible for all national censuses and surveys, sectoral statistics, community-based statistics, consolidation of selected administrative recording systems, and compilation of national accounts.

VISION

Solid, responsive, and world-class authority on quality statistics, efficient civil registration, and inclusive identification system.

MISSION

Deliver relevant and reliable statistics, efficient civil registration services and inclusive identification system for equitable development towards improved quality of life for all.

SERVICE PLEDGE

We, the Philippine Statistics Authority, commit to deliver relevant and reliable statistics, efficient civil registration services and inclusive identification system to our clients and stakeholders.

We adhere to the UN Fundamental Principles of Official Statistics in the production of quality general-purpose statistics.

We commit to deliver efficient civil registration services and inclusive identification system in accordance with the laws, rules and regulations, and other statutory requirements.

We endeavor to live by the established core values and corporate personality of PSA and adopt the appropriate technology in the development of our products and delivery of services to ensure customer satisfaction.

We commit to continually improve the effectiveness of our Quality Management System towards equitable development for improved quality of life for all.



CIVIL REGISTRATION AND CENTRAL SUPPORT OFFICE

EXTERNAL SERVICES



CIVIL REGISTRATION SERVICE

CIVIL REGISTRATION SERVICES DIVISION

1. Authentication of Birth Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

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

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

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/Division	Civil Registration Services Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
I. Basic Requirements for all types of Requesters		
1. 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.		
2. Queue Ticket Number (QTN) (1 copy)		Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)		AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System

<p>4. Photocopy of the Birth Certificate issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy); or</p> <p>Civil Registry Form No. 1A (Birth-available) of the transcription of Facts of Birth from the Registry Book of Birth issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy)</p>	<p>City/Municipal Civil Registry Office where the event has taken place and has been registered.</p>
<p>5. If the Authentication Request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit:</p> <p>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)</p>	<p>City Treasurer's Office</p>
<p>II. Additional Requirements by Type of Requester</p>	
<p>A. Principal (Document Owner)</p> <p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>B. Authorized Representative</p>	
<p>1. Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Document owner (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>2. Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p>

b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:	Document owner
1) 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;	
2) Indicate the type of document, and must be able to provide the specific details required in the AF;	
3) 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 /e-PhilID;	
4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;	
5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and	
6) 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.	
C. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Biological or Legal Parent (Father/Mother) and Direct Descendant (Son/Daughter)	
1. 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, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
<p>D. Immediate Family Member of the Document Owner in cases where the document owner whose document being requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)</p>	
<p>1. Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter	Philippine Statistics Authority
E. Special Cases Clients	
E.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>a) Barangay Certification that the minor is in the custody of the client/guardian (1 original)</p> <p>b) School ID/Report Card of the minor that indicate the name of the client as Guardian</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>E.2 Mother of the non-marital unacknowledged child</p>	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>E.3 Father of the non-marital acknowledged child</p> <p>1. 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)</p> <p>Reminder:</p> <p>The name of the Father should appear in the Birth Certificate of the child.</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
<p>E.4 Nearest of kin (Brothers/Sisters/ Grandparent/Grandchildren/Uncles/ Aunts) of a deceased person</p>	
<p>1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	Lawyer/Notary Public
<p>2. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

Note:

For complete list of valid IDs, refer to:

- a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and
- b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of

Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
F. Priority Clients	
F.1 Senior Citizen requesting for the authentication of his/her own birth document, spouse, parents and son/daughter	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
F.2 Physically Challenged Client/PWD requesting for the authentication of his/her own birth document, spouse, parents & son/daughter	
1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (ID) Card/ e-PhilID (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
F.3 Pregnant Woman requesting for the authentication of her own document, spouse, parents and son/daughter	
1. 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) Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>				
<p>F.4 Health and Emergency Frontline Service Provider requesting for the authentication of his/her own document, spouse, parents and son/daughter</p>				
<p>1. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)</p>			
<p>F.5 Clients who are PhilID card/e-PhilID holders</p> <p>1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original)</p> <p>Reminder:</p> <p>PhilID card/e-PhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.</p>	<p>Philippine Statistics Authority</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p>	<p>None</p>	<p>Variable</p>	<p><i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i></p>

<p>1.1 May opt to download the Application Form-Birth Certificate (White Form) and from the appointment website.</p> <p>Reminder:</p> <p>Application Form can be accomplished prior to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/e-PhilID and requesting for Authentication of own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment.</p>	<p>1.2 Ensure that the Application Form- Birth Certificate (White Form) is available for download.</p>			
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR):</p> <p>a.) Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.</p>	None	1 minute	<p><i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i></p>

b.) CRS Appointment Slip bearing the name of the AR. 2.1 If the Authentication Request will be availed at the PSA Civil Registry System Outlet located at 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- Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	3.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.	None	3 minutes	<i>Information Marshal</i> , PSA Civil Registry System Outlet <i>Team Leader</i> , PSA Civil Registry System Outlet <i>Outlet Supervisor</i> , PSA Civil Registry System Outlet or <i>Outlet Manager</i>
4. Proceed to the screening area. 4.1 Present the AF and the required documents to the Screener for completeness check.	4.1 Screen the certified photocopy of the Birth Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements. For PhilID card/e-PhilID holders: 4.2 Screen the validity of the PhilID Card	None	10 minutes	<i>Screener</i> , PSA Civil Registry System Outlet <i>Team Leader</i> , PSA Civil Registry System Outlet <i>Outlet Supervisor</i> , PSA Civil Registry System Outlet or

	<p>through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 Return the certified photocopy of the Birth Certificate issued by the LCRO, the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting Officer prior to the payment of corresponding fees.</p>			<i>Outlet Manager</i>
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

<p>6. Proceed to the application area.</p> <p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/Special Lane.</p> <p>6.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available transaction window.</p> <p>6.2 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.3 Present the QTN, AF and the required documents to the Encoder-Collecting Officer.</p> <p>6.4 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <p>a.) Check the details in the issued Official Receipt (OR).</p> <p>b.) Make sure to count the change before leaving the counter.</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.3 Receive and check the certified photocopy of the Birth Certificate issued by the LCRO, the QTN, AF and other requirements.</p> <p>6.4 Encode into the system the QTN, the details of the requests, and scan and upload the certified photocopy of the Birth Certificate issued by the LCRO to the generated transaction.</p> <p>6.5 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.6 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.7 Get the certified photocopy of the Birth Certificate issued by the LCRO to be forwarded to the Releasing Officer.</p> <p>6.8 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 authenticated document.</p> <p>6.9 Inform the client to wait the QTN</p>	<p><u>Total Fee:</u> PhP 155.00 per copy</p> <p><u>Breakdown:</u></p> <p><u>Processing Fee:</u> -PhP 125.00</p> <p><u>Documentary Stamp Tax</u> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application</p>	<p>10 minutes</p>	<p><i>Encoder-Collecting Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p><i>or</i></p> <p><i>Outlet Manager</i></p>
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	<p>to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.10 Instruct the Priority Client to wait for the release of the document.</p>			
7. Proceed to the Releasing Area and wait while the request is being processed. 7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	<p>7.1 Get the transaction in the system.</p> <p>7.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct verification from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>7.3 In the event that the document being requested for authentication is already available in the CRS Database, the application is treated as copy issuance.</p> <p>7.4 In case the document is not yet enrolled in the CRS Database, verify the specimen signature of the C/MCR (issuing officer) from the system.</p> <p>7.4.1 If the signature matches, approve the signature and notify the Outlet Supervisor to proceed with the Authentication.</p> <p>7.4.2 If the signature of the issuing officer from the LCRO failed the validation process, reject the signature and</p>	None	<p>15 minutes</p> <p>Reminder: Processing time maybe extended depending on the result of verification from the System.</p>	<p><i>Request Service Officer,</i> Primary Back Office / Secondary Back Office</p> <p><i>Team Leader,</i> Primary Back Office / Secondary Back Office</p> <p><i>Supervisor,</i> Primary Back Office / Secondary Back Office</p> <p>or <i>Chief,</i> CRSD</p>

	indicate the reason of rejection.			
8. Proceed to the Releasing Window. 8.1 Present the ORIGINAL OR and other requirements. For PhilID card/e-PhilID holders: 8.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/e-PhilID to the client.</p>	None	15 minutes	<p><i>Releasing Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>

	<p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the Authentication request.</p> <p>8.5 If the document passed the Authentication process, inform the Outlet Supervisor that the Authentication Status is accepted, and stamp the certified photocopy of Birth Certificate.</p> <p>8.5.1 Sign the certified photocopy of Birth Certificate.</p> <p>8.5.2 Print the Negative Certification of Birth in the Security Paper (Secpa), and the Negative Result Advisory.</p> <p>8.5.3 Control the printed document in SECPA using the system.</p> <p>8.6 If the specimen signature of the C/MCR (issuing officer) is failed in the validation, return the certified photocopy of Birth Certificate.</p> <p>8.6.1 Print the Negative Certification of Birth in the Security Paper (Secpa), and the Rejection Slip.</p> <p>8.6.2 Control the printed document in</p>			
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	<p>SECPA using the system.</p> <p>8.7 If the document is available in the CRS Database, return the certified photocopy of Birth Certificate.</p> <p>8.7.1 Print the PSA copy of the Birth Certificate in the Security Paper (Secpa).</p> <p>8.7.2 Control the printed document in SECPA using the system.</p>			
9. Check the document. 9.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	<p>9.1 Release the documents to the client.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>	None	5 minutes	<i>Releasing Officer, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
TOTAL		PhP 155.00 per copy	One (1) Hour exclusive of Queueing Time	

2. Authentication of Death Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

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

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

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/Division	Civil Registration Services Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:	
I. Basic Requirements for all types of Requesters		
1. 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	
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	
3. Completely filled-up Application Form (AF) –Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System	
4. Photocopy of the Death Certificate issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy); or Civil Registry Form No. 2A	City/Municipal Civil Registry Office where the event has taken place and has been registered.	

(Death-available) of the transcription of Facts of Death from the Registry Book of Death issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy)	
5. If the Authentication Request will be availed at the PSA Civil Registry System Outlet located at 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
II. Additional Requirements by Type of Requester	
A. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	
1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original) Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter	Philippine Statistics Authority
B. Special Cases Clients	
B.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)	
1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
2. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
B.2 Guardian of the deceased person, below 18 years old (minor)	
1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public

<ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client/guardian 	<p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>B.3 Mother of the non-marital unacknowledged child</p>	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>B.4 Father of the non-marital acknowledged child</p>	
<p>1. 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)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Reminder:</p> <p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>C. Priority Clients</p>	

C.1 Senior Citizen requesting for the authentication of death certificate of his/her spouse, parent and son/daughter	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
C.2 Physically Challenged Client/PWD requesting for the authentication of death certificate of his/her spouse, parents and son/daughter	
1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (ID) Card/ e-PhilID (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
C.3 Pregnant Woman requesting for the authentication of death certificate of her own spouse, parents and son/daughter	
1. 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) Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo				
C.4 Health and Emergency Frontline Service Provider requesting for the authentication of death certificate of his/her spouse, parents and son/daughter				
1. 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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)			
C.5 Clients who are PhilID card/e-PhilID holders				
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original) Reminder: PhilID card/e-PhilID 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.	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 May opt to download the Application Form-Death Certificate (Yellow Form) from the appointment website.	1.1 CRS Appointment System sends out appointment confirmation to the client email address. 1.2 Ensure that the Application Form-Death Certificate (Yellow Form) is available for download.	None	Variable	<i>Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager</i>

<p>Reminder:</p> <p>Application Form can be accomplished prior to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/e-PhilID and requesting for Authentication of Death Certificate, of his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment.</p>				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>2.1 If the Authentication Request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>

<p>4. Get an Application Form- Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS</p>	<p>4.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Information Marshal, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i></p>
<p>4. Proceed to the screening area.</p> <p>4.1 Present the AF and the required documents to the Screener for completeness check.</p>	<p>4.1 Screen the certified photocopy of the Death Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Screener, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i></p>

	<p>client and request for a new valid ID.</p> <p>4.5 Return the certified photocopy of the Death Certificate issued by the LCRO, the AF and the ID(s) and/or SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>			
5. Get Queue Ticket Number (QTN).	<p>5.1 Ensure that QTN machine is functioning and is ready for distribution.</p>	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>6. Proceed to the application area.</p> <p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/Special Lane.</p> <p>6.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available transaction window.</p> <p>6.2 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.3 Present the QTN, AF and the required documents to the Encoder-Collecting Officer.</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.3 Receive and check the certified photocopy of the Death Certificate issued by the LCRO, the QTN, AF and other requirements.</p> <p>6.4 Encode into the system the QTN, the details of the requests, and scan and upload the certified photocopy of the Death Certificate issued by the LCRO to the generated transaction.</p> <p>6.5 Accept the corresponding payment</p>	<p><u>Total Fee:</u> PhP 155.00 per copy</p> <p><u>Breakdown:</u></p> <p><u>Processing Fee:</u> -PhP 125.00</p> <p><u>Documentary Stamp Tax</u> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u></p> <p>PhP 10.00 per payment made via Gcash Mobile</p>	10 minutes	<p><i>Encoder-Collecting Officer,</i> <i>PSA Civil Registry System Outlet</i></p> <p><i>Team Leader,</i> <i>PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor,</i> <i>PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>

<p>6.4 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>and generate an Official Receipt (OR).</p> <p>6.6 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.7 Get the certified photocopy of the Death Certificate issued by the LCRO to be forwarded to the Releasing Officer.</p> <p>6.8 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 authenticated document.</p> <p>6.9 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.10 Instruct the Priority Client to wait for the release of the document.</p>	<p>Application</p>		
<p>7. Proceed to the Releasing Area and wait while the request is being processed.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>7.1 Get the transaction in the system.</p> <p>7.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct verification from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p>	<p>None</p>	<p>15 minutes</p> <p>Reminder:</p> <p>Processing time maybe extended depending on the result of verification from the System.</p>	<p><i>Request Service Officer, Primary Back Office / Secondary Back Office</i></p> <p><i>Team Leader, Primary Back Office / Secondary Back Office</i></p> <p><i>Supervisor, Primary Back Office / Secondary Back Office</i></p>

	<p>7.3 In the event that the document being requested for authentication is already available in the CRS Database, the application is treated as copy issuance.</p> <p>7.4 In case the document is not yet enrolled in the CRS Database, verify the specimen signature of the C/MCR (issuing officer) from the system.</p> <p>7.4.1 If the signature matches, approve the signature and notify the Outlet Supervisor to proceed with the Authentication.</p> <p>7.4.2 If the signature of the issuing officer from the LCRO failed the validation process, reject the signature and indicate the reason of rejection.</p>			or <i>Chief,</i> CRSD
8. Proceed to the Releasing Window. 8.1 Present the ORIGINAL OR and other requirements. For PhilID card/e-PhilID holders: 8.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the</p>	None	15 minutes	<i>Releasing Officer,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet <i>or</i> <i>Outlet Manager</i>

<p>PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the Authentication request.</p> <p>8.5 If the document passed the Authentication process, inform the Outlet Supervisor that the Authentication Status is accepted, and stamp the certified photocopy of Death Certificate.</p> <p>8.5.1 Sign the certified photocopy of Death Certificate.</p>			
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	<p>8.5.2 Print the Negative Certification of Death in the Security Paper (Secpa), and the Negative Result Advisory.</p> <p>8.5.3 Control the printed document in SECPA using the system.</p> <p>8.6 If the specimen signature of the C/MCR (issuing officer) is failed in the validation, return the certified photocopy of Death Certificate.</p> <p>8.6.1 Print the Negative Certification of Death in the Security Paper (Secpa), and the Rejection Slip.</p> <p>8.6.2 Control the printed document in SECPA using the system.</p> <p>8.7 If the document is available in the CRS Database, return the certified photocopy of Death Certificate.</p> <p>8.7.1 Print the PSA copy of the Death Certificate in the Security Paper (Secpa).</p> <p>8.7.2 Control the printed document in SECPA using the system.</p>			
9. Check the document. 9.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF	<p>9.1 Release the documents to the client.</p> <p>9.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the</p>	None	5 minutes	<i>Releasing Officer, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i>

and indicate the date of receipt.	<p>printed name, signature and ID number.</p> <p>9.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>		<p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
TOTAL	PhP 155.00 per copy	One (1) Hour exclusive of Queueing Time	

3. Authentication of Marriage Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

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

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

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/Division	Civil Registration Services Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
I. Basic Requirements for all types of Requesters		
1. 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.		
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	
3. 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; Or at the CRS Appointment System	

<p>4. Photocopy of the Marriage Certificate issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy); or</p> <p>Civil Registry Form No. 3A (Marriage-available) of the transcription of Facts of Marriage from the Registry Book of Marriage issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy)</p>	<p>City/Municipal Civil Registry Office where the event has taken place and has been registered.</p>
<p>5. If the Authentication Request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit:</p> <p>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)</p>	<p>City Treasurer's Office</p>
<p>II. Additional Requirements by Type of Requester</p>	
<p>A. Principal (Spouses/Husband and Wife)</p>	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
B. Direct Descendant (Marital Children)	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
C. Guardian to his/her ward	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
D. Nearest of kin (Parents, Brother/Sister, Grandparent, Grandchildren), if both contracting parties are deceased	
1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
2. 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)	Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	

E. Authorized Representative	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Any of the contracting parties (husband or wife) authorizing the representative.</p> <p>Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>2. Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity 	<p>Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

Documents Poster with Bagong Pilipinas Logo	
<p>3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) 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; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) 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 /e-PhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) 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. 	Any of the contracting parties (husband or wife) authorizing the representative
F. Priority Clients	
F.1 Senior Citizen requesting for the authentication of his/her own marriage document and his/her parents	
<p>1. Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/e-PhilID (1 original)</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>

F.2 Physically Challenged Client/PWD requesting for the authentication of his/her own marriage document and his/her parents	
<p>1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
F.3 Pregnant Woman requesting for the authentication of her own marriage document and parents	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
C.4 Health and Emergency Frontline Service Provider requesting for the authentication of his/her own document, spouse and parents	
<p>1. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private</p>

by an official authority (1 original)	Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)			
C.5 Clients who are PhilID card/e-PhilID holders				
<p>1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original)</p> <p>Reminder:</p> <p>PhilID card/e-PhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.</p>	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 May opt to download the Application Form-Marriage Certificate (Pink Form) from the appointment website.</p> <p>Reminder:</p> <p>Application Form can be accomplished prior to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/e-PhilID and requesting for Authentication of own</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form-Marriage Certificate (Pink Form) is available for download.</p>	None	Variable	<i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

Marriage Certificate, or his/her parents, are allowed to transact in the outlet without an appointment.				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR):</p> <p>a.) Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <p>b.) CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the Authentication Request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> or <i>Outlet Manager</i>

<p>3. Get an Application Form- Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS</p>	<p>3.1 Ensure that the necessary AF-Marriage Certificate is made available at the AF dispenser.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Information Marshal, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i></p>
<p>4. Proceed to the screening area.</p> <p>4.1 Present the AF and the required documents to the Screener for completeness check.</p>	<p>4.1 Screen the certified photocopy of the Marriage Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Screener, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i></p>

	<p>client and request for a new valid ID.</p> <p>4.5 Return the certified photocopy of the Marriage Certificate issued by the LCRO, the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the payment of corresponding fees.</p>			
5. Get Queue Ticket Number (QTN).	<p>5.1 Ensure that QTN machine is functioning and is ready for distribution.</p>	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>6. Proceed to the application area.</p> <p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.</p> <p>6.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available transaction window.</p> <p>6.2 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.3 Present the QTN, AF and the required documents to the Encoder-Collecting Officer.</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.3 Receive and check the certified photocopy of the Marriage Certificate issued by the LCRO, the QTN, AF and other requirements.</p> <p>6.4 Encode into the system the QTN, the details of the requests, and scan and upload the certified photocopy of the Marriage Certificate issued by the LCRO to the generated transaction.</p> <p>6.5 Accept the corresponding payment</p>	<p><u>Total Fee:</u> PhP 155.00 per copy</p> <p><u>Breakdown:</u></p> <p><u>Processing Fee:</u> -PhP 125.00</p> <p><u>Documentary Stamp Tax</u> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash</p>	10 minutes	<p><i>Encoder-Collecting Officer,</i> <i>PSA Civil Registry System Outlet</i></p> <p><i>Team Leader,</i> <i>PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor,</i> <i>PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>

<p>6.4 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>and generate an Official Receipt (OR).</p> <p>6.6 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.7 Get the certified photocopy of the Marriage Certificate issued by the LCRO to be forwarded to the Releasing Officer.</p> <p>6.8 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 authenticated document.</p> <p>6.9 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.10 Instruct the Priority Client to wait for the release of the document.</p>	Mobile Application		
<p>7. Proceed to the Releasing Area and wait while the request is being processed.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>7.1 Get the transaction in the system.</p> <p>7.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct verification from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p>	None	15 minutes Reminder: Processing time maybe extended depending on the result of verification from the System.	<i>Request Service Officer, Primary Back Office / Secondary Back Office</i> <i>Team Leader, Primary Back Office / Secondary Back Office</i> <i>Supervisor, Primary Back Office / Secondary Back Office</i>

	<p>7.3 In the event that the document being requested for authentication is already available in the CRS Database, the application is treated as copy issuance.</p> <p>7.4 In case the document is not yet enrolled in the CRS Database, verify the specimen signature of the C/MCR (issuing officer) from the system.</p> <p>7.4.1 If the signature matches, approve the signature and notify the Outlet Supervisor to proceed with the Authentication.</p> <p>7.4.2 If the signature of the issuing officer from the LCRO failed the validation process, reject the signature and indicate the reason of rejection.</p>			or <i>Chief,</i> CRSD
8. Proceed to the Releasing Window. 8.1 Present the ORIGINAL OR and other requirements. For PhilID card/e-PhilID holders: 8.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the</p>	None	15 minutes	<i>Releasing Officer,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

<p>PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the Authentication request.</p> <p>8.5 If the document passed the Authentication process, inform the Outlet Supervisor that the Authentication Status is accepted, and stamp the certified photocopy of Marriage Certificate.</p> <p>8.5.1 Sign the certified photocopy of Marriage Certificate.</p>			
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	<p>8.5.2 Print the Negative Certification of Marriage in the Security Paper (Secpa), and the Negative Result Advisory.</p> <p>8.5.3 Control the printed document in SECPA using the system.</p> <p>8.6 If the specimen signature of the C/MCR (issuing officer) is failed in the validation, return the certified photocopy of Marriage Certificate.</p> <p>8.6.1 Print the Negative Certification of Marriage in the Security Paper (Secpa), and the Rejection Slip.</p> <p>8.6.2 Control the printed document in SECPA using the system.</p> <p>8.7 If the document is available in the CRS Database, return the certified photocopy of Marriage Certificate.</p> <p>8.7.1 Print the PSA copy of the Marriage Certificate in the Security Paper (Secpa).</p> <p>8.7.2 Control the printed document in SECPA using the system.</p>			
9. Check the document. 9.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF	<p>9.1 Release the documents to the client.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the</p>	None	5 minutes	<i>Releasing Officer, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i>

and indicate the date of receipt.	<p>printed name, signature and ID number.</p> <p>9.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			<p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
TOTAL		PhP 155.00 per copy	One (1) Hour exclusive of Queueing Time	

4. Copy Issuance of Birth Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

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

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/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. 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.	
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
4. If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as	City Treasurer's Office

proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	
II. Additional Requirements by Type of Requester	
A. Principal (Document Owner)	
<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
B. Authorized Representative	
<p>1. Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil</p>	<p>Document owner (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>2. Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>1) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;</p> <p>2) Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>3) 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</p>	<p>Document owner</p>

<p>letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /e-PhilID;</p> <p>4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
<p>C. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Biological or Legal Parent (Father/Mother) and Direct Descendant (Son/Daughter)</p>	
<p>1. Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

D. Immediate Family Member of the Document Owner in cases where the document owner whose document being requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)	
<p>1. Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter	Philippine Statistics Authority
E. Special Cases Clients	
E.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>

<p>following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client/guardian 	<p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>E.2 Mother of the non-marital unacknowledged child</p>	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>E.3 Father of the non-marital acknowledged child</p>	
<p>1. 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)</p> <p>Reminder:</p> <p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

E.4 Nearest of kin (Brothers/Sisters/ Grandparent/Grandchildren/Uncles/ Aunts) of a deceased person	
1. Duly notarized Affidavit of Kinship (1 original) stating that the requestor is the nearest surviving relative of the deceased.	Lawyer/Notary Public
2. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note:	
For complete list of valid IDs, refer to:	
<p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
F. Priority Clients	
F.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority

F.2 Physically Challenged Client/PWD requesting for his/her own document, spouse, parents and son/daughter	
1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (ID) Card/ e-PhilID (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
F.3 Pregnant Woman requesting for her own document, spouse, parents and son/daughter	
1. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
F.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own document, spouse, parents and son/daughter	
1. 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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
F.5 Clients who are PhilID card/e-PhilID holders	
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original) Reminder: PhilID card/e-PhilID 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.	Philippine Statistics Authority
F.6 First Time Jobseeker (RA 11261) Reminder: Request for a copy issuance of birth certificate cannot be delegated to a representative and can only be availed once	
1. Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer.
2. Oath of Undertaking executed by the First Time Jobseeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Jobseeker currently resides
3. 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) Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 May opt to download the Application Form-Birth Certificate (White Form) and from the appointment website.</p> <p>Reminder:</p> <p>Application Form can be accomplished prior to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/e-PhilID and requesting for copy of his/her own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form- Birth Certificate (White Form) is available for download.</p>	None	Variable	<i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR):</p> <ul style="list-style-type: none"> a.) 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. b.) CRS Appointment Slip bearing the name of the AR. <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i></p> <p>or <i>Outlet Manager</i></p>
<p>3. Get an Application Form- Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>3.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.</p>	None	3 minutes	<p><i>Information Marshal,</i> <i>PSA Civil Registry System Outlet</i></p> <p><i>Team Leader,</i></p>

				PSA Civil Registry System Outlet <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
4. Proceed to the screening area. 4.1 Present the AF and the required documents to the Screener for completeness check.	<p>4.1 Screen the AF and the requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting Officer prior to the</p>	None	10 minutes	<p>Screener PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

First Time Jobseeker , proceed to the Public Assistance and Complaints Desk (PACD)	<p>payment of corresponding fees.</p> <p>For first time Jobseeker:</p> <p>4.6 Stamp the submitted requirements as officially "Received by" PSA. Endorse the First Time Jobseeker to the PACD.</p> <p>4.7 Accept the requirements and indicate therein the date of receipt and collect them. Attach requirements to the AF and label it as "<i>Pro-Bono</i>."</p> <p>4.8 Record the request in the logbook for control and reporting purposes.</p>			<p><i>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
6. Proceed to the application area. a.) Priority Clients to proceed to the Priority Lane. b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane. 6.1 If opted for the request be encoded using the Self-Servicing Kiosk (SSK), proceed to the SSK area.	6.1 Ensure that the QMS Public Digital Display is functional. 6.2 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip. 6.3 Ensure Encoder-Collecting Officer is available to accept cashless payment. 6.4 Receive and check the QTN, AF/	<u>Total Fee:</u> PhP 155.00 per copy <u>Breakdown:</u> <u>Processing Fee:</u> -PhP 125.00 <u>Documentary Stamp Tax</u> -PhP 30.00	10 minutes	<p><i>Encoder-Collecting Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>

<p>6.1.1 Encode QTN and the complete details of the request and print the transaction slip.</p> <p>6.1.2 Return to the application area and proceed to the transaction window.</p> <p>6.2 If opted for the request be encoded by at the transacting window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>transaction slip and the requirements.</p> <p>6.5 Encode into the system the QTN and the details of the requests.</p> <p>6.6 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.7 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF/transaction slip, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.8 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>6.9 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For first time Jobseeker:</p> <ul style="list-style-type: none"> a.) Remind him/her that he/she can avail of the free copy issuance of his/her birth from the PSA only once. b.) Issue a claim stub to First Time Jobseeker and Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area <p>For Priority Clients:</p>	<p><u>GCash convenience service fee:</u></p> <p>PhP 10.00 per payment made via Gcash Mobile Application</p>		
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	6.10 Instruct the Priority Client to wait for the release of the document.			
7. Proceed to the Releasing Area and wait while the request is being processed. 7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	<p>7.1 Get the transaction in the system.</p> <p>7.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct verification from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>7.2.1 In case that the requested copy of the Birth Certificate is available in the CRS Database, submit the document for release.</p> <p>7.2.2 In case that the requested copy of the Birth Certificate is not available in the CRS Database after thorough verification, generate a Negative Certification of Birth with Negative Result Advisory.</p> <p>7.2.3 In case that the requested copy of the Birth Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>7.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on</p>	None	<p>15 minutes</p> <p>Reminder: Processing time maybe extended depending on the result of verification from the System.</p>	<p><i>Request Service Officer,</i> Primary Back Office / Secondary Back Office</p> <p><i>Team Leader,</i> Primary Back Office / Secondary Back Office</p> <p><i>Supervisor,</i> Primary Back Office / Secondary Back Office</p> <p>or <i>Chief,</i> CRSD</p>

	the availability of the document for release.			
8. Proceed to the Releasing Window. 8.1 Present the ORIGINAL OR and other requirements. For PhilID card/e-PhilID holders: 8.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/ e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p>	None	15 minutes	<p><i>Releasing Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>

First Time Jobseeker present claim stub	<p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the Copy Issuance Birth request.</p> <p>8.5 If the processed request yielded positive result, print the PSA copy of the Birth Certificate.</p> <p>8.5.1 Print the Birth Certificate in the Security Paper (Secpa).</p> <p>8.5.2 Control the printed document in SECPA using the system.</p> <p>8.6 If the processed request yielded negative result, print the Negative Certification of Birth in SECPA, and Negative Result Advisory.</p> <p>8.6.1 Control the printed document in SECPA using the system.</p> <p>8.7 If processed request yielded manual verification result, print Manual Verification Advisory.</p> <p>For first time Jobseeker:</p> <p>8.8 Reflect result of verification on the logbook/excel file.</p>			
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	8.9 Ensure that the ID and claim stub is presented/ submitted by the first time Jobseeker.			
9. Check the document. 9.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	<p>9.1 Release the documents to the client.</p> <p>9.1.1 For negative result of request, advise the client to request an endorsement of his/her Birth Certificate from the Local Civil Registry Office (LCRO) where the Birth was registered to PSA.</p> <p>9.1.2 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>9.1.3 In case the image of the birth document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p>Reminder:</p> <p>a.) The client must be given an option for a clearer copy of the birth document through re-scanning of the image.</p> <p>9.1.4 If the client agreed to have the requested birth document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p>	None	5 minutes	<i>Releasing Officer, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

First Time Jobseeker sign in the control logbook	<p>9.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>9.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slips.</p> <p>For first time Jobseeker:</p> <p>9.6 Require the First Time Jobseeker to sign in the control logbook.</p>			
	TOTAL	PhP 155.00 per copy	One (1) Hour exclusive of Queueing Time	

Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN

2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

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

SITUATION	ACTION	LOCATION	REMARKS
<p>1. Copy of birth record from the CRS Database have extra or excess page(s) as follows:</p> <p>a.) Foot print of the child b.) Photo of the document owner c.) Marriage Contract of parents d.) A record stamp with LCRs signature e.) Other attachments with foreign languages</p>	<p>1. The copy of the birth record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop down list and type the specific reason, click "SUSPEND" and click "OK"; or</p> <p>1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <p>- Image ID No.</p>	Help Desk Officer Unisys Managed Services Corp.,	

	<ul style="list-style-type: none"> - Transaction Number - Complete details of the request - Description of the problem <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>1.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.8 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.9 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.10 Outlet's Releasing Officer to print the image in CRS Security Paper (SECPA).</p>	Civil Register Management Division (CRMD)	
2. PBO/SBO RSO after logging the details based on the	2. The mismatched image should not be printed.		

<p>transaction details, found another image of the birth record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type “mismatched image”, click “SUSPEND” and click “OK”; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>2.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.</p> <p>2.5 PBO/SBO TL to notify the Outlet’s TL and OS on the situation.</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp</p>	
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	<p>2.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.7 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.9 Outlet's Releasing Officer to print the image in CRS Security Paper (SECPA).</p>	Civil Register Management Division (CRMD)	
3. Image of the birth record from the CRS Database is defective/damaged.	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click "SUSPEND" and then click "OK"; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem 	<i>Help Desk Officer</i> Unisys Managed Services Corp	

	<p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.8 PBO/SBO to issue the document in the system.</p>	Civil Register Management Division (CRMD)	
4. Image of the birth record from the CRS Database is corrupted or decrypted (error in viewing the image).	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request 	<i>Help Desk Officer</i> Unisys Managed Services Corp.	

	<ul style="list-style-type: none"> - Description of the problem <p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p> <p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction</p> <p>4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.5 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.8 PBO/SBO to issue the document in the system.</p> <p>4.9 Outlet's Releasing Officer to print the image in CRS Security Paper (SECPA).</p>	Civil Register Management Division (CRMD)	
5. Image of the birth document from the CRS Database is	5. Blurred copies of document/s from the CRS database will		

blurred (or with unreadable entries)	<p>still be made available to the clients.</p> <p>5.1 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet.</p> <p>5.2 The Releasing Officer/ Care Officer will create a transaction for rework.</p> <p>5.3 The RSO to tag the transaction as MV for processing of backend units.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	Civil Register Management Division	
6. Verification from the CRS Database yielded a negative result but with Vital Event Information or not yet loaded in the CRS Database.	<p>6. In the event that the RSO verification yielded a negative result but with Vital Event Information, the RSO tag the transaction to Manual Verification.</p> <p>6.1 Document is for pull-out from the Archive for scanning and other related processes.</p> <p>6.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the</p>	Civil Register Management Division (CRMD)	

	document for release.		
7. Issued document has incomplete/incorrect annotation	<p>7. In the event that the document issued to the client has incomplete/incorrect annotation, a request for Rework will be created.</p> <p>7.1 Releasing Officer/Care Officer will endorse to the backend unit for creation of transaction for rework and reschedule the date of release.</p> <p>7.2 Backend units to reprocess the annotation request.</p> <p>7.3 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document.</p>	Civil Register Management Division (CRMD)	
TOTAL	Seven (7) Working Days		

5. Copy Issuance of Death Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

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

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/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. 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
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) –Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
4. If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: 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
II. Additional Requirements by Type of Requester	

A. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	
<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter	Philippine Statistics Authority
B. Special Cases Clients	
B.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)	
<p>1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	Lawyer/Notary Public
<p>2. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
<p>B.2 Guardian of the deceased person, below 18 years old (minor)</p>	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client/guardian 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>B.3 Mother of the non-marital unacknowledged child</p>	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>B.4 Father of the non-marital acknowledged child</p>	
<p>1. 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)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Reminder:</p> <p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
C. Priority Clients	
C.1 Senior Citizen requesting for the death certificate of his/her spouse, parent and son/daughter	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
C.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter	
1. 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 (ID) Card/ e-PhilID (1 original)	Philippine Statistics Authority
C.3 Pregnant Woman requesting for the death certificate of her own spouse, parents and son/daughter	
1. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
C.4 Health and Emergency Frontline Service Provider requesting for a copy of document of spouse, parents and son/daughter	
1. 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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
C.5 Clients who are PhilID card/e-PhilID	

holders				
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Reminder:</p> <p>PhilID card/e-PhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.</p> <p>Reminder:</p> <p>Application Form can be accomplished prior to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/ e-PhilID and requesting for copy of Death Certificate of his/her immediate family members (spouse, children, and parents) are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form-Death Certificate (Yellow Form) is available for download.</p>	None	Variable	<i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>2.1 If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>
<p>3. Get an Application Form- Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS</p>	<p>3.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser</p>	None	3 minutes	<p><i>Information Marshal,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>
<p>4. Proceed to the screening area.</p> <p>4.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>4.1 Screen the AF and the requirements.</p> <p>For PhilID card/ e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID</p>	None	10 minutes	<p><i>Screener</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p>

	<p>Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting prior to the payment of corresponding fees.</p>			or <i>Outlet Manager</i>
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> or <i>Outlet Manager</i>
6. Proceed to the application area. a.) Priority Clients to proceed to the Priority Lane. b.) Clients with PhilID card/e-PhilID to	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p>	<u>Total Fee:</u> PhP 155.00 per copy <u>Breakdown:</u>	10 minutes	<i>Encoder-Collecting Officer,</i> <i>PSA Civil Registry System Outlet</i> <i>Team Leader,</i> <i>PSA Civil Registry System Outlet</i>

<p>proceed to the Priority Lane/ Special Lane.</p> <p>6.1 If opted for the request be encoded using the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>6.1.1 Encode QTN and the complete details of the request and print the transaction slip.</p> <p>6.1.2 Return to the application area and proceed to the transaction window.</p> <p>6.2 If opted for the request be encoded by at the transacting window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <p>a.) Check the details in the issued Official Receipt (OR).</p> <p>b.) Make sure to count the change before leaving the counter.</p>	<p>6.3 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.4 Receive and check the QTN, AF/ transaction slip and the requirements.</p> <p>6.5 Encode into the system the QTN and the details of the requests.</p> <p>6.6 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.7 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF/ transaction slip, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.8 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>6.9 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.10 Instruct the Priority Client to wait for the release of the document.</p>	<p><u>Processing Fee:</u> -PhP 125.00</p> <p><u>Documentary Stamp Tax</u> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application</p>		<p>Outlet Supervisor, PSA Civil Registry System Outlet</p> <p>or</p> <p>Outlet Manager</p>
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7. Proceed to the Releasing Area and wait while the request is being processed. 7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	7.1 Get the transaction in the system. 7.2 Verify from the CRS database the request/s on the basis of the details that has been encoded. Conduct verification from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021. 7.2.1 In case that the requested copy of the Death Certificate is available in the CRS Database, submit the document for release. 7.2.2 In case that the requested copy of the Death Certificate is not available in the CRS Database after thorough verification, generate a Negative Certification of Death with Negative Result Advisory. 7.2.3 In case that the requested copy of the 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. 7.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.	None	15 minutes Reminder: Processing time maybe extended depending on the result of verification from the System.	<i>Request Service Officer,</i> Primary Back Office / Secondary Back Office <i>Team Leader,</i> Primary Back Office / Secondary Back Office <i>Supervisor,</i> Primary Back Office / Secondary Back Office or <i>Chief,</i> CRSD
8. Proceed to the Releasing Window.	8.1 Require the client to present/ submit the	None	15 minutes	<i>Releasing Officer,</i>

<p>8.1 Present the ORIGINAL OR and other requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.</p>	<p>requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/ e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p>		<p>PSA Civil Registry System Outlet</p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p><i>or</i></p> <p><i>Outlet Manager</i></p>
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	<p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the Copy Issuance Death request.</p> <p>8.5 If the processed request yielded positive result, print the PSA copy of the Death Certificate.</p> <p>8.5.1 Print the Death Certificate in the Security Paper (Secpa).</p> <p>8.5.2 Control the printed document in SECPA using the system.</p> <p>8.6 If the processed request yielded negative result, print the Negative Certification of Death in SECPA, and Negative Result Advisory.</p> <p>8.6.1 Control the printed document in SECPA using the system.</p> <p>8.7 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
9. Check the document. 9.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.	<p>9.1 Release the documents to the client.</p> <p>9.1.1 For negative result of request, advise the client to request an endorsement of Death Certificate from the Local Civil Registry Office (LCRO) where the Death was registered to PSA.</p>	None	5 minutes	<p><i>Releasing Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p>

	<p>9.1.2 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>9.1.3 In case the image of the death document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p>Reminder:</p> <p>a.) The client must be given an option for a clearer copy of the death document through re-scanning of the image.</p> <p>9.1.4 If the client agreed to have the requested Death document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p>			<i>Outlet Manager</i>
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	9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.			
TOTAL		PhP 155.00 per copy	One (1) Hour exclusive of Queueing Time	

Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN
2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

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

SITUATION	ACTION	LOCATION	REMARKS
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<p>1. Copy of death record from the CRS Database have extra or excess page(s).</p>	<p>1. The copy of the death record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV). To suspend the transaction, choose others in the drop down list and type the specific reason, click “SUSPEND” and click “OK”; or</p> <p>1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp.,</p>	
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	<p>1.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.8 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.9 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.10 Outlet's Releasing Officer to print the image in CRS Security Paper (SECPA).</p>	Civil Register Management Division (CRMD)	
2. PBO/SBO RSO after logging the details based on the transaction details, found another image of the death record from the CRS Database even with the correct index details (mismatched Image)	<p>2. The mismatched image should not be printed.</p> <p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type "mismatched image", click "SUSPEND" and click "OK"; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem 	<i>Help Desk Officer</i> Unisys Managed Services Corp	

	<p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>2.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.</p> <p>2.5 PBO/SBO TL to notify the Outlet's TL and OS on the situation.</p> <p>2.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.7 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.9 Outlet's Releasing Officer to print the image in CRS Security Paper (SECPA).</p>	Civil Register Management Division (CRMD)	
3. Image of the death record from the CRS Database is defective/damaged.	3. The inverted/defective image should not be printed.		

	<p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click "SUSPEND" and then click "OK"; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp</p>	
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	<p>3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.8 PBO/SBO to issue the document in the system.</p>		
4. Image of the death record from the CRS Database is corrupted or decrypted (error in viewing the image).	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p> <p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction</p> <p>4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.5 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p>	<i>Help Desk Officer</i> Unisys Managed Services Corp.	

	<p>4.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.8 PBO/SBO to issue the document in the system.</p> <p>4.9 Outlet's Releasing Officer to print the image in CRS Security Paper (SECPA).</p>	Civil Register Management Division (CRMD)	
5. Image of the death document from the CRS Database is blurred (or with unreadable entries)	<p>5. Blurred copies of document/s from the CRS database will still be made available to the clients.</p> <p>5.1 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet.</p> <p>5.2 The Releasing Officer/ Care Officer will create a transaction for rework.</p> <p>5.3 The RSO to tag the transaction as MV for processing of backend units.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p>	Civil Register Management Division	

	5.5 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.		
6. Verification from the CRS Database yielded a negative result but with Vital Event Information or not yet loaded in the CRS Database.	<p>6. In the event that the RSO verification yielded a negative result but with Vital Event Information, the RSO tag the transaction to Manual Verification.</p> <p>6.1 Document is for pull-out from the Archive for scanning and other related processes.</p> <p>6.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	Civil Register Management Division (CRMD)	
7. Issued document has incomplete/incorrect annotation	<p>7. In the event that the document issued to the client has incomplete/incorrect annotation, a request for Rework will be created.</p> <p>7.1 Releasing Officer/Care Officer will endorse to the backend unit for creation of transaction for rework and reschedule the date of release.</p> <p>7.2 Backend units to reprocess the annotation request.</p> <p>7.3 Client to wait for the Short Messaging Service (SMS)</p>	Civil Register Management Division (CRMD)	

	notification on the availability of the document.		
TOTAL	Seven (7) Working Days		

6. Copy Issuance of Marriage Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

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

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/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. 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.	
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. 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; Or at the CRS Appointment System
4. If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as	City Treasurer's Office

proof of payment of the LGU Add-on Fee as per City Ordinance (1 copy)	
II. Additional Requirements by Type of Requester	
A. Principal (Spouses/Husband and Wife)	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
B. Direct Descendant (Marital Children)	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>C. Guardian to his/her ward</p> <p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>D. Nearest of kin (Parents, Brother/Sister, Grandparent, Grandchildren), if both contracting parties are deceased</p> <p>1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	<p>Lawyer/Notary Public</p>

<p>2. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>E. Authorized Representative</p> <p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and 	<p>Any of the contracting parties (husband or wife) authorizing the representative.</p> <p>Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>2. Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) 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; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) 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 /e-PhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific 	<p>Any of the contracting parties (husband or wife) authorizing the representative</p>

<p>civil registry document/certification from the PSA is specifically indicated;</p> <p>5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
F. Priority Clients	
F.1 Senior Citizen requesting for his/her own marriage document and his/her parents	
<p>1. Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/e-PhilID (1 original)</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
F.2 Physically Challenged Client/PWD requesting for his/her marriage document and his/her parents	
<p>1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
F.3 Pregnant Woman requesting for her own marriage document and her parents	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>F.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own marriage document and his/her parents</p>	
<p>1. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)</p>
<p>F.5 Clients who are PhilID card/e-PhilID holders</p>	
<p>1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original)</p> <p>Reminder:</p> <p>PhilID card/e-PhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.</p>	<p>Philippine Statistics Authority</p>
<p>F.6 First Time Jobseeker (RA 11261)</p> <p>Reminder:</p>	

<p>Request for a copy issuance of marriage certificate cannot be delegated to a representative and can only be availed once</p>				
<p>1. Duly signed Barangay Certification from his/her place of residence (1 original)</p>		Punong barangay or his/her authorized officer.		
<p>2. Oath of Undertaking executed by the First Time Jobseeker (1 original and 1 photocopy)</p>		Office of the Barangay where the First Time Jobseeker currently resides		
<p>3. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)		
<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 May opt to download the Application Form-Marriage Certificate</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form-Marriage Certificate</p>	None	Variable	<i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

<p>(Pink Form) from the appointment website.</p> <p>Reminder:</p> <p>Application Form can be accomplished prior to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/e-PhilID and requesting for copy of his/her own marriage document and his/her parents, are allowed to transact in the outlet without an appointment.</p>	<p>(Pink Form) is available for download.</p>			
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR):</p> <p>a.) Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <p>b.) CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the request for Copy Issuance of civil</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor PSA Civil Registry System Outlet</i></p> <p><i>or</i></p> <p><i>Outlet Manager</i></p>

<p>registry document will be availed at the PSA Civil Registry System Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>				
<p>3. Get an Application Form- Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS</p>	<p>3.1 Ensure that the necessary AF-Marriage Certificate is made available at the AF dispenser.</p>	None	3 minutes	<p><i>Information Marshal, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i></p>
<p>4. Proceed to the screening area.</p> <p>4.1 Present the AF and the required documents to the Screener for completeness check.</p>	<p>4.1 Screen the AF and the requirements. For PhilID card/e-PhilID holders: 4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check. 4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication</p>	None	10 minutes	<p><i>Screener, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i></p>

First Time Jobseeker , proceed to the Public Assistance and Complaints Desk (PACD)	Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window. 4.3 Return the validated PhilID card/e-PhilID to the client. 4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID. 4.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting Officer prior to the payment of corresponding fees.			
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<i>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

				or <i>Outlet Manager</i>
<p>6. Proceed to the application area.</p> <p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.</p> <p>6.1 If opted for the request be encoded using the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>6.1.1 Encode QTN and the complete details of the request and print the transaction slip.</p> <p>6.1.2 Return to the application area and proceed to the transaction window.</p> <p>6.2 If opted for the request be encoded by at the transacting window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p> <p>6.3 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.4 Receive and check the QTN, AF/ transaction slip and the requirements.</p> <p>6.5 Encode into the system the QTN and the details of the requests.</p> <p>6.6 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.7 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF/ transaction slip, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.8 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 authenticated document.</p> <p>6.9 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p>	<p><u>Total Fee:</u> PhP 155.00 per copy</p> <p><u>Breakdown:</u></p> <p><u>Processing Fee:</u> -PhP 125.00</p> <p><u>Documentary Stamp Tax</u> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application</p>	<p>10 minutes</p>	<i>Encoder-Collecting Officer, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> or <i>Outlet Manager</i>

<p>online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>For first time Jobseeker:</p> <ul style="list-style-type: none"> a.) Remind him/her that he/she can avail of the free copy issuance of his/her marriage from the PSA only once. b.) Issue a claim stub to First Time Jobseeker and Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area <p>For Priority Clients:</p> <p>6.10 Instruct the Priority Client to wait for the release of the document.</p>	<p>Pursuant to RA 11261, the issuance of one (1) copy of the marriage certificate for a first time Jobseeker is to be issued for FREE</p>		
<p>7. Proceed to the Releasing Area and wait while the request is being processed.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>7.1 Get the transaction in the system.</p> <p>7.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct verification from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>7.2.1 In case that the requested copy of the Marriage Certificate is available in the CRS Database, submit the document for release.</p> <p>7.2.2 In case that the requested copy of the Marriage Certificate is not available in the CRS Database after thorough verification, generate a Negative Certification of Marriage</p>	<p>None</p>	<p>15 minutes</p> <p>Reminder:</p> <p>Processing time maybe extended depending on the result of verification from the System.</p>	<p><i>Request Service Officer, Primary Back Office / Secondary Back Office</i></p> <p><i>Team Leader, Primary Back Office / Secondary Back Office</i></p> <p><i>Supervisor, Primary Back Office / Secondary Back Office</i></p> <p><i>or Chief, CRSD</i></p>

	<p>with Negative Result Advisory.</p> <p>7.2.3 In case that the requested copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>7.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>			
8. Proceed to the Releasing Window. 8.1 Present the ORIGINAL OR and other requirements. For PhilID card/ e-PhilID holders: 8.2 For PhilID card/ e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/ e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the</p>	None	15 minutes	<i>Releasing Officer, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

	<p>client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the Copy Issuance Marriage request.</p> <p>8.5 If the processed request yielded positive result, print the PSA copy of the Marriage Certificate.</p> <p>8.5.1 Print the Marriage Certificate in the Security Paper (Secpa).</p> <p>8.5.2 Control the printed document in SECPA using the system.</p> <p>8.6 If the processed request yielded negative result, print the Negative Certification of Marriage in SECPA, and Negative Result Advisory.</p>		
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First Time Jobseeker present claim stub	<p>8.6.1 Control the printed document in SECPA using the system.</p> <p>8.7 If processed request yielded manual verification result, print Manual Verification Advisory.</p> <p>For first time Jobseeker:</p> <p>8.8 Reflect result of verification on the logbook/excel file.</p> <p>8.9 Ensure that the ID and claim stub is presented/ submitted by the first time Jobseeker.</p>			
<p>9. Check the document.</p> <p>9.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>9.1 Release the documents to the client.</p> <p>9.1.1 For negative result of request, advise the client to request an endorsement of his/her Marriage Certificate from the Local Civil Registry Office (LCRO) where the Marriage was registered to PSA.</p> <p>9.1.2 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>9.1.3 In case the image of the marriage document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p>Reminder:</p>	None	5 minutes	<p><i>Releasing Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>

First Time Jobseeker sign in the control logbook	<p>a.) The client must be given an option for a clearer copy of the marriage document through re-scanning of the image.</p> <p>9.1.4 If the client agreed to have the requested marriage document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slips.</p> <p>For first time Jobseeker:</p> <p>9.6 Require the First Time Jobseeker to sign in the control logbook.</p>			
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TOTAL	PhP 155.00 per copy	One (1) Hour exclusive of Queueing Time
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Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN
2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

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

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of marriage record from the CRS Database have extra or excess page(s).	1. The copy of the marriage record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 First option: the PBO/SBO RSO to tag the transaction		

	<p>as Manual Verification (MV); to suspend the transaction, choose others in the drop down list and type the specific reason, click “SUSPEND” and click “OK”; or</p> <p>1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>1.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.8 Document is for pull-out from the Archive for</p>	<p>Help Desk Officer Unisys Managed Services Corp.,</p>	
		Civil Register Management Division (CRMD)	

	<p>re-scanning and other related processes.</p> <p>1.9 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.10 Outlet's Releasing Officer to print the image in CRS Security Paper (SECPA).</p>		
2. RSO after logging the details based on the application form, found another image of the marriage record from the CRS Database even with the correct index details (mismatched Image)	<p>2. The mismatched image should not be printed.</p> <p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type "mismatched image", click "SUSPEND" and click "OK"; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>2.4 PBO/SBO RSO to wait for the notification from the</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp</p>	

	<p>HDO if the image is okay and ready for process.</p> <p>2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.</p> <p>2.5 PBO/SBO TL to notify the Outlet's TL and OS on the situation.</p> <p>2.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.7 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.9 Outlet's Releasing Officer to print the image in CRS Security Paper (SECPA).</p>	Civil Register Management Division (CRMD)	
3. Image of the marriage record from the CRS Database is defective/damaged.	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click</p>		

	<p>“SUSPEND” and then click “OK”; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.8 PBO/SBO to issue the document in the system.</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp</p> <p>Civil Register Management Division (CRMD)</p>	
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4. Image of the marriage record from the CRS Database is corrupted or decrypted (error in viewing the image).	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p> <p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction</p> <p>4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.5 Outlet's TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p>	<i>Help Desk Officer</i> Unisys Managed Services Corp.	<i>Civil Register Management Division (CRMD)</i>

	<p>4.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.8 PBO/SBO to issue the document in the system.</p> <p>4.9 Outlet's Releasing Officer to print the image in CRS Security Paper (SECPA).</p>		
5. Image of the marriage document from the CRS Database is blurred (or with unreadable entries)	<p>5. Blurred copies of document/s from the CRS database will still be made available to the clients.</p> <p>5.1 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet.</p> <p>5.2 The Releasing Officer/ Care Officer will create a transaction for rework.</p> <p>5.3 The RSO to tag the transaction as MV for processing of backend units.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	Civil Register Management Division	

<p>6. Verification from the CRS Database yielded a negative result but with Vital Event Information or not yet loaded in the CRS Database.</p>	<p>6. In the event that the RSO verification yielded a negative result but with Vital Event Information, the RSO tag the transaction to Manual Verification.</p> <p>6.1 Document is for pull-out from the Archive for scanning and other related processes.</p> <p>6.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	<p>Civil Register Management Division (CRMD)</p>	
<p>7. Issued document has incomplete/incorrect annotation</p>	<p>7. In the event that the document issued to the client has incomplete/incorrect annotation, a request for Rework will be created.</p> <p>7.1 Releasing Officer/Care Officer will endorse to the backend unit for creation of transaction for rework and reschedule the date of release.</p> <p>7.2 Backend units to reprocess the annotation request.</p> <p>7.3 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document.</p>	<p>Civil Register Management Division (CRMD)</p>	
TOTAL	Seven (7) Working Days		

7. Issuance of Certificate of No Marriage/Advisory on Marriages at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

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

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/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) – Certificate of No Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
4. If the request for CENOMAR will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as	City Treasurer's Office

proof of payment of the LGU Add-on Fee as per City Ordinance (1 copy)	
II. Additional Requirements by Type of Requester	
A. Principal (Document Owner)	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
B. Spouse (Husband/Wife)	
<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
C. Direct Descendant (Marital Children)	
<p>1. 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)</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
D. Guardian to his/her ward	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
<p>E. Authorized Representative</p> <p>1. Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	Document owner (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>2. Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT,</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities.

<p>SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>(i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ul style="list-style-type: none"> 1) 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; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) 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 /e-PhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization 	<p>Document owner</p>

letter must be identical to the valid ID of the document owner and the authorized person.	
F. Special Cases	
F.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client as Guardian <p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p> <p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

F.2 Nearest of kin (Parents, Brother/Sister, Grandparent, Grandchildren) of the deceased document owner	
1. Duly notarized Affidavit of Kinship (1 original) stating that the requestor is the nearest surviving relative of the deceased.	Lawyer/Notary Public
2. 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)	Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note:	
For complete list of valid IDs, refer to:	
a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and	
b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
G. Priority Clients	
G.1 Senior Citizen requesting for his/her own CENOMAR, his/her spouse, and his/her parents	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
G.2 Physically Challenged Client/PWD requesting for his/her own CENOMAR,	

his/her spouse, and his/her parents	
1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (ID) Card/ e-PhilID (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
G.3 Pregnant Woman requesting for his/her own CENOMAR, his/her spouse, and his/her parents	
1. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
G.4 Health and Emergency Frontline Service Provider requesting for his/her own CENOMAR, his/her spouse, and his/her parents	
1. 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 government agencies (e.g. police and

		military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)		
G.5 Clients who are PhilID card/e-PhilID holders				
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original) Reminder: PhilID card/e-PhilID holders are allowed to request for his/her own document, his/her spouse, and his/her parents	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 May opt to download the Application Form – Certificate of No Marriage (Green Form) from the appointment website. Reminder: Application Form can be accomplished prior to scheduled date of appointment. 1.2 Go to the CRS Outlet on the actual date and time of appointment. Reminder: Clients with PhilID/e-PhilID and requesting for his/her own CENOMAR, his/her spouse, and his/her parents, are allowed to transact in	1.1 CRS Appointment System sends out appointment confirmation to the client email address. 1.2 Ensure that the Application Form – Certificate of No Marriage (Green Form) are available for download.	None	Variable	<i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

the outlet without an appointment.				
2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID. Reminder: For Authorized Representative (AR): a.) 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. b.) 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 System Outlet located at 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: a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
3. Get an Application Form- Certificate of No Marriage (Green Form) from the AF	3.1 Ensure that the necessary AF-CENOMAR is made	None	3 minutes	<i>Information Marshal,</i> PSA Civil Registry System Outlet

dispenser and fill-out the required information in PRINTED LETTERS.	available at the AF dispenser.			<i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
4. Proceed to the screening area. 4.1 Present the AF and the required documents to the Screener for completeness check.	4.1 Screen the AF and the requirements. For PhilID card/e-PhilID holders: 4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check. 4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window. 4.3 Return the validated PhilID card/e-PhilID to the client. 4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID. 4.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the	None	10 minutes	<i>Screener</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

	Encoder-Collecting Officer prior to the payment of corresponding fees.			
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
6. Proceed to the application area. a.) Priority Clients to proceed to the Priority Lane. b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane. 6.1 If opted for the request be encoded using the Self-Servicing Kiosk (SSK), proceed to the SSK area. 6.1.1 Encode QTN and the complete details of the request and print the transaction slip. 6.1.2 Return to the application area and proceed to the transaction window. 6.2 If opted for the request be encoded by at the transacting window, wait for the QTN to be shown in the QMS Public Digital Display. 6.3 Determine the mode of payment of	6.1 Ensure that the QMS Public Digital Display is functional. 6.2 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip. 6.3 Ensure Encoder-Collecting Officer is available to accept cashless payment. 6.4 Receive and check the QTN, AF/ transaction slip and the requirements. 6.5 Encode into the system the QTN and the details of the requests. 6.6 Accept the corresponding payment and generate an Official Receipt (OR). 6.7 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF/ transaction slip, and the ID(s) and/or authorization letter/SPA/Affidavit.	<u>Total Fee:</u> PhP 210.00 per copy <u>Breakdown:</u> <u>Processing Fee:</u> -PhP 180.00 <u>Documentary Stamp Tax</u> -PhP 30.00 <u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application	10 minutes	<i>Encoder-Collecting Officer,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

<p>the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>6.8 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 authenticated document.</p> <p>6.9 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.10 Instruct the Priority Client to wait for the release of the document.</p>			
<p>7. Proceed to the Releasing Area and wait while the request is being processed.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>7.1 Get the transaction in the system.</p> <p>7.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct verification from the System pursuant to the issued PSA Office Memorandum No. 2021-64 dated 01 March 2021 about the document owner as both as male and as female.</p> <p>7.2.1 If there is no record of Marriage in the CRS Database, generate the Certificate of No Marriage (CENOMAR) for release.</p>	None	<p>7 hours and 15 minutes</p> <p>Reminder:</p> <p>Processing time maybe extended depending on the result of verification from the System.</p>	<p><i>Request Service Officer, Primary Back Office / Secondary Back Office</i></p> <p><i>Team Leader, Primary Back Office / Secondary Back Office</i></p> <p><i>Supervisor, Primary Back Office / Secondary Back Office</i></p> <p><i>or Chief, CRSD</i></p>

	<p>7.2.2 In case that the client has a record of Marriage in the CRS Database, instead of the CENOMAR, the document to be generated is the Advisory on Marriages.</p> <p>7.2.3 In case that the copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>7.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>			
<p>8. Proceed to the Releasing Window.</p> <p>8.1 Present the ORIGINAL OR and other requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.</p>	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.</p>	None	15 minutes	<p><i>Releasing Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>

	<p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the CENOMAR request.</p> <p>8.5 If the processed request yielded positive result, print the Advisory on Marriages.</p> <p>8.5.1 Print the Advisory on Marriages in the Security Paper (Secpa).</p> <p>8.5.2 Control the printed document in SECPA using the system.</p> <p>8.6 In case that the processed request yielded a negative record of Marriage in the CRS Database,</p>			
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	<p>print the CENOMAR in SECPA.</p> <p>8.6.1 Control the printed document in SECPA using the system.</p> <p>8.7 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
9. Check the document. 9.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	<p>9.1 Release the documents to the client.</p> <p>9.1.1 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slips.</p>	None	5 minutes	<p><i>Releasing Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>

TOTAL	PhP 210.00 per copy	Eight (8) hours/ One (1) working day exclusive of queueing time.
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Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN
2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

CENOMAR request that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. CENOMAR request but with certificate of divorce filed thru Sharia' Court that is not annotated in the concerned Certificate of Marriage.	1. To issue Advisory on Marriage/s. 1.1 PBO/SBO RSO to tag the transaction as Manual Verification (MV); suspend the transaction, choose others in the drop		

	<p>down list and type “Document Sub-type, divorce obtain thru Sharia’ Court”, click “SUSPEND” and click “OK”;</p> <p>1.2 Once Tag as MV, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.3 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.4 Once acted by the Back-end Unit, the transaction number will queue up to the civil registry system processing queue.</p> <p>1.5 PBO/SBO RSO to get the transaction, for processing.</p> <p>1.6 Outlet’s Releaser to print the image in CRS Security Paper (SECPA).</p>	Civil Register Management Division (CRMD)	
TOTAL	Seven (7) Working Days		

8. Issuance of Certificate of No Death/ Advisory on Deaths at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), an individual is provided with a Certification as to whether a record(s) of death (Advisory on Deaths) is/are enrolled and is/are available in the Civil Registry System (CRS) database or there is none (CENODEATH).

Office/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. 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
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) – Certificate of No Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
4. If the request for CENODEATH will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: 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
II. Additional Requirements by Type of Requester	
A. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	

<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter</p>	<p>Philippine Statistics Authority</p>
B. Special Cases Clients	
B.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)	
<p>1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	<p>Lawyer/Notary Public</p>
<p>2. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>a) PSA Office Memorandum No.</p>	

<p>2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>B.2 Guardian of the deceased person, below 18 years old (minor)</p>	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>a) Barangay Certification that the minor is in the custody of the client/guardian (1 original)</p> <p>b) School ID/Report Card of the minor that indicate the name of the client as Guardian</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>B.3 Mother of the non-marital unacknowledged child</p> <p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>B.4 Father of the non-marital acknowledged child</p> <p>1. 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)</p> <p>Reminder:</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
C. Priority Clients	
C.1 Senior Citizen requesting for the CENODEATH of his/her spouse, parent and son/daughter	
<p>1. Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/e-PhilID (1 original)</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
C.2 Physically Challenged Client/PWD requesting for the CENODEATH of his/her spouse, parents and son/daughter	
<p>1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>

C.3 Pregnant Woman requesting for the CENODEATH of her own spouse, parents and son/daughter	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
C.4 Health and Emergency Frontline Service Provider requesting for CENODEATH of his/her spouse, parents and son/daughter	
<p>1. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
C.5 Clients who are PhilID card/e-PhilID holders	

1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original)	Philippine Statistics Authority			
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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 May opt to download the Application Form – Certificate of No Death (Blue Form) from the appointment website.	1.1 CRS Appointment System sends out appointment confirmation to the client email address. 1.2 Ensure that the Application Form – Certificate of No Death (Blue Form) are available for download.	None	Variable	<i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
Reminder: Application Form can be accomplished prior to scheduled date of appointment. 1.2 Go to the CRS Outlet on the actual date and time of appointment.				
Reminder: Clients with PhilID/e-PhilID 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	2.1 Check carefully the following information on	None	1 minute	<i>Information Marshal/ Security Guard</i>

<p>Slip and one (1) valid ID.</p> <p>2.1 If the request for CENODEATH will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 			<p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>3. Get an Application Form- Certificate of No Death (Blue Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>3.1 Ensure that the necessary AF- CENODEATH is made available at the AF dispenser.</p>	None	3 minutes	<p><i>Information Marshal</i>, PSA Civil Registry System Outlet</p> <p><i>Team Leader</i>, PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>4. Proceed to the screening area.</p> <p>4.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>4.1 Screen the AF and the requirements.</p> <p>For PhilID card/ e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p>	None	10 minutes	<p><i>Screener</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader</i>, PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor</i>, PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>

	<p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting prior to the payment of corresponding fees.</p>			
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
6. Proceed to the application area. a.) Priority Clients to proceed to the Priority Lane. b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p> <p>6.3 Ensure Encoder-Collecting Officer is available to</p>	<u>Total Fee:</u> PhP 210.00 per copy <u>Breakdown:</u> <u>Processing Fee:</u> -PhP 180.00	10 minutes	<i>Encoder-Collecting Officer,</i> <i>PSA Civil Registry System Outlet</i> <i>Team Leader,</i> <i>PSA Civil Registry System Outlet</i> <i>Outlet Supervisor,</i> <i>PSA Civil Registry System Outlet</i>

<p>6.1 If opted for the request be encoded using the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>6.1.1 Encode QTN and the complete details of the request and print the transaction slip.</p> <p>6.1.2 Return to the application area and proceed to the transaction window.</p> <p>6.2 If opted for the request be encoded by at the transacting window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>accept cashless payment.</p> <p>6.4 Receive and check the QTN, AF/ transaction slip and the requirements.</p> <p>6.5 Encode into the system the QTN and the details of the requests.</p> <p>6.6 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.7 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF/ transaction slip, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.8 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>6.9 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.10 Instruct the Priority Client to wait for the release of the document.</p>	<p><i>Documentary Stamp Tax</i> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application</p>		<p>or <i>Outlet Manager</i></p>
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<p>7. Proceed to the Releasing Area and wait while the request is being processed.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>7.1 Get the transaction in the system.</p> <p>7.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>7.2.1 If there is no record of Death in the CRS Database, generate the Certificate of No Death (CENODEATH).</p> <p>7.2.2 In case that the client has a record of Death in the CRS Database, instead of the CENODEATH the document to be generated is the Advisory on Deaths.</p> <p>7.2.3 In case that the copy of the Death Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>7.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	None	<p>7 hours and 15 minutes</p> <p>Reminder: Processing time maybe extended depending on the result of verification from the System.</p>	<p><i>Request Service Officer, Primary Back Office / Secondary Back Office</i></p> <p><i>Team Leader, Primary Back Office / Secondary Back Office</i></p> <p><i>Supervisor, Primary Back Office / Secondary Back Office</i></p> <p>or <i>Chief, CRSD</i></p>
<p>8. Proceed to the Releasing Window.</p> <p>8.1 Present the ORIGINAL OR and other requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 For PhilID card/e-PhilID holders</p>	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt</p>	None	15 minutes	<p><i>Releasing Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p>

subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.	<p>and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/ e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the CENODEATH request.</p> <p>8.5 If the processed request yielded positive</p>			or <i>Outlet Manager</i>
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	<p>result, print the Advisory of Deaths.</p> <p>8.5.1 Print the Advisory on Deaths in the Security Paper (Secpa).</p> <p>8.5.2 Control the printed document in SECPA using the system.</p> <p>8.6 If the processed request yielded negative result, print the CENODEATH in SECPA.</p> <p>8.6.1 Control the printed document in SECPA using the system.</p> <p>8.7 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
9. Check the document. 9.1 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.	<p>9.1 Release the documents to the client.</p> <p>9.1.1 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>9.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>9.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p>	None	5 minutes	<p><i>Releasing Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

	<p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p>			
TOTAL		PhP 210.00 per copy	Eight (8) hours/ One (1) working day exclusive of queueing time.	

9. Issuance of Viewable Online Request of Birth Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), 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 document image is available for viewing and has an expiry period of 60 days (configurable).

Office/Division	Civil Registration Services Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
I. Basic Requirements for all types of Requesters		
1. 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.		
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	
3. Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System	
4. If the Viewable Online request will be availed at the PSA Civil Registry System Outlet located at 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	

II. Additional Requirements by Type of Requester	
A. Principal (Document Owner)	
<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
B. Authorized Representative	
<p>1. Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and 	<p>Document owner (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>2. Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) 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; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) 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 /e-PhilID; 	<p>Document owner</p>

4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) 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.	
C. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Biological or Legal Parent (Father/Mother) and Direct Descendant (Son/Daughter)	
1. 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, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
D. Immediate Family Member of the Document Owner in cases where the document owner whose document being requested is already dead, in	

<p>order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)</p> <p>1. Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter</p>	<p>Philippine Statistics Authority</p>
<p>E. Special Cases Clients</p> <p>E.1 Guardian of document owner who is a minor or below 18 years of age.</p>	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p>

<p>(1 original)</p> <p>b) School ID/Report Card of the minor that indicate the name of the clientas Guardian</p>	<p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>E.2 Mother of the non-marital unacknowledged child</p>	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>E.3 Father of the non-marital acknowledged child</p>	
<p>1. 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)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Reminder:</p> <p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>E.4 Nearest of kin (Brothers/Sisters/ Grandparent/Grandchildren/Uncles/ Aunts) of a deceased person</p>	
<p>1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the</p>	<p>Lawyer/Notary Public</p>

nearest surviving relative of the deceased.	
<p>2. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
F. Priority Clients	
F.1 Senior Citizen requesting for the Viewable Online of his/her own birth document, spouse, parents and son/daughter	
<p>1. Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/e-PhilID (1 original)</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
F.2 Physically Challenged Client/PWD requesting for the Viewable Online of his/her own document, spouse, parents and son/daughter	

<p>1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
<p>F.3 Pregnant Woman requesting for the Viewable Online of her own document, spouse, parents and son/daughter</p>	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>F.4 Health and Emergency Frontline Service Provider requesting for the Viewable Online of his/her own document, spouse, parents and son/daughter</p>	
<p>1. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health</p>

	Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)			
F.5 Clients who are PhilID card/e-PhilID holders				
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original) Reminder: PhilID card/e-PhilID 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.	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 May opt to download the Application Form-Birth Certificate (White Form) and from the appointment website. Reminder: Application Form can be accomplished prior to scheduled date of appointment. 1.2 Go to the CRS Outlet on the actual date and time of appointment. Reminder: Clients with PhilID/e-PhilID and requesting for copy of his/her own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the	1.1 CRS Appointment System sends out appointment confirmation to the client email address. 1.2 Ensure that the Application Form- Birth Certificate (White Form) is available for download.	None	Variable	<i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

outlet without an appointment.				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder: For Authorized Representative (AR):</p> <p>a.) Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <p>b.) CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
3. Get an Application Form- Birth Certificate (White Form) from the AF dispenser and fill-out the required	3.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.	None	3 minutes	<p><i>Information Marshal,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i></p>

information in PRINTED LETTERS.				PSA Civil Registry System Outlet <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
4. Proceed to the screening area. 4.1 Present the AF and the required documents to the Screener for completeness check.	4.1 Screen the AF and the requirements. For PhilID card/e-PhilID holders: 4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check. 4.3 Return the validated PhilID card/e-PhilID to the client. 4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID. 4.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting Officer prior to the payment of corresponding fees.	None	10 minutes	Screener PSA Civil Registry System Outlet <i>Team Leader</i> , PSA Civil Registry System Outlet <i>Outlet Supervisor</i> , PSA Civil Registry System Outlet or <i>Outlet Manager</i>
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	Information Marshal/ Security Guard <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

<p>6. Proceed to the application area.</p> <p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.</p> <p>6.1 If opted for the request be encoded using the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>6.1.1 Encode QTN and the complete details of the request and print the transaction slip.</p> <p>6.1.2 Return to the application area and proceed to the transaction window.</p> <p>6.2 If opted for the request be encoded by at the transacting window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p> <p>6.3 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.4 Receive and check the QTN, AF/ transaction slip and the requirements.</p> <p>6.5 Encode into the system the QTN and the details of the requests.</p> <p>6.6 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.7 Print the Web Access Information Slip.</p> <p>6.8 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF/ transaction slip, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.8 Attach the OR to the Web Access Information Slip.</p>	<p><u>Total Fee:</u> PhP 130.00 per copy</p> <p><u>Breakdown:</u> <i>Processing Fee:</i> -PhP 100.00</p> <p><u>Documentary Stamp Tax</u> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application</p>	<p>10 minutes</p>	<p><i>Encoder-Collecting Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or <i>Outlet Manager</i></p>

Reminder: a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter.				
7. Receive the Web Access Information Slip. 7.1 Check the document. 7.2 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	7.1 Release the Web Access Information Slip and OR to the client. 7.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number. 7.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release. 7.4 Affix the initials of the Encoder-Collecting Officer in the OR.	None	5 minutes	<i>Encoder-Collecting Officer, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> or <i>Outlet Manager</i>
8. Wait of the availability of the document on the website provided in the Web Access Information Slip.	8.1 Get the transaction in the system. 8.2 Verify from the CRS database the request/s on the basis of the details that has been encoded. Conduct verification from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021. 8.2.1 In case that the requested copy of the Birth Certificate is available in the CRS	None	15 minutes Reminder: Processing time maybe extended depending on the result of verification from the System.	<i>Request Service Officer, Primary Back Office / Secondary Back Office</i> <i>Team Leader, Primary Back Office / Secondary Back Office</i> <i>Supervisor, Primary Back Office / Secondary Back Office</i> or <i>Chief, CRSD</i>

	<p>Database, submit the document for release.</p> <p>8.2.2 In case that the requested copy of the Birth Certificate is not available in the CRS Database after thorough verification, generate a Negative Certification of Birth with Negative Result Advisory.</p> <p>8.2.3 In case that the requested copy of the Birth Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>8.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for viewing.</p>			
9. View the document on the website provided in the Web Access Information Slip.	9.1 Ensure that the document is available for viewing.	None	The document image is available for viewing and has an expiry period of 60 days.	<i>Supervisor, Primary Back Office / Secondary Back Office</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
TOTAL		PhP 130.00 per copy	Forty-five (45) minutes exclusive of Queueing Time	

Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN
2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Issuance of Viewable Online request of birth documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection, the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
<p>1. Copy of birth record from the CRS Database have extra or excess page(s) as follows:</p> <p>a.) Foot print of the child b.) Photo of the document owner c.) Marriage Contract of parents d.) A record stamp with LCRs signature e.) Other attachments with foreign languages</p>	<p>1. The copy of the birth record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop down list and type the specific reason, click "SUSPEND" and click "OK"; or</p> <p>1.2 Second option: the PBO/SBO RSO</p>	Help Desk Officer	

	<p>to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>1.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.8 PBO/SBO to issue the document in the system.</p>	<p>Unisys Managed Services Corp.,</p> <p>Civil Register Management Division (CRMD)</p>	
2. PBO/SBO RSO after logging the details based on the transaction details,	2. The mismatched image should not be printed.		

<p>found another image of the birth record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type “mismatched image”, click “SUSPEND” and click “OK”; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>2.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.</p> <p>2.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp</p>	<p>Civil Register Management Division (CRMD)</p>
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	<p>2.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.8 PBO/SBO to issue the document in the system.</p>		
3. Image of the birth record from the CRS Database is defective/damaged.	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click "SUSPEND" and then click "OK"; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp</p>	

	<p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.8 PBO/SBO to issue the document in the system.</p>	Civil Register Management Division (CRMD)	
4. Image of the birth record from the CRS Database is corrupted or decrypted (error in viewing the image).	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p> <p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and</p>	<i>Help Desk Officer</i> Unisys Managed Services Corp.	

	<p>fetch another transaction</p> <p>4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.5 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.6 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.7 PBO/SBO to issue the document in the system.</p>	Civil Register Management Division (CRMD)	
5. Image of the birth document from the CRS Database is blurred (or with unreadable entries)	<p>5. Blurred copies of document/s from the CRS database will still be made available to the clients.</p> <p>5.1 The RSO to click/prompt the “Request for Clear Copy” and submit the document for viewing.</p> <p>5.2 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet.</p> <p>5.3 The Releasing Officer/ Care Officer will create a transaction for rework.</p> <p>5.4 The RSO to tag the transaction as</p>	<i>Care Officer</i> , Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet	

	<p>MV for processing of backend units.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	Civil Register Management Division (CRMD)	
6. Verification from the CRS Database yielded a negative result but with Vital Event Information or not yet loaded in the CRS Database.	<p>6. In the event that the RSO verification yielded a negative result but with Vital Event Information, the RSO tag the transaction to Manual Verification.</p> <p>6.1 Document is for pull-out from the Archive for scanning and other related processes.</p> <p>6.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	Civil Register Management Division (CRMD)	
7. Issued document has incomplete/incorrect annotation	<p>7. In the event that the document issued to the client has incomplete/incorrect annotation, a request for Rework will be created.</p> <p>7.1 Care Officer will endorse to the backend unit for creation of transaction for rework and</p>	Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet	

	<p>reschedule the date of release.</p> <p>7.2 Backend units to reprocess the annotation request.</p> <p>7.3 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document.</p>	Civil Register Management Division (CRMD)	
TOTAL	Seven (7) Working Days		

10. Issuance of Viewable Online Request of Death Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), 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 document image is available for viewing and has an expiry period of 60 days (configurable).

Office/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. 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
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) –Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
4. If the Viewable Online request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: 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
II. Additional Requirements by Type of Requester	
A. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	

<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter</p>	<p>Philippine Statistics Authority</p>
B. Special Cases Clients	
B.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)	
<p>1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	<p>Lawyer/Notary Public</p>
<p>2. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>a) PSA Office Memorandum No.</p>	

<p>2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
B.2 Guardian of the deceased person, below 18 years old (minor)	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>a) Barangay Certification that the minor is in the custody of the client/guardian (1 original)</p> <p>b) School ID/Report Card of the minor that indicate the name of the client as Guardian</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>B.3 Mother of the non-marital unacknowledged child</p> <p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>B.4 Father of the non-marital acknowledged child</p> <p>1. 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)</p> <p>Reminder:</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
C. Priority Clients	
C.1 Senior Citizen requesting for the Viewable Online of the death certificate of his/her spouse, parent and son/daughter	
<p>1. Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/e-PhilID (1 original)</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
C.2 Physically Challenged Client/PWD requesting for the Viewable Online of the death certificate of his/her spouse, parents and son/daughter	
<p>1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>

(1 original)	
C.3 Pregnant Woman requesting for the Viewable Online of the death certificate of her own spouse, parents and son/daughter	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
C.4 Health and Emergency Frontline Service Provider requesting for the Viewable Online of the death certificate of her spouse, parents and son/daughter	
<p>1. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
C.5 Clients who are PhilID card/e-PhilID	

holders				
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Reminder:</p> <p>PhilID card/e-PhilID holders are allowed to request only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.</p> <p>Reminder:</p> <p>Application Form can be accomplished prior to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/ e-PhilID and requesting for copy of Death Certificate of his/her immediate family members (spouse, children, and parents) are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form-Death Certificate (Yellow Form) is available for download.</p>	None	Variable	<i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>2.1 If the request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>
<p>3. Get an Application Form- Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS</p>	<p>3.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser</p>	None	3 minutes	<p><i>Information Marshal,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>
<p>4. Proceed to the screening area.</p> <p>4.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>4.1 Screen the AF and the requirements.</p> <p>For PhilID card/ e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p>	None	10 minutes	<p><i>Screener</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

	<p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting prior to the payment of corresponding fees.</p>			
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>6. Proceed to the application area.</p> <p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.</p> <p>6.1 If opted for the request be encoded using the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>6.1.1 Encode QTN and the complete details of the request and print the transaction slip.</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p> <p>6.3 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.4 Receive and check the QTN, AF/ transaction slip and the requirements.</p> <p>6.5 Encode into the system the QTN and the details of the requests.</p>	<p><u>Total Fee:</u> PhP 130.00 per copy</p> <p><u>Breakdown:</u></p> <p><u>Processing Fee:</u> -PhP 100.00</p> <p><u>Documentary Stamp Tax</u> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u></p>	10 minutes	<p><i>Encoder-Collecting Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>

<p>6.1.2 Return to the application area and proceed to the transaction window.</p> <p>6.2 If opted for the request be encoded by at the transacting window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>6.6 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.7 Print the Web Access Information Slip.</p> <p>6.8 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF/transaction slip, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.8 Attach the OR to the Web Access Information Slip.</p>	<p>PhP 10.00 per payment made via Gcash Mobile Application</p>		
<p>7. Receive the Web Access Information Slip.</p> <p>7.1 Check the document.</p> <p>7.2 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Release the Web Access Information Slip and OR to the client.</p> <p>7.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>7.3 Ensure the "Acknowledgement of</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Encoder-Collecting Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p>

	<p>"Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>7.4 Affix the initials of the Encoder-Collecting Officer in the OR.</p>			or <i>Outlet Manager</i>
8. Wait of the availability of the document on the website provided in the Web Access Information Slip.	<p>8.1 Get the transaction in the system.</p> <p>8.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct verification from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>8.2.1 In case that the requested copy of the Death Certificate is available in the CRS Database, submit the document for release.</p> <p>8.2.2 In case that the requested copy of the Death Certificate is not available in the CRS Database after thorough verification, generate a Negative Certification of Death with Negative Result Advisory.</p> <p>8.2.3 In case that the requested copy of the Death Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p>	None	<p>15 minutes</p> <p>Reminder: Processing time maybe extended depending on the result of verification from the System.</p>	<i>Request Service Officer,</i> Primary Back Office / Secondary Back Office <i>Team Leader,</i> Primary Back Office / Secondary Back Office <i>Supervisor,</i> Primary Back Office / Secondary Back Office or <i>Chief,</i> CRSD

	8.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for viewing.			
9. View the document on the website provided in the Web Access Information Slip.	9.1 Ensure that the document is available for viewing.	None	The document image is available for viewing and has an expiry period of 60 days.	<i>Supervisor, Primary Back Office / Secondary Back Office</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
TOTAL		PhP 130.00 per copy	Forty-five (45) minutes exclusive of Queueing Time	

Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN
2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Issuance of Viewable Online request of death documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection, the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of death record from the CRS Database have extra or excess page(s).	<p>1. The copy of the death record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV). To suspend the transaction, choose others in the drop down list and type the specific reason, click “SUSPEND” and click “OK”; or</p> <p>1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and</p>	<i>Help Desk Officer</i> Unisys Managed Services Corp.,	

	<p>fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>1.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.8 PBO/SBO to issue the document in the system.</p>	Civil Register Management Division (CRMD)	
2. PBO/SBO RSO after logging the details based on the transaction details, found another image of the death record from the CRS Database even with the correct index details (mismatched Image)	<p>2. The mismatched image should not be printed.</p> <p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type “mismatched image”, click “SUSPEND” and click “OK”; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request 	<i>Help Desk Officer</i> Unisys Managed Services Corp	

	<ul style="list-style-type: none"> - Description of the problem <p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>2.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.</p> <p>2.5 PBO/SBO TL to notify the Outlet's TL and OS on the situation.</p> <p>2.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.8 PBO/SBO to issue the document in the system.</p>	Civil Register Management Division (CRMD)	
3. Image of the death record from the CRS Database is defective/damaged.	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose</p>		

	<p>Others from the drop down list and type the specific reason then click “SUSPEND” and then click “OK”; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp</p> <p>Civil Register Management Division (CRMD)</p>	
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	3.8 PBO/SBO to issue the document in the system.		
4. Image of the death record from the CRS Database is corrupted or decrypted (error in viewing the image).	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p> <p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction</p> <p>4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.7 PBO/SBO to wait for the re-scanned image to</p>	<i>Help Desk Officer</i> Unisys Managed Services Corp.	Civil Register Management Division (CRMD)

	<p>be uploaded to the CRS Database.</p> <p>4.8 PBO/SBO to issue the document in the system.</p>		
5. Image of the death document from the CRS Database is blurred (or with unreadable entries)	<p>5. Blurred copies of document/s from the CRS database will still be made available to the clients.</p> <p>5.1 The RSO to click/prompt the “Request for Clear Copy” and submit the document for viewing.</p> <p>5.2 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet.</p> <p>5.3 The Care Officer will create a transaction for rework.</p> <p>5.3 The RSO to tag the transaction as MV for processing of backend units.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for viewing.</p>	<i>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</i> <i>Civil Register Management Division</i>	
6. Verification from the CRS Database yielded a negative result but with Vital Event	6. In the event that the RSO verification yielded a negative result but with Vital		

Information or not yet loaded in the CRS Database.	<p>Event Information, the RSO tag the transaction to Manual Verification.</p> <p>6.1 Document is for pull-out from the Archive for scanning and other related processes.</p> <p>6.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	Civil Register Management Division (CRMD)	
7. Issued document has incomplete/incorrect annotation	<p>7. In the event that the document issued to the client has incomplete/incorrect annotation, a request for Rework will be created.</p> <p>7.1 Care Officer will endorse to the backend unit for creation of transaction for rework and reschedule the date of release.</p> <p>7.2 Backend units to reprocess the annotation request.</p> <p>7.3 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document.</p>	<i>Care Officer,</i> Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet Civil Register Management Division (CRMD)	
TOTAL	Seven (7) Working Days		

11. Issuance of Viewable Online Request of Marriage Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), 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 document image is available for viewing and has an expiry period of 60 days (configurable).

Office/Division	Civil Registration Services Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
I. Basic Requirements for all types of Requesters		
1. 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.		
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	
3. 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; Or at the CRS Appointment System	
4. If the Viewable Online request will be availed at the PSA Civil Registry System Outlet located at 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	

II. Additional Requirements by Type of Requester	
A. Principal (Spouses/Husband and Wife)	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
B. Direct Descendant (Marital Children)	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
C. Guardian to his/her ward	
1. 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
2. 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) Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
D. Nearest of kin (Parents, Brother/Sister, Grandparent, Grandchildren), if both contracting parties are deceased	
1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
2. Valid Identity Document (ID) of the nearest of kin requesting the document complete	Organizations, Private entities, Schools Government Agencies, Non-Government

<p>with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>E. Authorized Representative</p> <p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity 	<p>Any of the contracting parties (husband or wife) authorizing the representative.</p> <p>Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

Documents Poster with Bagong Pilipinas Logo	
<p>2. Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) 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; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) 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 /e-PhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 	Any of the contracting parties (husband or wife) authorizing the representative

<p>5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
F. Priority Clients	
F.1 Senior Citizen requesting for the Viewable Online of his/her own marriage document and his/her parents	
<p>1. Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/e-PhilID (1 original)</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
F.2 Physically Challenged Client/PWD requesting for the Viewable Online of his/her marriage document and his/her parents	
<p>1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
F.3 Pregnant Woman requesting for the Viewable Online of her own marriage document and her parents	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>				
F.4 Health and Emergency Frontline Service Provider requesting for the Viewable Online of his/her own marriage document and his/her parents				
1. 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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)			
F.5 Clients who are PhilID card/e-PhilID holders				
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original) Reminder: PhilID card/e-PhilID 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.	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 May opt to download the Application Form-Marriage Certificate (Pink Form) from the appointment website.</p> <p>Reminder: Application Form can be accomplished prior to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder: Clients with PhilID/e-PhilID and requesting for copy of his/her own marriage document and his/her parents, are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form-Marriage Certificate (Pink Form) is available for download.</p>	None	Variable	<p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i></p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder: For Authorized Representative (AR): a.) 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)</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i></p>

	and 1 photocopy) and the AR's valid ID.			
b.) CRS Appointment Slip bearing the name of the AR.				
2.1 If the request will be availed at the PSA Civil Registry System 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	<i>Information Marshal, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
4. Proceed to the screening area. 4.1 Present the AF and the required documents to the Screener for completeness check.	4.1 Screen the AF and the requirements. For PhilID card/e-PhilID holders: 4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID	None	10 minutes	<i>Screener, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i>

	<p>Card/e-PhilID using PhilSys Check.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting Officer prior to the payment of corresponding fees.</p>			<i>Outlet Manager</i>
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
6. Proceed to the application area. a.) Priority Clients to proceed to the Priority Lane. b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane. 6.1 If opted for the request be encoded using the Self-Servicing Kiosk (SSK), proceed to the SSK area. 6.1.1 Encode QTN and the complete	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p> <p>6.3 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.4 Receive and check the QTN, AF/ transaction slip and the requirements.</p>	<u>Total Fee:</u> PhP 130.00 per copy <u>Breakdown:</u> <u>Processing Fee:</u> -PhP 100.00 <u>Documentary Stamp Tax</u> -PhP 30.00 <u>GCash convenient</u>	10 minutes	<i>Encoder-Collecting Officer,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

<p>details of the request and print the transaction slip.</p> <p>6.1.2 Return to the application area and proceed to the transaction window.</p> <p>6.2 If opted for the request be encoded by at the transacting window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>6.5 Encode into the system the QTN and the details of the requests.</p> <p>6.6 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.7 Print the Web Access Information Slip.</p> <p>6.8 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF/transaction slip, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.8 Attach the OR to the Web Access Information Slip.</p>	<u>ce/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application		
<p>7. Receive the Web Access Information Slip.</p> <p>7.1 Check the document.</p> <p>7.2 Sign the "Acknowledgement of Receipt" portion at</p>	<p>7.1 Release the Web Access Information Slip and OR to the client.</p> <p>7.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number.</p>	None	5 minutes	<i>Encoder-Collecting Officer, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor,</i>

the back of the AF and indicate the date of receipt.	<p>7.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>7.4 Affix the initials of the Encoder-Collecting Officer in the OR.</p>			<p>PSA Civil Registry System Outlet or <i>Outlet Manager</i></p>
8. Wait of the availability of the document on the website provided in the Web Access Information Slip.	<p>8.1 Get the transaction in the system.</p> <p>8.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>Conduct verification from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>8.2.1 In case that the requested copy of the Marriage Certificate is available in the CRS Database, submit the document for release.</p> <p>8.2.2 In case that the requested copy of the Marriage Certificate is not available in the CRS Database after thorough verification, generate a Negative Certification of Marriage with Negative Result Advisory.</p> <p>8.2.3 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</p>	None	<p>15 minutes</p> <p>Reminder: Processing time maybe extended depending on the result of verification from the System.</p>	<p><i>Request Service Officer, Primary Back Office / Secondary Back Office</i></p> <p><i>Team Leader, Primary Back Office / Secondary Back Office</i></p> <p><i>Supervisor, Primary Back Office / Secondary Back Office</i></p> <p>or <i>Chief, CRSD</i></p>

	tagged for Manual Verification processing. 8.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for viewing.			
9. View the document on the website provided in the Web Access Information Slip.	9.1 Ensure that the document is available for viewing.	None	The document image is available for viewing and has an expiry period of 60 days.	<i>Supervisor, Primary Back Office / Secondary Back Office</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
TOTAL		PhP 130.00 per copy	Forty-five (45) minutes exclusive of Queueing Time	

Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN
2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.

6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Issuance of Viewable Online request of marriage documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection, the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of marriage record from the CRS Database have extra or excess page(s).	<p>1. The copy of the marriage record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop down list and type the specific reason, click "SUSPEND" and click "OK"; or</p> <p>1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>1.3 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p>	Help Desk Officer Unisys Managed Services Corp.,	

	<p>1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>1.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.8 PBO/SBO to issue the document in the system.</p>	Civil Register Management Division (CRMD)	
2. RSO after logging the details based on the application form, found another image of the marriage record from the CRS Database even with the correct index details (mismatched Image)	<p>2. The mismatched image should not be printed.</p> <p>2.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type “mismatched image”, click “SUSPEND” and click “OK”; or</p> <p>2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. 	<i>Help Desk Officer</i> Unisys Managed Services Corp	

	<ul style="list-style-type: none"> - Transaction Number - Complete details of the request - Description of the problem <p>2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>2.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor.</p> <p>2.5 PBO/SBO TL to notify the Outlet's TL and OS on the situation.</p> <p>2.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.8 PBO/SBO to issue the document in the system.</p>	Civil Register Management Division (CRMD)	
3. Image of the marriage record from the CRS Database is defective/damaged.	3. The inverted/defective image should not be printed.		

	<p>3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click “SUSPEND” and then click “OK”; or</p> <p>3.2. Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process.</p> <p>3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>3.6 Document is for pull-out from the Archive for re-scanning and other related processes.</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp</p> <p>Civil Register Management Division (CRMD)</p>	
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	<p>3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.8 PBO/SBO to issue the document in the system.</p>		
4. Image of the marriage record from the CRS Database is corrupted or decrypted (error in viewing the image).	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <p>4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or</p> <p>4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor.</p> <p>4.5 Document is for pull-out from the Archive for re-scanning and</p>	<i>Help Desk Officer</i> Unisys Managed Services Corp.	<i>Civil Register Management Division (CRMD)</i>

	<p>other related processes.</p> <p>4.6 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.7 PBO/SBO to issue the document in the system.</p>		
5. Image of the marriage document from the CRS Database is blurred (or with unreadable entries)	<p>5. Blurred copies of document/s from the CRS database will still be made available to the clients.</p> <p>5.1 The RSO to click/prompt the “Request for Clear Copy” and submit the document for viewing.</p> <p>5.2 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet.</p> <p>5.3 The Care Officer will create a transaction for rework.</p> <p>5.4 The RSO to tag the transaction as MV for processing of backend units.</p> <p>5.5 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.6 Client to wait for the Short Messaging Service (SMS) notification on the availability of the</p>	<i>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</i> <i>Civil Register Management Division</i>	

	document for release.		
6. Verification from the CRS Database yielded a negative result but with Vital Event Information or not yet loaded in the CRS Database.	<p>6. In the event that the RSO verification yielded a negative result but with Vital Event Information, the RSO tag the transaction to Manual Verification.</p> <p>6.1 Document is for pull-out from the Archive for scanning and other related processes.</p> <p>6.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	Civil Register Management Division (CRMD)	
7. Issued document has incomplete/incorrect annotation	<p>7. In the event that the document issued to the client has incomplete/incorrect annotation, a request for Rework will be created.</p> <p>7.1 Care Officer will endorse to the backend unit for creation of transaction for rework and reschedule the date of release.</p> <p>7.2 Backend units to reprocess the annotation request.</p> <p>7.3 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document.</p>	<i>Care Officer,</i> Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet Civil Register Management Division (CRMD)	
TOTAL	Seven (7) Working Days		

12. Issuance of Viewable Online Certificate of Request of No Marriage/ Advisory on Marriages at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), 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 document image is available for viewing and has an expiry period of 60 days (configurable).

Office/Division	Civil Registration Services Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:	
I. Basic Requirements for all types of Requesters		
1. 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.		
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	
3. Completely filled-up Application Form (AF) – Certificate of No Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System	
4. If the Viewable Online request will be availed at the PSA Civil Registry System Outlet located at 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	

II. Additional Requirements by Type of Requester	
A. Principal (Document Owner)	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
B. Spouse (Husband/Wife)	
<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>C. Direct Descendant (Marital Children)</p> <p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>D. Guardian to his/her ward</p> <p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
<p>E. Authorized Representative</p> <p>1. Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	Document owner (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>2. Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC,

<p>authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>NBI, AFP, PNP)</p>
<p>3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) 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; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) 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 /e-PhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) 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 	<p>Document owner</p>

document owner and the authorized person.	
F. Special Cases	
F.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client as Guardian 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
F.2 Nearest of kin (Parents, Brother/Sister,	

Grandparent, Grandchildren) of the deceased document owner	
1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
2. 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)	Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
G. Priority Clients	
G.1 Senior Citizen requesting for his/her own Viewable Online-CENOMAR, his/her spouse, and his/her parents	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
G.2 Physically Challenged Client/PWD requesting for his/her own Viewable Online-CENOMAR, his/her spouse, and	

his/her parents	
1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (ID) Card/ e-PhilID (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
G.3 Pregnant Woman requesting for his/her own Viewable Online-CENOMAR, his/her spouse, and his/her parents	
1. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
G.4 Health and Emergency Frontline Service Provider requesting for his/her own Viewable Online-CENOMAR, his/her spouse, and his/her parents	
1. 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 government agencies (e.g. police and

		military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)		
G.5 Clients who are PhilID card/e-PhilID holders				
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original) Reminder: PhilID card/e-PhilID holders are allowed to request for his/her own document, his/her spouse, and his/her parents	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 May opt to download the Application Form – Certificate of No Marriage (Green Form) from the appointment website. Reminder: Application Form can be accomplished prior to scheduled date of appointment. 1.2 Go to the CRS Outlet on the actual date and time of appointment. Reminder: Clients with PhilID/e-PhilID and requesting for his/her own CENOMAR, his/her spouse, and his/her parents, are allowed to transact in	1.1 CRS Appointment System sends out appointment confirmation to the client email address. 1.2 Ensure that the Application Form – Certificate of No Marriage (Green Form) are available for download.	None	Variable	<i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

the outlet without an appointment.				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder: For Authorized Representative (AR):</p> <p>a.) Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <p>b.) CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
3. Get an Application Form- Certificate of No Marriage (Green Form) from the AF dispenser and fill-out the required	3.1 Ensure that the necessary AF-CENOMAR is made available at the AF dispenser.	None	3 minutes	<p><i>Information Marshal,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i></p>

information in PRINTED LETTERS.				PSA Civil Registry System Outlet <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
4. Proceed to the screening area. 4.1 Present the AF and the required documents to the Screener for completeness check.	4.1 Screen the AF and the requirements. For PhilID card/e-PhilID holders: 4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check. 4.3 Return the validated PhilID card/e-PhilID to the client. 4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID. 4.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting Officer prior to the payment of corresponding fees.	None	10 minutes	Screener PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	Information Marshal/ Security Guard <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

<p>6. Proceed to the application area.</p> <p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.</p> <p>6.1 If opted for the request be encoded using the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>6.1.1 Encode QTN and the complete details of the request and print the transaction slip.</p> <p>6.1.2 Return to the application area and proceed to the transaction window.</p> <p>6.2 If opted for the request be encoded by at the transacting window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p> <p>6.3 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.4 Receive and check the QTN, AF/ transaction slip and the requirements.</p> <p>6.5 Encode into the system the QTN and the details of the requests.</p> <p>6.6 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.7 Print the Web Access Information Slip.</p> <p>6.8 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF/ transaction slip, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.8 Attach the OR to the Web Access Information Slip.</p>	<p><u>Total Fee:</u> PhP 185.00 per copy</p> <p><u>Breakdown:</u> <i>Processing Fee:</i> -PhP 155.00</p> <p><u>Documentary Stamp Tax</u> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application</p>	<p>10 minutes</p>	<p><i>Encoder-Collecting Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

Reminder: a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter.				
7. Receive the Web Access Information Slip. 7.1 Check the document. 7.2 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	7.1 Release the Web Access Information Slip and OR to the client. 7.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number. 7.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release. 7.4 Affix the initials of the Encoder-Collecting Officer in the OR.	None	5 minutes	<i>Encoder-Collecting Officer, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> or <i>Outlet Manager</i>
8. Wait of the availability of the document on the website provided in the Web Access Information Slip.	8.1 Get the transaction in the system. 8.2 Verify from the CRS database the request/s on the basis of the details that has been encoded. Conduct verification from the System pursuant to the issued PSA Office Memorandum No. 2021-64 dated 01 March 2021 about the document owner as both as male and as female.	None	7 hours and 15 minutes Reminder: Processing time maybe extended depending on the result of verification from the System.	<i>Request Service Officer, Primary Back Office / Secondary Back Office</i> <i>Team Leader, Primary Back Office / Secondary Back Office</i> <i>Supervisor, Primary Back Office / Secondary Back Office</i> or <i>Chief, CRSD</i>

	<p>8.2.1 If there is no record of Marriage in the CRS Database, generate the Certificate of No Marriage (CENOMAR) for release.</p> <p>8.2.2 In case that the client has a record of Marriage in the CRS Database, instead of the CENOMAR, the document to be generated is the Advisory on Marriages.</p> <p>8.2.3 In case that the copy of the Marriage Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>8.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for viewing.</p>			
9. View the document on the website provided in the Web Access Information Slip.	9.1 Ensure that the document is available for viewing.	None	The document image is available for viewing and has an expiry period of 60 days.	<i>Supervisor,</i> <i>Primary Back Office / Secondary Back Office</i> <i>Outlet Supervisor,</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
TOTAL		PhP 185.00 per copy	Seven (7) hours and forty-five (45) minutes exclusive of Queueing Time	

Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN
2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Issuance of Viewable Online request of CENOMAR that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection, the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. CENOMAR request but with certificate of divorce filed thru Sharia' Court that is not annotated in the concerned Certificate of Marriage.	1. To issue Advisory on Marriage/s. 1.1 PBO/SBO RSO to tag the transaction as Manual Verification (MV); suspend the transaction, choose others in the drop down list and type "Document Sub-type, divorce obtain thru Sharia' Court", click "SUSPEND" and click "OK";		

	<p>1.2 Once Tag as MV, PBO/SBO RSO can cancel the transaction and fetch another transaction.</p> <p>1.3 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.4 Once acted by the Back-end Unit, the transaction number will queue up to the civil registry system processing queue.</p> <p>1.5 PBO/SBO RSO to get the transaction, for processing.</p> <p>1.6 PBO/SBO to issue the document in the system.</p>	Civil Register Management Division (CRMD)	
TOTAL	Seven (7) Working Days		

13. Issuance of Viewable Online of Certificate of No Death/ Advisory on Deaths at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), 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 document image is available for viewing and has an expiry period of 60 days (configurable).

Office/Division	Civil Registration Services Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizens (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
I. Basic Requirements for all types of Requesters		
1. 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	
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	
3. Completely filled-up Application Form (AF) – Certificate of No Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System	
4. If the Viewable Online-CENODEATH request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: 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	
II. Additional Requirements by Type of Requester		
A. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents		

<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter</p>	<p>Philippine Statistics Authority</p>
B. Special Cases Clients	
B.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)	
<p>1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	<p>Lawyer/Notary Public</p>
<p>2. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>a) PSA Office Memorandum No.</p>	

<p>2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>B.2 Guardian of the deceased person, below 18 years old (minor)</p>	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>a) Barangay Certification that the minor is in the custody of the client/guardian (1 original)</p> <p>b) School ID/Report Card of the minor that indicate the name of the client as Guardian</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>B.3 Mother of the non-marital unacknowledged child</p> <p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>B.4 Father of the non-marital acknowledged child</p> <p>1. 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)</p> <p>Reminder:</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
C. Priority Clients	
C.1 Senior Citizen requesting for the Viewable Online-CENODEATH of his/her spouse, parent and son/daughter	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
C.2 Physically Challenged Client/PWD requesting for the Viewable Online-CENODEATH of his/her spouse, parents and son/daughter	
1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (ID) Card/ e-PhilID	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

(1 original)	
C.3 Pregnant Woman requesting for the Viewable Online-CENODEATH of her own spouse, parents and son/daughter	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
C.4 Health and Emergency Frontline Service Provider requesting for Viewable Online-CENODEATH of spouse, parents and son/daughter	
<p>1. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)</p>
C.5 Clients who are PhilID card/e-PhilID holders	

<p>1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original)</p> <p>Reminder:</p> <p>PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.</p>	<p>Philippine Statistics Authority</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 May opt to download the Application Form – Certificate of No Death (Blue Form) from the appointment website.</p> <p>Reminder:</p> <p>Application Form can be accomplished prior to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/ e-PhilID and requesting for the Viewable Online-CENODEATH of his/her immediate family members (spouse, children and his/her parents) are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form – Certificate of No Death (Blue Form) are available for download.</p>	<p>None</p>	<p>Variable</p>	<p><i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i></p>

<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>2.1 If the request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
<p>3. Get an Application Form- Certificate of No Death (Blue Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>3.1 Ensure that the necessary AF-CENODEATH is made available at the AF dispenser.</p>	None	3 minutes	<i>Information Marshal,</i> <i>PSA Civil Registry System Outlet</i> <i>Team Leader,</i> <i>PSA Civil Registry System Outlet</i> <i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
<p>4. Proceed to the screening area.</p> <p>4.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>4.1 Screen the AF and the requirements.</p> <p>For PhilID card/ e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p>	None	10 minutes	<i>Screener</i> <i>PSA Civil Registry System Outlet</i> <i>Team Leader,</i> <i>PSA Civil Registry System Outlet</i> <i>Outlet Supervisor,</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

	<p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 Return the AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting prior to the payment of corresponding fees.</p>			
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>6. Proceed to the application area.</p> <p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.</p> <p>6.1 If opted for the request be encoded using the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>6.1.1 Encode QTN and the complete details of the request and print the transaction slip.</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p> <p>6.3 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.4 Receive and check the QTN, AF/ transaction slip and the requirements.</p> <p>6.5 Encode into the system the QTN and the details of the requests.</p>	<u>Total Fee:</u> PhP 185.00 per copy <u>Breakdown:</u> <u>Processing Fee:</u> -PhP 155.00 <u>Documentary Stamp Tax</u> -PhP 30.00 <u>GCash convenience/service fee:</u>	10 minutes	<p><i>Encoder-Collecting Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>

<p>6.1.2 Return to the application area and proceed to the transaction window.</p> <p>6.2 If opted for the request be encoded by at the transacting window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>6.6 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.7 Print the Web Access Information Slip.</p> <p>6.8 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF/transaction slip, and the ID(s) and/or authorization letter/SPA/Affidavit.</p> <p>6.8 Attach the OR to the Web Access Information Slip.</p>	<p>PhP 10.00 per payment made via Gcash Mobile Application</p>		
<p>7. Receive the Web Access Information Slip.</p> <p>7.1 Check the document.</p> <p>7.2 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Release the Web Access Information Slip and OR to the client.</p> <p>7.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>7.3 Ensure the “Acknowledgement of</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Encoder-Collecting Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p>

	<p>"Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>7.4 Affix the initials of the Encoder-Collecting Officer in the OR.</p>			or <i>Outlet Manager</i>
8. Wait of the availability of the document on the website provided in the Web Access Information Slip.	<p>8.1 Get the transaction in the system.</p> <p>8.2 Verify from the CRS database the request/s on the basis of the details that has been encoded.</p> <p>8.2.1 If there is no record of Death in the CRS Database, generate the Certificate of No Death (CENODEATH).</p> <p>8.2.2 In case that the client has a record of Death in the CRS Database, instead of the CENODEATH the document to be generated is the Advisory on Deaths.</p> <p>8.2.3 In case that the copy of the Death Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>8.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for viewing.</p>	None	<p>7 hours and 15 minutes</p> <p>Reminder: Processing time maybe extended depending on the result of verification from the System.</p>	<i>Request Service Officer,</i> Primary Back Office / Secondary Back Office <i>Team Leader,</i> Primary Back Office / Secondary Back Office <i>Supervisor,</i> Primary Back Office / Secondary Back Office or <i>Chief,</i> CRSD

9. View the document on the website provided in the Web Access Information Slip.	9.1 Ensure that the document is available for viewing.	None	The document image is available for viewing and has an expiry period of 60 days.	<i>Supervisor, Primary Back Office / Secondary Back Office</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
TOTAL		PhP 185.00 per copy	Seven (7) hours and forty-five (45) minutes exclusive of Queueing Time	

14. DocPrint of Viewable Online - Birth Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), 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.

Office/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
4. Web Access Information Slip (1 copy)	Encoder-Collecting Officer of the PSA Civil Registry System Outlet
5. If the DocPrint request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: Original Copy of the Official Receipt (OR)	City Treasurer's Office

from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance. (1 copy)	
II. Additional Requirements by Type of Requester	
A. Principal (Document Owner)	
<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
B. Authorized Representative	
<p>1. Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity 	Document owner (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>2. Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>1) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;</p> <p>2) Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>3) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and</p>	<p>Document owner</p>

<p>signature appearing in the authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /e-PhilID;</p> <p>4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
<p>C. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Biological or Legal Parent (Father/Mother) and Direct Descendant (Son/Daughter)</p>	
<p>1. Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

D. Immediate Family Member of the Document Owner in cases where the document owner whose document being requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)	
<p>1. Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter	Philippine Statistics Authority
E. Special Cases Clients	
E.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>

<p>following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client/guardian 	<p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>E.2 Mother of the non-marital unacknowledged child</p>	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>E.3 Father of the non-marital acknowledged child</p>	
<p>1. 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)</p> <p>Reminder:</p> <p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

E.4 Nearest of kin (Brothers/Sisters/ Grandparent/Grandchildren/Uncles/ Aunts) of a deceased person	
1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
2. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note:	
For complete list of valid IDs, refer to:	
<p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
F. Priority Clients	
F.1 Senior Citizen requesting for the DocPrint of his/her own Viewable Online-Birth Certificate, spouse, parents and son/daughter	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority

F.2 Physically Challenged Client/PWD requesting for the DocPrint of his/her own Viewable Online-Birth Certificate, spouse, parents and son/daughter	
<p>1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
F.3 Pregnant Woman requesting for the DocPrint of her own Viewable Online-Birth Certificate, spouse, parents and son/daughter	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
F.4 Health and Emergency Frontline Service Provider requesting for the DocPrint of his/her own Viewable Online-Birth Certificate, spouse, parents and son/daughter	
<p>1. Employment ID of the Health and Emergency Frontline Service Provider</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH,</p>

complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
F.5 Clients who are PhilID card/e-PhilID holders 1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original) Reminder: PhilID card/e-PhilID 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.	Philippine Statistics Authority
CLIENT STEPS 1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 May opt to download the Application Form-Birth Certificate (White Form) and from the appointment website. Reminder: Application Form can be accomplished prior to scheduled date of appointment. 1.2 Go to the CRS Outlet on the actual date and time of appointment. Reminder:	AGENCY ACTION 1.1 CRS Appointment System sends out appointment confirmation to the client email address. 1.2 Ensure that the Application Form- Birth Certificate (White Form) is available for download. FEES TO BE PAID None PROCESSING TIME Variable PERSON RESPONSIBLE <i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> or <i>Outlet Manager</i>
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Clients with PhilID/e-PhilID and requesting for copy of his/her own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment.				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder: For Authorized Representative (AR):</p> <p>a.) Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <p>b.) CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the request will be availed at the PSA Civil Registry System Outlet located at 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</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>

Registry System Outlet.				
3. Get an Application Form- Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	3.1 Ensure that the necessary AF-Birth Certificate is made available at the AF dispenser.	None	3 minutes	<p><i>Information Marshal,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
4. Proceed to the screening area. 4.1 Present the AF, Web Access Information Slip, and the required documents to the Screener for completeness check.	<p>4.1 Screen the AF, Web Access Information Slip, and the requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the</p>	None	10 minutes	<p><i>Screener</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>

	<p>client and request for a new valid ID.</p> <p>4.5 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-Collecting Officer prior to the payment of corresponding fees.</p>			
5. Get Queue Ticket Number (QTN).	<p>5.1 Ensure that QTN machine is functioning and is ready for distribution.</p>	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>6. Proceed to the application area.</p> <p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.</p> <p>6.2 Wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF, Web Access Information Slip, and the required documents to the Payment Window.</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.3 Receive and check the QTN, AF, Web Access Information Slip, and the requirements.</p> <p>6.4 Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF.</p> <p>6.5 Accept the corresponding payment and generate an Official Receipt (OR).</p>	<p><u>Total Fee:</u> PhP 80.00 per copy</p> <p><u>Breakdown:</u></p> <p><u>Processing Fee:</u> -PhP 50.00</p> <p><u>Documentary Stamp Tax</u> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u></p> <p>PhP 10.00 per payment made via Gcash Mobile</p>	10 minutes	<p><i>Encoder-Collecting Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>

<p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>6.6 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF, Web Access Information Slip, and the ID(s), and/or authorization letter/SPA/Affidavit.</p> <p>6.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>6.8 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.9 Instruct the Priority Client to wait for the release of the document.</p>	Application		
<p>7. Proceed to the Releasing Area.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p>	None	5 minutes	<i>Releaser,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet <i>or</i> <i>Outlet Manager</i>
<p>8. Proceed to the Releasing Window.</p> <p>8.1 Present the ORIGINAL OR and other requirements.</p> <p>For PhilID card/e-PhilID holders:</p>	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p>	None	10 minutes	<i>Releaser,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i>

<p>8.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.</p>	<p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/ e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the DocPrint Birth request.</p>			<p>PSA Civil Registry System Outlet or <i>Outlet Manager</i></p>
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	<p>8.5 If the processed request yielded positive result, print the PSA copy of the Birth Certificate.</p> <p>8.5.1 Print the Birth Certificate in the Security Paper (Secpa).</p> <p>8.5.2 Control the printed document in SECPA using the system.</p> <p>8.6 If the processed request yielded negative result, print the Negative Certification of Birth in SECPA, and Negative Result Advisory.</p> <p>8.6.1 Control the printed document in SECPA using the system.</p> <p>8.7 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
9. Check the document. 9.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	<p>9.1 Release the documents to the client with the Web Access Information Slip.</p> <p>9.1.1 For negative result of request, advise the client to request an endorsement of his/her Birth Certificate from the Local Civil Registry Office (LCRO) where the Birth was registered to PSA.</p> <p>9.1.2 In case the image of the birth document from the CRS Database is blurred, explain to the client the quality of the printed document.</p>	None	5 minutes	<p><i>Releasing Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or <i>Outlet Manager</i></p>

	<p>Reminder:</p> <p>a.) The client must be given an option for a clearer copy of the birth document through re-scanning of the image.</p> <p>9.1.3 If the client agreed to have the requested birth document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>9.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>9.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			
TOTAL		PhP 80.00 per copy	Forty-five (45) minutes exclusive of Queueing Time	

Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN
2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

DocPrint of Viewable Online request of birth documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection, the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Image of the birth document from the CRS Database is blurred (or with unreadable entries)	<p>1. Blurred copies of document/s from the CRS database will still be made available to the clients.</p> <p>1.1 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet.</p> <p>1.2 The Care Officer will create a</p>	Care Officer,	

	<p>transaction for rework.</p> <p>5.4 The RSO to tag the transaction as MV for processing of backend units.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	<p>Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Civil Register Management Division (CRMD)</p>	
2. Verification from the CRS Database yielded a negative result but with Vital Event Information or not yet loaded in the CRS Database.	<p>2. In the event that the RSO verification yielded a negative result but with Vital Event Information, the RSO tag the transaction to Manual Verification.</p> <p>2.1 Document is for pull-out from the Archive for scanning and other related processes.</p> <p>2.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	Civil Register Management Division (CRMD)	
3. Issued document has incomplete/incorrect annotation	<p>3. In the event that the document issued to the client has incomplete/incorrect annotation, a request for Rework will be created.</p> <p>3.1 Care Officer will endorse to the</p>	<i>Care Officer,</i> Public Assistance and Complaints	

	<p>backend unit for creation of transaction for rework and reschedule the date of release.</p> <p>3.2 Backend units to reprocess the annotation request.</p> <p>3.3 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document.</p>	<p>Desk (PACD), PSA Civil Registry System Outlet</p> <p>Civil Register Management Division (CRMD)</p>	
TOTAL	Seven (7) Working Days		

15. DocPrint of Viewable Online - Death Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), 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.

Office/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. 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
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) –Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
4. Web Access Information Slip (1 copy)	Encoder-Collecting Officer of the PSA Civil Registry System Outlet
5. If the DocPrint request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: 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
II. Additional Requirements by Type of Requester	

A. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	
<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter	Philippine Statistics Authority
B. Special Cases Clients	
B.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)	
<p>1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	Lawyer/Notary Public
<p>2. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
<p>B.2 Guardian of the deceased person, below 18 years old (minor)</p>	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client/guardian 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>B.3 Mother of the non-marital unacknowledged child</p>	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>B.4 Father of the non-marital acknowledged child</p>	
<p>1. 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)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Reminder:</p> <p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
C. Priority Clients	
C.1 Senior Citizen requesting for the DocPrint of the Viewable Online-Death Certificate of his/her spouse, parent and son/daughter	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
C.2 Physically Challenged Client/PWD requesting for the DocPrint of the Viewable Online-Death Certificate of his/her spouse, parents and son/daughter	
1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of

<p>authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID (1 original)</p>	<p>Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
<p>C.3 Pregnant Woman requesting for the DocPrint of the Viewable Online-Death Certificate of her own spouse, parents and son/daughter</p>	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>C.4 Health and Emergency Frontline Service Provider requesting for the DocPrint of the Viewable Online-Death Certificate of her spouse, parents and son/daughter</p>	
<p>1. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance</p>

	Organizations, Philippine Health Insurance Corporation, NDRRMC)			
C.5 Clients who are PhilID card/e-PhilID holders				
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original) Reminder: PhilID card/e-PhilID 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.	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 May opt to download the Application Form-Death Certificate (Yellow Form) from the appointment website. Reminder: Application Form can be accomplished prior to scheduled date of appointment. 1.2 Go to the CRS Outlet on the actual date and time of appointment. Reminder: Clients with PhilID/e-PhilID and requesting for copy of Death Certificate of his/her immediate family members (spouse, children, and parents) are allowed to transact in	1.1 CRS Appointment System sends out appointment confirmation to the client email address. 1.2 Ensure that the Application Form-Death Certificate (Yellow Form) is available for download.	None	Variable	<i>Outlet Supervisor</i> PSA Civil Registry System Outlet <i>or</i> <i>Outlet Manager</i>

the outlet without an appointment.				
2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID. 2.1 If the request will be availed at the PSA Civil Registry System Outlet located at 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: a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
3. Get an Application Form- Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS	3.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser	None	3 minutes	<i>Information Marshal,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
4. Proceed to the screening area. 4.1 Present the AF, Web Access Information Slip, and the required documents to the Screener for completeness check.	4.1 Screen the AF, Web Access Information Slip, and the requirements. For PhilID card/ e-PhilID holders: 4.2 Screen the validity of the PhilID Card	None	10 minutes	<i>Screener</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i>

	<p>through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 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-Collecting Officer prior to the payment of corresponding fees.</p>			<p>PSA Civil Registry System Outlet or <i>Outlet Manager</i></p>
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<p><i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i></p>
6. Proceed to the application area.	6.1 Ensure that the QMS Public Digital Display is functional.	<u>Total Fee:</u> PhP 80.00 per copy	10 minutes	<i>Encoder-Collecting Officer,</i>

<p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.</p> <p>6.2 Wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>6.2 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.3 Receive and check the QTN, AF, Web Access Information Slip, and the requirements.</p> <p>6.4 Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF.</p> <p>6.5 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.6 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF, Web Access Information Slip, and the ID(s), and/or authorization letter/SPA/Affidavit.</p> <p>6.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>6.8 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.9 Instruct the Priority Client to wait for the release of the document.</p>	<p><i>Breakdown:</i></p> <p><i>Processing Fee:</i> -PhP 50.00</p> <p><i>Documentary Stamp Tax</i> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application</p>		<p>PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>
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<p>7. Proceed to the Releasing Area.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p>	None	5 minutes	<p><i>Releaser,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>
<p>8. Proceed to the Releasing Window.</p> <p>8.1 Present the ORIGINAL OR and other requirements.</p> <p>For PhilID card/ e-PhilID holders:</p> <p>8.2 For PhilID card/ e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.</p>	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/ e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the</p>	None	10 minutes	<p><i>Releaser,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

<p>PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/ e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the DocPrint Death request.</p> <p>8.5 If the processed request yielded positive result, print the PSA copy of the Death Certificate.</p> <p>8.5.1 Print the death Certificate in the Security Paper (Secpa).</p> <p>8.5.2 Control the printed document in SECPA using the system.</p> <p>8.6 If the processed request yielded negative result, print the Negative Certification of Death in SECPA, and Negative Result Advisory.</p> <p>8.6.1 Control the printed document in SECPA using the system.</p> <p>8.7 If processed request yielded manual verification result, print</p>			
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	Manual Verification Advisory.			
9. Check the document. 9.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	<p>9.1 Release the documents to the client with the Web Access Information Slip.</p> <p>9.1.1 For negative result of request, advise the client to request an endorsement of Death Certificate from the Local Civil Registry Office (LCRO) where the Death was registered to PSA.</p> <p>9.1.2 In case the image of the death document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p>Reminder:</p> <p>a.) The client must be given an option for a clearer copy of the death document through re-scanning of the image.</p> <p>9.1.3 If the client agreed to have the requested death document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>9.3 Ensure the "Acknowledgement of</p>	None	5 minutes	<p><i>Releasing Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

<p>"Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/Affidavit and photocopies of valid IDs to the AF.</p>			
TOTAL	PhP 80.00 per copy	Forty-five (45) minutes exclusive of Queueing Time	

Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN
2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

DocPrint of Viewable Online request of death documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection, the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Image of the death document from the CRS Database is blurred (or with unreadable entries)	<p>1. Blurred copies of document/s from the CRS database will still be made available to the clients.</p> <p>1.1 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet.</p> <p>1.2 The Care Officer will create a transaction for rework.</p> <p>1.3 The RSO to tag the transaction as MV for processing of backend units.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.5 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for viewing.</p>	<i>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</i> <i>Civil Register Management Division</i>	
2. Verification from the CRS Database yielded a negative result but with Vital Event Information or not yet loaded in the CRS Database.	2. In the event that the RSO verification yielded a negative result but with Vital Event Information, the RSO tag the transaction to Manual Verification.		

	<p>2.1 Document is for pull-out from the Archive for scanning and other related processes.</p> <p>2.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	Civil Register Management Division (CRMD)	
3. Issued document has incomplete/incorrect annotation	<p>3. In the event that the document issued to the client has incomplete/incorrect annotation, a request for Rework will be created.</p> <p>3.1 Care Officer will endorse to the backend unit for creation of transaction for rework and reschedule the date of release.</p> <p>3.2 Backend units to reprocess the annotation request.</p> <p>3.3 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document.</p>	<i>Care Officer,</i> Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet Civil Register Management Division (CRMD)	
TOTAL	Seven (7) Working Days		

16. DocPrint of Viewable Online - Marriage Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), 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.

Office/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. 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; Or at the CRS Appointment System
4. Web Access Information Slip (1 copy)	Encoder-Collecting Officer of the PSA Civil Registry System Outlet
5. If the DocPrint request will be availed at the PSA Civil Registry System Outlet located at 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	City Treasurer's Office

as per City Ordinance (1 copy)	
II. Additional Requirements by Type of Requester	
A. Principal (Spouses/Husband and Wife)	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
B. Direct Descendant (Marital Children)	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
C. Guardian to his/her ward	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
D. Nearest of kin (Parents, Brother/Sister, Grandparent, Grandchildren), if both contracting parties are deceased	
<p>1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	<p>Lawyer/Notary Public</p>

<p>2. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>E. Authorized Representative</p> <p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of 	<p>Any of the contracting parties (husband or wife) authorizing the representative.</p> <p>Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
<p>2. Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) 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; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) 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 /e-PhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 	Any of the contracting parties (husband or wife) authorizing the representative

5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) 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.	
F. Priority Clients	
F.1 Senior Citizen requesting for the DocPrint of his/her own Viewable Online-Marriage Certificate and his/her parents	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
F.2 Physically Challenged Client/PWD requesting for the DocPrint of his/her Viewable Online-Marriage Certificate and his/her parents	
1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (ID) Card/ e-PhilID (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
F.3 Pregnant Woman requesting for the DocPrint of her own Viewable Online-Marriage Certificate and her parents	
1. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note:	

<p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>				
F.4 Health and Emergency Frontline Service Provider requesting for the DocPrint of his/her own Viewable Online-Marriage Certificate and his/her parents				
1. 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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)			
F.5 Clients who are PhilID card/e-PhilID holders				
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original) Reminder: PhilID card/e-PhilID 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.	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 May opt to download the Application Form-Marriage Certificate (Pink Form) from the appointment website.</p> <p>Reminder: Application Form can be accomplished prior to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder: Clients with PhilID/e-PhilID and requesting for copy of his/her own marriage document and his/her parents, are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form-Marriage Certificate (Pink Form) is available for download.</p>	None	Variable	<p><i>Outlet Supervisor PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder: For Authorized Representative (AR):</p> <p>a.) 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)</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>

	<p>and 1 photocopy) and the AR's valid ID.</p> <p>b.) CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the request will be availed at the PSA Civil Registry System Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>			
3. Get an Application Form- Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS	<p>3.1 Ensure that the necessary AF-Marriage Certificate is made available at the AF dispenser.</p>	None	3 minutes	<p><i>Information Marshal, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
4. Proceed to the screening area. 4.1 Present the AF, Web Access Information Slip, and the required documents to the Screener for completeness check.	<p>4.1 Screen the AF, Web Access Information Slip, and the requirements.</p> <p>For PhilID card/ e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the</p>	None	10 minutes	<p><i>Screener, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p>

	<p>QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 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-Collecting Officer prior to the payment of corresponding fees.</p>			<i>Outlet Manager</i>
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
6. Proceed to the application area. a.) Priority Clients to proceed to the Priority Lane.	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure Encoder-Collecting</p>	<u>Total Fee:</u> PhP 80.00 per copy <u>Breakdown:</u>	10 minutes	<i>Encoder-Collecting Officer,</i> <i>PSA Civil Registry System Outlet</i> <i>Team Leader,</i>

<p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.</p> <p>6.2 Wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change before leaving the counter. 	<p>Officer is available to accept cashless payment.</p> <p>6.3 Receive and check the QTN, AF, Web Access Information Slip, and the requirements.</p> <p>6.4 Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF.</p> <p>6.5 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.6 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF, Web Access Information Slip, and the ID(s), and/or authorization letter/SPA/Affidavit.</p> <p>6.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>6.8 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.9 Instruct the Priority Client to wait for the release of the document.</p>	<p><i>Processing Fee:</i> -PhP 50.00</p> <p><i>Documentary Stamp Tax</i> -PhP 30.00</p> <p><u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application</p>		<p>PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
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<p>7. Proceed to the Releasing Area.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p>	None	5 minutes	<p><i>Releaser,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>
<p>8. Proceed to the Releasing Window.</p> <p>8.1 Present the ORIGINAL OR and other requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.</p>	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the</p>	None	10 minutes	<p><i>Releaser,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

<p>PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/ e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the DocPrint Marriage request.</p> <p>8.5 If the processed request yielded positive result, print the PSA copy of the Marriage Certificate.</p> <p>8.5.1 Print the Marriage Certificate in the Security Paper (Secpa).</p> <p>8.5.2 Control the printed document in SECPA using the system.</p> <p>8.6 If the processed request yielded negative result, print the Negative Certification of Marriage in SECPA, and Negative Result Advisory.</p> <p>8.6.1 Control the printed document in SECPA using the system.</p> <p>8.7 If processed request yielded manual verification result, print</p>			
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	Manual Verification Advisory.			
9. Check the document. 9.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	<p>9.1 Release the documents to the client with the Web Access Information Slip.</p> <p>9.1.1 For negative result of request, advise the client to request an endorsement of his/her Marriage Certificate from the Local Civil Registry Office (LCRO) where the Marriage was registered to PSA.</p> <p>9.1.2 In case the image of the marriage document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p>Reminder:</p> <p>a.) The client must be given an option for a clearer copy of the marriage document through re-scanning of the image.</p> <p>9.1.3 If the client agreed to have the requested marriage document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number.</p>	None	5 minutes	<p><i>Releasing Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>

	<p>9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>			
TOTAL		PhP 80.00 per copy	Forty-five (45) minutes exclusive of Queueing Time	

Special Cases/Situations:

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

1. Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
 - e. BREN/ MREN/ DREN
2. PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.
3. PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.
4. PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.
5. In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.
6. Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

DocPrint of Viewable Online request of marriage documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection, the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Image of the marriage document from the CRS Database is blurred (or with unreadable entries)	<p>1. Blurred copies of document/s from the CRS database will still be made available to the clients.</p> <p>1.1 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet.</p> <p>1.2 The Care Officer will create a transaction for rework.</p> <p>1.3 The RSO to tag the transaction as MV for processing of backend units.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.5 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	<p><i>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</i></p> <p><i>Civil Register Management Division</i></p>	
2. Verification from the CRS Database yielded a negative result but with Vital Event Information or not yet loaded in the CRS Database.	2. In the event that the RSO verification yielded a negative result but with Vital Event Information, the RSO tag the		

	<p>transaction to Manual Verification.</p> <p>2.1 Document is for pull-out from the Archive for scanning and other related processes.</p> <p>2.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p>	Civil Register Management Division (CRMD)	
3. Issued document has incomplete/incorrect annotation	<p>3. In the event that the document issued to the client has incomplete/incorrect annotation, a request for Rework will be created.</p> <p>3.1 Care Officer will endorse to the backend unit for creation of transaction for rework and reschedule the date of release.</p> <p>3.2 Backend units to reprocess the annotation request.</p> <p>3.3 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document.</p>	<i>Care Officer,</i> Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet Civil Register Management Division (CRMD)	
TOTAL	Seven (7) Working Days		

17. DocPrint of Viewable Online of Certificate of No Marriage/ Advisory on Marriages at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), 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.

Office/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. Printed or electronic copy of valid CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. Reminder: If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) – Certificate of No Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
4. Web Access Information Slip (1 copy)	Encoder-Collecting Officer of the PSA Civil Registry System Outlet
5. If the DocPrint request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: Original Copy of the Official Receipt (OR)	City Treasurer's Office

from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance (1 copy)	
II. Additional Requirements by Type of Requester	
A. Principal (Document Owner)	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
B. Spouse (Husband/Wife)	
<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>C. Direct Descendant (Marital Children)</p> <p>1. 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)</p> <p>Note: For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>D. Guardian to his/her ward</p> <p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or Duly notarized Affidavit of Guardianship (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC,</p>

<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>NBI, AFP, PNP)</p>
<p>E. Authorized Representative</p>	
<p>1. Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Document owner (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>2. Valid Identity Document (ID) of the authorized representative with CLEAR</p>	<p>Government Agencies, Non-Government Organizations, Private entities,</p>

<p>PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>3. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) 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; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) 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 /e-PhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and 	<p>Document owner</p>

signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.	
F. Special Cases	
F.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client as Guardian 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

F.2 Nearest of kin (Parents, Brother/Sister, Grandparent, Grandchildren) of the deceased document owner	
1. Duly notarized Affidavit of Kinship (1 original) stating that the requestor is the nearest surviving relative of the deceased.	Lawyer/Notary Public
2. 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)	Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note:	
For complete list of valid IDs, refer to:	
<ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
G. Priority Clients	
G.1 Senior Citizen requesting for DocPrint of his/her own Viewable Online-CENOMAR, his/her spouse, and his/her parents	
1. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority

G.2 Physically Challenged Client/PWD requesting for DocPrint of his/her own Viewable Online-CENOMAR, his/her spouse, and his/her parents	
<p>1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
G.3 Pregnant Woman requesting for DocPrint of his/her own Viewable Online-CENOMAR, his/her spouse, and his/her parents	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
G.4 Health and Emergency Frontline Service Provider requesting for DocPrint of his/her own Viewable Online-CENOMAR, his/her spouse, and his/her parents	
1. Employment ID of the Health and Emergency Frontline Service Provider	Public or private health and emergency service providing institutions or organizations (i.e. DOH,

complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)			
G.5 Clients who are PhilID card/e-PhilID holders				
<p>1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original)</p> <p>Reminder:</p> <p>PhilID card/e-PhilID holders are allowed to request for his/her own document, his/her spouse, and his/her parents</p>	Philippine Statistics Authority			
CLIENT STEPS				
AGENCY ACTION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 May opt to download the Application Form – Certificate of No Marriage (Green Form) from the appointment website.</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form – Certificate of No Marriage (Green Form) are available for download.</p>	None	Variable	<i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
Reminder:				
Application Form can be accomplished prior to scheduled date of appointment.				
<p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/e-PhilID and requesting for his/her</p>				

own CENOMAR, his/her spouse, and his/her parents, are allowed to transact in the outlet without an appointment.				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder: For Authorized Representative (AR):</p> <p>a.) Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <p>b.) CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
3. Get an Application Form- Certificate of	3.1 Ensure that the necessary AF-	None	3 minutes	<i>Information Marshal,</i>

No Marriage (Green Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	CENOMAR is made available at the AF dispenser.			PSA Civil Registry System Outlet <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> or <i>Outlet Manager</i>
4. Proceed to the screening area. 4.1 Present the AF and the required documents to the Screener for completeness check.	<p>4.1 Screen the AF and the requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 Return the AF, Web Access Information Slip, and the ID(s) and/or authorization</p>	None	10 minutes	<p>Screener PSA Civil Registry System Outlet</p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or <i>Outlet Manager</i></p>

	letter/SPA/Affidavit to the client as it will be presented to the Encoder-Collecting Officer prior to the payment of corresponding fees.			
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
6. Proceed to the application area. a.) Priority Clients to proceed to the Priority Lane. b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane. 6.2 Wait for the QTN to be shown in the QMS Public Digital Display. 6.3 Determine the mode of payment of the request, if cash or cashless payment. 6.4 Submit the QTN, AF, Web Access Information Slip, and the required documents to the Payment Window. 6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment. Reminder:	6.1 Ensure that the QMS Public Digital Display is functional. 6.2 Ensure Encoder-Collecting Officer is available to accept cashless payment. 6.3 Receive and check the QTN, AF, Web Access Information Slip, and the requirements. 6.4 Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF. 6.5 Accept the corresponding payment and generate an Official Receipt (OR). 6.6 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF, Web Access Information Slip, and the ID(s), and/or authorization letter/SPA/Affidavit.	<u>Total Fee:</u> PhP 80.00 per copy <u>Breakdown:</u> <u>Processing Fee:</u> -PhP 50.00 <u>Documentary Stamp Tax</u> -PhP 30.00 <u>GCash convenience/service fee:</u> PhP 10.00 per payment made via Gcash Mobile Application	10 minutes	<i>Encoder-Collecting Officer,</i> <i>PSA Civil Registry System Outlet</i> <i>Team Leader,</i> <i>PSA Civil Registry System Outlet</i> <i>Outlet Supervisor,</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

<p>a.) Check the details in the issued Official Receipt (OR).</p> <p>b.) Make sure to count the change before leaving the counter.</p>	<p>6.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>6.8 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.9 Instruct the Priority Client to wait for the release of the document.</p>			
<p>7. Proceed to the Releasing Area.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p>	None	5 minutes	<p><i>Releaser,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>
<p>8. Proceed to the Releasing Window.</p> <p>8.1 Present the ORIGINAL OR and other requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.</p>	<p>8.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p> <p>8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p>	None	10 minutes	<p><i>Releaser,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

	<p>8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.</p> <p>8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/ e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the DocPrint CENOMAR request.</p> <p>8.5 If the processed request yielded positive result, print the Advisory on Marriages.</p> <p>8.5.1 Print the Advisory on Marriages in the Security Paper (Secpa).</p>			
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	<p>8.5.2 Control the printed document in SECPA using the system.</p> <p>8.6 If the processed request yielded negative result, print the CENOMAR in SECPA.</p> <p>8.6.1 Control the printed document in SECPA using the system.</p> <p>8.7 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
9. Check the document. 9.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	<p>9.1 Release the documents to the client with the Web Access Information Slip.</p> <p>9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number.</p> <p>9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Releasing Officer in the OR.</p> <p>9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>	None	5 minutes	<p><i>Releasing Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
TOTAL		PhP	Forty-five (45) minutes exclusive	

	80.00 per copy	of Queueing Time
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18. DocPrint of Viewable Online of Certificate of No Death/ Advisory on Deaths at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), 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.

Office/Division	Civil Registration Services Division
Classification:	Simple
Type of Transaction:	Government-to-Citizens (G2C)
Who may avail:	General public of legal age (18 years old and above)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
I. Basic Requirements for all types of Requesters	
1. 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
2. Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) – Certificate of No Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
4. Web Access Information Slip (1 copy)	Encoder-Collecting Officer of the PSA Civil Registry System Outlet
5. If the DocPrint request will be availed at the PSA Civil Registry System Outlet located at the Local Government Unit: 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
II. Additional Requirements by Type of	

Requester	
A. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	
<p>1. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter	Philippine Statistics Authority
B. Special Cases Clients	
B.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)	
<p>1. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	Lawyer/Notary Public
<p>2. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
<p>B.2 Guardian of the deceased person, below 18 years old (minor)</p>	
<p>1. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client as Guardian 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>2. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>B.3 Mother of the non-marital unacknowledged child</p>	
<p>1. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>B.4 Father of the non-marital acknowledged child</p>	
<p>1. 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</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>photocopy)</p> <p>Reminder:</p> <p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
C. Priority Clients	
C.1 Senior Citizen requesting for DocPrint of the Viewable Online-CENODEATH of his/her spouse, parent and son/daughter	
<p>1. Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/e-PhilID (1 original)</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
C.2 Physically Challenged Client/PWD requesting for DocPrint of the Viewable Online-CENODEATH of his/her spouse, parents and son/daughter	
<p>1. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT,</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development</p>

<p>SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID (1 original)</p>	<p>or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
<p>C.3 Pregnant Woman requesting for DocPrint of the Viewable Online-CENODEATH of her own spouse, parents and son/daughter</p>	
<p>1. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>C.4 Health and Emergency Frontline Service Provider requesting for DocPrint of the Viewable Online-CENODEATH of spouse, parents and son/daughter</p>	
<p>1. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health</p>

	Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)			
C.5 Clients who are PhilID card/e-PhilID holders				
1. Philippine Identification (ID) Card (1 original) or e-PhilID (1 original) 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.	Philippine Statistics Authority			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 May opt to download the Application Form – Certificate of No Death (Blue Form) from the appointment website. Reminder: Application Form can be accomplished prior to scheduled date of appointment. 1.2 Go to the CRS Outlet on the actual date and time of appointment. Reminder: Clients with PhilID/ e-PhilID and requesting for DocPrint of the Viewable Online-CENODEATH of his/her immediate family members	1.1 CRS Appointment System sends out appointment confirmation to the client email address. 1.2 Ensure that the Application Form – Certificate of No Death (Blue Form) are available for download.	None	Variable	<i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

(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 If the request will be availed at the PSA Civil Registry System Outlet located at 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: a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.	None	1 minute	<i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
3. Get an Application Form- Certificate of No 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	<i>Information Marshal,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
4. Proceed to the screening area. 4.1 Present the AF, Web Access Information Slip, and the required	4.1 Screen the AF, Web Access Information Slip, and the requirements. For PhilID card/ e-PhilID holders:	None	10 minutes	<i>Screener</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet

<p>documents to the Screener for completeness check.</p>	<p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 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-Collecting Officer prior to the payment of corresponding fees.</p>			<p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>5. Get Queue Ticket Number (QTN).</p>	<p>5.1 Ensure that QTN machine is functioning and is ready for distribution.</p>	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>

<p>6. Proceed to the application area.</p> <p>a.) Priority Clients to proceed to the Priority Lane.</p> <p>b.) Clients with PhilID card/e-PhilID to proceed to the Priority Lane/ Special Lane.</p> <p>6.2 Wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>6.3 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>6.4 Submit the QTN, AF, Web Access Information Slip, and the required documents to the Payment Window.</p> <p>6.5 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <p>a.) Check the details in the issued Official Receipt (OR).</p> <p>b.) Make sure to count the change before leaving the counter.</p>	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Ensure Encoder-Collecting Officer is available to accept cashless payment.</p> <p>6.3 Receive and check the QTN, AF, Web Access Information Slip, and the requirements.</p> <p>6.4 Encode the QTN, retrieve the transaction number using the Web Access Information Slip, and indicate the number of copies based from the AF.</p> <p>6.5 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>6.6 Attach altogether the CRS Appointment Slip (if printed), QTN, accomplished AF, Web Access Information Slip, and the ID(s), and/or authorization letter/SPA/Affidavit.</p> <p>6.7 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>6.8 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>For Priority Clients:</p> <p>6.9 Instruct the Priority Client to wait for the</p>	<p>Total Fee: PhP 80.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -PhP 50.00</p> <p>Documentary Stamp Tax -PhP 30.00</p> <p>GCash convenience/service fee:</p> <p>PhP 10.00 per payment made via Gcash Mobile Application</p>	<p>10 minutes</p>	<p><i>Encoder-Collecting Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p><i>or</i></p> <p><i>Outlet Manager</i></p>
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	release of the document.			
7. Proceed to the Releasing Area. 7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.	7.1 Ensure that the QMS Public Digital Display is functional.	None	5 minutes	<i>Releaser,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
8. Proceed to the Releasing Window. 8.1 Present the ORIGINAL OR and other requirements. For PhilID card/e-PhilID holders: 8.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.	8.1 Require the client to present/ submit the requirements and check for correctness and completeness. For PhilID card/e-PhilID holders: 8.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check. 8.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF. 8.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.	None	10 minutes	<i>Releaser,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

<p>8.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/ e-PhilID owner and Date of Birth.</p> <p>8.2.4 Return the validated PhilID card/ e-PhilID to the client.</p> <p>8.2.5 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Check the status of the DocPrint CENODEATH request.</p> <p>8.5 If the processed request yielded positive result, print the Advisory on Deaths.</p> <p>8.5.1 Print the Advisory on Deaths in the Security Paper (Secpa).</p> <p>8.5.2 Control the printed document in SECPA using the system.</p> <p>8.6 If the processed request yielded negative result, print the CENODEATH in SECPA.</p> <p>8.6.1 Control the printed document in SECPA using the system.</p> <p>8.7 If processed request yielded manual</p>			
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	verification result, print Manual Verification Advisory.			
9. Check the document. 9.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.	9.1 Release the documents to the client with the Web Access Information Slip. 9.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and ID number. 9.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release. 9.4 Affix the initials of the Releasing Officer in the OR. 9.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.	None	5 minutes	<i>Releasing Officer, PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> or <i>Outlet Manager</i>
TOTAL		PhP 80.00 per copy	Forty-five (45) minutes exclusive of Queueing Time	

19. Acceptance of Premium Annotation Requests at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

The Premium Annotation service facilitates the acceptance of requests for annotation at the various PSA-operated outlets. Currently, requests for annotation are accepted only at the PSA Central Office. This enhanced service also features ability of the client to track and monitor the progress of the request through the web and through SMS queries. Part of the Premium Annotation service is the issuance of a copy of the annotated certificate in security paper (SECPA) to the client.

Office/Division	Civil Registration Services Division	
Classification:	Complex	
Type of Transaction:	Government-to-Citizens (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
I. Basic Requirements for all types of Requesters		
1. 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.		
2. Queue Ticket Number (QTN) (1 copy)		Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
3. Completely filled-up Application Form (AF) accomplished in PRINTED LETTERS (1 copy) a) Birth Certificate (White Form); b) Death Certificate (Yellow Form); or c) Marriage Certificate (Pink Form).		AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System
II. Additional Requirements by Type of Requester		
A. Birth Certificate		
1. Principal (Document Owner)		
i. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP,

<p>official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>2. Authorized Representative</p>	
<p>i. Valid Identity Document (ID) of document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Document owner (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>ii. Valid Identity Document (ID) of the</p>	<p>Government Agencies, Non-Government</p>

<p>authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Organizations, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>iii. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) 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; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) 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 /e-PhilID; 4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 	<p>Document owner</p>

6) 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.	
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Biological or Legal Parent (Father/Mother) and Direct Descendant (Son/Daughter)	
i. 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, Private entities, Schools/Colleges/Universities. (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
4. Immediate Family Member of the Document Owner in cases where the document owner whose document being requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)	
i. Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP,

<p>CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>ii. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter</p>	<p>Philippine Statistics Authority</p>
<p>5. Special Cases Clients</p>	
<p>5.1 Guardian of document owner who is a minor or below 18 years of age.</p>	
<p>i. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client as Guardian 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>

<ul style="list-style-type: none"> ii. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>5.2 Mother of the non-marital unacknowledged child</p>	
<ul style="list-style-type: none"> i. 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) <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of 	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>5.3 Father of the non-marital acknowledged child</p>	
<p>i. 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)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Reminder: The name of the Father should appear in the Birth Certificate of the child.</p>	
<p>Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>5.4 Nearest of kin (Brothers/Sisters/ Grandparent/Grandchildren/Uncles/ Aunts) of a deceased person</p>	
<p>i. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	<p>Lawyer/Notary Public</p>
<p>ii. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p>

<p>NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>(i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>6. Priority Clients</p> <p>6.1 Senior Citizen requesting for the Premium Annotation his/her own Birth Certificate, spouse, parents and son/daughter</p>	
<p>i. Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/e-PhilID (1 original)</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
<p>6.2 Physically Challenged Client/PWD requesting for the Premium Annotation of his/her own Birth Certificate, spouse, parents and son/daughter</p>	
<p>i. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>

Philippine Identification (ID) Card/ e-PhilID (1 original)	
6.3 Pregnant Woman requesting for Premium Annotation of her own Birth Certificate, spouse, parents and son/daughter	
i. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
6.4 Health and Emergency Frontline Service Provider requesting for Premium Annotation of his/her own Birth Certificate, spouse, parents and son/daughter	
i. 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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)

B. Death Certificate	
1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents	
i. Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Note: For complete list of valid IDs, refer to: a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo	
ii. Birth Certificate (1 original and 1 photocopy) of the non-marital child if the requester is the latter	Philippine Statistics Authority
2. Special Cases Clients	
2.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)	
i. Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
ii. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
<p>2.2 Guardian of the deceased person, below 18 years old (minor)</p>	
<p>i. Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ul style="list-style-type: none"> a) Barangay Certification that the minor is in the custody of the client/guardian (1 original) b) School ID/Report Card of the minor that indicate the name of the client as Guardian 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>ii. Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
2.3 Mother of the non-marital unacknowledged child	
<ul style="list-style-type: none"> i. 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) <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
2.4 Father of the non-marital acknowledged child	
<ul style="list-style-type: none"> i. Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL 	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

<p>NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Reminder:</p> <p>The name of the Father should appear in the Birth Certificate of the child.</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>(i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
3. Priority Clients	
3.1 Senior Citizen requesting for Premium Annotation of the Death Certificate of his/her spouse, parent and son/daughter	
<p>i. Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/e-PhilID (1 original)</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
3.2 Physically Challenged Client/PWD requesting for Premium Annotation of the Death Certificate of his/her spouse, parents and son/daughter	
i. PWD ID Card complete with CLEAR	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay,

<p>PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ e-PhilID (1 original)</p>	<p>Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health</p> <p>Philippine Statistics Authority</p>
<p>3.3 Pregnant Woman requesting for Premium Annotation of the Death Certificate of her own spouse, parents and son/daughter</p>	
<p>i. Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>3.4 Health and Emergency Frontline Service Provider requesting for Premium Annotation of the Death of his/her spouse, parents and son/daughter</p>	
<p>i. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and military hospitals/clinics, university medical</p>

	facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
C. Marriage Certificate	
1. Principal (Spouses/Husband and Wife)	<p>i. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>
2. Direct Descendant (Marital Children)	<p>i. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of</p>

	<p>Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
3. Guardian to his/her ward		
i.	<p>Court decision assigning the client as legal guardian (1 original and 1 photocopy); and/or</p> <p>Duly notarized Affidavit of Guardianship (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>
ii.	<p>Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
4. Nearest of kin (Parents, Brother/Sister, Grandparent, Grandchildren), if both contracting parties are deceased		
i.	Duly notarized Affidavit of Kinship (1 original) stating that the requester is the	Lawyer/Notary Public

<p>nearest surviving relative of the deceased.</p>	
<p>ii. Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	<p>Organizations, Private entities, Schools Government Agencies, Non-Government /Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>5. Authorized Representative</p> <p>i. 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)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and 	<p>Any of the contracting parties (husband or wife) authorizing the representative.</p> <p>Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>

<p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	
<p>ii. Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <p>a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and</p> <p>b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo</p>	<p>Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>iii. Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) 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; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) 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/e-PhilID; 	<p>Any of the contracting parties (husband or wife) authorizing the representative</p>

4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated; 5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and 6) 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 Premium Annotation of his/her own Marriage Certificate and his/her parents	
i. 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 (ID) Card/e-PhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
6.2 Physically Challenged Client/PWD requesting for Premium Annotation of his/her Marriage Certificate and his/her parents	
i. PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or Philippine Identification (ID) Card/ e-PhilID (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health Philippine Statistics Authority
6.3 Pregnant Woman requesting for Premium Annotation of her own Marriage Certificate and her parents	
i. 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/e-PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

<p>Note:</p> <p>For complete list of valid IDs, refer to:</p> <ul style="list-style-type: none"> a) PSA Office Memorandum No. 2019-16A issued dated 01 July 2021 re: Amendment of Memorandum Circular No. 2019-16 re: Strict Implementation of the Presentation of Valid Identification (ID) Cards/Identity Documents in the Issuance of Civil Registry Documents/Certifications from the PSA dated 11 June 2019; and b) PSA Office Memorandum No. 2024-29 dated 30 January 2024 re: New List of Valid Identification Cards/Identity Documents Poster with Bagong Pilipinas Logo 	
<p>6.4 Health and Emergency Frontline Service Provider requesting for Premium Annotation of his/her own Marriage Certificate and his/her parents</p>	
<p>i. Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	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 government agencies (e.g. police and military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC)
<p>III. Additional Requirements, by Type of Premium Annotation Request, and by Type of Civil Registry Document</p>	
<p>A. Birth Certificate</p>	
<p>1. Adoption</p>	
<p>i. Certified photocopy (1 copy) Court Decree of Adoption/ Oder issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Court Decree of Adoption/Oder, certified by the</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>

	LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	
ii.	<p>Certified photocopy (1 copy) of Certificate of Finality of Court Decree of Adoption/Order issued by the LCRO where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decree of Adoption/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
iii.	<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decree of Adoption/Order issued by the LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decree of Adoption/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
iv.	<p>Certified photocopy (1 copy) of Certificate of Authenticity of the Court Decree of Adoption/Order issued by LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decree of Adoption/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
v.	Certified photocopy (1 copy) of unannotated Birth Certificate or Birth Certificate prior to adoption.	LCRO where the birth was registered.
vi.	Certified photocopy (1 copy) of amended birth certificate	LCRO where the birth was registered.
vii.	Additional Requirements for Children Born Abroad:	

a) Foreign documents registered in LCRO of Manila in case of Foreign Judgment of Adoption (with Certification if registered in Inter-Country Adoption Board)	LCRO of Manila
b) Municipal Form 102 Certificate of Live Birth	LCRO of Manila
2. Rescission of Adoption	
i. Certified photocopy (1 copy) Court Decree of Adoption/ Oder issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decree of Adoption/Oder, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
ii. Certified photocopy (1 copy) Certificate of Finality of Court Decree of Adoption/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decree of Adoption/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decree of Adoption/Order issued by the LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decree of Adoption/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
iv. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decree of Adoption/Order issued by LCRO where the decision was registered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.

	Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decree of Adoption/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
v.	Certified photocopy (1 copy) of amended birth certificate, containing the remarks or annotation that the adoption was revoked/rescinded.	LCRO where the birth was registered.
3. Change of Name or Correction of Entry		
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
iii.	Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
iv.	Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was	LCRO where the decision was rendered and where the birth was registered.

<p>registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>v. Certified photocopy (1 copy) of annotated birth certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Birth.</p>	<p>LCRO where the birth was registered.</p> <p>Philippine Foreign Service Post (PFSP) where the birth was reported.</p>
<p>vi. Certified photocopy (1 copy) of unannotated birth certificate; or</p> <p>Certified photocopy (1 copy) of unannotated Report of Birth</p>	<p>LCRO where the birth was registered.</p> <p>PFSP where the birth was reported.</p>
4. Civil Interdiction	
<p>i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>ii. Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p>

	Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
iv.	Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
v.	Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
5. Appointment of Guardian		
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
iii.	Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.

	Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
iv.	Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
v.	Certified photocopy (1 copy) of unannotated birth certificate	LCRO where the birth was registered.
6. Termination of Guardian		
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
iii.	Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.

	Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
iv.	Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
v.	Certified photocopy (1 copy) of unannotated birth certificate	LCRO where the birth was registered.
7. Judicial Determination of Filiation		
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
iii.	Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.

	Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered, and LCRO where the birth was registered.
iv.	Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
v.	Certified photocopy (1 copy) of unannotated birth certificate	LCRO where the birth was registered.
8. Naturalization Certificate		
i.	Certified photocopy (1 copy) of Certificate of Naturalization	Bureau of Immigration
ii.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
iii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
iv.	Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision	LCRO where the decision was rendered and where the birth was registered.

<p>was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>v. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>vi. Certified photocopy (1 copy) of annotated birth certificate.</p>	<p>LCRO where the birth was registered.</p>
<p>vii. Certified photocopy (1 copy) of unannotated birth certificate.</p>	<p>LCRO where the birth was registered.</p>
<p>9. Option to Elect Philippine Citizenship</p>	
<p>i. Certified photocopy (1 copy) of Affidavit of Election of Philippine Citizenship.</p>	<p>LCRO where the birth was registered.</p>
<p>ii. Certified photocopy (1 copy) of Certificate of Registration of Election of Philippine Citizenship.</p>	<p>LCRO where the birth was registered.</p>
<p>iii. Certified photocopy (1 copy) of Oath of Allegiance.</p>	<p>LCRO where the birth was registered.</p>
<p>iv. Certified photocopy (1 copy) of Birth Certificate; or</p> <p>PSA-issued Birth Certificate (1 copy)</p>	<p>LCRO where the birth was registered.</p> <p>Philippine Statistics Authority</p>
<p>10. Repatriation Document with Oath of Allegiance</p>	
<p>i. Certified photocopy (1 copy) of Repatriation Document with Oath of Allegiance issued by Bureau of Immigration and certified by the</p>	<p>Bureau of Immigration; LCRO/PFSP where the legal instrument was registered/executed</p>

LCRO/PFSP where the legal instrument was registered/executed.	
ii. Certified photocopy (1 copy) of unannotated Birth Certificate	LCRO where the birth was registered.
11. Acquisition of Citizenship	
i. Certified photocopy (1 copy) of Affidavit of Acquisition to Acquire Philippine Citizenship.	LCRO where the birth was registered.
ii. Certified photocopy (1 copy) of Certificate of Registration of the Acquisition to Acquire Philippine Citizenship.	LCRO where the birth was registered.
iii. Certified photocopy (1 copy) of unannotated Birth Certificate	LCRO where the birth was registered.
12. Administrative Naturalization	
i. Certified photocopy (1 copy) of Certificate of Naturalization issued Bureau of Immigration and certified by the C/MCR where the birth was registered.	Bureau of Immigration; LCRO where the legal instrument was registered.
ii. Certified photocopy (1 copy) of unannotated Birth Certificate	LCRO where the birth was registered.
13. Cancellation of Naturalization Certificate	
i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
ii. Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.

iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
iv. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
v. Certified photocopy (1 copy) of annotated birth certificate.	LCRO where the birth was registered.
vi. Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
14. Compulsory Recognition of Illegitimate Child	
i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
ii. Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.

	Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and LCRO where the birth was registered.
iii.	Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
iv.	Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.
v.	Certified photocopy (1 copy) of annotated birth certificate.	LCRO where the birth was registered.
vi.	Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
15. Voluntary Recognition of Minor Illegitimate Child		
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by	LCRO where the decision was rendered and where the birth was registered.

<p>the LCRO where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
<p>iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>iv. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<p>v. Certified photocopy (1 copy) of annotated birth certificate.</p>	<p>LCRO where the birth was registered.</p>
<p>vi. Certified photocopy (1 copy) of unannotated birth certificate.</p>	<p>LCRO where the birth was registered.</p>
<p>16. Acknowledgement</p>	
<p>i. <u>In case that the child is born within the Philippines:</u></p>	
<p>a) Certified photocopy (1 copy) of Affidavit of Acknowledgement or Authentic Writing.</p>	<p>LCRO where the birth was registered.</p>
<p>b) Certified photocopy (1 copy) of Certificate of Registration of Affidavit of Acknowledgement or Authentic Writing.</p>	<p>LCRO where the birth was registered.</p>

c) Certified photocopy (1 copy) of annotated birth certificate.	LCRO where the birth was registered.
d) Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
ii. <u>In case that the child is born abroad:</u>	
a) Certified photocopy (1 copy) of Affidavit of Acknowledgement or Authentic Writing.	LCRO of Manila.
b) Certified photocopy (1 copy) of Certificate of Registration of Affidavit of Acknowledgement or Authentic Writing.	LCRO of Manila.
c) Certified photocopy (1 copy) of annotated Report of Birth	PFSP where the birth was reported.
d) Certified photocopy (1 copy) of unannotated Report of Birth	PFSP where the birth was reported.
17. Admission of Paternity	
i. Certified photocopy (1 copy) of Affidavit of Admission of Paternity or Private Handwritten Instrument.	LCRO where the birth was registered; or LCRO/PFSP of the place where the legal instrument was executed/registered.
ii. Certified photocopy (1 copy) of Certificate of Registration of Admission of Paternity or Private Handwritten Instrument.	LCRO where the birth was registered; or LCRO/PFSP of the place where the legal instrument was executed/registered.
iii. Certified photocopy (1 copy) of annotated birth certificate; or Certified photocopy (1 copy) of annotated Report of Birth.	LCRO where the birth was registered. PFSP where the birth was reported.
iv. Certified photocopy (1 copy) of unannotated birth certificate; or Certified photocopy (1 copy) of unannotated Report of Birth.	LCRO where the birth was registered. PFSP where the birth was reported.
18. Emancipation of Orphaned Minor	
i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or	LCRO where the decision was rendered and where the birth was registered.

	Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and LCRO where the birth was registered.
ii.	<p>Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered and LCRO where the birth was registered.</p>
iii.	<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
iv.	<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.</p>	<p>LCRO where the decision was rendered and where the birth was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
v.	Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
19. Authorization and Ratification of Artificial Insemination		
i.	Certified photocopy (1 copy) of Authorization and Ratification of Artificial Insemination.	LCRO where the birth was registered.

ii.	Certified photocopy (1 copy) of Certificate of Registration of Authorization and Ratification of Artificial Insemination.	LCRO where the birth was registered.
iii.	Certified photocopy (1 copy) of unannotated birth certificate.	LCRO where the birth was registered.
20. Legitimation		
i.	<u>In case that the child is born within the Philippines:</u>	
a)	Certified photocopy (1 copy) of Joint Affidavit of Legitimation.	LCRO where the birth was registered.
b)	Certified photocopy (1 copy) of Supplemental Affidavit of Legitimation.	LCRO where the birth was registered.
c)	Certification of Registration of Joint Affidavit of Legitimation (1 Original or 1 Certified Photocopy)	LCRO where the birth was registered.
d)	Certified photocopy (1 copy) of annotated Birth Certificate.	LCRO where the birth was registered.
e)	Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
f)	Certified photocopy (1 copy) of Marriage Certificate of parents.	LCRO where the birth was registered.
g)	Certified photocopy (1 copy) of Affidavit of Acknowledgement or Affidavit of Admission of Paternity.	LCRO where the birth was registered.
h)	Advisory on Marriages of both parents. (1 original or 1 certified photocopy)	LCRO where the birth was registered.
i)	If the status of one or both of the parents is "Widow/Widower", certified photocopy (1 copy) of Death Certificate of previous spouse.	LCRO where the birth was registered.
j)	If the status of one or both of the parent/s is "annulled" or "declared presumptively death", certified photocopy (1 copy) of annotated Certificate of Marriage with the previous spouse.	LCRO where the birth was registered.
k)	If status of one or both parent/s is "Divorced", Certificate of Divorce (for Muslim) or divorce papers granted	LCRO where the birth was registered.

abroad. (1 Original or 1 Certified Photocopy)	
ii. <u>In case that the child is born abroad:</u>	
a) Certified photocopy (1 copy) of Joint Affidavit of Legitimation.	LCRO of Manila
b) Certified photocopy (1 copy) of Supplemental Affidavit of Legitimation.	LCRO of Manila
c) Certification of Registration of Joint Affidavit of Legitimation (1 Original or 1 Certified Photocopy)	LCRO of Manila
d) Certified photocopy (1 copy) of annotated Report of Birth.	PFSP where the birth was reported.
e) Certified photocopy (1 copy) of unannotated Report of Birth.	PFSP where the birth was reported.
f) Certified photocopy (1 copy) of Marriage Certificate of parents.	PFSP where the birth was reported.
g) Certified photocopy (1 copy) of Affidavit of Acknowledgement or Affidavit of Admission of Paternity.	LCRO of Manila; or PFSP where the AAP was executed/ registered.
h) Advisory on Marriages of both parents. (1 original or 1 certified photocopy)	PFSP where the birth was reported.
i) If the status of one or both of the parents is "Widow/Widower", certified photocopy (1 copy) of Death Certificate of previous spouse.	PFSP where the birth was reported.
j) If the status of one or both of the parent/s is "annulled" or "declared presumptively death", certified photocopy (1 copy) of annotated Certificate of Marriage with the previous spouse.	PFSP where the birth was reported.
k) If status of one or both parent/s is "Divorced", Certificate of Divorce (for Muslim) or divorce papers granted abroad. (1 Original or 1 Certified Photocopy)	PFSP where the birth was reported.
21. Voluntary Emancipation of Minor	
i. Certified photocopy (1 copy) of Affidavit of Voluntary Emancipation of Minor.	LCRO where the birth was registered.

ii. Certificate of Registration of Voluntary Emancipation of Minor. (1 Original copy)	LCRO where the birth was registered.
iii. Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
22. Supplemental Report of Birth	
i. Certified photocopy (1 copy) of Affidavit of Supplemental Report.	LCRO where the birth was registered.
ii. Certified photocopy (1 copy) of annotated Birth Certificate.	LCRO where the birth was registered.
iii. Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
iv. If the date and place of marriage of parents are the items to be supplied in the Birth Certificate, certified photocopy (1 copy) of Marriage Certificate of parents.	LCRO where the birth was registered.
v. If the supplied entries is more than two (2) omitted entries, certified photocopy (1 copy) of Letter of Approval of the Civil Registrar General.	LCRO where the birth was registered.
23. RA 9048 Correction of Clerical Error	
i. Certified photocopy (1 copy) of Approved Petition for Correction of Clerical Error (CCE) with the LCRO decision.	LCRO where the birth was registered.
ii. Certified photocopy (1 copy) of Certificate of Finality.	LCRO where the birth was registered.
iii. Certified photocopy (1 copy) of Action Taken by the Civil Registrar General.	LCRO where the birth was registered.
iv. Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
v. Certified photocopy (1 copy) of annotated Birth Certificate.	LCRO where the birth was registered.
24. RA 9048 Change of First Name	
i. Certified photocopy (1 copy) of Approved Petition for Correction of First Name (CFN) with the LCRO decision.	LCRO where the birth was registered.

ii.	Certified photocopy (1 copy) of Certificate of Finality.	LCRO where the birth was registered.
iii.	Certified photocopy (1 copy) of Action Taken by the Civil Registrar General.	LCRO where the birth was registered.
iv.	Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
v.	Certified photocopy (1 copy) of annotated Birth Certificate.	LCRO where the birth was registered.
25. RA 10172 Correction in the Day and/or Month of Birth or Sex		
i.	Certified photocopy (1 copy) of Approved Petition for Correction of Clerical Error (CCE) with the LCRO decision.	LCRO where the birth was registered.
ii.	Certified photocopy (1 copy) of Certificate of Finality.	LCRO where the birth was registered.
iii.	Certified photocopy (1 copy) of Action Taken by the Civil Registrar General.	LCRO where the birth was registered.
iv.	Certified photocopy (1 copy) of unannotated Birth Certificate.	LCRO where the birth was registered.
26. Court Decree of Cancellation - Birth		
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered.	LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered and LCRO where the birth was registered.

<ul style="list-style-type: none"> iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered. 	<p>LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<ul style="list-style-type: none"> iv. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the birth was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the birth was registered. 	<p>LCRO where the decision was rendered and where the birth was registered. LCRO where the decision was rendered, and LCRO where the birth was registered.</p>
<ul style="list-style-type: none"> v. Certified photocopy (1 copy) of annotated birth certificate; or Certified photocopy (1 copy) of annotated Report of Birth. 	<p>LCRO where the birth was registered. Philippine Foreign Service Post (PFSP) where the birth was reported.</p>
<ul style="list-style-type: none"> vi. Certified photocopy (1 copy) of unannotated birth certificate; or Certified photocopy (1 copy) of unannotated Report of Birth 	<p>LCRO where the birth was registered. PFSP where the birth was reported.</p>
27. RA 9255/ Affidavit to Use the Surname of the Father (AUSF)	
<ul style="list-style-type: none"> i. Certified photocopy (1 copy) of Affidavit to Use the Surname of the Father (AUSF). <p>Reminder:</p> <ul style="list-style-type: none"> a) If the child is 6 years old and below, the mother or the guardian, in the absence of the mother executed the AUSF. b) If the child is between 7-17 years old, he/she executed the AUSF with the attestation of the mother. c) For the child who is of legal age, he/she can execute the AUSF without the need of attestation of the mother. 	<p>LCRO where the birth was registered; or PFSP where the birth was reported.</p>

ii.	Certified photocopy (1 copy) of Certificate of Registration of Affidavit to Use the Surname of the Father (AUSF).	LCRO where the birth was registered; or PFSP where the birth was reported.
iii.	Certified photocopy (1 copy) of Affidavit of Admission of Paternity or Private Handwritten Instrument in case the child was not acknowledged by the father in the birth certificate.	LCRO where the birth was registered; or PFSP where the birth was reported.
iv.	Certificate of Registration of Affidavit of Admission of Paternity or Private Handwritten Instrument. (1 Original or 1 Certified Photocopy)	LCRO where the birth was registered; or PFSP where the birth was reported.
v.	Certified photocopy (1 copy) of annotated birth certificate; or Certified photocopy (1 copy) of annotated Report of Birth.	LCRO where the birth was registered. Philippine Foreign Service Post (PFSP) where the birth was reported.
vi.	Certified photocopy (1 copy) of unannotated birth certificate; or Certified photocopy (1 copy) of unannotated Report of Birth.	LCRO where the birth was registered. PFSP where the birth was reported.
vii.	In case the document submitted is Private Handwritten Instrument, Death Certificate of the Father. (1 Original or 1 Certified Photocopy)	LCRO where the birth was registered; or LCRO/PFSP of the place where the legal instrument was executed/registered.
B. Death Certificate		
1.	Change of Name or Correction of Entry - Death	
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the death was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and where the death was registered. LCRO where the decision was rendered and LCRO where the death was registered.
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the death was registered; or	LCRO where the decision was rendered and where the death was registered.

	Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and LCRO where the death was registered.
iii.	<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the death was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.</p>	<p>LCRO where the decision was rendered and where the death was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the death was registered.</p>
iv.	<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the death was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.</p>	<p>LCRO where the decision was rendered and where the death was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the death was registered.</p>
v.	<p>Certified photocopy (1 copy) of annotated death certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Death</p>	<p>LCRO where the death was registered; or</p> <p>PFSP where the death was reported.</p>
vi.	<p>Certified photocopy (1 copy) of unannotated birth certificate; or</p> <p>Certified photocopy (1 copy) of unannotated Report of Death</p>	<p>LCRO where the death was registered; or</p> <p>PFSP where the death was reported.</p>
2. Supplemental Report of Death		
i.	Certified photocopy (1 copy) of Affidavit of Supplemental Report.	LCRO where the death was registered.
ii.	Certified photocopy (1 copy) of annotated Death Certificate.	LCRO where the death was registered.
iii.	Certified photocopy (1 copy) of unannotated Death Certificate.	LCRO where the death was registered.

iv. If the supplied entries is more than two (2) omitted entries, certified photocopy (1 copy) of Letter of Approval of the Civil Registrar General.	LCRO where the death was registered.
3. RA9048 Death-Correction of Clerical Error	
i. Certified photocopy (1 copy) of Approved Petition for Correction of Clerical Error (CCE) with the LCRO decision.	LCRO where the death was registered.
ii. Certified photocopy (1 copy) of Certificate of Finality.	LCRO where the death was registered.
iii. Certified photocopy (1 copy) of Action Taken by the Civil Registrar General.	LCRO where the death was registered.
iv. Certified photocopy (1 copy) of unannotated Death Certificate.	LCRO where the death was registered.
v. Certified photocopy (1 copy) of annotated Death Certificate.	LCRO where the death was registered.
4. Court Decree of Cancellation – Death	
i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the death was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and where the death was registered. LCRO where the decision was rendered and LCRO where the death was registered.
ii. Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the death was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.	LCRO where the decision was rendered and where the death was registered. LCRO where the decision was rendered and LCRO where the death was registered.
iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision	LCRO where the decision was rendered and where the death was registered.

	<p>was registered and where the death was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.</p>	LCRO where the decision was rendered, and LCRO where the death was registered.
iv.	<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the death was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the death was registered.</p>	<p>LCRO where the decision was rendered and where the death was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the death was registered.</p>
v.	<p>Certified photocopy (1 copy) of annotated death certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Death</p>	<p>LCRO where the death was registered; or</p> <p>PFSP where the death was reported.</p>
vi.	<p>Certified photocopy (1 copy) of unannotated birth certificate; or</p> <p>Certified photocopy (1 copy) of unannotated Report of Death</p>	<p>LCRO where the death was registered; or</p> <p>PFSP where the death was reported.</p>
C. Marriage Certificate		
1. Annulment of Marriage		
i.	<p>Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or	LCRO where the decision was rendered and where the marriage was registered.

	Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and LCRO where the marriage was registered.
iii.	<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
iv.	<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
v.	<p>Certified photocopy (1 copy) of annotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
vi.	<p>Certified photocopy (1 copy) of unannotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of unannotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
2. Declaration of Absolute Nullity of Marriage		
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or	LCRO where the decision was rendered and where the marriage was registered.

	Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and LCRO where the marriage was registered.
ii.	<p>Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
iii.	<p>Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
iv.	<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
v.	<p>Certified photocopy (1 copy) of annotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
vi.	<p>Certified photocopy (1 copy) of unannotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of unannotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>

3. Foreign Decree of Divorce	
i. Certified photocopy (1 copy) of Foreign Decree of Divorce, registered at LCRO of Manila, and certified at the LCRO of where the marriage was registered.	LCRO of Manila; and LCRO where the marriage was registered.
ii. Certified photocopy (1 copy) of Certificate of Registration of Foreign Decree of Divorce registered at LCRO of Manila, and certified at the LCRO of where the marriage was registered.	LCRO of Manila; and LCRO where the marriage was registered.
iii. Certified photocopy (1 copy) Court Decision recognizing the Foreign Decree of Divorce issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision recognizing the Foreign Decree of Divorce, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
iv. Certified photocopy (1 copy) Certificate of Finality of Court Decision recognizing the Foreign Decree of Divorce issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision recognizing the Foreign Decree of Divorce, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
v. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was registered and where the death was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the death was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.

<p>vi. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
<p>vii. Certified photocopy (1 copy) of annotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
<p>viii. Certified photocopy (1 copy) of unannotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of unannotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
4. Divorce Obtained through Shari'a Court	
<p>i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
<p>ii. Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
<p>iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p>

	<p>was registered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	LCRO where the decision was rendered, and LCRO where the marriage was registered.
iv.	<p>Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was registered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
v.	<p>Certified photocopy (1 copy) of annotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
vi.	<p>Certified photocopy (1 copy) of unannotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of unannotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>
vii.	<p><u>Additional requirements if the marriage for annotation was not under PD1083 (Muslim marriage) and if one or both parties do not belong to Islam:</u></p>	
a)	Certificate of Conversion to Islam of either or both parties/couple prior to divorce (1 copy)	Shari'a Circuit Court
b)	Affidavit of Ratification (1 copy)	Shari'a Circuit Court
c)	Certificate of Divorce (1 copy)	Shari'a Circuit Court
5.	Certificate of dissolution of Marriage for Indigenous Peoples (IPs)	
i.	Certified photocopy (1 copy) of Certificate of Dissolution of Marriage for IPs.	LCRO where the marriage was registered.

ii. Certified photocopy (1 copy) of Certificate of Registration Dissolution of Marriage for IPs	LCRO where the marriage was registered.
iii. Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
iv. Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
6. Statement of Revocation of Dissolution of Marriage	
i. Certified photocopy (1 copy) of Statement of Revocation of Dissolution of Marriage where the marriage was registered; or Certified photocopy (1 copy) of Statement of Revocation of Dissolution of Marriage certified by the LCRO where the dissolution of marriage was registered and certified by the LCRO where the marriage was registered	LCRO where the marriage was registered. LCRO where the dissolution of marriage was registered, and LCRO where the marriage was registered.
ii. Certified photocopy (1 copy) of Certificate of Registration of Revocation of Dissolution of Marriage for IP's issued by LCRO where the marriage was registered.	LCRO where the marriage was registered.
iii. Certified photocopy (1 copy) of Certificate of Dissolution of Marriage for IPs where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Dissolution of Marriage for IPs certified by the LCRO where the dissolution of marriage was rendered and certified by the LCRO where the marriage was registered	LCRO where the marriage was registered. LCRO where the dissolution of marriage was registered, and LCRO where the marriage was registered.
iv. Certified photocopy (1 copy) of Certificate of Registration of Dissolution of Marriage for IPs issued by LCRO where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of Dissolution of Marriage for IPs issued by the LCRO where the dissolution of marriage was rendered and certified by the LCRO where the marriage was registered	LCRO where the marriage was registered. LCRO where the dissolution of marriage was registered, and LCRO where the marriage was registered.

v.	Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
vi.	Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
7. Declaration of Presumptive Death of Spouse/Judicial Declaration of Absence		
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered.
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered.
iii.	Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered.
iv.	Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO	LCRO where the decision was rendered and where the marriage was registered.

	where the decision was rendered, and certified by the LCRO where the marriage was registered.	
v.	Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
vi.	Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
8. Legal Separation		
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
iii.	Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
iv.	Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or	LCRO where the decision was rendered and where the marriage was registered.

	Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered, and LCRO where the marriage was registered.
v.	Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
vi.	Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
9. Court Order Setting Aside the Decree of Legal Separation		
i.	Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
ii.	Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
iii.	Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
iv.	Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order	LCRO where the decision was rendered and where the marriage was registered.

<p>issued by LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>
<p>v. Certified photocopy (1 copy) of annotated Marriage Certificate.</p>	<p>LCRO where the marriage was registered.</p>
<p>vi. Certified photocopy (1 copy) of unannotated Marriage Certificate.</p>	<p>LCRO where the marriage was registered.</p>
<p>10. Change of Name or Correction of Entry</p>	
<p>i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
<p>ii. Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered and LCRO where the marriage was registered.</p>
<p>iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>

iv. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
v. Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
vi. Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
11. Judicial Determination of the Fact of the Reappearance of Absent Spouse	
i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
ii. Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.

Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	
iv. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
v. Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
vi. Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
12. Affidavit of Reappearance	
i. Certified photocopy (1 copy) of Affidavit of Reappearance.	LCRO where the residence of the parties to the subsequent marriage.
ii. Certified photocopy (1 copy) of Certificate of Registration Affidavit of Reappearance.	LCRO where the residence of the parties to the subsequent marriage.
iii. Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the residence of the parties to the subsequent marriage.
iv. Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the residence of the parties to the subsequent marriage.
v. Certified photocopy (1 copy) of Notice of Reappearance to Parties to the Subsequent Marriage.	LCRO where the residence of the parties to the subsequent marriage.
13. Separation of Property	
i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.

certified by the LCRO where the marriage was registered.	
ii. Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
iv. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
v. Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
vi. Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
14. Revival of Former Property Regime	
i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or	LCRO where the decision was rendered and where the marriage was registered.

Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and LCRO where the marriage was registered.
ii. Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
iv. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered, and LCRO where the marriage was registered.
v. Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
vi. Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
15. Certificate of Legal Capacity to Contract Marriage	
i. Certificate of Legal Capacity to Contract Marriage. (1 Copy)	Foreign Embassy concerned.

ii. Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
16. Partition and Distribution of Properties of Spouses and Delivery of the Children's Presumptive Legitime	
i. Certified photocopy (1 copy) of Affidavit of Partition and Distribution of Properties of Spouses and Delivery of the Children's Presumptive Legitime	LCRO where the marriage was registered.
ii. Certificate of Registration of Affidavit of Partition and Distribution of Properties of Spouses and Delivery of the Children's Presumptive Legitime (1 Certified Copy)	LCRO where the marriage was registered.
iii. Certified photocopy (1 copy) of Certificate of Marriage with Remarks on Annulment/Nullity of Marriage.	LCRO where the marriage was registered.
17. Marriage Settlements and Any Modification Thereof	
i. Certified photocopy (1 copy) of Affidavit of Prenuptial Agreement.	LCRO where the marriage was registered.
ii. Certificate of Registration Affidavit of Prenuptial Agreement. (1 Certified Copy)	LCRO where the marriage was registered.
iii. Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
18. Supplemental Report of Marriage	
i. Certified photocopy (1 copy) of Affidavit of Supplemental Report.	LCRO where the marriage was registered.
ii. Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
iii. Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
iv. If the supplied entries is more than two (2) omitted entries, certified photocopy (1 copy) of Letter of Approval of the Civil Registrar General.	LCRO where the marriage was registered.
19. Waiver Rights/Interest of Absolute Community of Property	

i. Certified photocopy (1 copy) of Affidavit of Waiver Rights/Interest of Absolute Community of Property	LCRO where the marriage was registered.
ii. Certified photocopy (1 copy) of Certificate of Registration of Waiver Rights/Interest of Absolute Community of Property	LCRO where the marriage was registered.
20. RA9048 Marriage - Correction of Clerical Error	
i. Certified photocopy (1 copy) of Approved Petition for Correction of Clerical Error (CCE) with the LCRO decision.	LCRO where the marriage was registered.
ii. Certified photocopy (1 copy) of Certificate of Finality.	LCRO where the marriage was registered.
iii. Certified photocopy (1 copy) of Action Taken by the Civil Registrar General.	LCRO where the marriage was registered.
iv. Certified photocopy (1 copy) of unannotated Marriage Certificate.	LCRO where the marriage was registered.
v. Certified photocopy (1 copy) of annotated Marriage Certificate.	LCRO where the marriage was registered.
21. Court Decree of Cancellation –Marriage	
i. Certified photocopy (1 copy) Court Decision/Order issued by the Local Civil Registry Office (LCRO) where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.
ii. Certified photocopy (1 copy) Certificate of Finality of Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or Certified photocopy (1 copy) of Certificate of Finality of Court Decision/Order, certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.	LCRO where the decision was rendered and where the marriage was registered. LCRO where the decision was rendered and LCRO where the marriage was registered.

<p>iii. Certified photocopy (1 copy) Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of Certificate of Registration of the Court Decision/Order issued by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>			
<p>iv. Certified photocopy (1 copy) Certificate of Authenticity of the Court Decision/Order issued by LCRO where the decision was rendered and where the marriage was registered; or</p> <p>Certified photocopy (1 copy) of the Certificate of Authenticity of the Court Decision/Order certified by the LCRO where the decision was rendered, and certified by the LCRO where the marriage was registered.</p>	<p>LCRO where the decision was rendered and where the marriage was registered.</p> <p>LCRO where the decision was rendered, and LCRO where the marriage was registered.</p>			
<p>v. Certified photocopy (1 copy) of annotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of annotated Report of Marriage.</p>	<p>LCRO where the marriage was registered; or</p> <p>PFSP where the marriage was reported.</p>			
<p>vi. Certified photocopy (1 copy) of unannotated Marriage Certificate; or</p> <p>Certified photocopy (1 copy) of unannotated Report of Marriage</p>	<p>LCRO where the death was registered; or</p> <p>PFSP where the marriage was reported.</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 May opt to download the Application Form and from the appointment website.</p> <p>Reminder:</p> <p>Application Form can be accomplished prior</p>	<p>1.1 CRS Appointment System sends out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form- Birth Certificate (White Form) is available for download.</p>	None	Variable	<i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>

<p>to scheduled date of appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>Clients with PhilID/e-PhilID and requesting for copy of his/her own documents, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment, in compliance to the above prescribed requirements.</p>				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR):</p> <p>a.) Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <p>b.) CRS Appointment Slip bearing the name of the AR.</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <ul style="list-style-type: none"> a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented. 	None	1 minute	<p><i>Information Marshal/ Security Guard</i> <i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i></p>
<p>3. Get an Application Form from the AF dispenser and fill-out the required</p>	<p>3.1 Ensure that the necessary AF is made available at the AF dispenser.</p>	None	3 minutes	<p><i>Information Marshal,</i> PSA Civil Registry System Outlet</p>

information in PRINTED LETTERS.				<i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor PSA Civil Registry System Outlet</i> <i>or Outlet Manager</i>
4. Proceed to the screening area. 4.1 Present the AF and the required documents to the Screener for completeness check.	<p>4.1 Screen the AF and the requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>4.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>4.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window.</p> <p>4.3 Return the validated PhilID card/e-PhilID to the client.</p> <p>4.4 Return the PhilID Card/e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>4.5 Return the AF and the ID(s), authorization letter/SPA/Affidavit, and other supporting documents to the client as it will be presented to the CDLI Encoder</p>	None	5 minutes	<i>Screener PSA Civil Registry System Outlet</i> <i>Team Leader, PSA Civil Registry System Outlet</i> <i>Outlet Supervisor, PSA Civil Registry System Outlet</i> <i>or Outlet Manager</i>

	prior to the payment of corresponding fees.			
5. Get Queue Ticket Number (QTN).	5.1 Ensure that QTN machine is functioning and is ready for distribution.	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
6. Proceed to the CDLI Encoding area. 6.1 Wait for the QTN to be shown in the QMS Public Digital Display. 6.2 Present the QTN, AF and the required documents to the CDLI Encoder.	<p>6.1 Ensure that the QMS Public Digital Display is functional.</p> <p>6.2 Receive the QTN, AF, and other requirements.</p> <p>6.3 Perform “Query First” to check the availability of the document in the system.</p> <p>6.4 Encode into the system the QTN and the details of the requests.</p> <p>6.5 Using the system, screen correctness and completeness of the submitted documents using checklist in the Annotation Wizard.</p> <p>6.5.1 If the documents are incomplete and failed to proceed with the request, print the Annotation Wizard Checklist.</p> <p>6.5.1.1 Return all the submitted documents, with the printed Annotation Wizard Checklist, to the client.</p> <p>6.5.1.2 Instruct the client to complete the missing requirement</p>	None	12 Minutes	<p><i>CDLI Encoder</i> PSA Civil Registry System Outlet</p> <p><i>Information Marshal,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Chief,</i> CRSD</p>

	<p>indicated in the Annotation Wizard Checklist.</p> <p>6.5.2 If the documents are complete and passed the Annotation Wizard Checklist, process the transaction.</p> <p>6.6 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit, and other supporting documents to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.</p>			
<p>7. Proceed to the application area.</p> <p>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>7.2 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.3 Submit the QTN, AF, and the required documents to the Payment Window.</p> <p>7.4 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>Reminder:</p> <ul style="list-style-type: none"> a.) Check the details in the issued Official Receipt (OR). b.) Make sure to count the change 	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Receive and check the QTN, AF and the requirements.</p> <p>7.3 Retrieve the transaction in the system using the search query.</p> <p>7.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>7.5 Stamp the OR with the date and time of release.</p> <p>7.6 Give the OR to the client and return the presented valid IDs and/or authorization letter/SPA/Affidavit as it will be submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p>7.7 Consolidate the submitted documents</p>	<p><u>Total Fee</u> Php 255.00 per transaction</p> <p><i>Breakdown:</i> <i>Processing Fee:</i> -Php 225.00</p> <p><i>Documentary Stamp Tax</i> -Php 30.00</p>	<p>2 minutes</p>	<p><i>Collecting Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Coordinator,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Chief,</i> CRSD</p>

before leaving the counter.	<p>subject to Premium Annotation.</p> <p>7.8 Prepare transmittal of the documents for Premium Annotation processing.</p> <p>7.9 Submit the transmittal and documents to the Document Receipt and Control Unit (DRCU).</p>			
	<p>8.1 Receive the Premium Annotation Request.</p> <p>8.2 Check the transmittal and the attached documents.</p> <p>8.3 Scan the barcode and print transmittal through RCC.</p> <p>8.4 Transmit the documents to the concerned backend processing unit.</p> <p>8.5 Conduct detailed screening of the documents.</p> <p>8.5.1 If the documents failed the detailed screening, issue "Feedback".</p> <p>8.5.2 If the documents passed the detailed screening, prepare document for annotation.</p> <p>8.6 Transmit the documents to Annotation Unit for processing.</p> <p>8.7 Reflect the annotation in the system.</p>	None	4 working days, 7 hours, and 15 minutes	<i>Civil Register Management Division</i>

<p>9. Return to the CRS Outlet on the date and time of release of the Premium Annotation Request.</p> <p>9.1 Get Queue Ticket Number (QTN)</p> <p>9.2 Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>9.1 Ensure that QTN is functioning and ready for distribution.</p> <p>9.2 Ensure that the QMS Public Digital Display is functional.</p>	None	6 minutes	<p><i>Information Marshal/Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System</p> <p>or <i>Chief,</i> CRSD</p>
<p>10. Proceed to the Releasing Window.</p> <p>10.1 Present the ORIGINAL OR and other requirements.</p> <p>For PhilID card/e-PhilID holders:</p> <p>10.2 For PhilID card/e-PhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.</p>	<p>10.1 Require the client to present/ submit the requirements and check for correctness and completeness.</p> <p>For PhilID card/e-PhilID holders:</p> <p>10.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/e-PhilID using PhilSys Check.</p> <p>10.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>10.2.2 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ e-PhilID, and Last Name of the PhilID/</p>	None	10 minutes	<p><i>Releasing Officer</i>, PSA Civil Registry System Outlet</p> <p><i>Team Leader</i>, PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor</i>, PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

	<p>e-PhilID owner and Date of Birth.</p> <p>10.2.3 Return the validated PhilID card/ e-PhilID to the client.</p> <p>10.2.4 Return the PhilID Card/ e-PhilID that failed the validation to the client and request for a new valid ID.</p> <p>10.3 Retrieve the transaction in the system using the search query.</p> <p>10.4 Check the status of the Premium Annotation request.</p> <p>10.5 If the Premium Annotation request resulted to “Feedback”, print/prepare the “Feedback Form” and the documents submitted for Premium Annotation processing.</p> <p>10.5.1 Return to the clients the documents including the Feedback Form and instruct to comply the requirements.</p> <p>10.6 If the processed Premium Annotation request yielded positive result, print the requested document in the Security Paper (Secpa).</p> <p>10.6.1 Control the printed document in SECPA using the system.</p>			
11. Check the document. 11.1 Sign the “Acknowledgement of	<p>11.1 Release the documents to the client.</p> <p>11.2 Ensure the client signed the “Conforme”</p>	None	5 minutes	<i>Releasing Officer, PSA Civil Registry System Outlet</i> <i>Team Leader,</i>

<p>“Receipt” portion at the back of the AF and indicate the date of receipt.</p> <p>11.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>11.4 Affix the initials of the Releasing Officer in the OR.</p> <p>11.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p>	<p>portion at the back of the AF, indicating the printed name, signature and id number.</p>			<p>PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or</p> <p><i>Outlet Manager</i></p>
TOTAL		PhP 155.00 per transaction	Five (5) working days exclusive of queuing time	

Special Cases/Situations:

SITUATION	ACTION	LOCATION	REMARKS
<p>1. The findings of the Query First resulted to blurred civil registry document.</p>	<p>1. The request for Premium Annotation will not be processed, but instead, the documents will be received for endorsement to the backend processing unit as Regular Annotation request.</p> <p>1.1 Receive the documents from the client.</p> <p>1.2 Issue an Acknowledgement Receipt to the client, indicating when will the document be</p>		

	<p>available for request, and the phone number for follow ups.</p> <p>1.3 Inform the client that once the Regular Annotation is processed, the client can proceed to request the document under Copy Issuance service.</p> <p>1.4 Transmit the document to the CDLI Coordinator.</p> <p>1.5 Prepare transmittal of the documents to be transmitted to Document Receipt and Control Unit (DRCU).</p>		
TOTAL		Seven (7) working days	

SITUATION	ACTION	LOCATION	REMARKS
2. There is a previous Feedback not yet complied.	<p>2. The request for Premium Annotation will not be processed.</p> <p>2.1 Print the Feedback Form.</p> <p>2.2 Issue the Feedback Form to the client and instruct to comply the requirements.</p> <p>2.3 Return the documents to the client.</p>		
<i>Premium Annotation request with previous Feedback on the same document that is not yet complied will not be processed.</i>			

20. Processing of Requests for Copy Issuance of Civil Registry Documents and Certificate of No Marriage/Advisory on Marriages received through an Authorized Online Service Provider/Private Partner Agency (www.psaserbilis.com.ph) at PSA Serbilis Outlet

PSA Serbilis is an alternative channel for the acceptance of requests for the copy issuance of birth, death and marriage records and CENOMAR/Advisory on Marriages by visiting the website: www.psaserbilis.com.ph.

PSA entered into a Memorandum of Agreement with a private partner agency to enable its client to avail of its civil registry frontline services at the comfort of their homes or offices.

Office/Division	Civil Registration Services Division			
Classification:	Simple			
Type of Transaction:	Government-to-Business (G2B)			
Who may avail:	Unisys Managed Services Corporation			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Confirmation/Validation of Payment	Unisys Managed Services Corporation			
Batch Files of requests received from its clients	www.psaserbilis.com.ph			
Transmittal Report for copy issuance of civil registry documents and request for CENOMAR	www.psaserbilis.com.ph			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the PSA Serbilis Outlet about the completion of payment validation.	1.1 Accept the confirmation call for the payment validation.	<u>Total Fee: (For Copy issuance of Birth, Death, Marriage Certificate s)¹</u> Php 155.00 per copy	15 minutes	<i>Collecting Officer, PSA Serbilis Outlet</i> <i>Team Leader, PSA Serbilis Outlet</i> <i>Outlet Supervisor, PSA Serbilis Outlet</i> <i>or Chief, CRSD</i>

¹Unisys Management Services Corp. thru its accredited banks/payment center, charges a total amount of **Php 330.00** from its clients per copy of Birth, Marriage, Death document requested from PSA to include payment for its Service Fee and door-to-door delivery (Php175.00) within the Philippines; and **USD 20.30** if the delivery is outside of the Philippines.

		<p><i>Breakdown:</i></p> <p><i>Processing Fee:</i> -Php 125.00</p> <p><i>Documentary Stamp Tax:</i> -Php 30.00</p> <p><u>Total Fee:</u> (For CENOMA R/Advisor y on Marriages)²</p> <p>Php 210.00 per copy</p> <p><i>Breakdown:</i></p> <p><i>Processing Fee:</i> -Php 180.00</p> <p><i>Documentary Stamp Tax:</i> -Php 30.00</p>		
2. Submit Batch Files electronically to PSA Serbilis Outlet.	<p>2.1 Retrieve Batch Files electronically and print the transmittal report of paid online transactions.</p> <p>2.2 Generate Official Receipts (ORs) per the transactions by Batch Files.</p>	None	2 hours	<p><i>Collecting Officer,</i> PSA Serbilis Outlet</p> <p><i>Team Leader,</i> PSA Serbilos Outlet</p> <p><i>Outlet Supervisor,</i> PSA Serbilis Outlet</p>

²Unisys Management Services Corp. thru its accredited banks/payment center, charges a total amount of **PhP 430.00** from its clients per copy of CEMAR/CENOMAR requested from PSA to include payment for its Service Fee and door-to-door delivery (Php220.00) within the Philippines; and **USD 25.30** if the delivery is outside of the Philippines.

	2.3 Distribute to the Request Service Officers (RSOs) the transmittal for verification in the Civil Registry System (CRS) database.			<i>or Chief, CRSD</i>
3. Wait for the schedule of release.	<p>3.1 Verify from the CRS database the request on the basis of details that has been filled up by the client thru online application.</p> <p>3.1.1 Conduct verification for the requests for Birth, Marriage, and Death Certificates from the system pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>3.1.2 For CENOMAR requests, conduct verification from the system pursuant to the issued PSA Office Memorandum No. 2021-64 dated 01 March 2021 about the document owner as both as male and as female.</p> <p>3.2 Print the results of the verification of the requests in CRS Security Paper (SECPA).</p> <p>3.3 Control the printed documents in SECPA using the QMS Releasing Manager application.</p> <p>3.4 Match and sort the printed documents in SECPA with the corresponding OR and transmittal report.</p>	None	<p>4 hours</p> <p>Reminder: Processing time maybe extended depending on the result of verification from the System.</p>	<i>Request Service Officers, PSA Serbilis Outlet</i> <i>Barcode Controller, PSA Civil Registry PSA Serbilis Outlet</i> <i>Sorter/Matcher, PSA Serbilis Outlet</i>

	3.5 Prepare the documents ready for release for pick up by the authorized representative/ liaison officer of Unisys Managed Services Corp.			<i>Team Leader, PSA Serbilis Outlet Outlet Supervisor, PSA Serbilis Outlet or Chief, CRSD</i>
4. Authorized representative/ liaison officer of Unisys Managed Services Corp. to claim the documents at the CRS Bldg. 4.1 Check and acknowledge the receipt of the documents.	4.1 Release the documents in SECPA. 4.2 Remind the authorized representative/ liaison officer of Unisys Management Services Corp. to check and to acknowledge receipt of the documents in SECPA.	None	1 hour and 45 minutes	<i>Team Leader, PSA Serbilis Outlet Outlet Supervisor, PSA Serbilis Outlet or Chief, CRSD</i>
TOTAL	PhP 155.00 per copy for request for Birth, Marriage, and Death Certificate PhP 210.00 per copy of CENOMAR/Advisory on Marriages			<u>Eight (8) hours</u>

21. Processing of Requests for Copy Issuance of Civil Registry Documents and Certificate of No Marriage/Advisory on Marriages received through an Authorized Online Service Provider/Private Partner Agency (www.psahelpline.ph) at PSA Helpline Outlet

PSAHelpline is an alternative channel for the acceptance of requests for the copy issuance of birth, death and marriage records and CENOMAR/Advisory on Marriages by visiting the website, www.psahelpline.ph.

PSA entered into a Memorandum of Agreement with a private partner agency to enable its client to avail of its civil registry frontline services at the comfort of their homes or offices.

Office/Division	Civil Registration Services Division			
Classification:	Simple			
Type of Transaction:	Government-to-Business (G2B)			
Who may avail:	Pilipinas Teleserv, Inc.			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Check payment		Pilipinas Teleserv, Inc.		
Batch Files of requests received from its clients		www.psaserbilis.com		
Printed Application Forms (AFs) (Green)		Pilipinas Teleserv, Inc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send check payment for requests received from its clients to PSA Helpline Outlet.	1.1 Receive check payment. 1.2 Prepare transmittal and remit check payment to Vault Administrator of the PSA CRS Outlet – East Avenue, Quezon City.	Total Fee: <i>(For Copy issuance of Birth, Death, Marriage Certificate s)³</i> Php 155.00 per copy Breakdown: <i>Processing Fee:</i> -Php 125.00	30 minutes	<i>Outlet Supervisor, PSA Helpline Outlet</i> or <i>Chief, CRSD</i>

³Pilipinas Teleserv, Inc. thru its accredited banks/collecting agents, charges a total amount of Php365.00 from its clients per copy of Birth, Marriage, Death document requested from PSA to include payment for its Service Fee and door-to-door delivery (Php210.00) within the Philippines.

		<p><i>Documentary Stamp Tax:</i> -Php 30.00</p> <p>Total Fee: (For CENOMAR/R/Advisor y on Marriages)⁴</p> <p>Php 210.00 per copy</p> <p><i>Breakdown:</i></p> <p><i>Processing Fee:</i> -Php 180.00</p> <p><i>Documentary Stamp Tax:</i> -Php 30.00</p>		
2. Submit Batch Files electronically. 2.1 Transmit printed AFs (Green Forms) to PSA Helpline Outlet.	<p>2.1 Retrieve Batch Files electronically and receive the printed AFs (Green Forms).</p> <p>2.2 Print Official Receipts (ORs) per the transactions by Batch Files.</p> <p>2.3 Distribute AFs to Request Service Officers (RSOs) for verification in the Civil Registry System (CRS) database.</p>	None	1 hour	<p><i>Collecting Officer,</i> PSA Helpline Outlet</p> <p><i>Team Leader,</i> PSA Helpline Outlet</p> <p><i>Outlet Supervisor,</i> PSA Helpline Outlet</p> <p>or <i>Chief,</i> CRSD</p>

⁴Pilipinas Teleserv, Inc. thru its accredited banks/collecting agents, charges a total amount of **PhP 420.00** from its clients per copy of CEMAR/CENOMAR requested from PSA to include payment for its Service Fee and door-to-door delivery (Php210.00).

3. Wait for the schedule of release.	<p>3.1 Verify from the CRS database the request on the basis of details that has been filled up by the client thru online application.</p> <p>3.1.1 Conduct verification for the requests for Birth, Marriage, and Death Certificates from the system pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>3.1.2 For CENOMAR requests, conduct verification from the system pursuant to the issued PSA Office Memorandum No. 2021-64 dated 01 March 2021 about the document owner as both as male and as female.</p> <p>3.2 Print the results of the verification of the requests in CRS Security Paper (SECPA).</p> <p>3.3 Control the printed documents in SECPA using the QMS Releasing Manager application.</p> <p>3.4 Match and sort the printed documents in SECPA with the corresponding OR and transmittal report.</p> <p>3.5 Prepare the documents ready for release and for pick up by the authorized representative/ liaison officer of Pilipinas Teleserv, Inc.</p>	None	4 hours Reminder: Processing time maybe extended depending on the result of verification from the System.	<i>Request Service Officers, PSA Serbilis Outlet</i> <i>Barcode Controller, PSA Civil Registry PSA Serbilis Outlet</i> <i>Sorter/Matcher, PSA Serbilis Outlet</i> <i>Team Leader, PSA Serbilis Outlet</i> <i>Outlet Supervisor, PSA Serbilis Outlet</i> <i>or Chief, CRSD</i>
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4. Authorized representative/ liaison officer of Pilipinas Teleserv, Inc. to claim the documents at the CRS Building. 4.1 Check and acknowledge the receipt of the documents.	4.1 Release the documents in SECPA. 4.2 Remind the authorized representative/ liaison officer of Pilipinas Teleserv, Inc. to check and acknowledge the receipt of documents in SECPA.	None	2 hours and 30 minutes	<i>Team Leader, PSA Serbilis Outlet</i> <i>Outlet Supervisor, PSA Serbilis Outlet</i> <i>or Chief, CRSD</i>	
TOTAL	PhP 155.00 per copy for request for Birth, Marriage, and Death Certificate PhP 210.00 per copy of CENOMAR/Advisory on Marriages				<u>Eight (8) hours</u>

22. Processing of Requests for Copy Issuance of Civil Registry Documents and Certificate of No Marriage/Advisory on Marriages received from Batch Request System Authorized Users

The Batch Request System (BREQS) is a scheme where PSA authorizes a partner to receive and release requests for PSA-issued civil registry documents and certifications.

Under this scheme, the PSA shall provide the authorized BREQS User the software, form templates, updates, and installation manual necessary in servicing its clients. The software will enable the BREQS User to do offline encoding of the application details. These application details can be created by batch for online submission through the CRS Website (www.psaserbilis.com.ph), together with the proof of payment of the said batches.

A servicing PSA Civil Registry System (CRS) Outlets are designated to print the individual Official Receipts of the applications, print the civil registry documents and certifications in the Security Paper, and release the document to the designated Liaison Officer of the BREQS User.

The interested government agency/institutions are required to enter into a Memorandum of Agreement with PSA to avail the BREQS.

Office/Division	Civil Registration Services Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G), Government-to-Business (G2B)			
Who may avail:	Authorized Government Agencies, Local Government Units, Private Business Establishment (e.g., SM Mart Inc., Rural and Card MBA), and Universities			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Batch Files of requests received from its clients, in .dat and .txt file format		BREQS installed in the workstation dedicated to encode the requests		
2. Proof of Payment for the batches: <ol style="list-style-type: none"> Scanned machine validated deposit slip (1 copy), in .jpeg format (file size: maximum of 150kb); or Cash payment at the CRS Outlets. 		Nearest Philippine National Bank or Land Bank of the Philippines Servicing CRS Outlet		
3. Notification via email for the approved payment		PSA Accounting Division		
4. Printed .txt file (1 copy), if cash payment for the batched file will be made at the Servicing CRS Outlet		BREQS User		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON

		BE PAID	TIME	RESPONSIBLE
<p>1. Create .dat and .txt files from the BREQS workstation.</p> <p>1.1 Pay the corresponding fee for the batched requests.</p> <p>1.1.1 Pay at the nearest Philippine National Bank or Land Bank of the Philippines.</p> <p>1.1.1.1 Receive the machine validated deposit slip from the bank.</p> <p>1.1.1.2 Submit the .dat and .txt files, including the scanned machine validated deposit slip to CRS Website (www.psaserbilis.com.ph)</p> <p>1.1.2 The BREQS User may opt to pay via cash the batched requests at the Servicing CRS Outlet.</p> <p>1.1.2.1 Upload the .dat and .txt files to the CRS Website (www.psaserbilis.com.ph)</p>	<p>1.1 Ensure that system is functional and able to receive the submitted required files in the www.psaserbilis.com.ph.</p> <p>1.2 Ensure that the submitted files in the CRS Website are available in the CRS-ITP2 System.</p> <p>1.2.1 Batched transactions are automatically available to the Primary/ Secondary Back Office for processing.</p> <p>1.3 Receive the email notification for the approved payment from the PSA Accounting Division.</p>	<p><u>Total Fee:</u> PhP 155.00 per copy</p> <p><i>Breakdown:</i></p> <p><i>Processing Fee:</i> -PhP 125.00</p> <p><i>Documentary Stamp Tax</i> -PhP 30.00</p> <p>Note: Bank may charge fees to the clients.</p>	Variable	<p>Accounting Division Personnel, PSA Accounting Division</p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>2. Proceed to the Servicing CRS Outlet on the scheduled date and time of release of the requested documents.</p> <p>2.1 BREQS Users to proceed to the Servicing CRS Outlet who opted to pay the batched requests via cash, through the</p>	<p>2.1 Import the .dat from the CRS-ITP2 Portal.</p> <p>2.2 Print the .txt file from the CRS-ITP2 Portal.</p> <p>2.3 Generate the Official Receipts (ORs) per the transactions by Batch Files.</p> <p>2.4 For cash payments of BREQS transactions, receive the printed .txt</p>	<p>For cash payments made at the Servicing CRS Outlets:</p> <p><u>Total Fee:</u> PhP 155.00 per copy</p> <p><i>Breakdown:</i></p>	7 hours and 45 minutes	<p>Collecting Officer, PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>

<p>designated liaison officer.</p> <p>2.1.1 Submit the cash payment and the printed .txt file to the designated BREQS Coordinator at the Servicing CRS Outlet.</p>	<p>file from the liaison officer.</p> <p>2.4.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>Note:</p> <p>Batched transactions submitted to the CRS Website are automatically available to the Primary/ Secondary Back Office for processing</p> <p>2.5 Get the transaction in the system.</p> <p>2.6 Verify from the CRS database the request on the basis of details that has been filled up by the client thru online application.</p> <p>2.6.1 Conduct verification for the requests for Birth, Marriage, and Death Certificates from the system pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>2.6.2 For CENOMAR requests, conduct verification from the system pursuant to the issued PSA Office Memorandum No. 2021-64 dated 01 March 2021 about the document owner as both as male and as female.</p> <p>2.7 PBO/SBO to issue the result of verification in the system.</p> <p>2.7.1 In case that the requested Birth,</p>	<p><i>Processing Fee:</i> -PhP 125.00</p> <p><i>Documentary Stamp Tax</i> -PhP 30.00</p>	<p><i>Request Service Officer, Primary Back Office / Secondary Back Office</i></p> <p><i>Team Leader, Primary Back Office / Secondary Back Office</i></p> <p><i>Supervisor, Primary Back Office / Secondary Back Office</i></p> <p>or</p> <p><i>Chief, CRSD</i></p>	
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	<p>Marriage, or Death Certificates is positive in the CRS Database, submit the document for release.</p> <p>2.7.2 In case that the requested Birth, Marriage, or Death Certificates is not available in the CRS Database after thorough verification, generate a Negative Certification of requested document with Negative Result Advisory.</p> <p>2.7.3 In case that the requested Birth, Marriage, or Death Certificates is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.</p> <p>2.7.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.</p> <p>2.7.4 For CENOMAR request, if the processed request yielded positive result, generate an Advisory on Marriages.</p> <p>2.7.4.1 In case that the processed request yielded a negative record of Marriage in the CRS Database, generate the CENOMAR.</p> <p>2.8 Print the requested documents in Security Paper (Secpa).</p>			Releasing Officer, PSA Civil Registry System Outlet
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	<p>2.9 Control the printed document in Secpa using the system.</p> <p>2.10 Sort and match the OR to the printed document in Secpa.</p> <p>2.11 Control the printed request in the logbook.</p>			<i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
3. Present and submit the printed .txt file 3.1 Accept and check the released document. 3.3 Affix signature in the BREQS control logbook.	<p>3.1 Receive the printed .txt file from the liaison officer.</p> <p>3.2 Match the printed documents with the requests indicated in the submitted .txt file.</p> <p>3.3 Release the documents to the liaison officer.</p> <p>3.4 Ensure that the liaison officer affix his/her signature in the BREQS control logbook.</p>	None	15 minutes	<i>Releasing Officer,</i> <i>PSA Civil Registry System Outlet</i> <i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i> <i>or</i> <i>Outlet Manager</i>
TOTAL	PhP 155.00 per copy for request for Birth, Marriage, and Death Certificate PhP 210.00 per copy of CENOMAR/Advisory on Marriages			

REMINDER:

Issuance of request documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection, the Service Classification is changed from **SIMPLE** to **COMPLEX**.

Special cases/situations are the same with the identified in the Copy Issuance of Birth, Marriage, and Death Certificates, including issuance of Certificate of No Marriage/Advisory on Marriages.

Total processing time: **Seven (7) Working Days**

FINANCE AND ADMINISTRATIVE SERVICE

GENERAL SERVICES DIVISION

1. Purchasing of Public Bidding Documents

Sale and distribution of public bidding documents to prospective bidders.

Office/Division	Civil Registration and Central Support Office – Finance and Administrative Service – General Services Division – Bids and Awards Committee (BAC) Secretariat			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Prospective Bidder			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Approved Office Issuances, Memoranda, and Advisories		PSA BAC Secretariat (14 th Floor, PSA Building, PSA Complex, East Avenue)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Public Bidding Document (PBD) payment form	1.1 Receive, check, and submit to Accounting Division	None	10 minutes	Administrative Officer II
	1.2 Prepare and approve Order of Payment	None	15 minutes	Administrative Officer II Chief Administrative Officer
	1.3 Transmit the approved Order of Payment to BAC Sec	None	10 minutes	
	1.4 Submit approved Order of Payment to Cash Management Section for the preparation of Official Receipt	None	10 minutes	Administrative Officer II
2. Pay the specific amount (in Philippine Peso) based on standard rates stated in 2016 Revised IRR of RA 9184	2.1 Receive and check the payment of the prospective bidder	For ABC P500,000.00 and below = P500.00 More than P500,000 up to P1M = P1,000.00 More than P1M up to P5M =	15 minutes	Administrative Officer II

	P5,000.00 P5M up to P10M = P10,000.00 P10M to P50 M = P25,000.00 P50M to P500M = P50,000.00 More than P500M = P75,000.00			
	2.2 Issue Official Receipt (OR)	None	10 minutes	Administrative Officer II
3. Present OR to BAC Sec	3.1 Receive, check and secure a copy of OR, OOP, PBD payment form for reference	None	10 minutes	Administrative Officer II
	3.2 Issue PBD together with original OR to the prospective bidder	None	5 minutes	Administrative Officer II
4. Acknowledge/ sign the receipt of Public Bidding Documents in the copy of BAC Sec	4.1 Check and ensure that the acknowledgement has been signed by the bidder	None	5 minutes	Administrative Officer II
TOTAL :		None	1 hour and 30 minutes	

HUMAN RESOURCES DIVISION

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

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 National Human Resource Merit Promotion and Selection Board, and the Appointing Authority/Officer.

Office/Division	Civil Registration and Central Support Office – Finance and Administrative Service – Human Resources Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Selected Applicants (Original Appointment)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Upon application: <ol style="list-style-type: none"> 1. Personal Data Sheet (CS Form No. 212, Revised 2017) 2. Work Experience Sheet (Attachment to CS Form No. 212) applicable to those with work experience 3. Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment 4. Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements Upon selection: <ol style="list-style-type: none"> 5. Position Description Form (DBM-CSC Form No. 1, Revised 2017) 	<ol style="list-style-type: none"> 1. Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website 2. CSC or PSA Website 3. 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. 4. PSA Website 5. CSC or PSA Website

<p>6. Medical Certificate (CS Form No. 211, Revised 2018)</p> <p>7. Certificate of Live Birth</p> <p>8. Marriage Certificate (if applicable)</p> <p>9. Pag-IBIG Member's Data Form</p> <p>10. PhilHealth Member Data Record</p> <p>11. Bureau of Internal Revenue (BIR) Form No. 1905 or BIR Form No. 2316, whichever is applicable</p> <p>12. Statement of Assets, Liabilities, and Net Worth (SALN) Form</p> <p>13. Oath of Data Privacy</p> <p>14. Clearances from National Bureau of Investigation (NBI), Police, and Barangay</p> <p>Additional requirements for selected applicants to be assigned at PhilSys Registry Office:</p> <p>15. Metropolitan Trial Court (MTC) or Regional Trial Court (RTC) Clearance, whichever is applicable; and National Prosecution Service Clearance</p> <p>16. Personal History Statement (PHS) Form</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	<p>1.1 Receive and review the submitted requirements for appointment preparation of the selected applicant</p> <p>Prepare Appointment</p>	<p>None</p> <p>None</p>	<p>2 hours</p> <p>2 hours</p>	<p>Administrative Officer II and Administrative Assistant V</p> <p>Administrative</p>

	1.2 Enter the appropriate information and print the Appointment			Officer II and Administrative Assistant V
	1.3 Review and validate entries in the Appointment	None	1 day	Supervising Administrative Officer, Administrative Officer V, and Administrative Officer II
	1.4 Prepare an Endorsement Memorandum for the Appointment	None	1 hour	Administrative Officer II, Administrative Assistant V, and Administrative Aide V
	1.5 Review the Endorsement Memorandum and validate with the Appointment	None	3 hours	Supervising Administrative Officer
	1.6 Forward the Appointment to the Human Resource Management Officer for review and signature	None	1 day	Chief Administrative Officer and Supervising Administrative Officer
	1.7 Forward the Appointment to the Chairperson of the National Human Resource Merit Promotion and Selection Board (NHRMPSB) for review and signature	None	2 days	Chairperson of the NHRMPSB, Chief Administrative Officer, and Administrative Assistant V
	1.8 Forward the Appointment to the Appointing Authority for signature	None	5 days	Appointing Authority, Supervising Administrative Officer, Administrative Officer II, Administrative Assistant V, and Administrative Aide V
	1.9 Receive and photocopy the signed Appointment	None	4 hours	Administrative Officer II and Administrative Assistant V

	1.10 Issue the Appointment to the appointee/operating unit	None	1 day	Supervising Administrative Officer, Administrative Officer II, Administrative Assistant V, and Administrative Aide V
TOTAL :		None	10 days and 12 hours	

2. 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 National Human Resource Merit Promotion and Selection Board, and the Appointing Authority/Officer.

Office/Division	Civil Registration and Central Support Office – Finance and Administrative Service – Human Resources Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Client
Who may avail:	Selected Applicants (Transfer/Reappointment/Reemployment)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Upon application: <ul style="list-style-type: none"> 1. Personal Data Sheet (CS Form No. 212, Revised 2017) 2. Work Experience Sheet (Attachment to CS Form No. 212) applicable to those with work experience 3. Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment 4. Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements Upon selection: <ul style="list-style-type: none"> 5. Position Description Form (DBM-CSC Form No. 1, Revised 2017) 6. Medical Certificate (CS Form No. 211, Revised 2018) 	<ul style="list-style-type: none"> 1. Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website 2. CSC or PSA Website 3. 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. 4. PSA Website 5. CSC or PSA Website 6. Licensed government physician 7. PSA or the Local Civil Registrar of the municipality or city where the birth was

<p>7. Certificate of Live Birth</p> <p>8. Original Marriage Certificate (if applicable)</p> <p>9. Pag-IBIG Member's Data Form</p> <p>10. PhilHealth Member Data Record</p> <p>11. Bureau of Internal Revenue (BIR) Form No. 2316</p> <p>12. Statement of Assets, Liabilities, and Net Worth (SALN) Form</p> <p>13. Approved Request for Transfer</p> <p>14. Clearance Form (CS Form No. 7, Revised 2018)</p> <p>15. Certified true copy of pre-audited disbursement voucher of last salary and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat</p> <p>16. Service Record</p> <p>17. Certification of Leave Credits or Leave Balance</p> <p>18. Oath of Data Privacy</p> <p>19. Clearances from National Bureau of Investigation (NBI), Police, and Barangay</p> <p>Additional requirements for selected applicants to be assigned at PhilSys Registry Office (PRO):</p> <p>20. Metropolitan Trial Court (MTC) or Regional Trial Court (RTC) Clearance, whichever is applicable; and National Prosecution Service Clearance</p>	<p>registered or recorded</p> <p>8. PSA or the Local Civil Registrar of the municipality or city where the marriage was registered or recorded</p> <p>9. Pag-IBIG Fund Office</p> <p>10. PhilHealth Office</p> <p>11. BIR Form No. 2316 issued by the previous office/employer</p> <p>12. CSC Website</p> <p>13. Issued by the previous office/employer</p> <p>14. Issued by the previous office/employer</p> <p>15. Issued by the previous office/employer</p> <p>16. Issued by the previous office/employer</p> <p>17. Issued by the previous office/employer</p> <p>18. PSA-Human Resources Division</p> <p>19. NBI, Police, and Barangay in the municipality or city where the applicant was registered or recorded.</p> <p>20. MTC, RTC, and Office of the City Prosecutor in the municipality or city where the applicant was registered or recorded.</p> <p>21. National Intelligence Coordinating Agency Website</p>
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21. Personal History Statement (PHS) Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Receive and review the submitted requirements for appointment preparation of the selected applicant	None	2 hours	Administrative Officer II and Administrative Assistant V
	Prepare Appointment 1.2 Enter the appropriate information and print the Appointment	None	1 day	Administrative Officer II and Administrative Assistant V
	1.3 Review and validate entries in the Appointment	None	1 day	Supervising Administrative Officer, Administrative Officer V, and Administrative Officer II
	1.4 Prepare an Endorsement Memorandum for the Appointment	None	1 hour	Administrative Officer II, Administrative Assistant V, and Administrative Aide V
	1.5 Review the Endorsement Memorandum and validate with the Appointment	None	2 hours	Supervising Administrative Officer
	1.6 Forward the Appointment to the Human Resource Management Officer for review and signature	None	1 day	Chief Administrative Officer and Supervising Administrative Officer
	1.7 Forward the Appointment to the Chairperson of the National Human Resource Merit Promotion and Selection Board (NHRMPSB) for review and signature	None	2 days	Chairperson of the NHRMPSB, Chief Administrative Officer, and Administrative Assistant V
	1.8 Forward Appointment to the	None	5 days	Appointing Authority,

	Appointing Authority for signature			Supervising Administrative Officer, Administrative Officer II, Administrative Assistant V, and Administrative Aide V
	1.9 Receive and photocopy the signed Appointment	None	4 hours	Administrative Officer II and Administrative Assistant V
	1.10 Issue the Appointment to the appointee/operating unit	None	1 day	Supervising Administrative Officer, Administrative Officer II, Administrative Assistant V, and Administrative Aide V
TOTAL :		None	11 days and 9 hours	



CENSUSES AND TECHNICAL COORDINATION OFFICE

EXTERNAL SERVICES



NATIONAL CENSUSES SERVICE

POPULATION AND HOUSING CENSUS DIVISION

1. Provision of Data Request based on Census of Population and Housing (CPH)/Census of Population (POPCEN) (with Request Letter)

This pertains to requests that involve data based on the Census of Population and Housing (CPH)/Census of Population (POPCEN), which can easily be generated from the data files. This service is applicable to requests with a letter from the requester.

Office/Division	National Censuses Service (NCS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Data Request Letter		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the data request letter Mode of request can either be through walk-in or email	1.1 Receive/Acknowledge receipt of the request letter	None	-	Assistant Statistician, SA
	1.2 Encode in monitoring tool	None	5 minutes	Assistant Statistician, SA, SS I, SS II
	1.3 Evaluate the data request Scenario A: If the data requested is not yet available/cleared for release, inform the client of the expected date of release. Scenario B: If the data is already available/cleared for release, proceed to next step.	None	2 hours	SA, SS I, SS II
	1.4 Process the data request and prepare the reply letter	None	1 day	SA, SS I, SS II

	1.5 Submit the data request and reply letter to Supervisor for review and clearance	None	5 minutes	SA, SS I, SS II
	1.6 Review correctness and completeness of requested data and reply letter.	None	1 day	SrSS, SuSS
	1.7 Review and approve/endorse to appropriate signatory	None	1 day	CSS
	1.8 Route the letter and data to appropriate signatory	None	2 days	SA, SS I, SS II
2. Receive the processed data	2.1 Provide the signed letter and processed data to the Client	None	10 minutes	Assistant Statistician, SA, SS I, SS II
3. Accomplish Data Request Feedback Form	3.1 Request the client to accomplish the Data Request Feedback Form	None	10 minutes	Assistant Statistician, SA, SS I, SS II
Total (Scenario A)		None	2 hours, 5 minutes	
Total (Scenario B)		None	5 days, 2.5 hours	

2. Provision of Data Request based on CPH/POPCEN (without Request Letter)

This includes requests without a letter from the requester, involving CPH/POPCEN data, which can be easily generated from the data files.

Office/Division	National Censuses Service (NCS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Data Request Form		Population and Housing Census Division (PHCD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for data Mode of request can either be through walk-in, email, or phone	1.1 Receive/Acknowledge the data request	None	-	Assistant Statistician, SA
2. Fill-out the Data Request Form and submit to PHCD	2.1 Request the Client to fill-out the Data Request Form	None	15 minutes	Assistant Statistician, SA
	2.2 Encode in monitoring tool	None	5 minutes	Assistant Statistician, SA, SS I, SS II
	2.3 Evaluate the data request Scenario A: If the data requested is not yet available/cleared for release, inform the client of the expected date of release. Scenario B: If the data is already available/cleared for release, proceed to the next step.	None	2 hours	SA, SS I, SS II
	2.4 Process the data request	None	1 day	SA, SS I, SS I
	2.5 Submit the data request to	None	5 minutes	SA, SS I, SS I

	Supervisor for review and clearance			
	2.6 Review correctness and completeness of requested data	None	1 day	SrSS, SuSS
	2.7 Review and approve the data	None	1 day	CSS
3. Receive the processed data	3.1 Provide the processed data to the Client	None	10 minutes	Assistant Statistician, SA, SS I, SS II
4. Accomplish Data Request Feedback Form	4.1 Request the client to accomplish the Data Request Feedback Form	None	10 minutes	Assistant Statistician, SA, SS I, SS II
Total (Scenario A)		None	2 hours, 20 minutes	
Total (Scenario B)		None	3 days, 2 hours, 45 minutes	

3. Provision of Data Request based on CPH/POPCEN that Requires Additional Process to Produce the Data (with Request Letter)

This covers requests for CPH/POPCEN data, which requires advanced/further processing or analysis of the data. This service is applicable to such requests with a letter from the requester.

Office/Division	National Censuses Service (NCS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Data Request Letter		Provided by the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the data request letter Mode of request can either be through walk-in or email	1.1 Receive/Acknowledge receipt of the request letter	None	-	Assistant Statistician, SA
	1.2 Encode in monitoring tool	None	5 minutes	Assistant Statistician, SA, SS I, SS II
	1.3 Evaluate the data request Scenario A: If the data requested is not yet available/cleared for release, inform the client of the expected date of release. Scenario B: If the data is already available/cleared for release, proceed to the next step.	None	2 hours	SA, SS I, SS II
	1.4 Inform the Client of the standard processing time of his/her request and the date the data will be released due to complexity that requires additional processes to produce the data.	None	30 minutes	SA, SS I, SS II

	1.5 Process the data request and prepare the reply letter	None	3 days	SA, SS I, SS II
	1.6 Proof-read of data for the correctness and accuracy of the data	None	4 hours	Assistant Statistician, SA
	1.7 Submit the data request and reply letter to Supervisor for review and clearance	None	5 minutes	SA, SS I, SS II
	1.8 Review correctness and completeness of requested data and reply letter	None	2 days	SrSS, SuSS
	1.9 Review and approve/endorse to appropriate signatory	None	1 day	CSS
	1.10 Route the letter and reply to appropriate signatory	None	2 days	SA, SS I, SS II
2. Receive the processed data	2.1 Provide the signed letter and processed data to the Client	None	10 minutes	Assistant Statistician, SA, SS I, SS II
3. Accomplish Data Request Feedback Form (Client Satisfaction Survey Form)	3.1 Request the Client to accomplish the Data Request Feedback Form	None	10 minutes	Assistant Statistician, SA, SS I, SS II
Total (Scenario A)		None	2 hours, 5 minutes	
Total (Scenario B)		None	8 days, 7 hours	

4. Provision of Data Request based on CPH/POPCEN that Requires Additional Process to Produce the Data (without Request Letter)

This pertains to requests without a letter from the requester for CPH/POPCEN data, which requires advanced/further processing or analysis of the data.

Office/Division	National Censuses Service (NCS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data Request Form		Population and Housing Census Division (PHCD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for data Mode of request can either be through walk-in, email, or phone	1.1 Receive/Acknowledge the data request	None	-	Assistant Statistician, SA
2. Fill-out the Data Request Form and submit to PHCD	2.1 Request the Client to fill-out the Data Request Form	None	15 minutes	Assistant Statistician, SA
	2.2 Encode in monitoring tool	None	5 minutes	Assistant Statistician, SA, SS I, SS II
	2.3 Evaluate the data request Scenario A: If the data requested is not yet available/cleared for release, inform the client of the expected date of release. Scenario B: If the data is already available/cleared for release, proceed to the next step.	None	2 hours	SA, SS I, SS II
	2.4 Inform the Client of the standard processing time of his/her request and the date the data will be released due to	None	30 minutes	SA, SS I, SS II

	complexity that requires additional processes to produce the data.			
	2.5 Process the data request	None	3 days	SA, SS I, SS II
	2.6 Proofread of data for the correctness and accuracy of the data	None	4 hours	Assistant Statistician, SA
	2.7 Submit the data request to Supervisor for review and clearance	None	5 minutes	SA, SS I, SS II
	2.8 Review correctness and completeness of requested data	None	2 days	SrSS, SuSS
	2.9 Review and approve the processed data	None	1 day	CSS
3. Receive the processed data	3.1 Provide the processed data to the Client	None	10 minutes	Assistant Statistician, SA, SS I, SS II
4. Accomplish Data Request Feedback Form (Client Satisfaction Survey Form)	4.1 Request the Client to accomplish the Data Request Feedback Form	None	10 minutes	Assistant Statistician, SA, SS I, SS II
Total (Scenario A)		None	2 hours, 20 minutes	
Total (Scenario B)		None	6 days, 7 hours, 15 minutes	

5. Provision of Certification of Population Count (Not Lower than Barangay Level)

This covers requests for issuance of Certification of Population Count (CPC), which is not lower than the barangay level.

Office/Division	National Censuses Service (NCS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	National and local government			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request letter stating the following: a. Requester's name and designation b. Geographic information (region, province, city/municipality, barangay) c. Purpose of the CPC	Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Certification of Population Count Mode of request may be through walk-in, letter/courier, or email.	1.1 Receive/Acknowledge receipt of the request	None	-	Assistant Statistician, SA, SS I, SS II
	1.2 Prepare CPC	None	1 day	SS I, SS II
	1.3 Review CPC	None	1 day	SuSS, CSS
	1.4 Submit the CPC to ONS for signature of NS	None	2 days	ANS, DNS, NS
2. Receive and acknowledge receipt of the CPC	2.1 Provide the signed CPC to the client	None	5 minutes	SS II, SrSS, SuSS, CSS
TOTAL		None	4 days, 5 minutes	

6. Provision of Certification of Population Count (Lower than Barangay Level)

This includes requests for issuance of CPC for an area lower than the barangay level (e.g., sitio/purok).

Office/Division	National Censuses Service (NCS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	National and local government			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request letter stating the following: a. Requester's name and designation b. Geographic information (region, province, city/municipality, barangay, sitio/purok) c. Purpose of the CPC	Provided by the Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Certification of Population Count Mode of request may be through walk-in, letter/courier, or email.	1.1 Receive/Acknowledge receipt of the request	None	-	Assistant Statistician, SA, SS I, SS II
	1.2 Request the concerned Provincial Statistical Office (PSO), through its Regional Statistical Services Office (RSSO), to verify the boundaries to be able to determine the population counts of the sitio/purok being requested	None	10 minutes	SS I, SS II
	1.3 Ascertain area boundaries (conduct field work, if necessary) and determine the household serial number (HSN) of the sitio/purok	None	7 days	PSO-CSS
	1.4 Submit the maps highlighting the	None	5 minutes	PSO-CSS

	boundaries of the requested area and Form 1 to the Central office for review/evaluation			
	<p>1.5 Check if the maps and Form 1 are complete and verify that the boundaries of the area requested is clearly identified in the maps and the corresponding HSN in Form 1</p> <p>Scenario A: If maps are not clearly covered and HSNs in Form 1 are not completely identified, send feedback to PSO (repeat steps 1.3 to 1.5).</p> <p>Scenario B: If the maps are clearly covered and the HSNs in Form 1 are completely identified, proceed to the next step.</p>	None	1 day	SS I, SS II, SuSS
	1.6 Prepare CPC of the concerned barangay(s) and letter stating the counts of the sitio/purok	None	1 day	SS I, SS II
	1.7 Review CPC and letter	None	1 day	SuSS, CSS
	1.8 Submit the CPC and letter to ONS for signature of NS	None	2 days	ANS, DNS, NS
2. Receive and acknowledge receipt of the CPC and letter	2.1 Provide the signed CPC and letter to the client	None	5 minutes	SS II, SrSS, SuSS, CSS
Total (Scenario A)		None	20 days, 25 minutes	
Total (Scenario B)		None	12 days, 20 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Accomplish the Feedback Form and drop in any of the suggestion boxes at the servicing area or email to info@psa.gov.ph</p> <p>You may reach NCS via email to: phcd.staff@psa.gov.ph</p>
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ul style="list-style-type: none"> a. Suggestion box b. Email info@psa.gov.ph and phcd.staff@psa.gov.ph c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) <p>To facilitate efficient, effective and timely response from PHCD, make sure that the following information are provided:</p> <ol style="list-style-type: none"> 1. Name of the application being complained 2. Incident- Brief Summary of the complaint 3. Evidence-Proof or Evidence to Support the Complaint 4. Date and place of incident <p>For inquiries and follow-up, clients may contact PHCD from the contact information given.</p>
How complaints are processed	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there be a need for more information or clarification.</p>

FEEDBACK AND COMPLAINTS MECHANISM

	<p>The project/unit shall prepare a report on the incident and will send the reply to the client, cc the PHCD.</p>
Contact Information of CCB, PCC, ARTA	<p>ANTI RED TAPE AUTHORITY (ARTA) Website: arta.gov.ph Email: complaints@arta.gov.ph Call: 8478-5091 8478-5099</p> <p>CONTACT CENTER NG BAYAN (CCB) Website: contactcenterngbayan.gov.ph Email: email@contactcenterngbayan.gov.ph Call: 1-6565 Text: 09088816565</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC) Email: pcc@malacanang.gov.ph Call: 8736-8645 8736-8603 8736-8629 8736-8621</p> <p>Fax: 8736-8621</p> <p>8888 CITIZENS' COMPLAINT CENTER Call/Text: 8888</p>

SERVICE AND INDUSTRY CENSUS DIVISION

1. Provision of List of Sample Establishments to Other Requesting Government Agencies/Units and

Provision of selected sample establishment data to assist Governmental Agencies and other entities in research, surveys, or policy formulation.

Office/Division	National Censuses Service (NCS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	Other Government Agencies			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request Letter	From client			
Data Request Form	Service and Industry Census Division (SICD)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will send request letter addressed to the NSCRG for the generation of list of sample establishments for a particular establishment-based survey.	<p>1.1 The OANS will acknowledge receipt of the request letter and forward request letter to the concerned service/division.</p> <p>1.2 The concerned service/division will evaluate the request and prepare a reply letter regarding the request and endorse it to the Office of the National Statistician (ONS) for signature and approval.</p>	None	2 days	<p>Receipt and Control Clerk (RCC)/ Subject Matter Specialists of the Service/Division</p> <p>Subject Matter Specialists of the Service/Division</p>
2. For approved request, the client will draft a Memorandum of Agreement (MOA) between PSA and their agency/office stipulating the specific requirements and	2.1 The concerned service/division will endorse the draft MOA to the Legal Service (LS) for comments and objections on specific provisions.	None	2 days	Subject Matter Specialists of the Service/Division

the corresponding responsibilities	2.2 The client will receive notification regarding legal comments or suggestions from PSA for their consideration.			
3. Following the review of comments and suggestions on the MOA, the client will revise it accordingly and submit the updated version to PSA for final review and approval.	<p>3.1 The concerned service/division will endorse the revised MOA to the LS for final review.</p> <p>3.2 Upon approval, the MOA will be endorsed to the proper signatories.</p> <p>3.3 The distribution of establishments will be provided to the client for them to determine the allocation of samples to be selected.</p> <p>3.4 The list of samples generated will be provided to the client/requesting agency through a secured link with corresponding access code, after the MOA is signed and notarized by both parties and the survey has been cleared already by the SSRCS or the Statistical Survey Review and Clearance System.</p>	None	(19 days Review by the Legal Service) 3 days	Subject Matter Specialists of the Service/Division
4. The client will provide the list of personnel who will be given access to the list of samples. Other	4.1 Prepare deputization order and endorse to the ONS for signature.	None	1 day	Subject Matter Specialists of the Service/Division

agency's personnel that will have access to the list of samples has to be deputized by the PSA.	4.2 Provide the signed deputation order to the client/ requesting agency for their use and reference.			
TOTAL	None	27 days		

2. Provision of Data Request based on the List of Establishments (LE)

Provision of tailored data requests sourced from the List of Establishments (LE), catering to various Government Agencies, business entities and other stakeholders.

Office/Division	National Censuses Service (NCS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Business Entity (G2B) Government-to-Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request Letter Data Request Form		Client Service and Industry Census Division (SICD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client sends the data request, which can be made via walk-in, telephone inquiry, or email.	1. In the case of a walk-in request, RCC evaluates whether the request form has been properly accomplished by the client.	None	5 minutes	Receipt and Control Clerk (RCC)
	If a request letter is not provided, RCC will prompt the end-user/client to complete the Data Request Form to specify their data needs.	None	5 minutes	RCC
	RCC will record the data request in the Data Request Entry Form.	None	5 minutes	RCC
2. The client will receive notification regarding the availability of the data or will be provided with information on the standard processing time and the scheduled release date of the requested data.	2. Personnel from SICD evaluate requests based on the required data, promptly providing accessible data according to standard response procedures for telephone or email requests. If data is not readily accessible, clients are informed of the standard processing time and anticipated release date. If data is	None	1 day	Assistant Statistician, Statistical Analyst (SA), Statistical Specialist I (SS I), Statistical Specialist II (SS II)

	unavailable within PSA, clients are promptly notified and directed to other potential sources.			
3. If the requested data can be sourced from other divisions, the client will be notified thru email indicating that the request has been forwarded to another unit within PSA.	3.1 If data requested can be provided by other divisions (e.g., prices, import/export, and foreign direct investment), the request will be redirected to the concerned unit/division of PSA, with a copy sent to KMCD at info@psa.gov.ph.	None	3 days	Subject matter division, KMCD, and other statistical units/divisions of PSA
	3.2 Evaluate the complexity of the data request and determine its standard processing time. Prepare/process the data request. Prepare reply/transmittal letter to be signed by NCS ANS/ CTCO DNS/National Statistician for approval/clearance.	None	1. Simple - 3 Days 2. Complex - 7 Days 3. For data series spanning over 10 years and with a low level of disaggregation (e.g., 5-digit, barangay level), the maximum processing time is 15 days.	Assistant Statistician, SA, SS I, SS II
4. Upon receiving the requested data, the client will be asked to complete the Client Satisfaction Survey Form (Feedback Form).	4. The requested data, along with the signed transmittal letter and Client Satisfaction Survey (Feedback Form), will be sent to the client.	None	1 day	RCC, Assistant Statistician, SA, SS I, SS II
5. If the data request includes additional details beyond the count of establishments, the client will also need to fill out the Data Product Agreement Form.	5. Accomplish QMS Approval Form for proper documentation. Indicate individuals who prepared and reviewed the request.	None	1 day	RCC, Assistant Statistician, SA, SS I, SS II
TOTAL		None	5 days and 15 minutes	
TOTAL (if complex data request):		None	10 days and 15 minutes	
Total (if the data request consists of series of more than 10 years and with		None	15 days	



low level of
disaggregation

3. Provision of Establishment Survey Frame to PSA Concerned Division In-Charge of the Establishment-Based Survey

Provision of establishment survey frames to facilitate data collection for PSA divisions conducting establishment-based surveys.

Office/Division	National Censuses Service (NCS)			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may avail:	PSA Divisions conducting establishment-based survey			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request letter with Scope and Coverage		From Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The PSA client will send email stating the request on the generation of frame for the survey (e.g., Annual Survey of Philippine Business and Industry, Quarterly Survey of Philippine Business and Industry, Labor Turn-Over Survey, Integrated Survey on Labor and Employment and Occupational Wages Survey, other agri-based surveys). The client should include/attach in the request the description of the Scope and Coverage of the specific survey to be conducted.	1.1.The Service/Division will acknowledge receipt of the request through email. 1.2 The generation of the frame will commence, adhering to the scope and coverage provided by the client. 1.3 The establishment frame will be provided to the requesting division through a secure link with corresponding access code.	None	10 days	Subject Matter Specialists of the Service/Division
2. The PSA client will fill-out the acknowledgement receipt of the transmittal form.	2. The Service/Division will provide the transmittal form and the Client Satisfaction Survey.	None	1 day	Subject Matter Specialists of the Service/Division
3. The PSA client are to review the frame for completeness	3. The Service/Division will reflect the updates and changes in the		4 days	Subject Matter Specialists of the Service/Division

<p>and updates on the characteristics of establishments based on the last survey conducted. The PSA client should provide the servicing division with the updates on status and characteristics of establishments in the frame.</p> <p>The PSA client will also fill-out client satisfaction survey to assess the efficiency of the process</p>	<p>status and characteristics of Establishments provided by the PSA client. The final frame will be provided to PSA client after incorporating the updates.</p>			
TOTAL	None	15 days		

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Accomplish the Feedback Form and drop in any of the suggestion boxes at the servicing area or email to info@psa.gov.ph</p> <p>You may reach SICD via email to: sicd.staff@psa.gov.ph</p>
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ul style="list-style-type: none"> a. Suggestion box b. Email info@psa.gov.ph and sicd.staff@psa.gov.ph c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) <p>To facilitate efficient, effective and timely response from SICD, make sure that the following information are provided:</p> <ol style="list-style-type: none"> 1. Name of the application being complained 2. Incident- Brief Summary of the complaint 3. Evidence-Proof or Evidence to Support the Complaint 4. Date and place of incident <p>For inquiries and follow-up, clients may contact SICD from the contact information given.</p>
How complaints are processed	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there be a need for more information or clarification.</p>

FEEDBACK AND COMPLAINTS MECHANISM

	<p>The project/unit shall prepare a report on the incident and will send the reply to the client, cc the SICD</p>
Contact Information of CCB, PCC, ARTA	<p>ANTI RED TAPE AUTHORITY (ARTA) Website: arta.gov.ph Email: complaints@arta.gov.ph Call: 8478-5091 8478-5099</p> <p>CONTACT CENTER NG BAYAN (CCB) Website: contactcenterngbayan.gov.ph Email: email@contactcenterngbayan.gov.ph Call: 1-6565 Text: 09088816565</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC) Email: pcc@malacanang.gov.ph Call: 8736-8645 8736-8603 8736-8629 8736-8621</p> <p>Fax: 8736-8621</p> <p>8888 CITIZENS' COMPLAINT CENTER Call/Text: 8888</p>

AGRICULTURE AND FISHERIES CENSUS DIVISION

1. Provision of Data Request based on Census of Agriculture and Fisheries

The Census of Agriculture and Fisheries is a large-scale government undertaking geared towards the collection and compilation of basic information on the agricultural and fishery sectors in the country. The data collected in this census serves as an important basis for policies, plans, and programs for the country's socio-economic development.

Office/Division	Agriculture and Fisheries Census Division			
Classification:	Simple and Complex (Including highly technical)			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. Letter of request specifying the list of data needed. 2. NCS Data Request Entry Form	1. Prepared by Client 2. Prepared by Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client submits the data request through walk-in, telephone query, courier, email or thru PSA info center at info@psa.gov.ph	<p>1.1 If walk-in</p> <ul style="list-style-type: none"> • <i>with request letter:</i> <ul style="list-style-type: none"> - the designated receipt and control clerk (RCC) evaluates if the request letter is duly accomplished by the client. • <i>without request letter:</i> <ul style="list-style-type: none"> - RCC shall ask the client to fill-up NCS Data Request Entry Form for his/her/their data requirements. <p>In receiving and controlling the request, RCC should enter data requests on the</p>	None	5 mins	RCC

	localhost of NCS Data Request Entry Form. 1.2 If telephone query, the RCC should accomplish the NCS Data Request Entry Form. 1.3 If a client sends a letter via courier or email, RCC receives and controls the request.			
2. If data is available within division, the client will be informed if the data is already available or will be advised on the standard processing time and date of release of requested data.	2.1 The AFCD personnel shall evaluate the request based on data required by the client. If the data requested is already available, data shall be provided immediately following the standard reply (for requests done via telephone or email). Otherwise, AFCD shall inform the client of the standard processing time of his/her request and the date the data will be available/released. If the product needed is publication or Public Use File (PUF)/microdata file, refer the request to KMCD or RDMD.	None	1 day	Assistant Statistician, Statistical Analyst, Statistical Specialist I, Statistical Specialist II
If data can be provided by other PSA divisions, the	2.2 If the data requested is available within PSA but will be		3 days	Subject matter division, KMCD, and other

client will be informed through email that the request was referred to another unit within PSA.	provided by another division (e.g., volume of production, income and employment, vital statistics), forward request to the concerned division/unit of PSA through an email, copy furnish KMCD at info@psa.gov.ph.			statistical units/divisions
<i>If data is not available,</i> the client will be informed through an email.	2.3 If the data requested is not available, inform/email the client, copy furnished info@psa.gov.ph, that the data requested is unavailable within PSA and may be available in another agency.			AS, SA, SS I, SS II
	<p>3.1 If data is available, the AFCD will assess the complexity of the data request and its standard processing time. Prepare/ process the data request.</p> <p>For complex and highly technical data requests, provide the necessary table formats and specs to the Systems Development Division (SDD). AFCD Supervisors will review output tables.</p> <p>Prepare transmittal letter to be signed</p>	None	<p>3 days (simple) 7 days (complex) 20 days (highly technical)</p>	<p>AS, SA, SS I, SS II</p> <p>Chief Statistical Specialist, Supervising Statistical Specialist, Senior Statistical Specialist, SDD Programmers</p> <p>NCS-ANS, CTCO-DNS, NSCRG</p>

	by CTCO-DNS with the initials of NCS-ANS for clearance. Prepare the reply letter to be signed by NSCRG.			
4. The client will be requested to complete the Data Request Client Satisfaction Survey (Feedback Form) upon receipt of requested data using the link https://forms.gle/iFZpeEKXLdsApz7x5 upon receipt of the requested data. If the client requested a PUF or microdata file, the client will accomplish Data Product Agreement Form.	4.1 The requested data will be transmitted to the client, together with the signed transmittal, reply letter and Data Request Client Satisfaction Survey (Feedback Form) through email, copy furnished info@psa.gov.ph. For PUF or microdata files, a Data Product Agreement Form will be provided. Accomplish QMS Approval Form. Indicate persons who prepared and reviewed the request.	None	5 mins	RCC, AS, SA, SS I, SS II
	5.1 Prepare a brief report on the accomplished Data Request Client Satisfaction Survey (Feedback Form), evaluating the flaws, strengths, and other information on serving data needs to further improve the service.	None	1 day	AS, SA, SS I, SS II
TOTAL (If simple data request)	None	5 days and 10 mins		
TOTAL (If complex data request)	None	9 days and 10 mins		
TOTAL (If highly technical data request)	None	22 days and 10 mins		

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Accomplish the Feedback Form and drop in any of the suggestion boxes at the servicing area or email to info@psa.gov.ph</p> <p>You may reach AFCD via email to: afcd.staff@psa.gov.ph</p>
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ul style="list-style-type: none"> a. Suggestion box b. Email info@psa.gov.ph and afcd.staff@psa.gov.ph c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) <p>To facilitate efficient, effective and timely response from AFCD, make sure that the following information are provided:</p> <ol style="list-style-type: none"> 1. Name of the application being complained 2. Incident- Brief Summary of the complaint 3. Evidence-Proof or Evidence to Support the Complaint 4. Date and place of incident <p>For inquiries and follow-up, clients may contact AFCD from the contact information given.</p>
How complaints are processed	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there be a need for more information or clarification.</p>

FEEDBACK AND COMPLAINTS MECHANISM

	<p>The project/unit shall prepare a report on the incident and will send the reply to the client, cc the AFCD</p>
Contact Information of CCB, PCC, ARTA	<p>ANTI RED TAPE AUTHORITY (ARTA) Website: arta.gov.ph Email: complaints@arta.gov.ph Call: 8478-5091 8478-5099</p> <p>CONTACT CENTER NG BAYAN (CCB) Website: contactcenterngbayan.gov.ph Email: email@contactcenterngbayan.gov.ph Call: 1-6565 Text: 09088816565</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC) Email: pcc@malacanang.gov.ph Call: 8736-8645 8736-8603 8736-8629 8736-8621 Fax: 8736-8621</p> <p>8888 CITIZENS' COMPLAINT CENTER Call/Text: 8888</p>



STANDARDS SERVICE

STATISTICAL STANDARDS DIVISION

1. Review and Clearance Application through the Statistical Survey Review and Clearance System (SSRCS) - Submitted at Central Office

The Statistical Survey Review and Clearance System (SSRCS) is a mechanism implemented by the Philippine Statistics Authority (PSA) which involves the process of evaluating the design and instruments of statistical surveys and censuses sponsored and/or to be conducted by government agencies, including government corporations at the national and local levels.

Rule No. 28 of the Implementing Rules and Regulations of the Republic Act No. 10625, also known as the "Philippine Statistical Act of 2013 mandates the PSA to establish "a SSRCS to provide assistance and support to the statistical work of other government agencies in the PSS, including local government units and government owned and controlled corporations

The following statistical surveys/censuses are covered by the SSRCS:

- ✓ All statistical surveys/censuses which are sponsored and/or conducted by government agencies, regardless of funding source and sample size
- ✓ Surveys/ censuses contracted out by government agencies to private organizations and NGOs

Censuses/surveys fully or partially funded by international organizations but will be conducted by government agencies

Office/Division	Censuses and Technical Coordination Office - Standards Service - Statistical Standards Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	All Government Agencies, Local Government Units (LGUs) and Government Owned or Controlled Corporations (GOCCs) that will be conducting statistical surveys/censuses, regardless of funding source and sample size
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Request letter addressed to CLAIRE DENNIS S. MAPA, Ph.D. Undersecretary National Statistician and Civil Registrar General 23 rd Floor PSA 23-Storey Building PSA Complex, East Avenue, Quezon City 1101	1. SSRCS Form 1 (Statistical Survey Notification Form) https://psa.gov.ph/sites/default/files/SSRCS%20Form%201_2018.docx 2. SSRCS Form 4 (Statistical Survey Monitoring Form), for previously reviewed and cleared surveys or census https://psa.gov.ph/sites/default/files/SSRCS%20Form%204_2018.docx 3. SSRCS Form 5 (List of Revised and New Data Items) for PSA Surveys only http://www.psa.gov.ph/sites/default/files/SSRCS%20Form%205.docx
2. Properly accomplished SSRCS Forms <ul style="list-style-type: none"> ▪ SSRCS Form 1 (Statistical Survey Notification Form) ▪ SSRCS Form 4 (Statistical Survey Monitoring Form), for previously 	

	<ul style="list-style-type: none"> reviewed and cleared surveys or census ▪ SSRCS Form 5 (List of Revised and New Data Items) <i>for PSA Surveys only</i> <p>3. Survey Questionnaire/s</p> <p>4. Enumerators Manual, Manual of Instructions/Operations, Instructions on How to Fill-up the Questionnaire/s</p> <p>5. List of tables to be generated</p> <p>6. Compilation of policy uses of survey results</p> <p>7. Pre-test, Pilot survey results (of any, for new surveys and surveys with major changes in the forms content and sampling design)</p> <p>8. Previous survey results (if any)</p> <p>9. Survey Proposal (if any)</p> <p>10. Any other additional information not stated in SSRCS Form 1</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents for SSRCS application in printed copies at: 23 rd Floor PSA 23-Storey Building PSA Complex, East Avenue, Quezon City 1101 or via email at: ons.staff@psa.go.v.ph, and ssd.staff@psa.go.v.ph	<p>1.1. Receive submitted documents</p> <p>1.2. Endorse submitted documents to SSD-SS</p> <p>1.3. Review the completeness of submitted documents</p> <p>1.4. Inform survey proponent contact persons on lacking documents via email and/or telephone call</p> <p>1.5. Provide comments on the survey instruments, design and other submitted documents</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p> <p>4 days</p>	<p>Office of the National Statistician (ONS)</p> <p>SSD-SS Staff <input checked="" type="checkbox"/> Supervising Statistical Specialist (SupSS) <input checked="" type="checkbox"/> Senior Statistical Specialist (SSS) <input checked="" type="checkbox"/> Statistical Specialist II (SSII) <input checked="" type="checkbox"/> Statistical Specialist I (SSI) <input checked="" type="checkbox"/> Statistical Analyst (SA)</p> <p>SSD-SS Staff <input checked="" type="checkbox"/> CSS <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI <input checked="" type="checkbox"/> SA</p>
2. Submit additional requirements (if any)	<p>2.1. Prepare the following:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct 	None	3 days	SSD-SS Staff <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI

	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> Press Release • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 			<input checked="" type="checkbox"/> SA
	<p>2.2. Review and endorse the following:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> Press Release • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 	None	2 days	CSS or designated Officer-in-Charge
		None	2 days	ANS, SS or designated Officer-in-Charge
		None	2 days	DNS, CTCO or designated Officer-in-Charge
	<p>2.3. Review and approve the following:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> Press Release 	None	3 days	NS or designated Officer-in-Charge

	<ul style="list-style-type: none"> • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> ✓ Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 			
	<p>2.4 Prepare the SSRCS Form 4 on the following:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct • Surveys that are covered and put on-hold • Surveys that are covered and disapproved • Surveys that are not covered 	None	20 minutes	<p>SSD-SS Staff</p> <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
	<p>2.5 Post Press Release at the PSA website and SSRCS webpage</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct 	None	30 minutes	<p>SSD-SS Staff</p> <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
	<p>2.6. Transmittal of the following documents to the survey proponent agency:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ SSRCS Form 4 ✓ SSRCS Form 6 • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 6 	None	30 minutes	<p>SSD-SS Staff</p> <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA

	<ul style="list-style-type: none"> • Surveys that are covered and put on-hold <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ SSRCS Form 4 ✓ SSRCS Form 6 • Surveys that are covered and disapproved <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ SSRCS Form 4 ✓ SSRCS Form 6 • Surveys that are not covered <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ SSRCS Form 4 ✓ SSRCS Form 6 			
3. Accomplish and submit SSRCS Form 4 and SSRCS Form 6	3.1. Acknowledge receipt of submitted SSRCS Form 4 and SSRCS Form 6	None	10 minutes	SSD-SS Staff <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
TOTAL		None	18 days, 1 hour, 30 minutes	

2. Review and Clearance Application through the Statistical Survey Review and Clearance System (SSRCS) - Submitted at Central Office Requiring Bilateral Meeting with Proponent Agency

The Statistical Survey Review and Clearance System (SSRCS) is a mechanism implemented by the Philippine Statistics Authority (PSA) which involves the process of evaluating the design and instruments of statistical surveys and censuses sponsored and/or to be conducted by government agencies, including government corporations at the national and local levels.

Rule No. 28 of the Implementing Rules and Regulations of the Republic Act No. 10625, also known as the "Philippine Statistical Act of 2013 mandates the PSA to establish "a SSRCS to provide assistance and support to the statistical work of other government agencies in the PSS, including local government units and government owned and controlled corporations

The following statistical surveys/censuses are covered by the SSRCS:

- ✓ All statistical surveys/censuses which are sponsored and/or conducted by government agencies, regardless of funding source and sample size
- ✓ Surveys/ censuses contracted out by government agencies to private organizations and NGOs

Censuses/surveys fully or partially funded by international organizations but will be conducted by government agencies

Office/Division	Censuses and Technical Coordination Office - Standards Service - Statistical Standards Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	All Government Agencies, Local Government Units (LGUs) and Government Owned or Controlled Corporations (GOCCs) that will be conducting statistical surveys/censuses, regardless of funding source and sample size
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Request letter addressed to CLAIRE DENNIS S. MAPA, Ph.D. Undersecretary National Statistician and Civil Registrar General 23 rd Floor PSA 23-Storey Building PSA Complex, East Avenue, Quezon City 1101	1. SSRCS Form 1 (Statistical Survey Notification Form) https://psa.gov.ph/sites/default/files/SSRCS%20Form%201_2018.docx 2. SSRCS Form 4 (Statistical Survey Monitoring Form), for previously reviewed and cleared surveys or census https://psa.gov.ph/sites/default/files/SSRCS%20Form%204_2018.docx 3. SSRCS Form 5 (List of Revised and New Data Items) for PSA Surveys only http://www.psa.gov.ph/sites/default/files/SSRCS%20Form%205.docx
2. Properly accomplished SSRCS Forms <ul style="list-style-type: none"> ▪ SSRCS Form 1 (Statistical Survey Notification Form) ▪ SSRCS Form 4 (Statistical Survey Monitoring Form), for previously reviewed and cleared surveys or census 	

<ul style="list-style-type: none"> ▪ SSRCS Form 5 (List of Revised and New Data Items) <i>for PSA Surveys only</i> <p>3. Survey Questionnaire/s 4. Enumerators Manual, Manual of Instructions/Operations, Instructions on How to Fill-up the Questionnaire/s 5. List of tables to be generated 6. Compilation of policy uses of survey results 7. Pre-test, Pilot survey results (of any, for new surveys and surveys with major changes in the forms content and sampling design) 8. Previous survey results (if any) 9. Survey Proposal (if any) 10. Any other additional information not stated in SSRCS Form 1</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents for SSRCS application in printed copies at: 23 rd Floor PSA 23-Storey Building PSA Complex, East Avenue, Quezon City 1101 or via email at: ons.staff@psa.go v.ph, and ssd.staff@psa.go v.ph	1.1. Receive submitted documents 1.2. Endorse submitted documents to SSD-SS 1.3. Review the completeness of submitted documents 1.4. Inform survey proponent contact persons on lacking documents via email and/or telephone call	None	1 day	Office of the National Statistician (ONS)
	1.5. Provide comments on the survey instruments, design and other submitted documents	None	3 days	SSD-SS Staff <input checked="" type="checkbox"/> Supervising Statistical Specialist (SupSS) <input checked="" type="checkbox"/> Senior Statistical Specialist (SSS) <input checked="" type="checkbox"/> Statistical Specialist II (SSII) <input checked="" type="checkbox"/> Statistical Specialist I (SSI) <input checked="" type="checkbox"/> Statistical Analyst (SA)
2. Attend bilateral meeting	2.1. Convene a bilateral meeting with the survey proponent (as the need arises)	None	1 day	SSD-SS Staff <input checked="" type="checkbox"/> CSS <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI <input checked="" type="checkbox"/> SA

3. Submit additional requirements (if any)	3.1. Prepare the following:	None	3 days	SSD-SS Staff ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
	<ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ Press Release • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> ✓ Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 	None	3 days	SSD-SS Staff ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
	3.2. Review and endorse the following:	None	2 days	CSS or designated Officer-in-Charge
	<ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ Press Release • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> ✓ Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 	None	2 days	ANS, SS or designated Officer-in-Charge
	3.3. Review and approve the following:	None	2 days	DNS, CTCO or designated Officer-in-Charge
	3.3. Review and approve the following:	None	3 days	NS or designated Officer-in-Charge

	<ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ Press Release • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> ✓ Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 			
	<p>3.4 Prepare the SSRCS Form 4 on the following:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct • Surveys that are covered and put on-hold • Surveys that are covered and disapproved • Surveys that are not covered 	None	20 minutes	SSD-SS Staff <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
	<p>3.5 Post Press Release at the PSA website and SSRCS webpage</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct 	None	30 minutes	SSD-SS Staff <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
	<p>3.6. Transmittal of the following documents to the survey proponent agency:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ SSRCS Form 4 ✓ SSRCS Form 6 	None	30 minutes	SSD-SS Staff <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA

	<ul style="list-style-type: none"> • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 6 • Surveys that are covered and put on-hold <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> SSRCS Form 4 <input checked="" type="checkbox"/> SSRCS Form 6 • Surveys that are covered and disapproved <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> SSRCS Form 4 <input checked="" type="checkbox"/> SSRCS Form 6 • Surveys that are not covered <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> SSRCS Form 4 <input checked="" type="checkbox"/> SSRCS Form 6 			
4. Accomplish and submit SSRCS Form 4 and SSRCS Form 6	4.1. Acknowledge receipt of submitted SSRCS Form 4 and SSRCS Form 6	None	10 minutes	SSD-SS Staff <ul style="list-style-type: none"> <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI <input checked="" type="checkbox"/> SA
TOTAL		None	18 days, 1 hour, 30 minutes	

3. Review and Clearance Application through the Statistical Survey Review and Clearance System (SSRCS) - Submitted at Regional Statistics Service Office (RSSO)

The Statistical Survey Review and Clearance System (SSRCS) is a mechanism implemented by the Philippine Statistics Authority (PSA) which involves the process of evaluating the design and instruments of statistical surveys and censuses sponsored and/or to be conducted by government agencies, including government corporations at the national and local levels.

Rule No. 28 of the Implementing Rules and Regulations of the Republic Act No. 10625, also known as the "Philippine Statistical Act of 2013 mandates the PSA to establish "a SSRCS to provide assistance and support to the statistical work of other government agencies in the PSS, including local government units and government owned and controlled corporations

The following statistical surveys/censuses are covered by the SSRCS:

- ✓ All statistical surveys/censuses which are sponsored and/or conducted by government agencies, regardless of funding source and sample size
- ✓ Surveys/ censuses contracted out by government agencies to private organizations and NGOs

Censuses/surveys fully or partially funded by international organizations but will be conducted by government agencies

Office/Division	Censuses and Technical Coordination Office - Standards Service - Statistical Standards Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	All Government Agencies, Local Government Units (LGUs) and Government Owned or Controlled Corporations (GOCCs) that will be conducting statistical surveys/censuses, regardless of funding source and sample size
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Request letter addressed to CLAIRE DENNIS S. MAPA, Ph.D. Undersecretary National Statistician and Civil Registrar General 23 rd Floor PSA 23-Storey Building PSA Complex, East Avenue, Quezon City 1101	1. SSRCS Form 1 (Statistical Survey Notification Form) https://psa.gov.ph/sites/default/files/SSRCS%20Form%201_2018.docx 2. SSRCS Form 4 (Statistical Survey Monitoring Form), for previously reviewed and cleared surveys or census https://psa.gov.ph/sites/default/files/SSRCS%20Form%204_2018.docx 3. SSRCS Form 5 (List of Revised and New Data Items) for PSA Surveys only http://www.psa.gov.ph/sites/default/files/SSRCS%20Form%205.docx
2. Properly accomplished SSRCS Forms <ul style="list-style-type: none"> ▪ SSRCS Form 1 (Statistical Survey Notification Form) ▪ SSRCS Form 4 (Statistical Survey Monitoring Form), for previously reviewed and cleared surveys or census ▪ SSRCS Form 5 (List of Revised and New Data Items) for PSA Surveys only 	

<p>3. Survey Questionnaire/s</p> <p>4. Enumerators Manual, Manual of Instructions/Operations, Instructions on How to Fill-up the Questionnaire/s</p> <p>5. List of tables to be generated</p> <p>6. Compilation of policy uses of survey results</p> <p>7. Pre-test, Pilot survey results (of any, for new surveys and surveys with major changes in the forms content and sampling design)</p> <p>8. Previous survey results (if any)</p> <p>9. Survey Proposal (if any)</p> <p>10. Any other additional information not stated in SSRCS Form 1</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents for SSRCS application in copies at the nearest PSA Regional Statistics Service Office (RSSO) or via email	<p>1.1. Receive submitted documents</p> <p>1.2. Review the completeness of submitted documents and endorse to SSD-SS</p> <p>1.3. Inform survey proponent contact persons on lacking documents via email and/or telephone call</p> <p>1.4. Provide comments on the survey instruments, design and other submitted documents</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p> <p>4 days</p>	<p>RCU Staff of the Office of the Regional Director, RSSO Staff</p> <p>SOCD Staff</p> <p>SSD-SS Staff</p> <ul style="list-style-type: none"> ✓ CSS ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
2. Submit additional requirements (if any)	<p>2.1. Prepare the following:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ Press Release • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> ✓ Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> ✓ Reply Letter 	None	3 days	<p>SSD-SS Staff</p> <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA

	<ul style="list-style-type: none"> ✓ SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 			
2.2. Review and endorse the following:	<ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ Press Release • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> ✓ Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 	None	2 days	CSS or designated Officer-in-Charge
		None	2 days	ANS, SS or designated Officer-in-Charge
		None	2 days	DNS, CTCO or designated Officer-in-Charge
2.3. Review and approve the following:	<ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ Press Release • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> ✓ Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are covered and disapproved 	None	3 days	NS or designated Officer-in-Charge

	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 • Surveys that are not covered <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 			
	<p>2.4 Prepare the SSRCS Form 4 on the following:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct • Surveys that are covered and put on-hold • Surveys that are covered and disapproved • Surveys that are not covered 	None	20 minutes	SSD-SS Staff <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI <input checked="" type="checkbox"/> SA
	<p>2.5 Post Press Release at the PSA website and SSRCS webpage</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct 	None	30 minutes	SSD-SS Staff <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI <input checked="" type="checkbox"/> SA
	<p>2.6. Transmittal of the following documents to the survey proponent agency:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> SSRCS Form 4 <input checked="" type="checkbox"/> SSRCS Form 6 • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 6 • Surveys that are covered and put on-hold <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> SSRCS Form 4 <input checked="" type="checkbox"/> SSRCS Form 6 • Surveys that are covered and disapproved <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> SSRCS Form 4 <input checked="" type="checkbox"/> SSRCS Form 6 	None	30 minutes	SSD-SS Staff <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI <input checked="" type="checkbox"/> SA

	<ul style="list-style-type: none"> • Surveys that are not covered <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ SSRCS Form 4 ✓ SSRCS Form 6 			
3. Accomplish and submit SSRCS Form 4 and SSRCS Form 6	3.1. Acknowledge receipt of submitted SSRCS Form 4 and SSRCS Form 6	None	10 minutes	SSD-SS Staff <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
TOTAL		None	18 days, 1 hour, 30 minutes	

4. Review and Clearance Application through the Statistical Survey Review and Clearance System (SSRCS) - Submitted at Regional Statistics Service Office (RSSO) Requiring Bilateral Meeting with Proponent Agency

The Statistical Survey Review and Clearance System (SSRCS) is a mechanism implemented by the Philippine Statistics Authority (PSA) which involves the process of evaluating the design and instruments of statistical surveys and censuses sponsored and/or to be conducted by government agencies, including government corporations at the national and local levels.

Rule No. 28 of the Implementing Rules and Regulations of the Republic Act No. 10625, also known as the "Philippine Statistical Act of 2013 mandates the PSA to establish "a SSRCS to provide assistance and support to the statistical work of other government agencies in the PSS, including local government units and government owned and controlled corporations

The following statistical surveys/censuses are covered by the SSRCS:

- ✓ All statistical surveys/censuses which are sponsored and/or conducted by government agencies, regardless of funding source and sample size
- ✓ Surveys/ censuses contracted out by government agencies to private organizations and NGOs

Censuses/surveys fully or partially funded by international organizations but will be conducted by government agencies

Office/Division	Censuses and Technical Coordination Office - Standards Service - Statistical Standards Division
Classification:	Highly Technical
Type of Transaction:	Government-to-Government (G2G)
Who may avail:	All Government Agencies, Local Government Units (LGUs) and Government Owned or Controlled Corporations (GOCCs) that will be conducting statistical surveys/censuses, regardless of funding source and sample size
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Request letter addressed to CLAIRES DENNIS S. MAPA, Ph.D. Undersecretary National Statistician and Civil Registrar General 23 rd Floor PSA 23-Storey Building PSA Complex, East Avenue, Quezon City 1101	1. SSRCS Form 1 (Statistical Survey Notification Form) (https://psa.gov.ph/sites/default/files/SSRCS%20Form%201_2018.docx) 2. SSRCS Form 4 (Statistical Survey Monitoring Form), for previously reviewed and cleared surveys or census (https://psa.gov.ph/sites/default/files/SSRCS%20Form%204_2018.docx) 3. SSRCS Form 5 (List of Revised and New Data Items) for PSA Surveys only (http://www.psa.gov.ph/sites/default/files/SSRCS%20Form%205.docx)
2. Properly accomplished SSRCS Forms <ul style="list-style-type: none"> ▪ SSRCS Form 1 (Statistical Survey Notification Form) ▪ SSRCS Form 4 (Statistical Survey Monitoring Form), for previously reviewed and cleared surveys or census 	

<ul style="list-style-type: none"> ▪ SSRCS Form 5 (List of Revised and New Data Items) for PSA Surveys only <p>3. Survey Questionnaire/s 4. Enumerators Manual, Manual of Instructions/Operations, Instructions on How to Fill-up the Questionnaire/s 5. List of tables to be generated 6. Compilation of policy uses of survey results 7. Pre-test, Pilot survey results (of any, for new surveys and surveys with major changes in the forms content and sampling design) 8. Previous survey results (if any) 9. Survey Proposal (if any) 10. Any other additional information not stated in SSRCS Form 1</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents for SSRCS application in copies at the nearest PSA Regional Statistics Service Office (RSSO) or via email	1.1. Receive submitted documents	None	1 day	RCU Staff of the Office of the Regional Director, RSSO Staff
	1.2. Review the completeness of submitted documents and endorse to SSD-SS	None	1 day	SOCD Staff
	1.3. Inform survey proponent contact persons on lacking documents via email and/or telephone call	None	3 days	SSD-SS Staff <input checked="" type="checkbox"/> CSS <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI <input checked="" type="checkbox"/> SA
	1.4. Provide comments on the survey instruments, design and other submitted documents	None	3 days	SSD-SS Staff <input checked="" type="checkbox"/> CSS <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/> PSA SRT
2. Attend bilateral meeting	2.1. Convene a bilateral meeting with the survey proponent (as the need arises)	None	1 day	SSD-SS Staff <input checked="" type="checkbox"/> CSS <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/> PSA SRT
3. Submit additional requirements (if any)	3.1. Prepare the following: <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct ✓ Reply Letter 	None	3 days	SSD-SS Staff <input checked="" type="checkbox"/> SupSS <input checked="" type="checkbox"/> SSS <input checked="" type="checkbox"/> SSII <input checked="" type="checkbox"/> SSI <input checked="" type="checkbox"/> SA

	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> Press Release • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 			
	<p>3.2. Review and endorse the following:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> Press Release • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 	None	2 days	CSS or designated Officer-in-Charge
		None	2 days	ANS, SS or designated Officer-in-Charge
		None	2 days	DNS, CTCO or designated Officer-in-Charge
	<p>3.3. Review and approve the following:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Reply Letter <input checked="" type="checkbox"/> SSRCS Form 3 <input checked="" type="checkbox"/> Press Release 	None	3 days	NS or designated Officer-in-Charge

	<ul style="list-style-type: none"> • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> ✓ Reply Letter • Surveys that are covered and put on-hold <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are covered and disapproved <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 • Surveys that are not covered <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 			
	<p>3.4 Prepare the SSRCS Form 4 on the following:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct • Surveys that are covered and put on-hold • Surveys that are covered and disapproved • Surveys that are not covered 	None	20 minutes	SSD-SS Staff <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
	<p>3.5 Post Press Release at the PSA website and SSRCS webpage</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct 	None	30 minutes	SSD-SS Staff <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
	<p>3.6. Transmittal of the following documents to the survey proponent agency:</p> <ul style="list-style-type: none"> • Surveys that are covered and cleared for conduct <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ SSRCS Form 4 ✓ SSRCS Form 6 • Surveys that are for extension of clearance validity <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 6 	None	30 minutes	SSD-SS Staff <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA

	<ul style="list-style-type: none"> • Surveys that are covered and put on-hold <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ SSRCS Form 4 ✓ SSRCS Form 6 • Surveys that are covered and disapproved <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ SSRCS Form 4 ✓ SSRCS Form 6 • Surveys that are not covered <ul style="list-style-type: none"> ✓ Reply Letter ✓ SSRCS Form 3 ✓ SSRCS Form 4 ✓ SSRCS Form 6 			
4. Accomplish and submit SSRCS Form 4 and SSRCS Form 6	3.1. Acknowledge receipt of submitted SSRCS Form 4 and SSRCS Form 6	None	10 minutes	SSD-SS Staff <ul style="list-style-type: none"> ✓ SupSS ✓ SSS ✓ SSII ✓ SSI ✓ SA
TOTAL		None	18 days, 1 hour, 30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Accomplish the Feedback Form and drop in any of the suggestion boxes at the servicing area or email to info@psa.gov.ph</p> <p>You may reach SS via email to: ss.staff@psa.gov.ph</p>
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ul style="list-style-type: none"> a. Suggestion box b. Email info@psa.gov.ph and ss.staff@psa.gov.ph c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) <p>To facilitate efficient, effective and timely response from SS, make sure that the following information are provided:</p> <ol style="list-style-type: none"> 1. Name of the application being complained 2. Incident- Brief Summary of the complaint 3. Evidence-Proof or Evidence to Support the Complaint 4. Date and place of incident <p>For inquiries and follow-up, clients may contact SS from the contact information given.</p>
How complaints are processed	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there be a need for more information or clarification.</p>

FEEDBACK AND COMPLAINTS MECHANISM

	<p>The project/unit shall prepare a report on the incident and will send the reply to the client, cc the SS</p>
Contact Information of CCB, PCC, ARTA	<p>ANTI RED TAPE AUTHORITY (ARTA) Website: arta.gov.ph Email: complaints@arta.gov.ph Call: 8478-5091 8478-5099</p> <p>CONTACT CENTER NG BAYAN (CCB) Website: contactcenterngbayan.gov.ph Email: email@contactcenterngbayan.gov.ph Call: 1-6565 Text: 09088816565</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC) Email: pcc@malacanang.gov.ph Call: 8736-8645 8736-8603 8736-8629 8736-8621 Fax: 8736-8621</p> <p>8888 CITIZENS' COMPLAINT CENTER Call/Text: 8888</p>



INFORMATION TECHNOLOGY AND DISSEMINATION SERVICE

REGISTERS AND DATABASE MANAGEMENT DIVISION

1. Data Matching of Requests Coming from Partner Agencies Compared with the Civil Registry System (CRS) Records of the PSA

Provide data matching results from the requests coming from AFP, GSIS, SSS, PhilHealth, PVAO compared with the records in the Civil Registry Systems (CRS) of the PSA.

Office/Division	Registers and Database Management Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	AFP, GSIS, SSS, PhilHealth, PVAO			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Encrypted Data file containing the records of the partner agencies' members/pensioners/beneficiaries. Items included are those as agreed upon in each of the signed Memorandum of Agreement (MOA)		RDMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload data files through PSA Shared Drive	1.1 Download encrypted data files from the PSA Shared Drive 1.2 Decrypt data file/s using 7-zip if applicable 1.3 Data Preparation of Civil Registry records 1.4 Data Preparation of data files from Partner Agencies 1.5 Process using Data Matching Software Application 1.6 Validate Results 1.7 Encrypt the result and upload to PSA Shared Drive 1.8 Send download link and code to authorize personnel of the partner agency through email. And send decryption	None	10-20 Days depending on the number of records submitted	Information Technology Officer II, Information Systems Analyst III, Information Systems Analyst II

	code in a separate email.			
TOTAL		None	10-20 Days depending on the number of records submitted	

KNOWLEDGE MANAGEMENT AND COMMUNICATIONS DIVISION

1. Addressing and processing data request

The Philippine Statistics Authority serves as the central statistical authority of the Philippine government on primary data collection on all national censuses and surveys, sectoral statistics, consolidation of selected administrative recording systems and compilation of national accounts. The agency maintains data holdings in secured repositories and made statistical data available for public use for free through online dissemination channels such as website and information portals.

Thus, the Knowledge Management and Communications Division under the ITDS as the agency's information arm is responsible for data sharing and dissemination of its official statistics to its stakeholders.

1.1 Addressing and processing data request on available data or statistics or with simple tabulation through Web Portal

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none">• Full Name• Email address• Company Name and Industry• School Name (if student)/School Type• Address• Country• Contact Number• Purpose of Request• Specific Data Request/Data Format		Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I

	1.3 Assess and validate the requested data if data are readily available in file repository or website 1.4 Research and process data if need for simple tabulation(s)	None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Business establishments/researchers in private sector

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Data Request Form		Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form		
The researcher must provide the following information: <ul style="list-style-type: none"> • Full Name • Email address • Company Name and Industry • Address • Country • Contact Number • Purpose of Request • Specific Data Request/Data Format 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring 1.3 Assess and validate the requested data if data are readily available in file repository or website	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II, Information Officer I
				Information Officer III, Information Officer II, Information Officer I
				Information Officer III, Information Officer II, Information Officer I

TOTAL	None	2 Days and 5 Minutes		
Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/government employees			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none">● Full Name● Email address● Company Name and Industry● Address● Country● Contact Number● Purpose of Request● Specific Data Request/Data Format	Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Log data request in Data Requests Tracking Number Monitoring	None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL	None	2 Days and 5 Minutes		

1.2 Addressing and processing data request on available data or statistics or with simple tabulation through info email

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request		Data request may be sent to info@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge data request received from info email	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Log data request in Data Requests Tracking Number Monitoring	None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	1.3 Assess and validate the requested data if data are readily available in file repository or website	None	1 Day	Information Officer III, Information Officer II, Information Officer I
	1.4 Research and process data if need for simple tabulation(s)	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request		Data request may be sent to info@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge data request received from info email	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Log data request in	None	1 Day	Information Officer III, Information Officer II, Information Officer I

	Data Requests Tracking Number Monitoring			
	1.3 Assess and validate the requested data if data are readily available in file repository or website	None	1 Day	Information Officer III, Information Officer II, Information Officer I
	1.4 Research and process data if need for simple tabulation(s)			
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request		Data request may be sent to info@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with specific details as follows: ● Name ● Specific Request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data if data are readily available in file repository or website 1.4 Research and process data if need for simple tabulation(s)	None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 5 Minutes	

1.3 Addressing and processing data request on available data or statistics or with simple tabulation through Electronic Freedom of Information (e-FOI)

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI)		Data request may be sent to PSA e-FOI Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-FOI request to PSA providing the following information: ● Data ● Coverage of data request ● Intended purpose of use ● Specific message to PSA	1.1 Accept and receive and e-FOI data request by the Receiving Officer	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Assign received data request to Decision Maker 1.3 Log data request in Data Requests Tracking Number Monitoring	None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	1.4 Assess and validate the requested data by the DM if data are readily available in file repository or website 1.5 Forward to Data Request Processors if need for research, process, and generates data if need for simple tabulation(s)	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 10 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI)		Data request may be sent to PSA e-FOI Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-FOI request to PSA providing the following information: ● Data ● Coverage of data request ● Intended purpose of use ● Specific message to PSA	1.1 Accept and receive and e-FOI data request by the Receiving Officer 1.2 Assign received data request to Decision Maker 1.3 Log data request in Data Requests Tracking Number Monitoring	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.4 Assess and validate the requested data by the DM if data are readily available in file repository or website 1.5 Forward to Data Request Processors if need for research, process, and generates data if need for simple tabulation(s)	None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 10 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI)		Data request may be sent to PSA e-FOI Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-FOI request to PSA providing the following information: <ul style="list-style-type: none"> • Data • Coverage of data request • Intended purpose of use • Specific message to PSA 	1.1 Accept and receive e-FOI data request by the Receiving Officer	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Assign received data request to Decision Maker 1.3 Log data request in Data Requests Tracking Number Monitoring 1.4 Assess and validate the requested data by the DM if data are readily available in file repository or website 1.5 Forward to Data Request Processors if need for research, process, and generates data if need for simple tabulation(s)	None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 10 Minutes	

1.4 Addressing and processing data request on available data or statistics or with simple tabulation through hand-carry documents submitted to ONS or KMCD

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: • Name of the requester • Company Affiliation • Specific request • Purpose of request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring 1.3 Assess and validate the requested data if data are readily available in file repository or website 1.4 Research and process data if need for simple tabulation(s)	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
		None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: • Name of the requester • Company Affiliation • Specific request • Purpose of request	1.1 Receive and acknowledge data request received from info email	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Log data request in Data Requests Tracking Number Monitoring			
	1.3 Assess and validate the requested data if data are readily available in file repository or website			
	1.4 Research and process data if need for simple tabulation(s)	None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: • Name of the requester • Company Affiliation • Specific request • Purpose of request	1.1 Receive and acknowledge data request received from info email	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Log data request in Data Requests Tracking Number Monitoring 1.3 Assess and validate the requested data if data are readily available in file repository or website 1.4 Research and process data if need for simple tabulation(s)		1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested	2.1 Release data	None	1 Day	Information

data and fill-out Feedback Form	2.2 Log data request as successful			Officer III, Information Officer II
TOTAL		None		2 Days and 5 Minutes

1.5 Addressing and processing data request on public use files of PSA's censuses or surveys through Web Portal

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none">● Full Name● Email address● Company Name and Industry● School Name (if student)/School Type● Address● Country● Contact Number● Purpose of Request● Specific Data Request/Data Format		Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form		
Letter request		Letter request shall be submitted to Office of the National Statistician or to KMCD		
Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests through info email 1.1 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
2. Send additional request as follows: a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none">● Name of the requester● School/Company	2.1 Assess and validate the requested puf data if data are readily available in file repository or website 2.2 Advise to get files if the puf request is more than three (3) surveys/censuses with two (2) reference periods to the PSA Library	None	1 Day	Information Officer III, Information Officer II, Information Officer I

Affiliation				
• Specific puf request and reference period • Purpose of using the puf				
b.) Fill-out and accomplish Data Product Agreement Form		None	5 minutes	Information Officer III, Information Officer II, Information Officer I
3. Receive requested data and fill-out Feedback Form	3.1 Release data through info email 3.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 10 minutes	

Office/Division	Knowledge Management and Communications Division
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	Business establishments/researchers in private sector

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Data Request Form The researcher must provide the following information: • Full Name • Email address • Company Name and Industry • School Name (if student)/School Type • Address • Country • Contact Number • Purpose of Request • Specific Data Request/Data Format		Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form		
Letter request		Letter request shall be submitted to Office of the National Statistician or to KMCD		
Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests through info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
2. Send additional	2.1 Assess and validate	None	1 Day	Information

<p>request as follows:</p> <p>a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information:</p> <ul style="list-style-type: none"> • Name of the requester • School/Company Affiliation • Specific puf request and reference period • Purpose of using the puf 	<p>the requested puf data if data are readily available in file repository or website</p> <p>2.2 Advise to get files if the puf request is more than three (3) surveys/censuses with two (2) reference periods to the PSA Library</p>			<p>Officer III, Information Officer II Information Officer I</p>
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b.) Fill-out and accomplish Data Product Agreement Form				
3. Receive requested data and fill-out Feedback Form	3.1 Release data through info email 3.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government Agency/Employee/Official	
Who may avail:	Government agencies, GOCCs, SUCs/government employees	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none">• Full Name• Email address• Agency• Address• Country• Contact Number• Purpose of Request• Specific Data Request/Data Format	Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form	
Letter request	Letter request shall be submitted to Office of the National Statistician or to KMCD	

Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests through info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
2. Send additional request as follows: a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none"> • Name of the requester • School/Company Affiliation • Specific puf request and reference period • Purpose of using the puf 	2.1 Assess and validate the requested puf data if data are readily available in file repository or website 2.2 Advise to get files if the puf request is more than three (3) surveys/censuses with two (2) reference periods to the PSA Library	None	1 Day	Information Officer III, Information Officer II Information Officer I
b.) Fill-out and accomplish Data Product Agreement Form				
3. Receive requested data and fill-out Feedback Form	3.1 Release data through info email 3.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 5 Minutes	

1.6 Addressing and processing data request data request on public use files of PSA's censuses or surveys through info email

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request with an attached request letter		Data request may be sent to info@psa.gov.ph		
Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following specific details: <ul style="list-style-type: none"> • Name of the requester • Company Affiliation • Specific request • Purpose of request Fill-out and accomplish Data Product Agreement Form	1.1 Receive and acknowledge letter request through info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested puf data if data are readily available in file repository or website 1.4 Advise to get files if the puf request is more than three (3) surveys/censuses with two (2) reference periods to the PSA Library	None	1 Day	Information Officer III, Information Officer II, Information Officer I

2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request with an attached request letter		Data request may be sent to info@psa.gov.ph		
Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following specific details: <ul style="list-style-type: none">● Name of the requester● Company Affiliation● Specific request● Purpose of request Fill-out and accomplish Data Product Agreement Form	1.1 Receive and acknowledge letter request through info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested puf data if data are readily available in file repository or website 1.4 Advise to get files if the puf request is more than three (3) surveys/censuses with two (2) reference periods to the PSA	None	1 Day	Information Officer III, Information Officer II, Information Officer I

	Library			
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL	None	2 Days and 5 Minutes		

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request with an attached request letter		Data request may be sent to info@psa.gov.ph		
Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following specific details: ● Name of the requester ● Company Affiliation ● Specific request ● Purpose of request Fill-out and accomplish Data Product Agreement Form	1.1 Receive and acknowledge letter request through info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested puf data if data are readily available in file repository or website 1.4 Advise to get files if the puf request is more than three (3) surveys/censuses with	None	1 Day	Information Officer III, Information Officer II, Information Officer I

	two (2) reference periods to the PSA Library			
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 5 Minutes	

1.7 Addressing and processing data request data request on public use files of PSA's censuses or surveys through Electronic Freedom of Information (e-FOI)

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI) with an attached request letter		Data request may be sent to PSA e-FOI Portal		
Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit e-FOI request to PSA providing the following information:</p> <ul style="list-style-type: none"> • Data • Coverage of data request • Intended purpose of use • Specific message to PSA <p>2. Attach letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information:</p> <ul style="list-style-type: none"> • Name of the requester • Company Affiliation • Specific puf request and reference period • Purpose of using the puf <p>3. Fill-out and accomplish Data Product Agreement Form</p>	<p>1.1 Accept and receive and e-FOI data request by the Receiving Officer</p> <p>1.2 Assign received data request to Decision Maker</p> <p>1.3 Log data request in Data Requests Tracking Number Monitoring</p>	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I

	1.4 Assess and validate the requested data by the DM if data are readily available in file repository or website 1.5 Forward to Data Request Processors if need for research, process, and generates data if need for simple tabulation(s)	None	1 Day	Information Officer III, Information Officer II, Information Officer I
4. Receive requested data and fill-out Feedback Form	4.1 Release data through info email 4.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 10 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI) with an attached request letter		Data request may be sent to PSA e-FOI Portal		
Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-FOI request to PSA providing the following information: • Data • Coverage of data request • Intended purpose of use • Specific message to PSA 2. Attach letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research	1.1 Accept and receive e-FOI data request by the Receiving Officer 1.2 Assign received data request to Decision Maker 1.3 Log data request in Data Requests Tracking Number Monitoring	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I

Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none"> • Name of the requester • Company Affiliation • Specific puf request and reference period • Purpose of using the puf 3. Fill-out and accomplish Data Product Agreement Form				
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	1.4 Assess and validate the requested data by the DM if data are readily available in file repository or website 1.5 Forward to Data Request Processors if need for research, process, and generates data if need for simple tabulation(s)	None	1 Day	Information Officer III, Information Officer II, Information Officer I
4. Receive requested data and fill-out Feedback Form	4.1 Release data through info email 4.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 10 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI) with an attached request letter		Data request may be sent to PSA e-FOI Portal		
Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-FOI request to PSA providing the following information:	1.1 Accept and receive and e-FOI data request by the Receiving Officer	None	10 Minutes	Information Officer III, Information Officer II, Information Officer

<ul style="list-style-type: none"> • Data • Coverage of data request • Intended purpose of use • Specific message to PSA <p>2. Attach letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information:</p> <ul style="list-style-type: none"> • Name of the requester • Company Affiliation • Specific puf request and reference period • Purpose of using the puf <p>3. Fill-out and accomplish Data Product Agreement Form</p>	<p>1.2 Assign received data request to Decision Maker</p> <p>1.3 Log data request in Data Requests Tracking Number Monitoring</p>			I
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	<p>1.4 Assess and validate the requested data by the DM if data are readily available in file repository or website</p> <p>1.5 Forward to Data Request Processors if need for research, process, and generates data if need for simple tabulation(s)</p>	None	1 Day	Information Officer III, Information Officer II, Information Officer I
4. Receive requested data and fill-out Feedback Form	<p>4. Release data through info email</p> <p>4.1 Log data request as successful</p>	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	2 Days and 10 Minutes	

1.8 Addressing and processing data request on public use files of PSA's censuses or surveys through hand-carry documents submitted to ONS or KMCD

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: <ul style="list-style-type: none"> • Name of the requester • Company Affiliation • Specific puf request and reference period • Purpose of using the puf Fill-out and accomplish Data Product Agreement Form	1.1 Receive and acknowledge letter request through info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested puf data if data are readily available in file repository or website 1.4 Advise to get files if the puf request is more than three (3) surveys/censuses with two (2) reference	None	1 Day	Information Officer III, Information Officer II, Information Officer I

	periods to the PSA Library			
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II, Information Officer I
TOTAL		None	2 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Letter request	Letter request shall be submitted to the Office of the National Statistician or to KMCD			
Accomplished and signed copy of Data Product Agreement Form	Data Request Section, KMCD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: <ul style="list-style-type: none"> • Name of the requester • Company Affiliation • Specific puf request and reference period • Purpose of using the puf Fill-out and accomplish Data Product Agreement Form	1.1 Receive and acknowledge letter request through info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested puf data if data are readily available in file repository or website 1.4 Advise to get files if the puf request is more	None	1 Day	Information Officer III, Information Officer II, Information Officer I



	than three (3) surveys/censuses with two (2) reference periods to the PSA Library			
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II, Information Officer I
TOTAL		None	2 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
Accomplished and signed copy of Data Product Agreement Form		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: <ul style="list-style-type: none">• Name of the requester• Company Affiliation• Specific puf request and reference period• Purpose of using the puf Fill-out and accomplish Data Product Agreement Form	1.1 Receive and acknowledge letter request through info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I

	<p>1.3 Assess and validate the requested puf data if data are readily available in file repository or website</p> <p>1.4 Advise to get files if the puf request is more than three (3) surveys/censuses with two (2) reference periods to the PSA Library</p>	None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	<p>2.1 Release data</p> <p>2.2 Log data request as successful</p>	None	1 Day	Information Officer III, Information Officer II, Information Officer I
TOTAL		None	2 Days and 5 Minutes	

1.9 Addressing and processing data request with special tabulations (with more than two [2] indicators and two [2] tables) through Web Portal

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none">• Full Name• Email address• Company Name and Industry• School Name (if student)/School Type• Address• Country• Contact Number• Purpose of Request• Specific Data Request/Data Format	Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Research, process, and generate data for special tabulations 1.5 Validate tabulated tables before release	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			

Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none">● Full Name● Email address● Company Name and Industry● School Name (if student)/School Type● Address● Country● Contact Number● Purpose of Request● Specific Data Request/Data Format		Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Research, process, and generate data for special tabulations 1.5 Validate tabulated tables before release	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government Agency/Employee/Official		
Who may avail:	Business establishments/researchers in private sector		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none">● Full Name● Email address● Company Name and Industry		Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form	

<ul style="list-style-type: none"> • School Name (if student)/School Type • Address • Country • Contact Number • Purpose of Request • Specific Data Request/Data Format 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Research, process, and generate data for special tabulations 1.5 Validate tabulated tables before release	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

1.10 Addressing and processing data request with special tabulations (with more than two [2] indicators and two [2] tables) through info email

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request	Data request may be sent to info@psa.gov.ph			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Research, process, and generate data for special tabulations 1.5 Validate tabulated tables before release	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request	Data request may be sent to info@psa.gov.ph			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Research, process, and generate data for special tabulations 1.5 Validate tabulated tables before release	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request		Data request may be sent to info@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Research, process, and generate data for special tabulations 1.5 Validate tabulated tables before release	None	4 Days	Information Officer III, Information Officer II, Information Officer I



2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

1.11 Addressing and processing data request with special tabulations (with more than two [2] indicators and two [2] tables) through Electronic Freedom of Information (e-FOI)

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI)		Data request may be sent to PSA e-FOI Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-FOI request to PSA providing the following information: <ul style="list-style-type: none"> • Data • Coverage of data request • Intended purpose of use • Specific message to PSA 	1.1 Accept and receive and e-FOI data request by the Receiving Officer 1.2 Assign received data request to Decision Maker 1.3 Log data request in Data Requests Tracking Number Monitoring 1.4 Assess and validate the requested data by the DM 1.5 Forward to Data Request Processors for research, process, and generates data for special tabulations 1.6 Validate tabulated tables before release	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	4 Days	Information Officer III, Information Officer II, Information Officer I
TOTAL		None	5 Days and 10 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI)		Data request may be sent to PSA e-FOI Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-FOI request to PSA providing the following information: <ul style="list-style-type: none"> • Data • Coverage of data request • Intended purpose of use • Specific message to PSA 	1.1 Accept and receive and e-FOI data request by the Receiving Officer 1.2 Assign received data request to Decision Maker 1.3 Log data request in Data Requests Tracking Number Monitoring	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.4 Assess and validate the requested data by the DM 1.5 Forward to Data Request Processors for research, process, and generates data for special tabulations 1.6 Validate tabulated tables before release	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 10 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI)		Data request may be sent to PSA e-FOI Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-FOI request to PSA providing the following information: <ul style="list-style-type: none"> • Data • Coverage of data 	1.1 Accept and receive and e-FOI data request by the Receiving Officer 1.2 Assign received data request to Decision	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I

request ● Intended purpose of use ● Specific message to PSA	Maker			
	1.3 Log data request in Data Requests Tracking Number Monitoring	None	4 Days	Information Officer III, Information Officer II, Information Officer I
	1.4 Assess and validate the requested data by the DM			
	1.5 Forward to Data Request Processors for research, process, and generates data for special tabulations			
	1.6 Validate tabulated tables before release			
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 10 Minutes	

1.12 Addressing and processing data request with special tabulations (with more than two [2] indicators and two [2] tables) through hand-carry documents submitted to ONS or KMCD

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: • Name of the requester • Company Affiliation • Specific request • Purpose of request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Research, process, and generate data for special tabulations 1.5 Validate tabulated data before release 1.6 Draft response letter and submits to Division Chief for approval 1.7 Route approved response letter to ANS, DNS, and ONS	None	5 Days	Information Officer V, Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release advance copy of data through info email 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II



	2.3 Send signed response letter	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	7 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: • Name of the requester • Company Affiliation • Specific request • Purpose of request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring 1.3 Assess and validate the requested data 1.4 Research, process, and generate data for special tabulations 1.5 Validate tabulated data before release 1.6 Draft response letter and submits to Division Chief for approval 1.7 Route approved response letter to ANS, DNS, and ONS	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release advance copy of data through info email 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II

	2.3 Send signed response letter	None	1 Day	Information Officer III, Information Officer II
TOTAL	None	7 Days and 5 Minutes		

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: • Name of the requester • Company Affiliation • Specific request • Purpose of request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Research, process, and generate data for special tabulations 1.5 Validate tabulated data before release 1.6 Draft response letter and submits to Division Chief for approval 1.7 Route approved response letter to ANS, DNS, and ONS	None	5 Days	Information Officer V Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release advance copy of data through info email 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II

	2.3 Send signed response letter	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	7 Days and 5 Minutes	

1.13 Addressing and processing data request that required subject matter division's special tabulation through Web Portal

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none"> • Full Name • Email address • Company Name and Industry • School Name (if student)/School Type • Address • Country • Contact Number • Purpose of Request • Specific Data Request/Data 		Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release submitted tabulated data or response from SMD 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none">● Full Name● Email address● Company Name and Industry● School Name (if student)/School Type● Address● Country● Contact Number● Purpose of Request● Specific Data Request/Data	Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release submitted tabulated data or response from SMD 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			

Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release submitted tabulated data or response from SMD 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

1.14 Addressing and processing data request that required subject matter division's special tabulation through info email

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request		Data request may be sent to info@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request		Data request may be sent to info@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request		Data request may be sent to info@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I

2. Receive requested data and fill-out Feedback Form	2.1 Release data 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 5 Minutes	

1.15 Addressing and processing data request that required subject matter division's special tabulation through e-FOI

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI)		Data request may be sent to PSA e-FOI Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-FOI request to PSA providing the following information: <ul style="list-style-type: none"> • Data • Coverage of data request • Intended purpose of use • Specific message to PSA 	1.1 Accept and receive and e-FOI data request by the Receiving Officer 1.2 Assign received data request to Decision Maker 1.3 Log data request in Data Requests Tracking Number Monitoring 1.4 Assess and validate the requested data by the DM 1.5 Forward received request to the subject matter division(s) for appropriate response	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I
		None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release submitted tabulated data or response from SMD 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 10 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI)		Data request may be sent to PSA e-FOI Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit e-FOI request to PSA providing the following information: • Data • Coverage of data request • Intended purpose of use • Specific message to PSA	1.1 Accept and receive and e-FOI data request by the Receiving Officer	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Assign received data request to Decision Maker 1.3 Log data request in Data Requests Tracking Number Monitoring			
	1.4 Assess and validate the requested data by the DM 1.5 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release submitted tabulated data or response from SMD 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 10 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI)		Data request may be sent to PSA e-FOI Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-FOI request to PSA providing the following information: • Data • Coverage of data request • Intended purpose of use • Specific message to PSA	1.1 Accept and receive and e-FOI data request by the Receiving Officer 1.2 Assign received data request to Decision Maker 1.3 Log data request in Data Requests Tracking Number Monitoring	None	10 Minutes	Information Officer III, Information Officer II, Information Officer I

	1.4 Assess and validate the requested data by the DM 1.5 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Release submitted tabulated data or response from SMD 2.2 Log data request as successful	None	1 Day	Information Officer III, Information Officer II
TOTAL		None	5 Days and 10 Minutes	

1.16 Addressing and processing data request that required subject matter division's special tabulation through hand- carry documents submitted to ONS or KMCD

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: <ul style="list-style-type: none"> • Name of the requester • Company Affiliation • Specific request • Purpose of request 	1.1 Receive and acknowledge data request received from info email	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Log data request in Data Requests Tracking Number Monitoring			
2. Receive requested data and fill-out Feedback Form	1.2 Assess and validate the requested data	None	6 Days	Information Officer V, Information Officer III, Information Officer II, Information Officer I
	1.3 Forward received request to the subject matter division(s) for appropriate response			
	2.1 Send response to the data request by SMD, copied info email	None	30 Minutes	Information Officer III, Information Officer II
	2.2 Log data request as successful			
TOTAL		None	6 Days and 35 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			



Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: <ul style="list-style-type: none">• Name of the requester• Company Affiliation• Specific request• Purpose of request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	6 Days	Information Officer V, Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Send response to the data request by SMD, copied info email 2.2 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II
TOTAL		None	6 Days and 35 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: <ul style="list-style-type: none"> • Name of the requester • Company Affiliation • Specific request • Purpose of request 	1.1 Receive and acknowledge data request received from info email	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Log data request in Data Requests Tracking Number Monitoring	None	6 Days	Information Officer V, Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	30 Minutes	Information Officer III, Information Officer II
TOTAL		None	6 Days and 35 Minutes	



1.17 Addressing and processing data request on special project-based services or unavailable data that requires technical assistance through Web Portal

Office/Division	Knowledge Management and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none">• Full Name• Email address• Company Name and Industry• School Name (if student)/School Type• Address• Country• Contact Number• Purpose of Request• Specific Data Request/Data Format	Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Respond to the request that the subject matter division will address the specific data request 1.5 Forward received request to the subject matter division(s) for appropriate response	None	1 Day	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications 2.2 Provide response to	None	15 Days	Subject Matter Division(s)

	the request by SMD, copied info email			
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II
TOTAL		None	16 Days and 35 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none">• Full Name• Email address• Company Name and Industry• School Name (if student)/School Type• Address• Country• Contact Number• Purpose of Request• Specific Data Request/Data Format	Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Respond to the request that the subject matter division will address the specific data request 1.5 Forward received request to the subject matter division(s) for appropriate response	None	1 Day	Information Officer III, Information Officer II, Information Officer I

2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications	None	15 Days	Subject Matter Division(s)
	2.2 Provide response to the request by SMD, copied info email			
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II
TOTAL		None	16 Days and 35 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Data Request Form The researcher must provide the following information: <ul style="list-style-type: none"> • Full Name • Email address • Company Name and Industry • School Name (if student)/School Type • Address • Country • Contact Number • Purpose of Request • Specific Data Request/Data Format 		Web Portal may be accessed and submit DRF through this link: https://psa.gov.ph/content/data-request-form		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit DRF through Web Portal	1.1 Receive and acknowledge Web Portal requests 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Respond to the request that the subject matter division will address the specific data request 1.5 Forward received request to the subject	None	1 Day	Information Officer III, Information Officer II, Information Officer I

	matter division(s) for appropriate response			
2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications 2.2 Provide response to the request by SMD, copied info email	None	15 Days	Subject Matter Division(s)
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II
TOTAL		None	16 Days and 35 Minutes	

1.18 Addressing and processing data request on special project-based services or unavailable data that requires technical assistance through info email

Office/Division	Knowledge Management and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request		Data request may be sent to info@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications 2.2 Provide response to the request by SMD, copied info email	None	15 Days	Information Officer III, Information Officer II
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II
TOTAL		None	19 Days and 35 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request		Data request may be sent to info@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON

		BE PAID	TIME	RESPONSIBLE
1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications 2.2 Provide response to the request by SMD, copied info email	None	15 Days	Information Officer III, Information Officer II
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II
TOTAL		None	19 Days and 35 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Email request		Data request may be sent to info@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request with specific details as follows: • Name • Specific Request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I

	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	4 Days	Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications 2.2 Provide response to the request by SMD, copied info email	None	15 Days	Information Officer III, Information Officer II
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II
TOTAL		None	19 Days and 35 Minutes	

1.19 Addressing and processing data request on special project-based services or unavailable data that requires technical assistance through e-FOI

Office/Division	Knowledge Management and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: <ul style="list-style-type: none"> • Name of the requester • Company Affiliation • Specific request • Purpose of request 	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	6 Days	Information Officer V, Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications 2.2 Provide response to the request by SMD, copied info email	None	15 Days	Information Officer III, Information Officer II
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II

TOTAL		None	21 Days and 35 Minutes			
Office/Division	Knowledge Management and Communications Division					
Classification:	Highly Technical					
Type of Transaction:	G2B - Government to Business Entity					
Who may avail:	Business establishments/researchers in private sector					
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:				
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: • Name of the requester • Company Affiliation • Specific request • Purpose of request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I		
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	6 Days	Information Officer V, Information Officer III, Information Officer II, Information Officer I		
2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications 2.2 Provide response to the request by SMD, copied info email	None	15 Days	Information Officer III, Information Officer II		
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II		
TOTAL		None	21 Days and 35 Minutes			

Office/Division	Knowledge Management and Communications Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: ● Name of the requester ● Company Affiliation ● Specific request ● Purpose of request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	6 Days	Information Officer V, Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications 2.2 Provide response to the request by SMD, copied info email	None	15 Days	Information Officer III, Information Officer II
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II
TOTAL		None	21 Days and 35 Minutes	

1.20 Addressing and processing data request on special project-based services or unavailable data that requires technical assistance through hand-carry documents submitted to ONS or KMCD

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: <ul style="list-style-type: none"> • Name of the requester • Company Affiliation • Specific request • Purpose of request 	1.1 Receive and acknowledge data request received from info email	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.2 Log data request in Data Requests Tracking Number Monitoring			
2. Receive requested data and fill-out Feedback Form	1.3 Assess and validate the requested data	None	6 Days	Information Officer V, Information Officer III, Information Officer II, Information Officer I
	1.4 Forward received request to the subject matter division(s) for appropriate response			
	2.1 Coordinate with the requester on the request specifications	None	15 Days	Information Officer III, Information Officer II
	2.2 Provide response to the request by SMD, copied info email			
	2.3 Log data request as successful	None	30 Minutes	Information Officer III,

				Information Officer II
TOTAL	None	21 Days and 35 Minutes		

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Business establishments/researchers in private sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: • Name of the requester • Company Affiliation • Specific request • Purpose of request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	6 Days	Information Officer V, Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications	None	15 Days	Information Officer III, Information Officer II
	2.2 Provide response to the request by SMD, copied info email			
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II
TOTAL	None	21 Days and 35 Minutes		

Office/Division	Knowledge Management and Communications Division
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Classification:	Complex			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	Government agencies, GOCCs, SUCs/ government employees			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter request		Letter request shall be submitted to the Office of the National Statistician or to KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Research/Project Head/Adviser indicating the following specific details: ● Name of the requester ● Company Affiliation ● Specific request ● Purpose of request	1.1 Receive and acknowledge data request received from info email 1.2 Log data request in Data Requests Tracking Number Monitoring	None	5 Minutes	Information Officer III, Information Officer II, Information Officer I
	1.3 Assess and validate the requested data 1.4 Forward received request to the subject matter division(s) for appropriate response	None	6 Days	Information Officer V, Information Officer III, Information Officer II, Information Officer I
2. Receive requested data and fill-out Feedback Form	2.1 Coordinate with the requester on the request specifications 2.2 Provide response to the request by SMD, copied info email	None	15 Days	Information Officer III, Information Officer II
	2.3 Log data request as successful	None	30 Minutes	Information Officer III, Information Officer II
TOTAL		None	21 Days and 35 Minutes	

1.21 Addressing and processing data request on Data Enclave of PSA's censuses or surveys through Web Portal

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Data Enclave Access Agreement The researcher must provide the following information: <ul style="list-style-type: none">• Name of Client/s• Office• Address• Tel. No./Fax No.• Data File Required• Purpose		By accomplishing the Data Request Form from the PSA website at https://psa.gov.ph/content/data-request-form Data Enclave Access Agreement may be accessed and download through this link: https://psa.gov.ph/content/how-acquire-data-psa		
Letter request		Letter request shall be submitted to Office of the National Statistician or to KMCD		
Accomplished and signed copy of Data Enclave Access Agreement (DEAA)		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request and accomplish a Data Enclave Access Agreement (DEAA) a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none">• Name of the requester• School/Company Affiliation• Specific microdata of establishment-based census/survey request and reference period• Purpose of requesting the	1.1 Receive and acknowledge request letter and accomplished Data Enclave Agreement Form (DEAA) 1.2 Assess the available data on the Data Enclave Center (DEC) and completion of DEAA 1.3 Log data request in Data Requests Tracking Number Monitoring 1.4 Pre-calendar the schedule of visit to the Data Enclave Calendar	None	15 Minutes	Information Officer III, Information Officer II, Information Officer I

microdata files				
b.) Fill-out and sign a DEAA with PSA agreeing to the terms and conditions in accessing the Data Enclave Center (DEC)				
	<p>1.5 Forward request and the validated DEAA to the Assistant National Statistician of Information Technology and Dissemination Service (ITDS)</p> <p>1.6 Endorse to Deputy National Statistician of Sectoral Statistics Office (SSO) and Censuses and Technical Coordination Office (CTCO) for signing as witness</p> <p>1.7 Sign DEAA and endorse to the PSA National Statistician for final approval</p> <p>1.8 Sign DEAA and forward to ITDS for filing and further coordination to the data user/researcher</p>	None	6 Days	Information Officer III, Information Officer II, Information Officer I
2. Provide prefer schedule of the on-site visit to the DEC	2.1 Calendar the preferred schedule and inform the researcher on the agreed final date(s) of the visit and provide e-copy of approved DEAA	None	10 Minutes	Information Officer III, Information Officer II
3. Fill-out Feedback Form	3.1 Log the data request as partially successful and endorse to the Data Enclave Manager (DEM) in the DEC	None	3 Minutes	Information Officer III, Information Officer II
TOTAL		None	6 Days and 28 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2B-Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Data Enclave Access Agreement The researcher must provide the following information: <ul style="list-style-type: none"> • Name of Client/s • Office • Address • Tel. No./Fax No. • Data File Required • Purpose 		By accomplishing the Data Request Form from the PSA website at https://psa.gov.ph/content/data-request-form Data Enclave Access Agreement may be accessed and download through this link: https://psa.gov.ph/content/how-acquire-data-psa		
Letter request		Letter request shall be submitted to Office of the National Statistician or to KMCD		
Accomplished and signed copy of Data Enclave Access Agreement (DEAA)		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request and accomplish a Data Enclave Access Agreement (DEAA) a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none"> • Name of the requester • School/Company Affiliation • Specific microdata of establishment-based census/survey request and reference period • Purpose of requesting the 	1.1 Receive and acknowledge request letter and accomplished Data Enclave Agreement Form (DEAA) 1.2 Assess the available data on the Data Enclave Center (DEC) and completion of DEAA 1.3 Log data request in Data Requests Tracking Number Monitoring 1.4 Pre-calendar the schedule of visit to the Data Enclave Calendar	None	15 Minutes	Information Officer III, Information Officer II, Information Officer I

microdata files				
b.) Fill-out and sign a DEAA with PSA agreeing to the terms and conditions in accessing the Data Enclave Center (DEC)				
	<p>1.5 Forward request and the validated DEAA to the Assistant National Statistician of Information Technology and Dissemination Service (ITDS)</p> <p>1.6 Endorse to Deputy National Statistician of Sectoral Statistics Office (SSO) and Censuses and Technical Coordination Office (CTCO) for signing as witness</p> <p>1.7 Sign DEAA and endorse to the PSA National Statistician for final approval</p> <p>1.8 Sign DEAA and forward to ITDS for filing and further coordination to the data user/researcher</p>	None	6 Days	Information Officer III, Information Officer II, Information Officer I
2. Provide prefer schedule of the on-site visit to the DEC	2.1 Calendar the preferred schedule and inform the researcher on the agreed final date(s) of the visit and provide e-copy of approved DEAA	None	10 Minutes	Information Officer III, Information Officer II
3. Fill-out Feedback Form	3.1 Log the data request as partially successful and endorse to the Data Enclave Manager (DEM) in the DEC	None	3 Minutes	Information Officer III, Information Officer II
TOTAL	None	6 Days and 28 Minutes		

Office/Division	Knowledge Management and Communications Division
Classification:	Complex



Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Accomplished Data Enclave Access Agreement The researcher must provide the following information: <ul style="list-style-type: none">• Name of Client/s• Office• Address• Tel. No./Fax No.• Data File Required• Purpose	By accomplishing the Data Request Form from the PSA website at https://psa.gov.ph/content/data-request-form Data Enclave Access Agreement may be accessed and download through this link: https://psa.gov.ph/content/how-acquire-data-psa			
Letter request	Letter request shall be submitted to Office of the National Statistician or to KMCD			
Accomplished and signed copy of Data Enclave Access Agreement (DEAA)	Data Request Section, KMCD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request and accomplish a Data Enclave Access Agreement (DEAA) a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none">• Name of the requester• School/Comp any Affiliation• Specific microdata of establishment-based census/survey request and reference period• Purpose of requesting the microdata files b.) Fill-out and sign a DEAA with PSA agreeing to the terms and conditions in accessing the Data	1.1 Receive and acknowledge request letter and accomplished Data Enclave Agreement Form (DEAA) 1.2 Assess the available data on the Data Enclave Center (DEC) and completion of DEAA 1.3 Log data request in Data Requests Tracking Number Monitoring 1.4 Pre-calendar the schedule of visit to the Data Enclave Calendar	None	15 Minutes	Information Officer III, Information Officer II, Information Officer I

Enclave Center (DEC)				
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	1.5 Forward request and the validated DEAA to the Assistant National Statistician of Information Technology and Dissemination Service (ITDS) 1.6 Endorse to Deputy National Statistician of Sectoral Statistics Office (SSO) and Censuses and Technical Coordination Office (CTCO) for signing as witness 1.7 Sign DEAA and endorse to the PSA National Statistician for final approval 1.8 Sign DEAA and forward to ITDS for filing and further coordination to the data user/researcher	None	6 Days	Information Officer III, Information Officer II, Information Officer I
2. Provide prefer schedule of the on-site visit to the DEC	2.1 Calendar the preferred schedule and inform the researcher on the agreed final date(s) of the visit and provide e-copy of approved DEAA	None	10 Minutes	Information Officer III, Information Officer II
3. Fill-out Feedback Form	3.1 Log the data request as partially successful and endorse to the Data Enclave Manager (DEM) in the DEC	None	3 Minutes	Information Officer III, Information Officer II
TOTAL		None	6 Days and 28 Minutes	

1.22 Addressing and processing data request on Data Enclave of PSA's censuses or surveys through info email

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Data Enclave Access Agreement The researcher must provide the following information: <ul style="list-style-type: none"> • Name of Client/s • Office • Address • Tel. No./Fax No. • Data File Required • Purpose 		By sending requests through the Information Center email address info@psa.gov.ph Data Enclave Access Agreement may be accessed and download through this link: https://psa.gov.ph/content/how-acquire-data-psa		
Letter request		Letter request shall be submitted to Office of the National Statistician or to KMCD		
Accomplished and signed copy of Data Enclave Access Agreement (DEAA)		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request and accomplish a Data Enclave Access Agreement (DEAA) a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none"> • Name of the requester • School/Company Affiliation • Specific microdata of establishment-based census/survey request and reference period • Purpose of requesting the 	1.1 Receive and acknowledge request letter and accomplished Data Enclave Agreement Form (DEAA) 1.2 Assess the available data on the Data Enclave Center (DEC) and completion of DEAA 1.3 Log data request in Data Requests Tracking Number Monitoring 1.4 Pre-calendar the schedule of visit to the Data Enclave Calendar	None	15 Minutes	Information Officer III, Information Officer II, Information Officer I

microdata files				
b.) Fill-out and sign a DEAA with PSA agreeing to the terms and conditions in accessing the Data Enclave Center (DEC)				
	<p>1.5 Forward request and the validated DEAA to the Assistant National Statistician of Information Technology and Dissemination Service (ITDS)</p> <p>1.6 Endorse to Deputy National Statistician of Sectoral Statistics Office (SSO) and Censuses and Technical Coordination Office (CTCO) for signing as witness</p> <p>1.7 Sign DEAA and endorse to the PSA National Statistician for final approval</p> <p>1.8 Sign DEAA and forward to ITDS for filing and further coordination to the data user/researcher</p>	None	6 Days	Information Officer III, Information Officer II, Information Officer I
2. Provide prefer schedule of the on-site visit to the DEC	2.1 Calendar the preferred schedule and inform the researcher on the agreed final date(s) of the visit and provide e-copy of approved DEAA	None	10 Minutes	Information Officer III, Information Officer II
3. Fill-out Feedback Form	3.1 Log the data request as partially successful and endorse to the Data Enclave Manager (DEM) in the DEC	None	3 Minutes	Information Officer III, Information Officer II
TOTAL		None	6 Days and 28 Minutes	

Office/Division	Knowledge Management and Communications Division
Classification:	Complex



Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Accomplished Data Enclave Access Agreement The researcher must provide the following information: <ul style="list-style-type: none">• Name of Client/s• Office• Address• Tel. No./Fax No.• Data File Required• Purpose	<p>By sending requests through the Information Center email address info@psa.gov.ph</p> <p>Data Enclave Access Agreement may be accessed and download through this link: https://psa.gov.ph/content/how-acquire-data-psa</p>			
Letter request	Letter request shall be submitted to Office of the National Statistician or to KMCD			
Accomplished and signed copy of Data Enclave Access Agreement (DEAA)	Data Request Section, KMCD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request and accomplish a Data Enclave Access Agreement (DEAA) a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none">• Name of the requester• School/Company Affiliation• Specific microdata of establishment-based census/survey request and reference period• Purpose of requesting the microdata files b.) Fill-out and sign a DEAA with PSA agreeing to the terms and conditions in accessing the Data	1.1 Receive and acknowledge request letter and accomplished Data Enclave Agreement Form (DEAA) 1.2 Assess the available data on the Data Enclave Center (DEC) and completion of DEAA 1.3 Log data request in Data Requests Tracking Number Monitoring 1.4 Pre-calendar the schedule of visit to the Data Enclave Calendar	None	15 Minutes	Information Officer III, Information Officer II, Information Officer I

Enclave Center (DEC)				
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	1.5 Forward request and the validated DEAA to the Assistant National Statistician of Information Technology and Dissemination Service (ITDS) 1.6 Endorse to Deputy National Statistician of Sectoral Statistics Office (SSO) and Censuses and Technical Coordination Office (CTCO) for signing as witness 1.7 Sign DEAA and endorse to the PSA National Statistician for final approval 1.8 Sign DEAA and forward to ITDS for filing and further coordination to the data user/researcher	None	6 Days	Information Officer III, Information Officer II, Information Officer I
2. Provide prefer schedule of the on-site visit to the DEC	2.1 Calendar the preferred schedule and inform the researcher on the agreed final date(s) of the visit and provide e-copy of approved DEAA	None	10 Minutes	Information Officer III, Information Officer II
3. Fill-out Feedback Form	3.1 Log the data request as partially successful and endorse to the Data Enclave Manager (DEM) in the DEC	None	3 Minutes	Information Officer III, Information Officer II
TOTAL		None	6 Days and 28 Minutes	

Office/Division	Knowledge Management and Communications Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government Agency/Employee/Official
Who may avail:	All
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Accomplished Data Enclave Access Agreement	By sending requests through the Information Center email address info@psa.gov.ph

The researcher must provide the following information: <ul style="list-style-type: none"> • Name of Client/s • Office • Address • Tel. No./Fax No. • Data File Required • Purpose 	Data Enclave Access Agreement may be accessed and download through this link: https://psa.gov.ph/content/how-acquire-data-psa			
Letter request	Letter request shall be submitted to Office of the National Statistician or to KMCD			
Accomplished and signed copy of Data Enclave Access Agreement (DEAA)	Data Request Section, KMCD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request and accomplish a Data Enclave Access Agreement (DEAA) a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none"> • Name of the requester • School/Company Affiliation • Specific microdata of establishment-based census/survey request and reference period • Purpose of requesting the microdata files b.) Fill-out and sign a DEAA with PSA agreeing to the terms and conditions in accessing the Data Enclave Center (DEC)	1.1 Receive and acknowledge request letter and accomplished Data Enclave Agreement Form (DEAA) 1.2 Assess the available data on the Data Enclave Center (DEC) and completion of DEAA 1.3 Log data request in Data Requests Tracking Number Monitoring 1.4 Pre-calendar the schedule of visit to the Data Enclave Calendar	None	15 Minutes	Information Officer III, Information Officer II, Information Officer I

	1.5 Forward request and the validated DEAA to the Assistant National Statistician of Information Technology and Dissemination Service (ITDS) 1.6 Endorse to Deputy National Statistician of Sectoral Statistics Office (SSO) and Censuses and Technical Coordination Office (CTCO) for signing as witness 1.7 Sign DEAA and endorse to the PSA National Statistician for final approval 1.8 Sign DEAA and forward to ITDS for filing and further coordination to the data user/researcher	None	6 Days	Information Officer III, Information Officer II, Information Officer I
2. Provide prefer schedule of the on-site visit to the DEC	2.1 Calendar the preferred schedule and inform the researcher on the agreed final date(s) of the visit and provide e-copy of approved DEAA	None	10 Minutes	Information Officer III, Information Officer II
3. Fill-out Feedback Form	3.1 Log the data request as partially successful and endorse to the Data Enclave Manager (DEM) in the DEC	None	3 Minutes	Information Officer III, Information Officer II
TOTAL		None	6 Days and 28 Minutes	

1.23 Addressing and processing data request on Data Enclave of PSA's censuses or surveys through Electronic Freedom of Information (e-FOI)

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Data request submitted to Electronic Freedom of Information (e-FOI) portal with an Accomplished Data Enclave Access Agreement The researcher must provide the following information: <ul style="list-style-type: none">• Name of Client/s• Office• Address• Tel. No./Fax No.• Data File Required• Purpose	<p>By sending request through e-FOI Portal at https://www.foi.gov.ph/</p> <p>Data Enclave Access Agreement may be accessed and download through this link: https://psa.gov.ph/content/how-acquire-data-psa</p>			
Letter request	Letter request shall be submitted to Office of the National Statistician or to KMCD			
Accomplished and signed copy of Data Enclave Access Agreement (DEAA)	Data Request Section, KMCD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request and accomplish a Data Enclave Access Agreement (DEAA) a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none">• Name of the requester• School/Company Affiliation• Specific microdata of establishment-based	1.1 Accept and receive the e-FOI data request by the Receiving Officer 1.2 Assign received data request to Decision Maker 1.3 Assess available data and completion of DEAA 1.4 Log data request in Data Requests Tracking Number Monitoring 1.5 Pre-calendar the schedule of visit to the Data Enclave Calendar	None	15 Minutes	Information Officer III, Information Officer II, Information Officer I

census/survey request and reference period • Purpose of requesting the microdata files b.) Fill-out and sign a DEAA with PSA agreeing to the terms and conditions in accessing the Data Enclave Center (DEC)				
1.6 Forward request and the validated DEAA to the Assistant National Statistician of Information Technology and Dissemination Service (ITDS) 1.7 Endorse to Deputy National Statistician of Sectoral Statistics Office (SSO) and Censuses and Technical Coordination Office (CTCO) for signing as witness 1.8 Sign DEAA and endorse to the PSA National Statistician for final approval 1.9 Sign DEAA and forward to ITDS for filing and further coordination to the data user/researcher	None	6 Days	Information Officer III, Information Officer II, Information Officer I	
2. Provide prefer schedule of the on-site visit to the DEC	2.1 Calendar the preferred schedule and inform the researcher on the agreed final date(s) of the visit and provide e-copy of approved DEAA	None	10 Minutes	Information Officer III, Information Officer II
3. Fill-out Feedback Form	3.1 Log the data request as partially successful and endorse to the Data Enclave Manager (DEM) in the DEC	None	3 Minutes	Information Officer III, Information Officer II
TOTAL		None	6 Days and 28 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI) portal with an Accomplished Data Enclave Access Agreement The researcher must provide the following information: <ul style="list-style-type: none"> • Name of Client/s • Office • Address • Tel. No./Fax No. • Data File Required • Purpose 		By sending request through e-FOI Portal at https://www.foi.gov.ph/ Data Enclave Access Agreement may be accessed and download through this link: https://psa.gov.ph/content/how-acquire-data-psa		
Letter request		Letter request shall be submitted to Office of the National Statistician or to KMCD		
Accomplished and signed copy of Data Enclave Access Agreement (DEAA)		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request and accomplish a Data Enclave Access Agreement (DEAA) a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none"> • Name of the requester • School/Company Affiliation • Specific microdata of establishment-based census/survey request and reference period • Purpose of requesting the microdata files 	1.1 Accept and receive the e-FOI data request by the Receiving Officer 1.2 Assign received data request to Decision Maker 1.3 Assess available data and completion of DEAA 1.4 Log data request in Data Requests Tracking Number Monitoring 1.5 Pre-calendar the schedule of visit to the Data Enclave Calendar	None	15 Minutes	Information Officer III, Information Officer II, Information Officer I

b.) Fill-out and sign a DEAA with PSA agreeing to the terms and conditions in accessing the Data Enclave Center (DEC)				
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	1.6 Forward request and the validated DEAA to the Assistant National Statistician of Information Technology and Dissemination Service (ITDS) 1.7 Endorse to Deputy National Statistician of Sectoral Statistics Office (SSO) and Censuses and Technical Coordination Office (CTCO) for signing as witness 1.8 Sign DEAA and endorse to the PSA National Statistician for final approval 1.9 Sign DEAA and forward to ITDS for filing and further coordination to the data user/researcher	None	6 Days	Information Officer III, Information Officer II, Information Officer I
2. Provide prefer schedule of the on-site visit to the DEC	2.1 Calendar the preferred schedule and inform the researcher on the agreed final date(s) of the visit and provide e-copy of approved DEAA	None	10 Minutes	Information Officer III, Information Officer II
3. Fill-out Feedback Form	3.1 Log the data request as partially successful and endorse to the Data Enclave Manager (DEM) in the DEC	None	3 Minutes	Information Officer III, Information Officer II
TOTAL		None	6 Days and 28 Minutes	

Office/Division	Knowledge Management and Communications Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government Agency/Employee/Official

Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Data request submitted to Electronic Freedom of Information (e-FOI) portal with an Accomplished Data Enclave Access Agreement The researcher must provide the following information: <ul style="list-style-type: none">• Name of Client/s• Office• Address• Tel. No./Fax No.• Data File Required• Purpose		By sending request through e-FOI Portal at https://www.foi.gov.ph/ Data Enclave Access Agreement may be accessed and download through this link: https://psa.gov.ph/content/how-acquire-data-psa		
Letter request		Letter request shall be submitted to Office of the National Statistician or to KMCD		
Accomplished and signed copy of Data Enclave Access Agreement (DEAA)		Data Request Section, KMCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter request and accomplish a Data Enclave Access Agreement (DEAA) a.) Letter request addressed to the National Statistician and Civil Registrar General with an affixed signature of the requester and Agency/Research Head/Thesis Adviser indicating the following information: <ul style="list-style-type: none">• Name of the requester• School/Company Affiliation• Specific microdata of establishment-based census/survey request and reference period• Purpose of requesting the microdata files b.) Fill-out and sign a DEAA with PSA agreeing to the terms and conditions in	1.1 Accept and receive the e-FOI data request by the Receiving Officer 1.2 Assign received data request to Decision Maker 1.3 Assess available data and completion of DEAA 1.4 Log data request in Data Requests Tracking Number Monitoring 1.5 Pre-calendar the schedule of visit to the Data Enclave Calendar	None	15 Minutes	Information Officer III, Information Officer II, Information Officer I

accessing the Data Enclave Center (DEC)				
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	1.6 Forward request and the validated DEAA to the Assistant National Statistician of Information Technology and Dissemination Service (ITDS) 1.7 Endorse to Deputy National Statistician of Sectoral Statistics Office (SSO) and Censuses and Technical Coordination Office (CTCO) for signing as witness 1.8 Sign DEAA and endorse to the PSA National Statistician for final approval 1.9 Sign DEAA and forward to ITDS for filing and further coordination to the data user/researcher	None	6 Days	Information Officer III, Information Officer II, Information Officer I
2. Provide prefer schedule of the on-site visit to the DEC	2.1 Calendar the preferred schedule and inform the researcher on the agreed final date(s) of the visit and provide e-copy of approved DEAA	None	10 Minutes	Information Officer III, Information Officer II
3. Fill-out Feedback Form	3.1 Log the data request as partially successful and endorse to the Data Enclave Manager (DEM) in the DEC	None	3 Minutes	Information Officer III, Information Officer II
TOTAL		None	6 Days and 28 Minutes	

2. Library Services and Publication

As the agency's information hub, KMCD manages the Information Center or Library for walk-in applicants on provision of printed publications, journals, and other statistical data. It also includes management of the Data Enclave Center that provides onsite access to firm level data.

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

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
One (1) Valid ID / Registration Card		Government Agencies, Non-Government Organizations, Private entities, Academe		
Accomplished Client Service Form (CSF)		Online /Officer-of the Day's table		
Request letter signed by the head of the company/college/university (if necessary)		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/Registration Card (CVEA lobby)	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/e-Registration system	2.1 Request to fill-out CSF	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
3. Filled-out the Client Service form (CSF) and presents to the library staff	3.1 Assess the request. For requested statistical data that are not available in KMCD and PSA, advise the researcher to register or send request to e-FOI	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
4. Proceed to the computer's desk for browsing or go to the bookshelves and look for the needed books/publications	4.1 Assists the researchers and provides the requested data/statistics/publication if it is readily available in the library 4.2 May allow the researcher to photocopy	None	5 Minutes	Admin Asst. III/Officer of the Day/Librarian

	or take a picture of the statistical tables from the printed publication or PC monitor			
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5. Fill-out the Customer Satisfaction Survey form (online/printed)	5.1 Receive and file the filled-out CSF for tabulation	None	1 Minute	Admin Asst. III
6. Surrender the visitor's pass to the SG (CVEA lobby)	6.1 Return the Valid ID/Registration	None	1 Minute	Security Guard on duty
TOTAL		None	10 Minutes	

2.2 Provide library services to walk-in researchers of data/statistics that needs simple tabulation

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
One (1) Valid ID / Registration Card	Government Agencies, Non-Government Organizations, Private entities, Academe			
Accomplished Client Service Form (CSF)	Online /Officer-of the Day's table			
Request letter signed by the head of the company/college/university (if necessary)	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/Registration Card (CVEA lobby)	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/e-Registration system	2.1 Request to fill-out CSF	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
3. Filled-out the Client Service form (CSF) and presents to the library staff	3.1 Assess the request.	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
4. Wait/research for additional data needed/requested by the researcher	4.1 Process the requested data/statistics 4.2 Release the processed data/statistics	None	30 Minutes	
5. Receive and check the correctness of the processed data/statistics	5.1 Request the researcher to fill-out the Customer Satisfaction Survey Form and sign the CSF for proof of receipt	None	1 Minute	
6. Fill-out the Customer Satisfaction Survey (CSS)Form (online/print)	6.1 Receive and file the filled-out CSS form for tabulation	None	1 Minute	
7. Surrender the visitor's pass to the SG (CVEA lobby)	7.1 Return the Valid ID/Registration	None	1 Minute	
TOTAL		None	36 Minutes	

2.3 Provide library services to walk-in researchers requesting for a copy of Public Use File (PUF)

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
One (1) Valid ID / Registration Card	Government Agencies, Non-Government Organizations, Private entities, Academe			
Accomplished Client Service Form (CSF)	Online /Officer-of the Day's table			
Request letter signed by the head of the company/college/university (if necessary)	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/Registration Card (CVEA lobby)	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/e-Registration system	2.1 Request to fill-out CSF	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
3. Filled-out the Client Service form (CSF) and presents to the library staff	3.1 Assess the request.	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
4. Fill-out the Data Product Agreement Form (DPAF) and present to the library staff	4.1 Check the completeness of the information in the DPA form and provide the requested PUF thru email or copy the files to the requester's flash drive	None	3 Minutes	
5. Receive and check the completeness of the file(s)	5.1 Validates the provided data	None	1 Minute	
6. Fill-out the Customer Satisfaction Survey (CSS)Form (online/print)	6.1 Receive and file the filled-out CSS form for tabulation	None	1 Minute	
7. Surrender the visitor's pass to the SG (CVEA lobby)	7.1 Return the Valid ID/Registration	None	1 Minute	
TOTAL		None	9 Minutes	

2.4 Provide library services to walk-in researchers who wants to register or send request to e-FOI

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
One (1) Valid ID / Registration Card		Government Agencies, Non-Government Organizations, Private entities, Academe		
One (1) scanned copy of valid ID		Online /Officer-of the Day's table		
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/Registration Card (CVEA lobby)	1.1 SG issues visitor's pass	None	1 Minute	Security Guard on duty
2. Proceed to the designated PC for e-FOI registration Follow instructions on sending data request to FOI	2.1 Assist student/researcher to be guided on FOI	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
3. Surrender the visitor's pass to the SG (CVEA lobby)	3.1 Return the Valid ID/Registration	None	1 Minute	Security Guard on duty
TOTAL		None	3 Minutes	

2.5 Provide library services to walk-in clients in purchasing of PSA publication

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
One (1) Valid ID		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/Registration Card (CVEA lobby)	1.1 SG issues visitor's pass	None	1 Minute	Security Guard on duty
2. Proceed to the library/bookshop room and presents the list of books to be purchased	2.1 Assist student/researcher and prepare the book(s) or publication(s) to be purchased 2.2 Prepares transaction slip in duplicate copy and provide to clients	*Refer to the Price List for Publications	20 Minutes	Admin Asst. III/Officer of the Day/Librarian
3. Pays to the Cashier and presents the Official Receipt to the library/bookshop staff	3.1 Reflects the OR number in the transaction slip 3.2 Hand over the purchased publication/s, O.R and copy of the transaction slip to the clients	None	1 Minute	Admin Asst. II
4. Receive and check the correctness and completeness of the purchased publication(s)	4.1 Request the client to sign the receive portion in the duplicate copy of the transaction slip	None	3 Minutes	Admin Asst. II
5. Sign the received portion in the transaction slip	5.1 Files the duplicate copy of the transaction slip for record purposes and update the file in the computer	None	1 Minute	Admin Asst. II
6. Surrender the visitor's pass to the SG (CVEA lobby)	6.1 Return the Valid ID/Registration	None	1 Minute	Security Guard on duty
TOTAL		None	27 Minutes	

2.6 Provide library services thru phone inquiries

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries through phone	1.1 Take the call and logs the basic information of the caller, requested data/information	None	1 Minute	Security Guard on duty
	1.2 Evaluate the request 1.2.1 Provide appropriate information to basic questions that is available in the library and PSA website	None	1 Minute	Security Guard on duty
	1.3 Provide readily available statistical data over the phone (Max of three (3) statistical data) or advise to visit the library	None	1 Minute	Admin Asst. II
	1.4 Refer to the concerned service/division for technical questions or pertains to their rendered services	None	3 Minutes	Admin Asst. II
	1.5 Advise the researcher to email the request at info@psa.gov.ph or send the request to FOI if the requested data requires special tabulation	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
	1.6 Refer to the source agency or send request to FOI if requested data is not available in PSA	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
	1.7 Log the action provided to the caller	None	1 Minute	Admin Asst. III/Officer of the Day/Librarian
TOTAL		None	9 Minutes	

2.7 Provide library services to Data Enclave data users/researchers

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the Data Enclave Manager (DEM) of the Data Enclave Center (DEC) through email on the calendared visit for verification and confirmation	1.1 Receive endorsed request and the preferred schedule of the researcher in the Data Enclave Center (DEC)	None	3 Minutes	Librarian
2. Visit the Data Enclave Center to research based on confirmed date of schedule at the Data Enclave Calendar	2.1 Check the schedules on the Data Enclave Calendar 2.2 Prepare the working container/folder of the data user/researcher 2.3 Request for a copy of the approved Data Enclave Access Agreement (DEAA) for first timer data users/researchers 2.4 Orient the researcher on the procedures and restrictions on accessing the data enclave facility	None	15 Minutes	Librarian
3. Email do files requesting to include in his/her working container/ folder	3.1 Upload the do files to the researcher's working container/folder	None	3 Minutes	Librarian
4. Request for a copy of his/her output	4.1 Email the output to Data Enclave Disclosure Review Panel (DEDRP)	None	3 Minutes	Librarian

	4.2 DEDRP review and send the approved output(s) to researcher through email	None	1 Day	Librarian
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5. Accomplish the Customer Satisfaction Survey Form	5.1 Compile and generate report at the end of the month	None	1 Hour	Librarian
TOTAL		None	1 Day and 84 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the Data Enclave Manager (DEM) of the Data Enclave Center (DEC) through email on the calendared visit for verification and confirmation	1.1 Receive endorsed request and the preferred schedule of the researcher in the Data Enclave Center (DEC)	None	3 Minutes	Librarian
2. Visit the Data Enclave Center to research based on confirmed date of schedule at the Data Enclave Calendar	2.1 Check the schedules on the Data Enclave Calendar 2.2 Prepare the working container/folder of the data user/researcher 2.3 Request for a copy of the approved Data Enclave Access Agreement (DEAA) for first timer data users/researchers 2.4 Orient the researcher on the procedures and restrictions on accessing the data enclave facility	None	15 Minutes	Librarian
3. Email do files requesting to include in his/her working	3.1 Upload the do files to the researcher's working container/folder	None	3 Minutes	Librarian

container/ folder				
4. Request for a copy of his/her output	4.1 Email the output to Data Enclave Disclosure Review Panel (DEDRP)	None	3 Minutes	Librarian
	4.2 DEDRP review and send the approved output(s) to researcher through email	None	1 Day	Librarian
5. Accomplish the Customer Satisfaction Survey Form	5.1 Compile and generate report at the end of the month	None	1 Hour	Librarian
TOTAL		None	1 Day and 84 Minutes	

Office/Division	Knowledge Management and Communications Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Agency/Employee/Official			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the Data Enclave Manager (DEM) of the Data Enclave Center (DEC) through email on the calendared visit for verification and confirmation	1.1 Receive endorsed request and the preferred schedule of the researcher in the Data Enclave Center (DEC)	None	3 Minutes	Librarian
2. Visit the Data Enclave Center to research based on confirmed date of schedule at the Data Enclave Calendar	2.1 Check the schedules on the Data Enclave Calendar 2.2 Prepare the working container/folder of the data user/researcher 2.3 Request for a copy of the approved Data Enclave Access Agreement (DEAA) for first timer data users/researchers 2.4 Orient the researcher on the procedures and restrictions on accessing the data	None	15 Minutes	Librarian

	enclave facility			
3. Email do files requesting to include in his/her working container/ folder	3.1 Upload the do files to the researcher's working container/folder	None	3 Minutes	Librarian
4. Request for a copy of his/her output	4.1 Email the output to Data Enclave Disclosure Review Panel (DEDRP)	None	3 Minutes	Librarian
	4.2 DEDRP review and send the approved output(s) to researcher through email	None	1 Day	Librarian
5. Accomplish the Customer Satisfaction Survey Form	5.1 Compile and generate report at the end of the month	None	1 Hour	Librarian
TOTAL		None	1 Day and 84 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Accomplish the Feedback Form and drop in any of the suggestion boxes at the servicing area.</p> <p>Dial at (632) 8462-6600 local 820/823 or send feedback via email to: info@psa.gov.ph</p> <p>Call RDMD at (+632) 8462-6600 local 816/811 or send feedback via email to: rdmd.staff@psa.gov.ph</p>
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ul style="list-style-type: none"> a. Suggestion box b. Email info@psa.gov.ph and rdmd.staff@psa.gov.ph c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) <p>To facilitate efficient, effective and timely response from KMCD and RDMD, make sure that the following information are provided:</p> <ol style="list-style-type: none"> 1. Name of the application being complained 2. Incident- Brief Summary of the complaint 3. Evidence-Proof or Evidence to Support the Complaint 4. Date and place of incident <p>For inquiries and follow-up, clients may contact KMCD and RDMD from the contact information given.</p>
How complaints are processed	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p>

FEEDBACK AND COMPLAINTS MECHANISM

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



OFFICE OF THE NATIONAL STATISTICIAN

EXTERNAL SERVICES

LEGAL SERVICE

1. Legal Advice/Opinion to Walk-in Public Client/s (without letter)

The Legal Service provides legal advice and opinion regarding civil registry documents, advice, and opinions on rectifying entries within these documents. The legal service provides guidance on the process of filing petitions with the appropriate Local Civil Registry Office or Court when required.

Office or Division:	Legal Service (LS)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents in relation to client's query 1. Civil Registration Documents such as COLB, COM, COD, and other civil registration documents 2. Affidavits and other supporting documents		Provided by the Client		
CLIENT STEPS (PSA Service/Unit/Division)		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure visitors pass from the Security Guard and register in the Visitor's Logbook 2. The client goes to the receiving personnel	1.1 Issuance of the Visitor Pass	None	5 minutes	Security Guard
	2.1 Directly refer the client to the available legal assistant/ lawyer	None	2 minutes	Administrative Assistant
	2.2 The legal assistant/ lawyer will assist the client by providing legal advice on the client's concern/s	None	40 minutes	Legal Assistant/ Lawyer
	2.3 The Legal Assistant/ Lawyer will analyze the query and the document/s presented.			
	2.4 If the concern, query, or document does not pertain to the legal, the Legal Assistant/ Lawyer will refer the public to the proper PSA Office/Service.			

	2.5 Advise client to proceed to the concerned office.			
3. Submit accomplished Monitoring Form	3.1 Request Client to accomplish the Monitoring Form	None	5 Minutes	Legal Assistant/ Lawyer
	TOTAL		52 minutes	

2. Action on Concerns Answered or Referred by Legal Service

The Legal Service immediately takes action upon receipt of PACE/CCB/8888 concerns either by responding to or referring the concern to the appropriate PSA Service or Office.

Office or Division:	Legal Service (LS)			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Public, Stakeholders, and other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Concern		Legal Service Official E-mail		
CLIENT STEPS (PSA Service/Unit/ Division)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmittal of the 8888/PACE/CCB concern to the Legal Service	1.1. Legal Service to accept the letter/acknowledge the email	None	5 mins.	Admin. Assistant
	1.2. Control and log the concern	None	5 mins.	Admin. Assistant
	1.3 Administrative Assistant will assess/route the same to the concerned Legal Assistant for further action, if necessary	None	20 mins.	Admin. Assistant
	1.4 Endorsement to the appropriate PSA Service or Office through the Redmine Tracking Management System for concerns addressed to them	None	10 mins	Legal Assistant
	1.5. Drafting of the letter reply for concerns addressed to the LS.	None	1 day	Legal Assistant
	1.6. Lawyer to review/comment the draft letter reply	None	8 hours	Lawyer
	1.7. Endorsement of the letter reply to the Head of the Legal Service	None	20 mins.	Legal Assistant
	1.8. Head of the Legal Service to review/ /comment/sign the draft letter reply	None	1 day	Director/OIC

	1.9. Transmit the letter reply to the concerned citizen	None	1 hour	Admin. Assistant
TOTAL		None	2 days and 10 hours	

3. Review of Petitions Under R.A. 9048/10172

The Legal Service is tasked to review Petitions for Correction of Clerical Errors filed under R.A. Nos. 9048 and 10172.

A. Petitions filed under RA 9048/10172

Office or Division:	Legal Service (LS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Public-Those who filed petitions under RA 9048/RA 10172			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Petition filed with the Local Civil Registrar		Local Civil Registrar		
CLIENT STEPS (PSA Service/Unit/ Division)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Local Civil Registrar/Record Section (GSD) transmit the RA 9048/RA 10172 petitions to the Legal Service	Screens the form and completeness of the petition for correction and its supporting document/s	None	1 day	Legal Service (Controller RA Unit)
	1.2. Encoding and drafting of the decision to the Petition filed	None	2 days	Legal Service (Encoder and Drafter RA Unit)
	1.3 Renders final review of the petition and evaluation of supporting documents and recommends to the National Statistician and Civil Registrar General for Action	None	3 days	Legal Service (Final Reviewer RA Unit)
	1.4 Affirms or Impugns the Petition	None	1 day	Official of the National Statistician
	1.5 Certifies the petitions and signs the Action Taken	None	1 day	Official of the National Statistician
	1.6 Preparation of the transmittal for the decisions to the petition	None	1 day	Legal Service (Administrative Assistant RA Unit)
	1.7 Legal Service Transmit RA 9048/10172 Petitions to the concerned Local Civil Registrar thru the accredited courier	None	1 day	Legal Service (Mailer RA Unit)
TOTAL		10 days		

B. Motion for Reconsideration for Impugned Petition under R.A. 9048/10172

Office or Division:	Legal Service (LS)			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Public-Those who filed petitions under RA 9048/RA 10172			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Motion for Reconsideration 2. Original Petition and Action Taken by CRG 3. Complete Supporting Documents	Local Civil Registrar			
CLIENT STEPS (PSA Service/Unit/ Division)	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Screens petitions for completeness of petitions and supporting Document/s	None	2 days	Legal Service – RA Unit
	1.2 Review the Motion for Reconsideration Filed	None	23 days	Legal Service – RA Unit
	1.3 Draft the decision to the Motion for Consideration	None	3 days	Final Reviewer – RA Unit
	1.4 Affirms or Impugns the Petition	None	1 day	National Statistician and Civil Registrar General
	1.5 Transmits the decision to the Petition filed to the Local Civil Registrar	None	1 day	Legal Service (Mailer RA Unit)
TOTAL		None	30 days	

FRAUD MANAGEMENT DIVISION

1. Request for Case Status Update

This service is solely for providing updates on the status of the case. Details of the investigation may only be provided if and when the investigation of the case has been completed, and in accordance with the provisions of R.A. No. 10173 otherwise known as the Data Privacy Act.

Office/Division	Fraud Management Division (FMD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
Who may avail:	Parties to the case			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. Written request for case status update 2. FMD Case Number	Parties to the case			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send email request with the required information <i>Via email:</i> fmd.staff@psa.gov.ph</p> <p><i>Via physical letter:</i> Fraud Management Division 12F Eton Centris 5, Diliman, Quezon City</p>	1.1 Send an acknowledgement upon receipt to the sender (complainant or informant or reporting person)	None	1 hour	Admin Officer / Registration Officer I
	1.2 Forward the email request to the Fraud Detection and Investigation Team (FDIT) who handled the case.	None	1 hour	Admin Officer / Registration Officer I
	1.3 Prepare FMD Form 13 and submit to the Division Chief for approval.	None	1 day	Fraud Detection and Investigation Team
	1.4 Sign the FMD Form 13 and forward to FMD Admin for sending.	None	1 day	Division Chief
2. Receive the case status update via email.	1.5 Track / record the document and send via email.	None	1 hour	Admin Officer / Registration Officer I
TOTAL		None	2 days 3 hours	

2. Request for Legal Advice related to Cases Handled by FMD

This service refers to responding to legal inquiries and requests for legal advice / opinion related only to cases handled by FMD.

Office/Division	Fraud Management Division (FMD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
Who may avail:	Parties to the case			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. One (1) original copy of written inquiry or request for legal advice/opinion 2. Any attachments to the written inquiry if applicable.		Parties to the case		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send written request to FMD via the following <i>Via email:</i> fmd.staff@psa.gov.ph	1.1 Send an acknowledgement upon receipt to the sender	None	1 hour	Admin Officer / Registration Officer I
<i>Via physical letter:</i> Fraud Management Division 12F Eton Centris 5, Diliman, Quezon City	1.2 Forward the email request to the Fraud Detection and Investigation Team (FDIT) who handled the case.	None	1 hour	Admin Officer / Registration Officer I
	1.3 Draft the response letter and submit to the Division Chief for approval.	None	9 days	Fraud Detection and Investigation Team
	1.4 Review and sign the FMD Form 13 and forward to FMD Admin for sending.	None	10 days	Division Chief
2. Receive the response letter via email.	1.5 Track / record the document and send via email.	None	1 hour	Admin Officer / Registration Officer I
TOTAL		None	19 days 3 hours	

INTERNATIONAL COOPERATION UNIT

1. Invitation to Participate in International Official Engagement

International organizations' requests for participation of PSA officials and staff to attend/facilitate/moderate international official engagements (e.g., meetings, fora, conferences, etc.)

Office/Division	Office of the National Statistician – International Cooperation Unit (ONS-ICU)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity, G2G - Government to Government			
Who may avail:	International Requesting Organizations			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Invitation and related documents (e.g., concept note, agenda, forms, etc.)		Invitation may be sent to icu.staff@psa.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the invitation.	1.1 Acknowledge receipt of the invitation.	None	3 minutes	Supervising Statistical Specialist / Statistical Specialist II ONS-ICU
	1.2 Assess and forward the request to the concerned DNS.	None	30 minutes	Supervising Statistical Specialist / Statistical Specialist II ONS-ICU
	1.3 Facilitate the nomination of participant/s.	None	3 days	DNS Concerned PSA Office
	1.4 Transmit the details of the nominees to ICU.	None	5 minutes	DNS Concerned PSA Office
	1.5 Prepare and send the nomination form to NSCRG for approval.	None	2 hours	Supervising Statistical Specialist / Statistical Specialist II / Statistical Analyst ONS-ICU
	1.6 Approve/Disapprove the nomination and inform ICU.	None	3 days	NSCRG

2. Receive the response from PSA.	<p>2.1 Respond to the invitation.</p> <p>If PSA will not participate: Send regrets</p> <p>If PSA will participate: Send the details of the delegation</p>	None	5 minutes	Supervising Statistical Specialist / Statistical Specialist II ONS-ICU
Total		None	6 days, 2 hours and 4 minutes	

2. Incoming Study Visit

Study visit is a service offered by the PSA that allows international organizations to visit the PSA, benchmark practices, and learn about the agency's operations.

Office/Division	Office of the National Statistician – International Cooperation Unit (ONS-ICU)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity, G2G - Government to Government			
Who may avail:	International Requesting Organizations			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Request letter addressed to: CLAIRES DENNIS S. MAPA, PhD Undersecretary National Statistician and Civil Registrar General	Invitation may be sent through: icu.staff@psa.gov.ph			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request to PSA.	1.1 Acknowledge receipt of the request.	None	3 minutes	Director / Supervising Statistical Specialist / Statistical Specialist II / Statistical Analyst ONS-ICU
	1.2 Review and forward the request to the concerned PSA office.	None	1 day	Director / Supervising Statistical Specialist / Statistical Specialist II / Statistical Analyst ONS-ICU
	1.3 Assess the request and inform ICU on the feasibility of the request	None	3 days	DNS /ANS/DC
2. Receive the response from PSA.	2.1 Inform the requesting party about PSA's decision If PSA cannot accommodate the request: Send regrets. If approved: Prepare and send the	None	15 minutes 5 days	Director / Supervising Statistical Specialist

	Letter of Agreement and draft program to the requesting party			
3. Review the program and sign the Letter of Agreement. Return all the documents to PSA.	3.1 Sign the Letter of Agreement.	None	1 day	NSCRG
	3.2 Arrange the technical and administrative aspects of the visit.	None	7 days	ONS-ICU and Concerned PSA Offices
4. Visit the PSA and submit the accomplished evaluation form at the end of the program.	4.1 Record responses for monitoring.	None	1 hour	Senior Statistical Specialist ONS-ICU
TOTAL if Approved:		None	17 days, 1 hour and 3 minutes	
TOTAL if Disapproved:		None	12 days, 1 hour and 18 minutes	

3. International Requests for Data/Comments (Data not accessible by ONS-ICU)

International organizations request data/comments from PSA through ONS-ICU. The unit then endorses the requests to concerned PSA offices and facilitates the submission to the requesting party.

Office/Division	Office of the National Statistician – International Cooperation Unit (ONS-ICU)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity, G2G - Government to Government			
Who may avail:	International Requesting Organizations			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Request Letter (email) 2. Questionnaire (optional) 3. Feedback Form		1. Request may be sent to icu.staff@psa.gov.ph 2. Requesting Organization 3. ONS-ICU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email requesting data/comments.	1.1 Acknowledge receipt of the request.	None	3 minutes	Senior Statistical Specialist ONS-ICU
	1.2 Assess and forward the request to the concerned service of the PSA.	None	30 minutes	Senior Statistical Specialist ONS-ICU
	1.3 Prepare the requested data/comment.	None	5 days	Focal Concerned PSA Service
	1.4 Submit the prepared data/comment to ICU.	None	10 minutes	Focal Concerned PSA Service
2. Receive the requested data/comments.	2.1 Transmit the requested data/comment (together with the feedback form).	None	2 minutes	Senior Statistical Specialist ONS-ICU
3. Submit the accomplished feedback form.	3.1 Record the responses for monitoring.	None	1 hour	Senior Statistical Specialist ONS-ICU
TOTAL		None	5 days, 1 hour and 45 minutes	

4. International Requests for Data/Comments (Data accessible by ONS-ICU)

International organizations request data/comments from PSA through ONS-ICU. The unit compiles data from various sources (e.g., OpenSTAT, Statistical Yearbook, etc.) / drafts the comments, sends the compilation/draft to concerned PSA offices for review, and facilitates the submission to the requesting party.

Office/Division	Office of the National Statistician – International Cooperation Unit (ONS-ICU)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity, G2G - Government to Government			
Who may avail:	International Requesting Organizations			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Request Letter (email) 2. Questionnaire (optional) 3. Feedback Form		1. Request may be sent to icu.staff@psa.gov.ph 2. Requesting Organization 3. ONS-ICU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email requesting data/comments.	1.1 Acknowledge receipt of the request.	None	3 minutes	Senior Statistical Specialist ONS-ICU
	1.2 Assess and prepare the requested data / provide comments.	None	2 days and 4 hours	Senior Statistical Specialist ONS-ICU
	1.3 Send the prepared data/draft comments to concerned PSA service for review.	None	4 days	Focal Concerned PSA Service
	1.4 Return reviewed data/comment to ICU.	None	10 minutes	Focal Concerned PSA Service
2. Receive the requested data/comments.	2.2 Transmit the requested data/comment (together with the feedback form).	None	2 minutes	Senior Statistical Specialist ONS-ICU
3. Submit the accomplished feedback form.	3.2 Record the responses for monitoring.	None	1 hour	Senior Statistical Specialist ONS-ICU
TOTAL		None	6 days, 5 hours and 15 minutes	





PHILSYS REGISTRY OFFICE

EXTERNAL SERVICES

PHILSYS REGISTRY OFFICE

1. Philippine Identification System (PhilSys) Registration

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

Office/Division	PhilSys Registry Office	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Filipino Citizens	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:	
1. Accomplished one PhilSys Registration Form with the following information in CAPITAL LETTERS (original): <ul style="list-style-type: none"> a. Full Name b. Sex c. Date of Birth d. Place of Birth e. Blood Type f. Permanent Address g. Present Address h. Filipino or Resident Alien i. Marital Status (Optional) j. Mobile Number (Optional) k. Email Address (Optional) 2. At least one identification document (original)	1.—PhilSys Registration Centers 2.—Government Agencies, Non-Government Organizations (NGOs), Private entities, Academe, Local Government Unit (LGU)	
<u>List of Acceptable Identification Documents</u> Primary Documents: <ul style="list-style-type: none"> 1. Certificate of Live Birth (OCRG Form No. 101 and 102) or Report of Birth AND one government-issued identification document which bears full name, front-facing photograph, and signature or thumb mark 2. Philippine Passport or ePassport 3. Unified Multi-purpose Identification (UMID) Card 4. Student's License Permit or Non-Professional/Professional 	1. Philippine Statistics Authority (PSA) and other government agency 2. Department of Foreign Affairs (DFA) 3. Government Service Insurance System (GSIS) or Social Security System (SSS) 4. Land Transportation Office (LTO)	

Driver's License

In case the applicant does not have any of the Primary Documents, any of the Alternative/Additional Documents shall suffice.

Alternative/Additional Documents:

- | | |
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| <ol style="list-style-type: none"> 1. Certificate of Live Birth 2. Report of Birth 3. Certificate of Foundling or Certificate of Live Birth of Person with No Known Parent/s 4. IBP Identification Card 5. PRC ID 6. Seaman's Book (Seafarer's Record Book) 7. OWWA E-Card 8. Senior Citizen's ID 9. SSS ID 10. Pantawid Pamilyang Pilipino Program (4Ps) ID 11. License to Own or Possess Firearms (LTOPF) ID 12. NBI Clearance 13. Police Clearance/ID 14. Solo Parent's ID 15. Person with Disability (PWD) ID 16. Voter's ID 17. Postal ID 18. Taxpayer Identification Number (TIN) ID 19. PhilHealth ID 20. Special Resident Retiree's Visa (SRRV) 21. National ID from other countries 22. Residence ID from other countries 23. Professional Identification Card 24. Eligibility Card 25. Dependent's ID 26. Retiree's ID 27. Conductor's License 28. PVAO Pensioner's ID (Veteran or Dependent) 29. Seafarer's Identity Document (Seaman's ID) 30. Tribal Certificate/ID 31. Certificate of Confirmation or Certificate of Indigenous Cultural Communities (ICCs)/Indigenous Peoples (IPs) Membership (CIPM) 32. Certificate of Tribal Membership 33. Identification Certificate (IC) | <ol style="list-style-type: none"> 1. Philippine Statistics Authority (PSA) or National Statistics Office (NSO) or Local Civil Registry Office (LCRO) 2. Philippine Statistics Authority (PSA) or National Statistics Office (NSO) or Philippine Foreign Service Post (PFSP) 3. Philippine Statistics Authority (PSA) 4. Integrated Bar of the Philippines (IBP) 5. Professional Regulation Commission (PRC) 6. Maritime Industry Authority (MARINA) 7. Overseas Workers Welfare Administration (OWWA) 8. Office of Senior Citizens Affairs (OSCA) and/or Local Government Units (LGUs) 9. Social Security System (SSS) 10. Department of Social Welfare and Development (DSWD) 11. Philippine National Police (PNP) 12. National Bureau of Investigation (NBI) 13. Philippine National Police (PNP) 14. Department of Social Welfare and Development (DSWD) 15. National Council of Disability Affairs (NCDA) or its regional counterpart, Office of the Mayor, Department of Social Welfare and Development (DSWD) Office and other participating organizations with a Memorandum of Agreement with the Department of Health (DOH) 16. Commission on Elections (COMELEC) 17. Philippine Postal Corporation (PHLPost) 18. Bureau of Internal Revenue (BIR) 19. Philippine Health Insurance Corporation (PhilHealth) 20. Philippine Retirement Authority (PRA) 21. Issuing country 22. Issuing country 23. Maritime Industry Authority (MARINA) |
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<p>The following identification documents shall be accepted as Alternative/Additional Documents provided that these have a front-facing photograph, signature or thumb mark, full name, permanent address, and date of birth:</p> <ol style="list-style-type: none"> 1. Employee ID 2. School ID <p>For pre-school, elementary, and secondary, signature or thumbmark of the ID owner is not required.</p> 3. City/Municipal ID 4. Barangay Clearance/Certificate <p>This shall contain a statement of the Barangay Chairman that he/she personally verified the applicant's residency and that the applicant has been residing there for at least six months prior to PhilSys registration.</p> 5. Barangay ID 6. Voter's Certification 7. Prison Record 8. Certificate of Detention 	<ol style="list-style-type: none"> 24. Civil Service Commission (CSC) 25. Armed Forces of the Philippines (AFP) and Philippine National Police (PNP) 26. Philippine National Police (PNP), Armed Forces of the Philippines (AFP) and Philippine Coast Guard (PCG) 27. Land Transportation Office (LTO) 28. Philippine Veterans Affairs Office (PVAO) 29. Maritime Industry Authority (MARINA) 30. Tribal Affairs Office under the Office of the Mayor (if applicable) 31. National Commission on Indigenous Peoples (NCIP)/Tribal Leader of Indigenous Cultural Communities (ICCs)/Indigenous Peoples (IPs) 32. National Commission on Muslim Filipinos (NCMF) 33. Philippine Consulate General/Bureau of Immigration <ol style="list-style-type: none"> 1. Employer 2. Academic Institutions 3. Issuing City/Municipality 4. Issuing Barangay 5. Issuing Barangay 6. Commission on Elections (COMELEC) 7. Bureau of Jail Management and Penology (BJMP) 8. Philippine National Police (PNP) or Bureau of Jail Management and Penology (BJMP)
<p>For the claiming of PhilID, present any of the following:</p> <ol style="list-style-type: none"> 1. Transaction Slip 2. Identification and/or supporting document/s presented during registration <p>In case of an authorized representative, he/she may claim the PhilID of the registered person provided that he/she presents the following:</p> <ol style="list-style-type: none"> a. Authorization letter 	<ol style="list-style-type: none"> 1. PSA-based and LGU-based Registration Centers 2. Government Agencies, Non-Government Organizations, Private entities, Academe, LGU

b. Valid identification document of the registered person				
c. Valid identification document of the authorized representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished PhilSys Registration Form 1A and present the identification and/or supporting document/s to the Registration Personnel.	1.1. Review the consistency of the information written in PhilSys Registration Form 1A against the identification and/or supporting document/s presented. 1.2. Affix full name and signature in the PhilSys Registration Form 1A and return the identification and/or supporting document/s to the applicant.	None	5 minutes	Registration Personnel
	1.3. Assist the applicant to the Registration Kit Operator waiting area.	None	1 minute	Registration Personnel
2. Proceed to the Registration Kit Operator and present the PhilSys Registration Form 1A and identification and/or supporting document/s.	2.1. Encode the demographic information of the applicant. 2.2. Review the consistency of the encoded demographic information based on the presented identification and/or supporting document/s. 2.3. Scan the identification and/or supporting document/s.	None	5 minutes	Registration Kit Operator
		None	4 minutes	Registration Kit Operator

	<p>2.4. Capture both the iris of the applicant.</p> <p>2.5. Capture the ten functional fingerprints of the applicant.</p> <p>2.6. Capture the front-facing photograph of the applicant.</p> <p>Note: Biometric exceptions/forced capture will apply if there is a physical impossibility to capture a complete set of biometric information due to medical or physical disability or if the complete set does not meet the minimum threshold standards after three attempts.</p>			
3. Review and confirm the correctness of demographic and biometric information.	3.1. Confirm the correctness of demographic and biometric information.	None	3 minutes	Registration Kit Operator
4. Affirm the collection of their data for PhilSys registration.	4.1. Read and explain the Disclosure Statement under Section 12 of the Data Privacy Act of 2012 as reflected in the PhilSys Registration Client System.	None	2 minutes	Registration Kit Operator
	4.2. Print the Transaction Slip.	None	1 minute	Registration Kit Operator
5. Receive the identification and/or supporting document/s and the printed Transaction Slip.	5.1. Return the identification and/or supporting document/s and provide the	None	1 minute	Registration Kit Operator

	Transaction Slip to the applicant.			
	5.2. Approve and upload data packet to the server.	None	2 minutes per data packet	Registration Kit Operator
	5.3. Perform demographic and/or biometric deduplication. <i>In case of a potential duplicate:</i> Conduct identity validation through the following: a. ABIS Manual Adjudication Subsystem; and/or b. Manual Verification System. Note: In case of possible fraud-related registration cases, conduct a fact-finding and filing of appropriate action, when necessary.	None	15 minutes Note: The duration may be shortened depending on the capacity of the system. 15 minutes 22 minutes	None Note: This deduplication process is being performed by the system. <i>Registration Officers I, II, and III</i> Identity Validation Division <i>Registration Officers I, II, and III</i> Fraud Management Division
	5.4. Generate PSN/PCN.	None	1 minute Note: The duration may be shortened depending on the capacity of the system.	None Note: This process is system-generated.
6. Receive the ePhilID.	6.1. Issue the ePhilID. 6.2. Conduct PhilID Personalization, Kitting, and	None None	9 minutes 1 day, 7 hours, and 35 minutes per batch	Registration Kit Operator <i>Information Systems Analyst I and II, Shift Supervisor,</i>

	<p>Release to Delivery Partner.</p> <p>Note: 1 batch for printing consists of 4,500 records.</p> <ul style="list-style-type: none"> i. Batch Creation ii. Data Preparation System iii. Photo Cropping iv. Card Personalization (Laser) v. Card Personalization (DOD) vi. Visual Inspection (VI) vii. Quality Check of Personalized Cards (QC I) viii. Card Carrier Printing ix. Card Kitting x. Quality Check of Kitted Cards (QC II) xi. Certificate of Mailing Generation xii. Temporary Storage of PhilIDs at Bangko Sentral ng Pilipinas xiii. Turnover of Kitted Cards to Philippine Postal Corporation (PHLPost) 			<i>Printing Quality Inspector III, Computer Operator II, Security Guard</i> ID Processing and Management Division, AllCard and Bangko Sentral ng Pilipinas
	<p>6.3. Processing and distribution of PhilIDs to local Post Offices.</p>	None	7 to 60 days Note: - within 7 working days for delivery address within National Capital Region - within 10 working days for delivery address within Urban Areas of Luzon,	PhilID Delivery Service Provider

			Visayas, and Mindanao - within 15 working days for delivery address within Rural Areas of Luzon, Visayas, and Mindanao within 60 working days for delivery address for selected remote and far-flung areas	
7. Present the Transaction Slip or identification and/or supporting document/s presented during registration.	7.1. Deliver the PhilID to the address of the card owner. 7.2. Match the transaction number in the Transaction Slip or full name found in the identification and/or supporting document/s.	None	1 minute	PhilID Delivery Service Provider
8. Affix the signature to the delivery receipt.	8.1. Release the enclosed PhilID.	None	3 minutes	PhilID Delivery Service Provider
<i>If there is no possible duplicate:</i>				
TOTAL processing time of PhilSys Registration if the delivery address is within NCR:		None	9 days and 28 minutes	
TOTAL processing time of PhilSys Registration if the delivery address is within Urban Areas of Luzon, Visayas, or Mindanao:		None	12 days and 28 minutes	
TOTAL processing time of PhilSys Registration if the delivery address is within Rural Areas of Luzon, Visayas, or Mindanao:		None	17 days and 28 minutes	
TOTAL processing time of PhilSys Registration if the delivery address is in selected remote and far-flung areas:		None	62 days and 28 minutes	

If there is a potential duplicate:

TOTAL processing time of PhilSys Registration if there is a possible duplicate and the delivery address is within NCR:	None	9 days, 1 hour, and 5 minutes
TOTAL processing time of PhilSys Registration if the delivery address is within Urban Areas of Luzon, Visayas, or Mindanao:	None	12 days, 1 hour, and 5 minutes
TOTAL processing time of PhilSys Registration if the delivery address is within Rural Areas of Luzon, Visayas, or Mindanao:	None	17 days, 1 hour, and 5 minutes
TOTAL processing time of PhilSys Registration if the delivery address is in selected remote and far-flung areas:	None	62 days, 1 hour, and 5 minutes

2. Registration of Children Below Five Years Old

The PhilSys is primarily established to provide valid proof of identity for all citizens and resident aliens to simplify public and private transactions. To ensure an inclusive, secure, and sustainable identification system, the PSA will implement the registration of Filipino children below five years old.

Office/Division	PhilSys Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Filipino Citizens
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Accomplished one PhilSys Updating Form 1B with the information to be updated in CAPITAL LETTERS: <ul style="list-style-type: none"> a. Full name b. Sex c. Date of Birth d. Place of Birth e. Blood type f. Permanent address g. Present Address h. Filipino or Resident Alien i. Marital status (Optional) j. Mobile Number (Optional) k. Email address (Optional) 2. ePhilID/PhilID of the parent or guardian 3. Proof of Relationship: <ul style="list-style-type: none"> a. PSA/NSO/LCRO-issued Certificate of Live Birth b. Affidavit of Kinship/ Guardianship/Authorization Letter c. Special Power of Attorney 4. At least one identification and/or supporting document of the minor applicant	1. PhilSys Registration Centers 2. Accompanying parent or guardian 3. Government Agencies, Local Government Unit (LGU) 4. Government Agencies, Non-Government Organizations (NGOs), Private Entities, Academe, Local Government Unit (LGU)
<u>List of Acceptable Identification Documents</u>	
Primary Documents:	<ul style="list-style-type: none"> a. Certificate of Live Birth b. Report of Birth c. Certificate of Foundling or Certificate of Live Birth of Person with No Known Parent/s d. Municipal Form No. 102 e. Philippine Passport or ePassport
	<ul style="list-style-type: none"> a. Philippine Statistics Authority (PSA) or Local Civil Registry Office (LCRO)

<p>Additional/Alternative Documents:</p> <p>Any document showing the (1) full name of the child, (2) date and place of birth, (3) the full name of the mother and (4) the full name of the father (if acknowledged).</p>		<ul style="list-style-type: none"> b. Philippine Statistics Authority (PSA) or Philippine Foreign Service Post (PFSP) c. Philippine Statistics Authority (PSA) d. Local Civil Registry Office (LCRO) e. Department of Foreign Affairs (DFA) <p>Government Agencies, Non-Government Organizations (NGOs), Private Entities, Academe, Local Government Unit (LGU)</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish the PhilSys Registration Form 1B.</p> <p>2. Submit the duly accomplished PhilSys Registration Form 1B and present the ePhilID/PhilID of the parent or guardian, proof of relationship, and the identification and/or supporting document/s of the minor applicant to the Registration Personnel.</p>	<p>None</p> <p>2.1. Verify if the ePhilID/PhilID is “verified” through the use of PhilSys Check.</p> <p>2.2. Review the consistency of the information written in PhilSys Registration Form 1B against the presented ePhilID/PhilID of the parent or guardian, proof of relationship, and the identification and/or supporting document/s of the minor applicant.</p> <p>Note: If the identification and/or supporting document/s do not meet the requirements set by the PSA, the RKO shall advise the parent or guardian of the minor to return with valid and complete documentary requirements.</p>	<p>None</p>	<p>2 minutes</p> <p>5 minutes</p>	<p>Registration Personnel</p>

	2.3. Affix full name and signature in the PhilSys Registration Form 1B and return the ePhilID/PhilID of the parent or guardian, proof of relationship, and the identification and/or supporting document/s of the minor applicant.			
	2.4. Assist the applicant to the Registration Kit Operator.	None	1 minute	Registration Personnel
3. Proceed to the Registration Kit Operator station and present the PhilSys Registration Form 1B, ePhilID/PhilID of the parent or guardian, proof of relationship, and the identification and/or supporting document/s of the minor applicant.	3.1. Encode the demographic information of the minor applicant. 3.2. Encode the name and PhilSys Card Number of the accompanying parent or guardian. 3.3. Review the consistency of the encoded demographic information based on the presented ePhilID/PhilID of the parent or guardian, proof of relationship and the identification and/or supporting document/s of	None	5 minutes	Registration Kit Operator

	<p>the minor applicant.</p> <p>3.4. Scan the proof of relationship and the identification and/or supporting document/s of the minor applicant.</p> <p>3.5. Capture the front-facing photograph of the minor applicant.</p> <p>3.6. Capture either the irises or the fingerprint of the parent or guardian for authentication purposes.</p>			
4. Review and confirm the correctness of demographic and biometric information.	4.1. Confirm the correctness of demographic and biometric information.	None	2 minutes	Registration Kit Operator
5. Affirm the collection of their data for PhilSys registration.	5.1. Read and explain the Disclosure Statement under Section 12 of the Data Privacy Act of 2012 as reflected in the PhilSys Registration Client System.	None	2 minutes	Registration Kit Operator
	5.2. Print the Transaction Slip.	None	1 minute	Registration Kit Operator
6. Receive the PhilSys Registration Form 1B, ePhilID/PhilID of the parent or guardian, proof of relationship, and	6.1. Return the PhilSys Registration Form 1B, ePhilID/PhilID of the parent or guardian, proof	None	1 minute	Registration Kit Operator

	the identification and/or supporting document/s of the minor applicant	of relationship, and the identification and/or supporting document/s to the parent as guardian of the minor applicant.			
	6.2. Approve and upload the data packet to the server.	None	2 minutes per data packet	Registration Kit Operator	
7. Receive the ePhilID.	7.1. Issue the ePhilID.	None	9 minutes	Registration Kit Operator	
TOTAL		None	34 minutes		

3. Overseas Registration

As stipulated in Section 9 of RA 11055, the PSA is directed to prepare Registration Centers (RCs) with the necessary facilities to register Filipino citizens. For Filipinos residing abroad, the registration shall be made in the nearest Philippine Embassy or Philippine Foreign Service Post (PFSP), or other RCs that may be designated by the Department of Foreign Affairs (DFA).

Office/Division	PhilSys Registry Office	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Filipino Citizens	
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:	
<ol style="list-style-type: none"> 1. Accomplished one PhilSys Registration Form 1A with the information in CAPITAL LETTERS: <ol style="list-style-type: none"> a. Full name b. Sex c. Date of Birth d. Place of Birth e. Blood type f. Permanent address g. Present Address h. Filipino or Resident Alien i. Marital status (Optional) j. Mobile Number (Optional) k. Email address (Optional) 2. At least one identification and/or supporting document of the minor applicant <p><u>List of Acceptable Identification Documents</u></p> <p>Primary Documents:</p> <ol style="list-style-type: none"> 1. Certificate of Live Birth (OCRG Form No. 101 and 102) or Report of Birth AND one government-issued identification document which bears full name, front-facing photograph, and signature or thumb mark 2. Philippine Passport or ePassport 3. Unified Multi-purpose Identification (UMID) Card 4. Student's License Permit or Non-Professional/Professional Driver's License <p>In case the applicant does not have any of the Primary Documents, any of the Alternative/Additional Documents shall suffice.</p>	<ol style="list-style-type: none"> 1. PhilSys Registration Centers 2. Government Agencies, Non-Government Organizations (NGOs), Private Entities, Academe, Local Government Unit (LGU) 1. Philippine Statistics Authority (PSA) and other government agency 2. Department of Foreign Affairs (DFA) 3. Government Service Insurance System (GSIS) or Social Security System (SSS) 4. Land Transportation Office (LTO) 	

<p>Alternative/Additional Documents:</p> <ol style="list-style-type: none"> 1. Certificate of Live Birth 2. Report of Birth 3. Certificate of Foundling or Certificate of Live Birth of Person with No Known Parent/s 4. IBP Identification Card 5. PRC ID 6. Seaman's Book (Seafarer's Record Book) 7. OWWA E-Card 8. Senior Citizen's ID 9. SSS ID 10. Pantawid Pamilyang Pilipino Program (4Ps) ID 11. License to Own or Possess Firearms (LTOPF) ID 12. NBI Clearance 13. Police Clearance/ID 14. Solo Parent's ID 15. Person with Disability (PWD) ID 16. Voter's ID 17. Postal ID 18. Taxpayer Identification Number (TIN) ID 19. PhilHealth ID 20. Special Resident Retiree's Visa (SRRV) 21. National ID from other countries 22. Residence ID from other countries 23. Professional Identification Card 24. Eligibility Card 25. Dependent's ID 26. Retiree's ID 27. Conductor's License 28. PVAO Pensioner's ID (Veteran or Dependent) 29. Seafarer's Identity Document (Seaman's ID) 30. Tribal Certificate/ID 31. Certificate of Confirmation or Certificate of Indigenous Cultural Communities (ICCs)/Indigenous Peoples (IPs) Membership (CIPM) 32. Certificate of Tribal Membership 33. Identification Certificate (IC) 	<ol style="list-style-type: none"> 1. Philippine Statistics Authority (PSA) or National Statistics Office (NSO) or Local Civil Registry Office (LCRO) 2. Philippine Statistics Authority (PSA) or National Statistics Office (NSO) or Philippine Foreign Service Post (PFSP) 3. Philippine Statistics Authority (PSA) 4. Integrated Bar of the Philippines (IBP) 5. Professional Regulation Commission (PRC) 6. Maritime Industry Authority (MARINA) 7. Overseas Workers Welfare Administration (OWWA) 8. Office of Senior Citizens Affairs (OSCA) and/or Local Government Units (LGUs) 9. Social Security System (SSS) 10. Department of Social Welfare and Development (DSWD) 11. Philippine National Police (PNP) 12. National Bureau of Investigation (NBI) 13. Philippine National Police (PNP) 14. Department of Social Welfare and Development (DSWD) 15. National Council of Disability Affairs (NCDA) or its regional counterpart, Office of the Mayor, Department of Social Welfare and Development (DSWD) Office and other participating organizations with a Memorandum of Agreement with the Department of Health (DOH) 16. Commission on Elections (COMELEC) 17. Philippine Postal Corporation (PHLPost) 18. Bureau of Internal Revenue (BIR) 19. Philippine Health Insurance Corporation (PhilHealth) 20. Philippine Retirement Authority (PRA) 21. Issuing country 22. Issuing country 23. Maritime Industry Authority (MARINA) 24. Civil Service Commission (CSC)
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The following identification documents shall be accepted as Alternative/ Additional Documents provided that these have a front-facing photograph, signature or thumb mark, full name, permanent address, and date of birth:

1. Employee ID
2. School ID
For pre-school, elementary, and secondary, signature or thumbmark of the ID owner is not required.
3. City/Municipal ID
4. Barangay Clearance/Certificate
This shall contain a statement of the Barangay Chairman that he/she personally verified the applicant's residency and that the applicant has been residing there for at least six months prior to PhilSys registration.
5. Barangay ID
6. Voter's Certification
7. Prison Record
8. Certificate of Detention

25. Armed Forces of the Philippines (AFP) and Philippine National Police (PNP)
 26. Philippine National Police (PNP), Armed Forces of the Philippines (AFP) and Philippine Coast Guard (PCG)
 27. Land Transportation Office (LTO)
 28. Philippine Veterans Affairs Office (PVAO)
 29. Maritime Industry Authority (MARINA)
 30. Tribal Affairs Office under the Office of the Mayor (if applicable)
 31. National Commission on Indigenous Peoples (NCIP)/Tribal Leader of Indigenous Cultural Communities (ICCs)/Indigenous Peoples (IPs)
 32. National Commission on Muslim Filipinos (NCMF)
 33. Philippine Consulate General/Bureau of Immigration
1. Employer
 2. Academic Institutions
 3. Issuing City/Municipality
 4. Issuing Barangay
 5. Issuing Barangay
 6. Commission on Elections (COMELEC)
 7. Bureau of Jail Management and Penology (BJMP)
 8. Philippine National Police (PNP) or Bureau of Jail Management and Penology (BJMP)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive at Philippine Embassy, PFSP or RC designated by the DFA.	1.1. Request the applicant to scan the Quick Response code and fill out the electronic PhilSys Registration Form.	None	2 minutes	Registration Kit Operator
2. Proceed to the Registration Kit Operator station and present the identification	2.1. Encode the demographic information of the applicant.	None	3 minutes	Registration Kit Operator

and/or supporting document/s.	2.2. Review the consistency of the encoded demographic information based on the presented identification and/or supporting document/s. 2.3. Scan the identification and/or supporting document/s. 2.4. Capture both the iris of the applicant. 2.5. Capture the ten functional fingerprints of the applicant. 2.6. Capture the front-facing photograph of the applicant. Note: Biometric exceptions/Forced capture will apply if there is a physical impossibility to capture a complete set of biometric information due to medical or physical disability or if the complete set does not meet the minimum threshold standards after three attempts.	None	4 minutes	Registration Kit Operator
3. Review and confirm the correctness of demographic and biometric information.	3.1. Confirm the correctness of demographic and biometric information.	None	3 minutes	Registration Kit Operator
4. Affirm the collection of their data for PhilSys registration.	4.1. Read and explain the Disclosure Statement under Section 12 of the Data Privacy Act	None	2 minutes	Registration Kit Operator



	of 2012 as reflected in the PhilSys Registration Client System.			
	4.2. Print the Transaction Slip.	None	1 minute	Registration Kit Operator
5. Receive the identification and/or supporting document/s and the printed Transaction Slip.	5.1. Return the identification and/or supporting document/s and the printed Transaction Slip.	None	1 minute	Registration Kit Operator
	5.2. Approve and upload the data packet to the server.	None	2 minutes per data packet	Registration Kit Operator
6. Receive the ePhilID.	6.1. Issue the ePhilID.	None	9 minutes	Registration Kit Operator
TOTAL		None	27 minutes	

Note: Please refer to the External Service of the ID Processing Management Division re: *Printing and Issuance of PhilIDs for Special Handling* for the issuance of PhilIDs to Overseas Filipinos.

4. Change in and/or Correction of Entry/ies in the Demographic Information of the Registered Person

PhilSys Updating Service allows the correction and modification of a registered person's demographic information, subject to the presentation of the required identification and/or supporting documents.

Office/Division	PhilSys Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	PhilSys Registered Filipino Citizens
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ol style="list-style-type: none"> 1. Accomplished one PhilSys Updating Form No. 2 with the information to be updated in CAPITAL LETTERS 2. PhilID or ePhilID 3. Required identification and/or supporting document/s <u>List of Acceptable Identification Documents</u> <ol style="list-style-type: none"> 1. First Name which includes Suffix and/or Middle Name <ol style="list-style-type: none"> a. Primary PSA-issued Certificate of Live Birth or Report of Birth b. Annotated PSA-issued Certificate of Live Birth or Report of Birth (in case of administrative or judicial correction of entry/ies) 2. Last name <ol style="list-style-type: none"> a. Primary PSA-issued Certificate of Live Birth or Report of Birth b. Annotated PSA-issued Certificate of Live Birth or Report of Birth due to RA No. 9255 and legitimization by the subsequent marriage of parents c. PSA-issued Certificate of Marriage (for married women) d. Annotated PSA-issued Certificate of Marriage due to annulment of marriage, declaration of nullity of marriage, or judicially recognized foreign divorce, ground for divorce as listed in PD No. 1083 - Code of Muslim Personal Laws of the Philippines 3. Sex 	PSA-based Registration Center

- | | |
|--|--|
| <ul style="list-style-type: none"> a. Primary PSA-issued Certificate of Live Birth or Report of Birth b. Annotated PSA-issued Certificate of Live Birth or Report of Birth <p>4. Date of Birth</p> <ul style="list-style-type: none"> a. Primary PSA-issued Certificate of Live Birth or Report of Birth b. Annotated PSA-issued Certificate of Live Birth or Report of Birth (in case of administrative or judicial correction of entry/ies) <p>5. Place of Birth</p> <ul style="list-style-type: none"> a. Primary PSA-issued Certificate of Live Birth or Report of Birth b. Annotated PSA-issued Certificate of Live Birth or Report of Birth (in case of administrative or judicial correction of entry/ies) <p>6. Blood Type</p> <ul style="list-style-type: none"> a. Blood typing result <p>7. Change of Entry on the item from Resident Alien to Filipino Citizen</p> <ul style="list-style-type: none"> a. Primary PSA-issued Certificate of Live Birth or Report of Birth b. Certificate of Retention Reacquisition of Filipino Citizenship issued by the Bureau of Immigration or Philippine Foreign Service Post (for dual citizenship) pursuant to RA No. 9255 c. Certificate of Naturalization issued by the Special Committee on Naturalization through administrative naturalization pursuant to RA No. 9139 d. Certificate of Naturalization issued by the Bureau of Immigration through legislative naturalization e. Certificate of Naturalization through judicial naturalization pursuant to Commonwealth Act No. 473 f. Any supporting document showing that the registered person is a Filipino citizen <p>8. Permanent/Present Address</p> <ul style="list-style-type: none"> a. Any supporting document showing the address of the registered person | |
|--|--|

<p>9. Marital Status</p> <p>9.1. From Single to Married</p> <ul style="list-style-type: none"> a. PSA-issued Certificate of Marriage <p>9.2. From Married to Single (due to annulment of marriage or declaration of nullity of marriage)</p> <ul style="list-style-type: none"> a. Annotated PSA-issued Certificate of Marriage b. Certificate of No Marriage (CENOMAR) <p>9.3. From Married to Divorced including Muslims</p> <ul style="list-style-type: none"> a. Annotated PSA-issued Certificate of Marriage b. Advisory on Marriages bearing the necessary and appropriate remarks (CEMAR) <p>9.4. From Married to Widowed</p> <ul style="list-style-type: none"> a. PSA-issued Certificate of Death of the spouse b. Court order on the Declaration of Presumptive Death <p>9.5. From no entry to any of the following: (1) single, (2) married, (3) widowed, (4) divorced</p> <ul style="list-style-type: none"> a. Any supporting documents showing the marital status of the registered person 	
<p>Note: In cases of clerical or typographical error/s in the entry/ies of demographic information, the registered person may likewise provide the Primary or Alternative and/or Additional Documents presented during registration.</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the PhilSys Updating Form (PhilSys Form No. 2).	None	None	1 minute	

2. Submit the duly accomplished PhilSys Form No. 2 and present the required identification and/or supporting document/s to the registration personnel.	2.1. Review the consistency of the information written in PhilSys Form No. 2 against the identification and/or supporting document/s presented.	None	3 minutes	Registration Personnel
	2.2. Affix full name and signature in the PhilSys Form No. 2 and return the identification and/or supporting document/s to the registered person.			
	2.3. Assist the registered person to the Registration Kit Operator.	None	1 minute	Registration Personnel
3. Proceed to the Registration Kit Operator station and present the PhilSys Form No. 2, PhilID or ePhilID, and the required identification and/or supporting document/s.	3.1. Input the PCN of the registered person in the PhilSys Registration Client System. 3.2. Select the field/s in the demographic information sought to be changed or corrected by the registered person. 3.3. Encode the correct entry/ies. 3.4. Scan the identification and/or supporting document/s.	None	5 minutes	Registration Kit Operator
4. Submit either of the following biometric information for authentication purposes:	4.1. Capture either biometric information for authentication purposes:	None	5 minutes	Registration Kit Operator

<ul style="list-style-type: none"> a. Both iris b. Four right-hand fingers excluding the right thumb c. Four left-hand fingers excluding the left thumb d. Left and right thumbs 	<ul style="list-style-type: none"> a. Both iris b. Four right-hand fingers excluding the right thumb c. Four left-hand fingers excluding the left thumb d. Left and right thumbs 			
	<p>4.2. Read aloud the encoded entry/ies as displayed on the screen.</p>			
	<p>4.3. Explain the contents of the Disclosure Section.</p>			
	<p>4.4. Click the Agree button, then save the data.</p>			
	<p>4.5. Print the transaction slip and provide it to the registered person.</p>			
	<p>4.6. Sync the PhilSys Registration Client System and upload the data packet.</p>	None	3 minutes	Registration Kit Operator
	<p>4.7. Conduct back-end validation.</p>	None	15 minutes	<p>None</p> <p>Note: The back-end validation is an automated process that verifies the uniqueness of each registered person's record in the PhilSys registry.</p>



	4.8. Issue the ePhilID.	None	9 minutes	Registration Kit Operator
	TOTAL	None	42 minutes	

5. Issuance of ePhilID at PhilSys Registration Center

Issuance of the ePhilID is a proactive strategy of the Philippine Statistics Authority that allows registered persons to immediately enjoy the benefits of the PhilID, such as better access to public and private services. Registered persons with available PhilSys Number may avail of the ePhilID issuance in their preferred PhilSys Registration Center. The ePhilID has the same functionality and validity as the PhilID card. For every PhilSys registered person, a physical PhilID card is allocated. Hence, registered persons will still receive their PhilID card even if they have already claimed their ePhilID.

Office/Division	PhilSys Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Filipino Citizens			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. A printed or electronic copy of the Transaction Reference Number (TRN) or transaction slip bearing the name of the client		Any selected PhilSys Registration Centers and mobile teams		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the transaction slip to the Registration Kit Operator.	1.1. Confirm if the requesting party is the owner of the transaction slip and if he/she received his/her PhilID. Note: If the requesting party is an authorized representative of the owner of the transaction slip, request him/her to present an authorization letter or a birth/marriage certificate as proof of relationship, if applicable.	None	2 minutes	Registration Kit Operator
	1.2. Encode the 29-digit TRN.	None	5 minutes	Registration Kit Operator
	1.3. Search the availability of the requesting party's ePhilID.			

	<p>Note: Requesting parties without available ePhilID shall be required to fill out the prescribed TRN log sheet. The information provided through the log sheet shall be used to inform the registered person once his/her ePhilID becomes available.</p> <p>1.4. Verify the identity by comparing the face of the requesting party and the front-facing photograph displayed on the screen.</p>		
	<p>Note: In case of any discrepancy, request to present identification and/or supporting documents.</p> <p>1.5. Download the PDF file.</p> <p>1.6. Enter the password to open the PDF file.</p> <p>1.7. Scan the QR code using https://verify.philsys.gov.ph to check the consistency between the demographic information and embedded photo in the QR code and the ePhilID.</p> <p>1.8. Print the ePhilID.</p>		

	1.9. Read the reminders written at the bottom part of the printed ePhilID.			
2. Receive the printed ePhilID and transaction slip.	2.1. Receive the printed ePhilID and transaction slip. 2.2. Keep a record of TRNs from all issued and/or unissued ePhilID transactions in the log sheet.	None	2 minutes	Registration Kit Operator
	2.3. Permanently delete the softcopy of the downloaded ePhilID at the end of operational hours.	None	2 minutes	Registration Kit Operator
TOTAL		None	11 minutes	



REGISTRATION OPERATIONS SERVICE

REGISTRATION MANAGEMENT DIVISION

1. Establishment of Partnerships on the Conduct of Institutional Registration and ePhilID Issuance

One of the core functions of the Registration Management Division (RMD) is to collaborate with national government agencies and Local Government Units to ensure the registration of citizens and resident aliens into the PhilSys. Hence, the RMD coordinates with line agencies and private institutions for the conduct of institutional registration and ePhilID issuance.

Institutional registration refers to the conduct of registrations sequentially at the premises of the partner institution. In October 2022, the Philippine Statistics Authority (PSA) expanded its services for the general public to include ePhilID issuance. The issuance of the ePhilID is PSA's responsive and proactive initiative to accelerate the provision of PhilSys credentials to registered persons and facilitate the transition to the digital economy.

The institutional approach provides institutions with convenient means to provide PhilSys services to clustered populations.

Office/Division	Registration Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business; G2G – Government to Government			
Who may avail:	Government agencies, Non-government Organizations, Private Companies, Residential Facilities, People's Organization			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. Request Letter (Original/Scanned Copy) containing the following: <ul style="list-style-type: none"> a. Number of possible registrants b. Contact person and details c. Date/time availability schedule d. Office space and equipment needed e. Internet requirements 	Requesting government and private agencies, companies, and the general public			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request addressed to the National Statistician through email at rmd.staff@psa.gov.ph.	1.1. Acknowledge receipt of the email.	None	4 hours	Registration Officer I/II
	1.2. Endorse the copy of the letter of request to the Division Chief for perusal.			
	1.3. Assign the letter of request to staff for appropriate	None	4 hours	Registration Officer V

	action.			
	1.4. Draft a letter endorsing the request to the assigned Provincial Statistical Office (PSO).	None	4 hours	Registration Officer I/II/III
	1.5. Review and endorse the draft letter to the Division Chief.	None	1 day	Registration Officer IV
	1.6. Review and route the final draft letter to the Office of the Assistant National Statistician.	None	1 day	Registration Officer V, Registration Officer I/II
	1.7. Review and route the final draft letter to the Office of the Deputy National Statistician.	None	1 day	Assistant National Statistician
	1.8. Review, sign, and route the letter to the Office of the National Statistician.	None	3 days	National Statistician, Executive Assistant
	1.9. Review, sign and revert the approved letter to the RMD.	None	3 days	Deputy National Statistician
	1.10. Email the signed letter to the requesting party and set a meeting with the requesting party and the assigned PSO.	None	1 hour	Registration Officer I/II
2. Acknowledge the request and provide a	2.1. Confirm meeting schedule.	None	1 hour	Registration Officer I/II/III
	2.2. Conduct a	None	4 hours	Registration

preferred meeting schedule.	meeting with the requesting agency/entity and the assigned PSO.			Officer V/IV/III
	2.3. Provide a confirmation date on the actual registration and ePhilID Issuance.	None	1 day	PSO
TOTAL		None	11 days and 2 hours	

2. Establishment of Partnerships on the Setting up of PhilSys Co-location Sites

Section 9 of Republic Act No. 11055 or the Philippine Identification System (PhilSys) Act enumerated the list of government agencies and government-owned and controlled corporations (GOCCs) that will serve as registration centers for PhilSys. This provision also authorizes the PSA to assign other government agencies and GOCCs as registration centers if needed.

Further, Section 2 of the same Act also recognizes the indispensable role of the private sector in promoting the use and ensuring maximum efficiency of the PhilSys. In this regard, the RMD, consistent with its core functions, leads the establishment of partnerships on the setting up of PhilSys co-location sites.

Office/Division	Registration Management Division				
Classification:	Highly Technical				
Type of Transaction:	G2B – Government to Business; G2G – Government to Government				
Who may avail:	Government agencies, non-government organizations, private companies, residential facilities, people's organization				
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:			
1. Request Letter containing the following: a. Contact person and details b. Date/time availability schedule c. Required Office space and equipment needed d. Internet requirements		Requesting government and private agencies, companies, and the general public			
2. Memorandum of Agreement (MOA)					
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request addressed to the National Statistician through email at rmd.staff@psa.gov.ph.	1.1. Acknowledge receipt of the email. 1.2. Endorse the copy of the letter of request to the Division Chief for perusal.	None	4 hours	Registration Officer I/II	
	1.3. Assign the drafting of proposal letter on the partnership in setting up of PhilSys co-location sites. 1.4. Draft the proposal letter. 1.5. Review and route the draft letter to	None	4 hours	Registration Officer V	

	the Office of the Assistant National Statistician.			Registration Officer I/II
1.6.	Review and endorse the letter to the Office of the Deputy National Statistician.	None	1 day	Assistant National Statistician
1.7.	Review and endorse the letter to the Office of the National Statistician for signature.	None	1 day	Deputy National Statistician
1.8.	Review, sign, and revert the approved letter to the RMD.	None	3 days	National Statistician, Executive Assistant
1.9.	Email the approved letter to the partner entity and the assigned PSO and set a meeting to discuss the co-location partnership.	None	1 hour	Registration Officer I/II
2.	Acknowledge the request and provide a preferred meeting schedule.	2.1. Confirm meeting schedule.	1 hour	Registration Officer I/II/III
	2.2. Conduct a meeting with the partner entity to discuss the co-location partnership including the contents of the MOA.	None	2 hours	Registration Officer V/IV/III
	2.3. Draft and prepare the MOA.	None	3 days	Registration Officer I/II/III/IV
	2.4. Email the approved template of the MOA to the partner entity for comments.	None	1 hour	Registration Officer I/II
3.	Revert MOA to PSA with	3.1. Input comments of partner entities on	4 hours	Registration Officer V

comments of their Legal team.	the draft MOA.			
	3.2. Endorse draft MOA to PSA Legal Service for review and comments.	None	1 day	Registration Officer V
	3.3. Integrate comments of PSA Legal Service on the draft MOA.	None	4 hours	Registration Officer V
	3.4. Endorse the revised MOA to the Office of the Assistant National Statistician for review.	None	4 hours	Registration Officer V
	3.5. Endorse the revised MOA to the Office of the Deputy National Statistician for review.	None	1 day	Assistant National Statistician
	3.6. Route to PSA Legal Service for clearance and/or initial.	None	1 day	Deputy National Statistician
	3.7. Review and endorse revised MOA to the Office of the National Statistician for signature.	None	20 days	Director, Legal Service
	3.8. Review, sign and revert the signed MOA to the RMD.	None	3 days	National Statistician, Executive Assistant
	3.9. Receive and send signed MOA to the partner entity for their signature.	None	1 hour	Registration Officer I/II
4. Revert the signed MOA to PSA.	4.1. Process the notarization of the signed MOA.	None	1 hour	Registration Officer I/II
5. Received the notarized copy of the MOA.	5.1. Provide the notarized copy to the partner entity.	None	1 hour	Registration Officer I/II

TOTAL	None	38 days and 4 hours
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ID PROCESSING AND MANAGEMENT DIVISION

1. PhillID Personalization, Kitting, and Release to Delivery Partner

The ID Processing and Management Division (IDPMD) was created to oversee the design, production, personalization, kitting, quality assurance, and issuance of the Philippine Identification (PhillID) cards to be used as valid proof of identity by Filipino citizens and Resident Aliens.

The issuance of personalized and kitted PhillIDs is under a production line configuration. Each batch undergoes a specific workstation until it becomes the final product. The total processing time is only an indication of the duration of each product moving through each workstation. It should be understood that any unfinished/semi-finished batches incur more processing time due to preceding batches hence the delay in issuance.

Office/Division	ID Processing and Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Philippine Postal Corporation			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
APPLICATION	APPLICATION			
1. Card Personalization Management System (CPMS V 6.0.6) 2. Data Preparation Software 3. Photo Cropping Tool	1. MSP/SI 2. BSP-Allcard 3. PSA-IDPMD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Batch Creation - Create 1 batch for printing with 4,500 records. 1.1. Assign blank cards - 1 batch consists of 18 boxes/250 cards per box. 1.2. Endorse the assigned blank cards to AllCard for Data Preparation.	None	25 minutes/batch <i>Batch creation = 12 minutes -1 batch</i> <i>Assign blank cards = 10 minutes</i> <i>Endorse for DPS = 3 minutes</i>	<i>Information Systems Analyst I - Shift Supervisor (IDPMD)</i>

None	2. Data Preparation System - Decrypt the encrypted batch to have the data ready for printing.	None	30 minutes/batch	<i>Shift Supervisor (AllCard)</i>
None	3. Photo cropping - auto crop, view, and inspect the front-facing photos of the registrants to be printed.	None	20 minutes/batch	<i>Information Systems Analyst I - Shift Supervisor (IDPMD)</i>
None	<p>4. Card Personalization (Laser) – print demographic data into blank cards using the Personalization Machine.</p> <p>4.1. Load blank cards and data file to MX Laser Machine per batch.</p> <p>4.2. 1st piece inspection of personalized PhillID before printing the whole batch.</p> <p>Note: If 1st piece inspection is non-compliant, PQI will report to the QA Manager. The QA Manager will then ask AllCard technician to adjust the machine settings.</p>	None	4 hours/batch	<i>Information Systems Analyst II – PKOS (IDPMD) / Printing Quality Inspector III (PQI) – QA (IDPMD)</i>
None	5. Card Personalization (DOD) – print colored photo into the blank cards using the Personalization Machine per batch.	None	2 hours/batch	<i>Information Systems Analyst II – PKOS (IDPMD)</i>

	<p>5.1. Loading of blank cards and data file to MX DOD Machine per batch</p> <p>5.2. Loading of several batches of printed personalized PhilIDs in the trolley/push - cart for Visual Inspection</p>			<i>Printing Quality Inspector III - PKOS (IDPMD)</i>
None	<p>6. Visual Inspection (VI) - inspect and identify any non-conforming personalized PhilIDs based on the catalogue of defects.</p> <p>6.1. Pre-Visual Inspection – use the card counter equipment to double check the quantity of the PhilIDs per batch before VI.</p> <p>6.2. Label the non-conforming personalized PhilIDs in each box.</p> <p>6.3. Post-Visual Inspection – use the card counter equipment to double check the quantity of the PhilIDs per batch after VI.</p> <p>6.4. Prepare the summary result of visual inspection of the entire batch and submit to</p>	None	1 hour and 15 minutes/batch	<i>Printing Quality Inspector III - QAOS (IDPMD)</i>

	<p>the QA Manager.</p> <p>6.5. Load several batches of Visually Inspected PhillIDs in the trolley/pushcart for Quality Check.</p>			
None	<p>7. Quality Check of Personalized Cards (QC I) – conduct random sampling of 5% of one (1) batch. Check and verify conforming cards from the sampling size if the information shown on CPMS is similar. Then reject non-conforming cards using the QC I module on the CPMS.</p>	None	30 minutes/batch	<p><i>Information Systems Analyst II – QAOS (IDPMD)</i></p> <p><i>Printing Quality Inspector III – QAOS (IDPMD)</i></p>
None	<p>8. Card Carrier Printing – generate of PDF file and print card carrier or the welcome letter of the PhillIDs.</p> <p>8.1. Prepare the card carrier for printing and removal of rejected serial numbers in the DPS module.</p>	None	2 hours and 5 minutes/batch	<i>Computer Operator II – DOS (IDPMD)</i>
None	<p>9. Card Kitting – kit the quality checked personalized cards and card carrier using the Kitting Machine.</p> <p>9.1. Pre-kitting – use of card</p>	None	2 hours and 30 minutes	<p><i>Information Systems Analyst I – PKOS (IDPMD) / Printing Quality Inspector III – PKOS (IDPMD)</i></p>

	<p>counter equipment to double check the quantity and sequence of the PhillIDs if it matches the card carrier.</p> <p>9.2. Load personalized PhillIDs and card carrier in preparation for kitting.</p> <p>9.3. Manual count the kitted PhillIDs and endorse to the QA Manager for QC II.</p>			
None	<p>10. Quality Check of Kitted Cards (QC II) – conduct a random sampling of 5% of one batch. Check and verify conforming kitted cards from the sampling size if the information shown on CPMS is similar. Then reject damaged cards from kitting using the QC II module on the CPMS.</p> <p>10.1. Prepare and endorse the batch routing slip to the Distribution Operations Section.</p>	None	30 minutes/batch	<i>Printing Quality Inspector III – QAOS (IDPMD)</i>
None	11. COM Generation – check and encode the quality checked kitted PhillIDs per batch. Generate the Certificate of Mailing (COM) of the batches	None	30 minutes/batch	<i>Information Systems Analyst II – DOS (IDPMD)</i>

	encoded and automatically send CSV and passkey to the provided email address of PHLPost using the COM Module on the CPMS.			
None	<p>12. Turnover of Kitted Cards to PHLPost.</p> <p>12.1. Checking of PhilIDs by BSP-SPC Security Guard.</p> <p>Note: Turnover of PhilIDs to the delivery partner is done at 8:00 AM daily.</p>	None	1 hour	<i>Information Systems Analyst I - Shift Supervisor (IDPMD)</i> <i>Information Systems Analyst II – DOS (IDPMD)</i> <i>Computer Operator II – DOS (IDPMD)</i> <i>Shift Supervisor (BSP)</i> <i>Security Guard (BSP)</i> <i>PHLPost Representatives (PHLPost)</i>
TOTAL		None	1 day, 7 hours, and 35 minutes	

2. Processing of Return-to-Sender (RTS) PhilIDs from PHLPost Central Mail Exchange Center (CMEC)

IDPMD processes all RTS PhilIDs turned over by PHLPost from its CMEC. PhilIDs are tagged as RTS if they meet any of the following criteria:

- a. Duplicate TRNs
- b. Damaged envelopes
- c. Soiled envelopes

Office/Division	ID Processing and Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PHLPost Central Mail Exchange Center (CMEC)			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
List of complete requirements for the processing of Return to Sender (RTS) PhilIDs:	PHLPost Central Mail Exchange Center			
1. Transmittal letter from PHLPost CMEC 2. List of RTS PhilIDs 3. Physical PhilIDs				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return RTS PhilIDs to IDPMD Office/BSP-SPC.	1.1. Receive/Accept RTS PhilIDs. Note: If the RTS PhilIDs was returned to BSP-SPC, transmittal to the IDPMD Office may take 1 day.	None	5 minutes	Information Technology Officer I-DOS/Information Systems Analyst I - Shift Supervisor (IDPMD)
	1.2. Process and verify RTS PhilIDs. Note: The RTS PhilIDs that were not duplicates should be transmitted again to the PHLPost for re-delivery to the registered persons. Meanwhile, verified duplicate PhilIDs shall remain at the PSA for subsequent disposal.	None	2 hours	Information Systems Analyst II-DOS/Information Systems Analyst I-DOS/Computer Operator II/Administrative Assistant V/Printing Quality Inspector III
	1.3. Prepare	None	20 minutes	Information

	transmittal letter to PHLPost.			Systems Analyst II-DOS
1.4.	Turnover of processed RTS PhillIDs to PHLPost.	None	20 minutes	Information Systems Analyst II-DOS
	Note: Turnover is dependent to PHLPost next pick up.			
TOTAL		None	2 hours and 45 minutes	

3. PhilID Card Replacement due to peeled-off photo

IDPMD shall issue a replacement PhilID upon request of the registered persons through the Regional Statistical Service Offices or Provincial Statistical Offices who have their PhilIDs damaged and/or defective photographs. The front-facing photograph of the PhilID shall be considered damaged and/or defective in the following instances: (1) peeled off, (2) not similar to the ghost image of the card holder, (3) washed out with unrecognizable facial features, and (4) any other circumstances of a similar nature and analogous to those above mentioned.

Office/Division	ID Processing and Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Filipino Citizens			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Report Form for Replacement PhilID and/or Letter Bearing the PSN 2. Damaged PhilIDs and/or Letter Bearing the PSN (if not lost) or Barangay Certification (for damaged or lost PhilID due to natural calamities) 3. Entry in the Form Responses sheet of Monitoring of Replacement PhilIDs Dashboard		Regional Statistical Service Offices (RSSO) or Provincial Statistical Offices (PSO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Report and PhilIDs for Replacement.	1.1. Receive/accept the returned or defective PhilID cards for replacement. Note: Transmittal of PhilIDs from PSOs may be through GSD via courier or directly to IDPMD.	None	5 minutes	Field Office/FGD
None	1.2. Transmit the returned/defective PhilID cards for replacement to PSA (GSD Records/PRO-IDPMD).	None	3 days	Field Office/FGD
None	1.3. Receive, control, and endorse the	None	5 minutes	Administrative Assistant

	returned/ defective PhilID cards to ISA II (PKOS).			(IDPMD)
None	1.4. Verify request.	None	30 minutes	<i>Information Systems Analyst II – PKOS (IDPMD)</i>
None	1.5. Update status in the Form Responses sheet of Monitoring of Replacement PhilIDs Dashboard.	None	15 minutes	<i>Information Systems Analyst II – PKOS (IDPMD)</i>
None	1.6. Data preparation.	None	10 minutes	<i>Information Systems Analyst II – PKOS (IDPMD)</i>
None	1.7. Prepare Transmittal of Request for Pre-Personalize d Cards, and Pass-Out for PhilID Replacement.	None	10 minutes	<i>Information Systems Analyst II – PKOS (IDPMD)</i>
None	1.8. Sign of Transmittal Letter.	None	30 minutes	<i>Information Systems Analyst II – PKOS (IDPMD)</i> <i>Information Technology Officer I – PKOS (IDPMD)</i> <i>Division Chief (IDPMD)</i>
None	1.9. Endorse the Transmittal Letter for signing.	None	5 minutes	<i>Administrative Assistant (IDPMD)</i>
None	1.10. Sign the Transmittal Letter.	None	1 day	<i>Assistant National Statistician (ROS)</i>
None	1.11. Endorse the Transmittal	None	1 hour	<i>Administrative Assistant /</i>

	Letter to BSP.			<i>Information Systems Analyst I (IDPMD)</i>
None	1.12. Approval and provision of pre-personalized PhilID by the BSP. Note: Includes BSP processing time.	None	15 days	BSP
None	1.13. Update status in the Form Responses sheet of Monitoring of Replacement PhilIDs Dashboard.	None	5 minutes	<i>Information Systems Analyst II – PKOS (IDPMD)</i>
None	1.14. Reprint the PhilID.	None	1 day and 4 hours	<i>Information Systems Analyst I (IDPMD)</i>
None	1.15. Endorse the reprinted PhilIDs to BSP for passout.	None	5 minutes	<i>Information Systems Analyst I (IDPMD)</i>
None	1.16. Approval of pass-out by the BSP and transmit the replacement PhilID to the PSA. Note: Includes BSP processing time.	None	10 days	BSP
None	1.17. Check, verify, and prepare PhilIDs for sending to PSO.	None	30 minutes	<i>Information Systems Analyst II – PKOS (IDPMD)</i>
None	1.18. Update status in the Form Responses sheet of Monitoring of	None	2 hours and 10 minutes	<i>Information Systems Analyst II – PKOS (IDPMD)</i> <i>Information</i>

	Replacement PhilIDs Dashboard and prepare Transmittal Letter to PSO, Acknowledgment Receipt, Transmittal Letter to GSD and Request for Mailing to GSD.			<i>Systems Analyst II/Information Systems Analyst I-DOS (IDPMD)</i>
None	1.19. Endorse Transmittal Letter to PSO, Acknowledgment Receipt, Transmittal Letter to GSD and Request for Mailing to GSD for signature of Division Chief.	None	5 minutes	<i>Information Systems Analyst II/Information Systems Analyst I-DOS (IDPMD)</i>
None	1.20. Check and verify quantity before sealing.	None	20 minutes	<i>Information Systems Analyst II/Information Systems Analyst I-DOS (IDPMD)</i>
None	1.21. Endorse replacement PhilIDs for transmittal to PSO/GSD.	None	20 minutes	<i>Administrative Assistant V</i>
None	1.22. Delivery and issuance of the replacement PhilID cards to the registrants.	None	1 day	Field Office/FGD
TOTAL		None	31 days, 10 hours, and 25 minutes	



FRAUD MANAGEMENT AND CLIENT MANAGEMENT SERVICE

FEEDBACK AND GRIEVANCE DIVISION

1. Responding to Simple Queries

This service provides responses to the public queries of general and non-contentious primarily involving ministerial actions, straightforward inquiries related to processes and procedural aspects, or general information about PhilSys received through the official PhilSys channels. This service responds to simple queries such as but not limited to:

- a. Registration process
- b. Registration or PhilID status inquiry
- c. Claiming process of ePhilID

Office/Division	Feedback and Grievance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. Queries on PhilSys processes that are non-contentious and are general in nature. For PhilID status inquiry and claiming process of the ePhilID: a. Transaction Reference Number (TRN) b. In case of lost TRN: b.1. Complete name of the registrant (given/middle/surname/suffix) b.2. Birth date (yyyy/mm/dd) b.3. Sex (male/female) b.4. Place of birth	1. Email: info@philsys.gov.ph 2. Facebook page: https://facebook.com/PSAPhilSysOfficial 3. Hotline: 1388			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Email and Facebook Page				
1. Send query via email or Facebook page.	I.1. Receive query. Note: Request additional details, if necessary.	None	5 minutes	Public Relations Officer I
	I.2. Reply to the client based on the approved standard responses, including the link to the customer	None	5 minutes	Public Relations Officer I

		satisfaction survey Form through the channel used.			
2. Receive response via email or Facebook page.	2.1.	Record details in monitoring log.	None	5 minutes	Public Relations Officer I
TOTAL		None	15 minutes		
II. Hotline					
1. Dial the PhilSys hotline through 1388.	I.1.	Receive call, state opening spiel and ask basic information of the client and details of the query and prepare call reference number.	PhP6.00 -8.00/min for mobile; PhP4.00- 5.00/min for landline ¹	2 minutes	Call Center Agent
2. Narrate details of query.	II.1.	Reply to the client based on the standard responses.	None	2 minutes	Call Center Agent
3. Receive response and answer the brief customer satisfaction survey.	3.1.	Request if client is willing to answer a brief customer satisfaction survey (If not willing, proceed to the next step).	None	30 seconds	Call Center Agent
	3.2.	Facilitate the customer satisfaction survey.			
	3.3.	End the call with the closing spiel.	None	30 seconds	Call Center Agent
TOTAL		PhP6.00 -8.00/min for mobile; PhP4.00-	5 minutes		

¹ Hotline 1388 is currently a toll number: callers may be charged following the rates of the telecommunications service provider.

	5.00/min for landline	
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2. Responding to Complex Concerns

This service provides the response to intricate issues that require deeper understanding, analysis and further action by concerned offices to address effectively the feedback and complaint received such as but not limited to:

1. Non-compliant to PhilSys processes and protocols such as:
 - a. Disruption in PhilSys operations
 - b. Technical errors encountered in the registration process
2. Non-conformance to the Republic Act 11055 or the PhilSys Act, such as:
 - a. Non-acceptance of PhillID as valid proof of identity
 - b. Data privacy concerns in relation to the PhilSys Act

Office/Division	Feedback and Grievance Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ol style="list-style-type: none"> 1. Complaint and/or feedback that are identified as non-compliant to PhilSys processes and non-conforming to the objectives of the PhilSys Act. <ol style="list-style-type: none"> i. For disruption of PhilSys operations: <ol style="list-style-type: none"> a. Details of the incident b. Location of the registration center c. Time of the incident ii. Technical errors in the registration centers: <ol style="list-style-type: none"> a. Details of the incident b. Location of the registration center c. Transaction Reference Number (TRN) d. In case of lost TRN: <ol style="list-style-type: none"> d.1. Complete name of the registrant (given/middle/surname/suffix) d.2. Birth date (yyyy/mm/dd) d.3. Sex (male/female) d.4. Place of birth iii. Non-acceptance of PhillID as valid proof of identity: <ol style="list-style-type: none"> a. Name of the registrant (optional) b. Email/Phone number of the registrant (optional) c. Name of the establishment 	<ol style="list-style-type: none"> 1. Email: info@philsys.gov.ph 2. Facebook page: https://facebook.com/PSAPhilSysOfficial 3. Hotline: 1388

<ul style="list-style-type: none"> d. Address of the establishment e. Reason for non-acceptance f. Type of transaction g. Date of incident <p>iv. Data privacy concerns in relation to PhilSys Act:</p> <ul style="list-style-type: none"> a. Details of the incident b. Transaction Reference Number (TRN) c. In case of lost TRN: <ul style="list-style-type: none"> c.1. Complete name of the registrant (given/middle/surname/suffix) c.2. Birth date (yyyy/mm/dd) c.3. Sex (male/female) c.4. Place of birth d. Delivery address provided during Registration 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For hotline 1388, narrate the details of query.</p> <p>For email and Facebook, send the details of the complaint.</p>	<p>1.1. Receive and acknowledge complaint from the official channels.</p> <p>Note: Check if required information were provided and request additional details if necessary.</p> <p>1.2. Record details in the monitoring log.</p> <p>1.2.1. Log the provided details in the electronic escalation mechanism established by the Subject Matter Divisions (SMDs) for immediate resolution.</p> <p>1.2.2. Proceed to 1.5.</p>	None	10 minutes	Public Relations Officer I Call Center Agent

	1.3. If the complaint requires further action, accomplish Grievance Escalation Form to include recommendations and action needed from SMDs on the complaint.	None	30 minutes	Public Relations Officers II and III
	1.4. Review the filled-out Grievance Escalation Form to the SMDs.	None	20 minutes	Public Relations Officer III, IV
	1.5. Approve the filled-out Grievance Escalation Form to the SMDs.	None	10 minutes	Division Chief/Officer-in-Charge
	1.6. Endorse the filled-out Grievance Escalation Form to the SMDs.	None	10 minutes	Assistant National Statistician/Officer-in-Charge
	1.7. Send notification to the client that the complaint has been escalated for resolution.	None	5 minutes	Public Relations Officer II
	1.8. Provide resolution to address/act on the escalated complaint and respond using the Grievance Escalation Form.	None	4 days	Subject Matter Division
	1.9. Receive and acknowledge response from SMDs.	None	5 minutes	Public Relations Officer III, II
	1.10. Draft response to the client based on the reply of SMDs.	None	1 hour	Public Relations Officer II
Note:				

	Notify client if the concern cannot be resolved within processing time and provide the reason therefor.			
	1.11. Review, approve, and send response to the client, including the customer satisfaction survey form, copy furnished SMD.	None	40 minutes	Public Relations Officer III, Division Chief/Officer-in-Charge
	1.12. Record details in monitoring log.	None	5 minutes	Public Relations Officer I
TOTAL		None	4 day, 3 hours, and 45 minutes	



POLICY, COORDINATION AND MONITORING SERVICE

PLANNING AND POLICY COORDINATION DIVISION

1. Preparation and Facilitation of the Approval of PhilSys Inter-Agency Committee on Legal Affair Resolutions and Clearance of the draft PhilSys Policy and Coordination Council Resolutions

The Inter-Agency Committee on Legal Affairs (IAC-LA) is one of the IAC Subgroups to assist in the implementation of the Philippine Identification System (PhilSys) under the PhilSys Policy and Coordination Council (PSPCC) Resolution No. 6 dated 15 February 2019.²

Pursuant to PSPCC Resolution No. 6³ and as supplemented by PSPCC Resolution No. 23⁴ dated 28 January 2022, the IAC-LA is composed of the following member-agencies:

1. Philippine Statistics Authority (PSA)
2. National Economic and Development Authority (NEDA)
3. Department of Information and Communications Technology (DICT)
4. National Privacy Commission (NPC)
5. Department of Finance (DOF)
6. Bangko Sentral ng Pilipinas (BSP)
7. Department of Justice (DOJ)
8. Department of Budget and Management (DBM)
9. Office of the Solicitor General (OSG)
10. Philippine Health Insurance System (PhilHealth)
11. Department of Foreign Affairs (DFA)
12. Department of Social Welfare and Development (DSWD)
13. Government Service Insurance System (GSIS)
14. Social Security System (SSS)
15. Philippine Postal Corporation (PHLPost)

The main responsibility of the IAC-LA is to support the analysis and development of laws, implementing rules and regulations, and related policies for the PhilSys. The IAC-LA also conducts the review of Resolutions prior to its endorsement to the PSPCC for approval. This is to ensure that the provisions therein are compliant with the Republic Act (RA) No. 11055 and its revised Implementing Rules and Regulations (IRR), and other applicable laws, rules, and regulations.

As provided in PSPCC Resolution No. 14 dated 17 June 2020,⁵ the Secretariat functions for the IACs shall be the primary responsibility of the PSA as the implementing agency while member agencies may also provide staff to augment the Secretariat team. In relation to this, the Planning and Policy Coordination Division (PPCD) is assigned to perform the Secretariat functions for the

² Approving the Creation of the Inter-Agency Committee Subgroups:

<https://www.philsys.gov.ph/wp-content/uploads/2022/08/PSPCC-Reso-06-Approval-on-the-creation-of-IAC.pdf>

³ *Ibid.*

⁴ Approving the Restructuring of PhilSys Inter-Agency Committee (IAC) Subgroups and the Creation of the IAC on Privacy and Security:

https://www.philsys.gov.ph/wp-content/uploads/2022/08/PSPCC-Resolution-No.-23_signed-OSEC-09354.pdf

⁵ Approving the Chairmanships of the PhilSys Inter-Agency Committees:

<https://www.philsys.gov.ph/wp-content/uploads/2022/08/PSPCC-Reso-14-2020-Chairmanships-of-IACs.pdf>

IAC-LA. As IAC-LA Secretariat, the PPCD shall oversee and undertake the necessary communication, coordination, and cooperation with the IAC-LA member-agencies. If necessary or when directed by the IAC-LA Chairperson, the PPCD shall likewise draft resolutions subject to the approval of the IAC-LA member-agencies.

a. Preparation and Facilitation of the Approval of the IAC-LA Resolution as Identified by the IAC-LA Members

Office/Division	Planning and Policy Coordination Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSys Policy and Coordination Council (PSPCC) or PhilSys Inter-Agency Committee on Legal Affairs (IAC-LA) Members			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
Directives or instructions of the PSPCC:	PSPCC Secretariat			
1. Letter/email message 2. Minutes of the Meeting 3. Other pertinent documents				
Instructed by the IAC-LA Chairperson and/or Co-Chairperson:	IAC-LA Chairperson and/or Co-Chairperson			
1. Letter/email message 2. Minutes of the Meeting 3. Other pertinent documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the concern, directive, or instruction.	1.1. Acknowledge receipt of the endorsement.	None	15 minutes	Planning Officer I (IAC-LA Secretariat)
	1.2. Prepare the draft IAC-LA and PSPCC Resolutions.	None	5 days	Planning Officers I, II, III, and V (IAC-LA Secretariat)
	1.3. Forward the draft IAC-LA and PSPCC Resolutions to the IAC-LA Members for review.	None	15 minutes	Planning Officer I (IAC-LA Secretariat)
	1.4. Monitor the status of the comments of the Members on the draft IAC-LA and PSPCC Resolutions.	None	5 days	Planning Officer I (IAC-LA Secretariat)

	<p>1.5. Consolidate the comments of the IAC-LA Members and prepare a Matrix of Comments.</p> <p>Note: In case there is/are conflicting comment/s of the IAC-LA Members, the IAC-LA Secretariat shall refer the same to the IAC-LA Chairperson for guidance.</p>	None	1 day	Planning Officers I, II, and III (IAC-LA Secretariat)
	<p>1.6. Revise and finalize the draft IAC-LA and PSPCC Resolutions based on the comment/s of the IAC-LA Members.</p>	None	2 days	Planning Officers I, II, III, and V (IAC-LA Secretariat)
	<p>1.7. Endorse the final draft IAC-LA and PSPCC Resolutions to the IAC-LA Chairperson for clearance.</p>	None	1 day	Planning Officer I (IAC-LA Secretariat)
	<p>1.8. Route the cleared draft IAC-LA Resolution to the IAC-LA Members for signature, attaching therein the cleared draft PSPCC Resolution.</p>	None	3 days	Planning Officer I (IAC-LA Secretariat)
2. Receive a copy of the cleared draft PSPCC Resolution, approved IAC-LA Resolution, Matrix of Comments on the draft Resolutions,	<p>2.1. Endorse the cleared draft PSPCC Resolution to the PSPCC Secretariat for approval of the</p>	None	15 minutes	Planning Officer I (IAC-LA Secretariat)

and other pertinent documents.	PSPCC, attaching therein the following: a. Approved IAC-LA Resolution b. Matrix of Comments on the draft Resolutions c. Other pertinent documents			
	2.2. Keep and upload the copy of the approved IAC-LA Resolution and cleared draft PSPCC Resolution to the repository for reference purposes.	None	15 minutes	Planning Officer I (IAC-LA Secretariat)
TOTAL		None	18 days	

b. Preparation and Facilitation of the Approval of the Joint Resolution as Identified by the IAC-LA Members

Office/Division	Planning and Policy Coordination Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSys Policy and Coordination Council (PSPCC), PhilSys Inter-Agency Committee on Legal Affairs (IAC-LA) Members, or other PhilSys IAC Subgroup/s			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Directives or instructions of the PSPCC: 1. Letter/email message 2. Minutes of the Meeting 3. Other pertinent documents		PSPCC Secretariat		
Instructed by the Chairperson and/or Co-Chairperson: 1. Letter/email message 2. Minutes of the Meeting 3. Other pertinent documents		IAC-LA Chairperson and/or Co-Chairperson Other PhilSys IAC Chairperson and/or Co-Chairperson		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON

		BE PAID	TIME	RESPONSIBLE
1. Endorse the concern, directive, or instruction.	1.1. Acknowledge receipt of the endorsement.	None	15 minutes	Planning Officer I (IAC-LA Secretariat)
	1.2. Prepare the draft Joint Resolution and its corresponding PSPCC Resolution.	None	5 days	Planning Officers I, II, III, and V (IAC-LA Secretariat) Concerned PhilSys IAC Secretariat
	1.3. Forward the draft Joint Resolution and its corresponding PSPCC Resolution to the Members of their respective PhilSys IACs for review.	None	15 minutes	Planning Officer I (IAC-LA Secretariat) Concerned PhilSys IAC Secretariat
	1.4. Monitor the status of the comments of the Members on the draft Joint Resolution and its corresponding PSPCC Resolution.	None	5 days	Planning Officer I (IAC-LA Secretariat) Concerned PhilSys IAC Secretariat
	1.5. Consolidate the comments of the Members and prepare a Matrix of Comments. Note: In case there is/are conflicting comment/s of the Members of both PhilSys IACs, their respective Chairpersons will endeavor to resolve the matter amicably.	None	1 day	Planning Officers I, II, and III (IAC-LA Secretariat) Concerned PhilSys IAC Secretariat

	1.6. Revise and finalize the draft Joint Resolution and its corresponding PSPCC Resolution based on the comment/s of the Members of both PhilSys IACs.	None	2 days	Planning Officers I, II, III, and V (IAC-LA Secretariat) Concerned PhilSys IAC Secretariat
	1.7. Endorse the final draft Joint Resolution to their respective Chairperson for clearance.	None	1 day	Planning Officer I (IAC-LA Secretariat) Concerned PhilSys IAC Secretariat
	1.8. Route the cleared draft Joint Resolution to their respective Members for signature, attaching therein the cleared draft PSPCC Resolution.	None	3 days	Planning Officer I (IAC-LA Secretariat) Concerned PhilSys IAC Secretariat
	1.9. Prepare a Joint Certification and transmit the same to the respective Chairperson of both PhilSys IACs for signature.	None	1 day	Planning Officers I, II, III, and V (IAC-LA Secretariat) Concerned PhilSys IAC Secretariat
2. Receive a copy of the cleared draft PSPCC Resolution, approved Joint Resolution, Joint Certification of the IAC-LA and the concerned PhilSys IAC, Matrix of Comments on the draft Resolutions,	2.1. Endorse the cleared draft PSPCC Resolution to the PSPCC Secretariat for approval of the PSPCC, attaching therein the following:	None	15 minutes	Planning Officer I (IAC-LA Secretariat)

and other pertinent documents.	a. Approved Joint Resolution b. Joint Certification of the IAC-LA and the concerned PhilSys IAC c. Matrix of Comments on the draft Resolutions d. Other pertinent documents			
	2.2. Keep and upload the copy of the approved Joint Resolution and cleared draft PSPCC Resolution to the repository for reference purposes.	None	15 minutes	Planning Officer I (IAC-LA Secretariat)
TOTAL		None	19 days	

c. Preparation and Facilitation of the Approval of the IAC-LA Resolution and Clearance of the PSPCC Resolution endorsed by other PhilSys IAC Subgroups

Office/Division	Planning and Policy Coordination Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSys Inter-Agency Committee (IAC) Subgroups			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Letter/email message 2. Approved PhilSys IAC Resolution 3. Draft PSPCC Resolution 4. Briefer 5. Other pertinent documents		PhilSys IAC Subgroups		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse/Transmit the approved PhilSys IAC Resolution, draft PSPCC Resolution, Briefer, and other pertinent documents.	1.1. Acknowledge receipt of the approved PhilSys IAC Resolution, draft PSPCC Resolution, Briefer, and	None	15 minutes	Planning Officer I (IAC-LA Secretariat)

	other pertinent documents.			
1.2.	Prepare the draft IAC-LA Resolution.	None	5 days	Planning Officers I, II, III, and V (IAC-LA Secretariat)
1.3.	Forward the draft IAC-LA and PSPCC Resolutions to the IAC-LA Members for review, attaching therein the approved Resolution of the concerned PhilSys IAC and other pertinent documents.	None	15 minutes	Planning Officer I (IAC-LA Secretariat)
1.4.	Monitor the status of the comments of the Members on the draft IAC-LA and PSPCC Resolutions.	None	5 days	Planning Officer I (IAC-LA Secretariat)
1.5.	Consolidate the comments of the IAC-LA Members and prepare a Matrix of Comments. Note: In case there is/are conflicting comment/s of the IAC-LA Members, the IAC-LA Secretariat shall refer the same to the IAC-LA Chairperson for guidance.	None	1 day	Planning Officers I, II, and III (IAC-LA Secretariat)
1.6.	Revise and finalize the draft IAC-LA and PSPCC Resolutions based on the comment/s of the IAC-LA Members.	None	2 days	Planning Officers I, II, III, and V (IAC-LA Secretariat)

	1.7. Endorse the final draft IAC-LA and PSPCC Resolutions to the IAC-LA Chairperson for clearance.	None	1 day	Planning Officer I (IAC-LA Secretariat)
	1.8. Route the cleared draft IAC-LA Resolution to the IAC-LA Members for signature, attaching therein the cleared draft PSPCC Resolution.	None	3 days	Planning Officer I (IAC-LA Secretariat)
	1.9. Prepare a Joint Certification signed by the respective Chairperson of both PhilSys IACs.	None	1 day	Planning Officers I, II, III, and V (IAC-LA Secretariat) Concerned PhilSys IAC Secretariat
2. Receive a copy of the cleared draft PSPCC Resolution, Joint Certification of the IAC-LA and the concerned PhilSys IAC, approved IAC-LA Resolution, IAC-LA Matrix of Revision on the cleared draft PSPCC Resolution, approved PhilSys IAC Resolution, Briefers, and other pertinent documents.	2.1. Endorse the cleared draft PSPCC Resolution to the PSPCC Secretariat for approval of the PSPCC, attaching therein the following: a. Joint Certification of the IAC-LA and the concerned PhilSys IAC b. Approved IAC-LA Resolution c. IAC-LA Matrix of Revision on the cleared draft	None	15 minutes	Planning Officer I (IAC-LA Secretariat)

	PSPCC Resolution d. Approved PhilSys IAC Resolution e. Briefer f. Other pertinent documents			
	2.2. Keep and upload the copy of the approved IAC-LA Resolution and cleared draft PSPCC Resolution to the repository for reference purposes.	None	15 minutes	Planning Officer I (IAC-LA Secretariat)
TOTAL		None	19 days	

d. Preparation and Facilitation of the Approval of the IAC-LA Resolution and Clearance of the PSPCC Resolution endorsed by the PSPCC Secretariat

Office/Division	Planning and Policy Coordination Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSys Policy and Coordination Council (PSPCC)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Letter/email message 2. Endorsed draft PSPCC Resolution 3. Other pertinent documents		PSPCC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse/Transmit the draft PSPCC Resolution and other pertinent documents.	1.1. Acknowledge receipt of the endorsed draft PSPCC Resolution and other pertinent documents.	None	15 minutes	Planning Officer I (IAC-LA Secretariat)
	1.2. Prepare the draft IAC-LA Resolution.	None	5 days	Planning Officers I, II, III, and V (IAC-LA Secretariat)
	1.3. Forward the	None	15 minutes	Planning Officer I

	draft IAC-LA Resolution and endorsed draft PSPCC Resolution to the IAC-LA Members for review, attaching therein the other pertinent documents for reference.			(IAC-LA Secretariat)
1.4.	Monitor the status of the comments of the Members on the draft IAC-LA Resolution and endorsed draft PSPCC Resolution.	None	5 days	Planning Officer I (IAC-LA Secretariat)
1.5.	Consolidate the comments of the IAC-LA Members and prepare a Matrix of Comments. Note: In case there is/are conflicting comment/s of the IAC-LA Members, the IAC-LA Secretariat shall refer the same to the IAC-LA Chairperson for guidance.	None	1 day	Planning Officers I, II, and III (IAC-LA Secretariat)
1.6.	Revise and finalize the draft IAC-LA Resolution and endorse the draft PSPCC Resolution based on the comment/s of the IAC-LA Members.	None	2 days	Planning Officers I, II, III, and V (IAC-LA Secretariat)
1.7.	Route the final draft of IAC-LA and PSPCC Resolutions to the IAC-LA	None	1 day	Planning Officer I (IAC-LA Secretariat)

	Chairperson for clearance.			
	1.8. Route the cleared draft IAC-LA Resolution to the IAC-LA Members for signature, attaching therein the cleared draft PSPCC Resolution.	None	3 days	Planning Officer I (IAC-LA Secretariat)
2. Receive a copy of the cleared draft PSPCC Resolution, approved IAC-LA Resolution, IAC-LA Matrix of Revision on the cleared draft PSPCC Resolution, and other pertinent documents.	2.1. Endorse the cleared draft PSPCC Resolution to the PSPCC Secretariat for approval of the PSPCC, attaching therein the following: a. Approved IAC-LA Resolution b. IAC-LA Matrix of Revision on the cleared draft PSPCC Resolution c. Other pertinent documents	None	15 minutes	Planning Officer I (IAC-LA Secretariat)
	2.2. Keep and upload the copy of the approved IAC-LA Resolution and cleared draft PSPCC Resolution to the repository for reference purposes.	None	15 minutes	Planning Officer I (IAC-LA Secretariat)
TOTAL		None	18 days	

2. Preparation and Facilitation of the Approval of PhilSys Policy and Coordination Council Resolutions

Pursuant to Section 16 of Republic Act (RA) No. 11055, otherwise known as the Philippine Identification System (PhilSys) Act, mandates the PhilSys Policy and Coordination Council (PSPCC) to formulate policies and guidelines to ensure effective coordination and implementation of the PhilSys. Further, the PSPCC shall facilitate inter-agency cooperation and collaboration in the implementation of the PhilSys.⁶

Consequently, the Council approved the creation of the Inter-Agency Committees (IACs) to assist in the implementation of the PhilSys. Pursuant to PSPCC Resolution No. 06, series of 2019⁷ and in relation to PSPCC Resolution No. 23, series of 2022⁸, the Council identified the following PhilSys IAC subgroups together with the member-agencies under each, along with their respective functions: (1) Communications, (2) Legal Affairs, (3) Technology, (4) Registration and Validation, (5) Use Cases and Authentication, and (6) Privacy and Security. These PhilSys IAC subgroups were created for purposes of the continual development of the PhilSys Implementation Plan.

Pertinent thereto, the Philippine Statistics Authority (PSA) shall serve as the Secretariat to the PSPCC⁹ which shall be headed by the Undersecretary and National Statistician and Civil Registrar General (NSCRG). As Secretariat, the PSA shall assist and provide administrative support to the PSPCC. Accordingly, the PSA directed the Planning and Policy Coordination Division (PPCD) which is lodged under the Policy Coordination and Monitoring Service (PCMS) of the PhilSys Registry Office (PRO) to ensure the effective and efficient performance of Secretariat functions for the PSPCC. For this purpose, the PPCD created the PSPCC Secretariat Unit (PSU). Particularly, the PSU shall render full assistance and support as may be required in the performance of the above-enumerated functions of the PSPCC Secretariat.

Finally, the PSU shall facilitate the drafting of PSPCC Resolutions and ensure its approval and dissemination.

a. Preparation and Facilitation of the Approval of PSPCC Resolutions Prepared by the PSPCC Secretariat

Office/Division	Planning and Policy Coordination Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	PSPCC Members
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
Directives or instructions from the PSPCC Chairperson and/or Co-Chairperson:	PSPCC Secretariat

⁶ Section 18 (b), revised IRR of RA 11055

⁷ Approving the Creation of the inter-Agency Committee Subgroups (15 February 2019)

⁸ Approving the Restructuring of PhilSys inter-Agency Committee (IAC) Subgroups and the Creation of the IAC on Privacy and Security (28 January 2022)

⁹ Section 20, revised IRR of RA 11055

1. List of Action Matters 2. Minutes/Highlights of the Meeting 3. Other pertinent documents				
Key agreements that transpired during the PSPCC Meetings or other related meetings: 1. List of Action Matters 2. Minutes/Highlights of the Meeting 3. Other pertinent documents	PSPCC Secretariat			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse/Transmit the concern, directives, or instructions to the PSPCC Secretariat.	1.1. Acknowledge receipt of the endorsement. 1.2. Prepare the draft PSPCC Resolution. 1.3. Route the draft PSPCC Resolution to the PCMS-OANS, PRO-ODNS, and ONS for review. 1.4. Monitor the status of the comment/s, input/s, and/or suggestion/s of the PCMS-OANS, PRO-ODNS, and ONS on the draft PSPCC Resolution. 1.5. Receive the draft PSPCC Resolution with comment/s, input/s, and/or suggestion/s of the PCMS-OANS, PRO-ODNS, and ONS. 1.6. Revise the draft	None	10 minutes 3 days 10 minutes 3 days 10 minutes	Planning Officers I and II Planning Officers I, II, and V Planning Officers I and II Planning Officers I and II Planning Officers I and II

	PSPCC Resolution based on the comment/s, input/s, and/or suggestion/s of the PCMS-OANS, PRO-ODNS, and ONS.			I, II, and V
1.7.	Endorse/Transmit the revised draft PSPCC Resolution to the IAC-LA Chairperson for review of the IAC-LA Members.	None	10 minutes	Planning Officers I and II
1.8.	Monitor the status and update the draft PSPCC Resolution under review of the IAC-LA Members.	None	<p>18 days</p> <p>Note: The processing time is based on the process of the PPCD as IAC-LA Secretariat in preparing and facilitating the approval of the IAC-LA Resolution and Clearance of the PSPCC Resolution endorsed by the PSPCC Secretariat (see Item 1(d) of the External Services of the PPCD).</p>	Planning Officers I and II
1.9.	Receive the draft PSPCC Resolution cleared by the	None	10 minutes	Planning Officers I and II

	IAC-LA together with the approved IAC-LA Resolution.			
1.10.	Endorse/ Furnish an advance copy of the cleared draft PSPCC Resolution together with the approved IAC-LA Resolution to the PSPCC Members for review.	None	10 minutes	Planning Officers I and II
1.11.	Present the cleared draft PSPCC Resolution during the PSPCC Meeting.	None	30 minutes	Head of the PSPCC Secretariat
1.12.	Endorse/ Transmit the cleared draft PSPCC Resolution to the PSPCC Members for review. Note: In case the draft PSPCC Resolution has been approved in principle during the PSPCC Meeting, the cleared draft PSPCC Resolution shall be endorsed/transmitted to the PSPCC Members together with the PSPCC Referendum Form No. 1.	None	10 minutes	Planning Officers I and II

	<p>1.13. Monitor and update the status of the draft PSPCC Resolution under review of the PSPCC Members</p> <p>Note: Should there be no comment/s received, the PSPCC Secretariat shall proceed to Step 1.16.</p>	None	7 days	Planning Officers I and II
	<p>1.14. Consolidate the inputs/ comments of the PSPCC Members and prepare a comparative matrix.</p> <p>Note: In this instance, the PPCD-PSU shall endeavor to harmonize the conflicting comments of the Council Members, if there is/are any, subject to the clearance of the Head of the PSPCC Secretariat prior to its endorsement to the IAC-LA.</p>	None	4 hours	Planning Officers I and II
	<p>1.15. Revise and finalize the draft PSPCC Resolution based on the comments of the PSPCC Members.</p>	None	1 day	Planning Officers I, II, and V
	<p>1.16. Endorse the final draft PSPCC</p>	None		Planning Officers I and II

	<p>Resolution for approval/ signature of the PSPCC Members through the following means:</p> <ul style="list-style-type: none"> a. Approval through wet signature; or b. Approval through Referendum. <p>Note: The PSPCC Secretariat shall forward the Summary of Referendum results to the Head of the PSPCC Secretariat for attestation and for approval of the PSPCC Chairperson.</p>		<p>a. 7 days</p> <p>Note: The duration may vary depending on the availability of the PSPCC Members.</p> <p>b. 2 days</p> <p>Note: The duration may vary depending on the availability of the Head of the PSPCC Secretariat and the PSPCC Chairperson.</p>	
	1.17. Receive the approved/ signed PSPCC Resolution.	None	10 minutes	Planning Officers I and II
	1.18. Endorse/ Transmit the approved/ signed PSPCC Resolution to the PSPCC Members, concerned IAC Subgroups, and other stakeholders for information	None	10 minutes	Planning Officers I and II

	and/or appropriate action.			
1.19.	Keep and upload the copy of the approved PSPCC Resolution and IAC-LA Resolution to the repository for reference purposes.	None	10 minutes	Planning Officers I and II
TOTAL processing time if the PSPCC PSPCC Resolution was approved through referendum:		None	35 days, 6 hours, and 10 minutes	
TOTAL processing time if the PSPCC Secretariat was approved through wet signature:		None	40 days, 6 hours, and 10 minutes	

b. Facilitation of the PSPCC Resolutions Endorsed by the PhilSys IAC Subgroups and Cleared by the PhilSys IAC-LA

Office/Division	Planning and Policy Coordination Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PhilSys IAC Subgroups			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Approved IAC Subgroup Resolution 2. Approved IAC-LA Resolution 3. Cleared draft PSPCC Resolution 4. Matrix of Comments/Suggestions 5. Other pertinent documents		Concerned PhilSys IAC Subgroup/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse/Transmit the copy of the (1) draft PSPCC Resolution cleared by the IAC-LA, (2) approved IAC-LA Resolution, (3) Approved	1.1. Acknowledge receipt of the endorsed (1) draft PSPCC Resolution cleared by the IAC-LA, (2) approved IAC-LA Resolution,	None	10 minutes	Planning Officers I and II

IAC Subgroup Resolution, and (4) other pertinent documents to the PSPCC Secretariat.	(3) Approved IAC Subgroup Resolution, and (4) other pertinent documents.			
	1.2. Endorse an advance copy of the cleared draft PSPCC Resolution to the PSPCC Members for review and attaching therein the following: <ol style="list-style-type: none"> Approved IAC-LA Resolution Approved IAC Subgroup Resolution Other pertinent documents 	None	10 minutes	Planning Officers I and II
	1.3. Present the cleared draft PSPCC Resolution during the PSPCC Meeting.	None	30 minutes	Head of the PSPCC Secretariat
	1.4. Endorse/Transmit the cleared draft PSPCC Resolution to the PSPCC Members for review. Note: In case the Resolution has been approved in principle during the PSPCC Meeting, the cleared draft Resolution shall be routed to the	None	10 minutes	Planning Officers I and II

	PSPCC Members together with the PSPCC Referendum Form No. 1.			
1.5.	Monitor and update the status of the draft PSPCC Resolution under review of the PSPCC Members. Note: Should there be no comment/s received, the PSPCC Secretariat shall proceed to step No. 1.8.	None	7 days	PSPCC Members
1.6.	Consolidate the inputs/ comments of the PSPCC Members and prepare a comparative matrix. Note: In this instance, the PPCD-PSU shall endeavor to harmonize the conflicting comments of the Council Members, if there is/are any, subject to the clearance of the Head of the PSPCC Secretariat prior to its endorsement to the IAC-LA.	None	4 hours	Planning Officers I and II
1.7.	Revise and finalize the draft PSPCC Resolution based on the comments of the PSPCC Members.	None	1 day	Planning Officers I, II, and V

	<p>1.8. Endorse the final draft PSPCC Resolution for approval/ signature of the PSPCC Members through the following means:</p> <ul style="list-style-type: none"> a. Approval through wet signature; or b. Approval through Referendum. <p>Note: The PSPCC Secretariat shall forward the Summary of Referendum results to the Head of the PSPCC Secretariat for attestation and for approval of the PSPCC Chairperson.</p>	None	<p>a. 7 working days</p> <p>Note: The duration may vary depending on the availability of the PSPCC Members.</p> <p>b. 2 working days</p> <p>Note: The duration may vary depending on the availability of the Head of the PSPCC Secretariat and the PSPCC Chairperson.</p>	Planning Officers I and II
	<p>1.9. Receive the approved/ signed PSPCC Resolution.</p>	None	10 minutes	Planning Officers I and II
	<p>1.10. Endorse/ Transmit the approved/ signed PSPCC Resolution to the PSPCC Members,</p>	None	10 minutes	Planning Officers I and II

	concerned IAC Subgroups, and other stakeholders for information and/or appropriate action.			
1.11.	Keep and upload the copy of the approved PSPCC Resolution and IAC Subgroup Resolution to the repository for reference purposes.	None	10 minutes	Planning Officers I and II
TOTAL processing time if the PSPCC PSPCC Resolution was approved through referendum:		None	10 days, 5 hours, and 30 minutes	
TOTAL processing time if the PSPCC Secretariat was approved through wet signature:		None	15 days, 5 hours, and 30 minutes	

MONITORING AND EVALUATION DIVISION

1. Data Request on Philippine Identification System for Latest Approved Cumulative Data

This process will provide the requesting party with the latest approved cumulative data and updates on the implementation of Philippine Identification System (PhilSys), particularly on registration. One of the indicators included in this data request is the Registration (formerly known as Step 2 registration), which involves capturing of demographic and biometric information. This also includes the PhilID Issuance (formerly known as Step 3 registration), which involves the issuance of PhilSys Number (PSN) and release of Philippine Identification (PhilID), which may be a physical PhilID card being printed by the Bangko Sentral ng Pilipinas (BSP) and ePhilID that may be printed on a piece of paper and/or downloaded through the PhilSys website. The PhilID can be delivered by the PhilID Delivery Service Provider and/or PSA Field Offices.

Office/Division	Monitoring and Evaluation Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government G2C – Government to Client			
Who may avail:	PSA Offices/Services/Divisions/Units Government offices Business entities			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished MED Data Request Form: <ul style="list-style-type: none"> a. Requestor Information <ul style="list-style-type: none"> a.1. Name a.2. Office/Service/Division a.3. Office E-mail Address a.4. Contact Number b. Data Request <ul style="list-style-type: none"> b.1. Specific Data Request b.2. Format b.3. Purpose b.4. Reference Period b.5. Scope of Use b.6. Other relevant information on the request 		Monitoring and Evaluation Division – Monitoring and Evaluation Unit  Link: https://tinyurl.com/MEDDataRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan QR code and accomplish the MED Data Request Form.	1.1. Check if all the required information in the MED Data Request Form has been	None	15 minutes	Project Evaluation Officer (PEO) I PEO II

	accomplished by the client/ requestor.			
1.2.	Based on the accomplished MED Data Request Form, the assigned M&EU personnel shall check the availability and process the requested data. 1.2.1. In case the requested data is not yet approved or available, reply using the standard response and attach the latest approved data in the email.	None	10 minutes	PEO I PEO II
1.3.	Prepare and submit the data request to the Supervisor for review and clearance. 1.3.1. Once the requested data is available, it will be sent through the provided email address.	None	7 hours	PEO I PEO II
1.4.	Review correctness and completeness of requested data and endorse the same to Division Chief for final approval.	None	1 day	PEO I PEO II
1.5.	Review and	None	1 day	PEO III

		approve the data request.			PEO IV
2. Check the completeness of the requested data and accomplish the Data Request Client Evaluation Form.	2.1.	Provide the requested data, including the Data Request Evaluation Form through email.	None	10 minutes	PEO I PEO II
	2.2.	File the following: a. Data Request Form b. Accomplished Data Request Client Evaluation Form	None	15 minutes	PEO I
	2.3.	Record the transaction in the Data Request Log Sheet.	None	10 minutes	PEO I
TOTAL		None	3 days		

2. Data Request on Philippine Identification System for Latest Approved Disaggregated Data

This process will provide the requesting party with the latest approved disaggregated data and updates on the implementation of PhilSys, particularly on registration. The disaggregation may be in terms of provincial, city/municipal level, and on the period of the data (i.e., daily, weekly, monthly, annually). The indicators for this data request include the Registration and PhilID Issuance (i.e., PSN Generation, Cards Dispatched, Cards Delivered, Issued Printed ePhilID, Downloaded ePhilID, etc.).

Office/Division	Monitoring and Evaluation Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government G2C – Government to Client			
Who may avail:	PSA Offices/Services/Divisions/Units Government offices Business entities			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished MED Data Request Form: a. Requestor Information a.1. Name a.2. Office/Service/Division a.3. Office E-mail Address a.4. Contact Number b. Data Request b.1. Specific Data Request b.2. Format b.3. Purpose b.4. Reference Period b.5. Scope of Use b.6. Other relevant information on the request		Monitoring and Evaluation Division – Monitoring and Evaluation Unit  Link: https://tinyurl.com/MEDDataRequestForm		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan QR code and accomplish the MED Data Request Form.	1.1. Check if all the required information in the MED Data Request Form has been accomplished by the client/requestor.	None	30 minutes	Project Evaluation Officer (PEO) I PEO II
	1.2. Based on the accomplished MED Data Request Form, the assigned	None	30 minutes	PEO I PEO II

	<p>M&EU personnel shall check the availability and process the requested data.</p> <p>1.2.1. In case the requested data is not yet approved or available, reply using the standard response and attach the latest approved data in the email; and</p> <p>1.2.1.1. Once the requested data is available, it will be sent through the provided email address.</p> <p>1.2.2. In case the requested data is not readily available in MED, the assigned M&EU personnel shall endorse the said request to the Subject Matter Division/s (SMD/s).</p>			
	<p>1.3. Prepare and submit the data request to the Supervisor for review and clearance.</p>	None	1 day and 2 hours	PEO I PEO II

	1.4. Review correctness and completeness of requested data and endorse the same to Division Chief for final approval.	None	3 days	PEO I PEO II PEO III
	1.5. Review and approve the data request.	None	1 day and 4 hours	PEO III PEO IV
	1.6. Check if all the required information has been provided in the Data Request Form.	None	1 day	PEO V
2. Check the completeness of the requested data and accomplish the Data Request Client Evaluation Form.	2.1. Send the e-copy of the data request, including the Data Request Evaluation Form.	None	30 minutes	PEO I PEO II
	2.2. Track the following: a. Data Request Form b. Accomplished Data Request Client Evaluation Form	None	15 minutes	PEO I
	2.3. Record the transaction in the Data Request Log Sheet.	None	15 minutes	PEO I
TOTAL		None	7 days	



USE CASE DEVELOPMENT AND MANAGEMENT SERVICE

SOCIAL PROTECTION USE CASES DIVISION

1. Responding to Inquiries and Concerns of Relying Parties Regarding PhilSys Authentication Services and Regulatory On-Boarding of Social Protection Programs/Agencies

This process involves responding to inquiries and concerns of the interested relying parties or agencies that provide social protection services regarding their integration with PhilSys and Authentication Services.

Office/Division	Social Protection Use Cases Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business			
Who may avail:	Government or Private entities with Social Protection Programs			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Email message to the email address spucd.staff@psa.gov.ph 2. Viber message 3. Short Message Service (SMS) 4. Call		Requesting Government or Private entities/Individuals with Social Protection concerns		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send queries/concerns.	1.1. Acknowledge the concerns received.	None	4 hours	Project Development Assistant/ Information System Analyst I/ Project Development Officer I/II/III/V
	1.2. Forward the concerns to the Division Focal/Chief.	None	2 days	Division Chief/ Information System Analyst I/ Project Development Officer I/II/III
	1.3. Preparation and approval of response.			
2. Receive the response.	2.1. Respond to the concerns of the requesting party.	None	4 hours	Project Development Assistant/ Information System Analyst I/ Project Development Officer I/II/III/V



TOTAL	None	3 days
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GOVERNMENT SERVICE USE CASES DIVISION

1. Review of PhilSys Integration Implementation Plan (PIIP)

Section 1(c) of Memorandum Circular (MC) No. 95, series of 2022 states that all Covered Agencies are to develop a 2-year work plan of indicating the activities to be covered as part of the integration with PhilSys, the timelines to fully implement said integration, the responsible units therefore, and the budget for the same.

The Government Service Use Cases Division (GSUCD) is mandated to monitor, review, and store the submission of PhilSys Integration Implementation Plans (PIIP) from Covered Agencies.

a. Review of PIIP received via Email

Office/Division	Government Service Use Cases Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All government agencies, instrumentalities, departments, bureaus, offices, local government units, government-owned and controlled corporations, state universities and colleges (Covered Agencies) stated in MC No. 95, s. 2022			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished PIIP template signed by the Head of Agency		GSUCD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished PIIP via email to gsucd.staff@psa.gov.ph	1.1. Acknowledge receipt of the accomplished PIIP.	None	5 minutes	Project Development Assistant
	1.2. Endorse the received PIIP to Information Systems Analyst I for review.			
	1.3. Check completeness of information and presence of signature (if incomplete or lacking signature/s, notify the Covered Agency).	None	4 days	Information Systems Analyst I

	1.4. Send acceptance notice and Quarterly Status Report template to successful Covered Agency.			
	1.5. Log successful completion of PIIP in online monitoring log.	None	5 minutes	Information Systems Analyst I
	1.6. Upload the PIIP in the GSUCD cloud storage for filing.			
2. Receive acceptance notice and Quarterly Status Report template.	2.1. Send Customer Satisfaction Feedback Form to successful Covered Agency.	None	2 minutes	Information Systems Analyst I
3. Receive and accomplish Customer Satisfaction Feedback Form.	3.1. Receive accomplished Customer Satisfaction Feedback Form. 3.2. Record result of Customer Satisfaction Feedback Form.	None	2 minutes	Information Systems Analyst I
TOTAL		None	4 days and 14 minutes	

b. Review of PIIP received via Courier Mail

Office/Division	Government Service Use Cases Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All government agencies, instrumentalities, departments, bureaus, offices, local government units, government-owned and controlled corporations, state universities and colleges (Covered Agencies) stated in MC No. 95, s. 2022			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished PIIP template signed by the Head of Agency		GSUCD		
2. Valid ID/Registration Card		Government Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Send accomplished PIIP via courier mail.	1.1. Receive accomplished PIIP delivered via courier.	None	7 minutes	Project Development Assistant
	1.2. Provide acknowledge-me nt receipt to courier.			
	1.3. Endorse the received PIIP to Information Systems Analyst I for review.			
2. Provide accomplished PIIP of Covered Agency.	2.1. Check for completeness of information and presence of signature (if incomplete or lacking signature/s, notify the Covered Agency).	None	4 days	Information Systems Analyst I
	2.2. Send acceptance notice and Quarterly Status Report template to successful Covered Agency via contact information provided.			
	2.3. Log successful completion of PIIP in online monitoring log.	None	10 minutes	Information Systems Analyst I
	2.4. Scan the submitted PIIP and upload on GSUCD cloud storage for filing.			
3. Receive acceptance notice and Quarterly Status Report template.	3.1. Send Customer Satisfaction Feedback Form to successful Covered Agency via contact information provided.	None	2 minutes	Information Systems Analyst I

4. Receive and accomplish Customer Satisfaction Feedback Form	4.1. Receive accomplished Customer Satisfaction Feedback Form. 4.2. Record result of Customer Satisfaction Feedback Form.	None	2 minutes	Information Systems Analyst I
TOTAL		None	4 days and 21 minutes	

c. Review of PIIP received via Walk-in Representative of Covered Agency

Office/Division	Government Service Use Cases Division			
Classification:	Complex			
Type of Transaction:	G2G - Government-to-Government			
Who may avail:	All government agencies, instrumentalities, departments, bureaus, offices, local government units, government-owned and controlled corporations, state universities and colleges (Covered Agencies) stated in MC No. 95, s. 2022			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished PIIP template signed by the Head of Agency		GSUCD		
2. Valid ID/Registration Card		Government Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Security Guard's logbook and surrender Valid ID/ Registration Card (Centris Cyberpod 5 lobby).	1.1. SG issues visitor's pass.	None	2 minutes	Security Guard
2. Proceed to the 12th floor Centris Cyberpod 5 and register at the logbook and deliver the accomplished PIIP.	2.1. Assist the representative of the Covered Agency and receive accomplished PIIP. 2.2. Provide Acknowledge-me nt receipt to	None	7 minutes	Project Development Assistant

	representative of Covered Agency.			
	2.3. Endorse the received PIIP to Information Systems Analyst I for review.			
3. Return to Centris Cyberpod 5 lobby and surrender visitor's pass to SG.	3.1. Return surrendered ID/ Registration Card and claim visitor's pass.	None	2 minutes	Security Guard
4. Receive Acknowledge-me nt Receipt.	4.1. Check for completeness of information and presence of signature (if incomplete or lacking signature/s, notify the Covered Agency). 4.2. Send acceptance notice and Quarterly Status Report template to successful Covered Agency via contact information provided.	None	4 days	Information Systems Analyst I
	4.3. Log successful completion of PIIP in online monitoring log. 4.4. Scan submitted PIIP and upload the PIIP and save on the GSUCD cloud storage for filing.	None	10 minutes	Information Systems Analyst I
5. Receive the acceptance notice and Quarterly Status Report template.	5.1. Send Customer Satisfaction Feedback Form to Covered Agency via contact information provided.	None	2 minutes	Information Systems Analyst I
6. Receive and accomplish	6.1. Receive accomplished	None	2 minutes	Information Systems Analyst I



Customer Satisfaction Feedback Form	Customer Satisfaction Feedback Form. 6.2. Record result of Customer Satisfaction Feedback Form.			
TOTAL		None	4 days and 25 minutes	

FINANCIAL AND PRIVATE SECTOR USE CASES DIVISION

1. Provision of PhilSys Check Public Key and Documentation for QR Code Scanner to the Interested Relying Parties

Interested Relying Parties (RP) may request a copy of the PhilSys ✓ (read as Check) Public Key and Documentation for Quick Response (QR) code scanner to be able to create their authentication application system. Using this, RPs can authenticate their client's presented PhilID card and formats of ePhilID (printed and downloadable) through the digital signature included in its PSA-issued QR code.

Office/Division	Financial and Private Sector Use Cases Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities Private and Financial Institutions Business Sector			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
1. Accomplished Authorization Letter template 2. Accomplished Sign-up Form (via Google Form) 3. Accomplished Non-Disclosure Agreement (NDA)	Template and link shall be provided by the Financial and Private Sector Use Cases Division			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request, with attached accomplished sign-up form, NDA, and signed authorization letter for the PhilSys ✓ Public Key and Documentation of the QR Code Scanner.	1.1. Receive and acknowledge the accomplished sign-up form, NDA, and the signed authorization letter template. 1.2. Check submitted documents if compliant. 1.3. If compliant, endorse an accomplished NDA to the	None	1 day	Project Development Officer I

	<p>authorized representatives (for approval).</p> <p>Note: If non-compliant, return the NDA to RP and notify them of the results for appropriate action.</p>			
	<p>1.4. Receive the signed and approved NDA from the authorized representatives for notarization.</p> <p>1.5. If the NDA is already notarized, provide the PhilSys ✓ Public Key and QR Code Documentation to the client along with the CSS.</p>	None	1 day	Project Development Officer II
2. Receive the PhilSys ✓ Public Key and Documentation of QR Code together with the Customer Satisfaction Survey (CSS).	2.1. Receive and record the accomplished CSS to the repository.	None	1 day	Project Development Officer I
TOTAL		None	3 days	

PHILSYS ADVOCACY UNIT

1. Conduct of Advocacy Activities for the Relying Parties

The Philippine Identification System (PhilSys) aims to provide a valid proof of identity for all citizens and resident aliens as a means of having access to public and private services and simplifying the identity verification for the transactions, which in turn accelerates the digital transformation of service delivery.

The PhilSys, through the Use Case Development and Management Service (UCDMS) - PhilSys Advocacy Unit (PAU) conducts advocacy activities, such as webinars, Training of Trainers (ToT), and Information, Education, and Communication (IEC) campaign, to provide information on the salient features of the Republic Act No. 11055 or PhilSys Act of 2018, PhilSys authentication services, and the onboarding procedures for the Relying Parties (RP).

The implementation of the PhilSys advocacy activities will result into the familiarization of the RPs on the PhilSys services, recognition of Philippine Identification (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	Use Case Development and Management Service (UCDMS)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
Who may avail:	All government agencies, Local Government Units, Government-owned and Controlled Corporation, and Private Sector			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Formal request letter		The RP may write a letter request addressed to the Assistant National Statistician (ANS) of the UCDMS at the 12/F PSA Office, Centris Cyberpod 5, Diliman, Quezon City, or through email at ucdms.staff@psa.gov.ph or philsys.advocacy@psa.gov.ph with the subject: Request for Assistance in Conducting the activity (insert the type of PhilSys Advocacy Activities, i.e. webinar, IEC campaign, or ToT).		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The RP sends the formal request letter to: PhilSys Registry Office 12/F PSA Office, Centris Cyberpod 5, Diliman, Quezon City or email at ucdms.staff@psa.gov.ph .	1.1. The PAU staff receives the formal request letter.	None	None	Relying Party
	1.2. The PAU schedules a meeting with the	None	1 day	UCDMS-PAU PDO IV PDO III

gov.ph or philsys. advocacy@psa.gov.ph.	RP to discuss the following: <ul style="list-style-type: none"> a. Type of activity (face-to-face, webinar, and other advocacy activity) b. Proposed date and time of activity c. Tasks /Delegations d. Topics to be discussed e. Identifying participants f. Other requirements related to the activity 			PDO II PDO I
2. The RP decides if they will proceed with the advocacy activity based on the agreed date.	<ul style="list-style-type: none"> 2.1. The PAU will prepare for the implementation of the advocacy activity. 2.2. The PAU prepares the following for the implementation of the advocacy activity: <ul style="list-style-type: none"> a. online registration materials (if online) b. program materials c. technical (i.e. online conference application) d. Other logistical requirements. 	None	3 days	PAU PDO III PDO II PDO I
	2.3. The PAU sends the online registration form to the RP.	None	1 day	PDO I PDA

3. The RP distributes the online registration form to its target participants. The target participants accomplish the online registration form before the targeted deadline.	3.1. The PAU sends the calendar invitation with the online conference application link to the registered participants and resource persons.	None	1 day	Relying Party PDO I
4. The RP attends the advocacy activity.	4.1. The PAU conducts the requested advocacy activity. 4.2. Consolidation of the evaluation forms and Post-Activity Report.	None	1 day	PDO III PDO II PDO I
TOTAL		None	7 days	

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 .
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ul style="list-style-type: none"> a. Suggestion box b. Email info@psa.gov.ph and info@philsys.gov.ph c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) <p>To facilitate efficient, effective and timely response from PhilSys Registry Office and Fraud Management Division, make sure that the following information are provided:</p> <ol style="list-style-type: none"> 1. Name of the application being complained 2. Incident- Brief Summary of the complaint 3. Evidence-Proof or Evidence to Support the Complaint 4. Date and place of incident <p>For inquiries and follow-up, clients may contact PhilSys Registry Office and Fraud Management Division from the contact information given.</p>
How complaints are processed	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there be a need for more information or clarification.</p>

FEEDBACK AND COMPLAINTS MECHANISM

	<p>The project/unit shall prepare a report on the incident and will send the reply to the client, cc the PhilSys Registry Office and Fraud Management Division.</p>
Contact Information of CCB, PCC, ARTA	<p>ANTI RED TAPE AUTHORITY (ARTA) Website: arta.gov.ph Email: complaints@arta.gov.ph Call: 8478-5091 8478-5099</p> <p>CONTACT CENTER NG BAYAN (CCB) Website: contactcenterngbayan.gov.ph Email: email@contactcenterngbayan.gov.ph Call: 1-6565 Text: 09088816565</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC) Email: pcc@malacanang.gov.ph Call: 8736-8645 8736-8603 8736-8629 8736-8621 Fax: 8736-8621</p> <p>8888 CITIZENS' COMPLAINT CENTER Call/Text: 8888</p>





SECTORAL STATISTICS OFFICE

EXTERNAL SERVICES



MACROECONOMIC ACCOUNTS SERVICE

MACROECONOMIC ACCOUNTS SERVICE

1. Generates and disseminates macroeconomic accounts and economic statistics/indicators not on the PSA website for emailed data/product request

The Macroeconomic Accounts Service (MAS) generates and disseminates macroeconomic accounts and economic indicators on the PSA website. It also provides assistance to researchers who emailed related or specific data/product needs, other than those which can be found on the website.

Office/Division	All Divisions of MAS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Researcher's email of data/product request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email of data/product request to: mas.staff@psa.gov.ph copy furnished info@psa.gov.ph	1.1 Acknowledge receipt of the client's email of data/product request	None	2 minutes	Statistical Analyst Administrative Assistant II Administrative Assistant I Macroeconomic Accounts Service
	1.2 Assess the data/product request and refer it to the division which should handle it	None	5 minutes	Statistical Analyst Administrative Assistant II Administrative Assistant I Macroeconomic Accounts Service
	1.3 Assess the availability of the data/product requested	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
2. Wait for the approval and release of	2.1 Prepare the data/product for release if data/product	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist

data/product requested	requested is readily available			Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	2.2 Inform client that data/product requested need special processing/tabulation thus will be released after 1 day; will be emailed/ pick-up depending on the volume of data/product	None	2 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	2.3 Generate the data/product requested	None	1 day	
	2.4 Forward the request for unpublished data/product to ONS for approval cc Information Center Central Office	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	2.5 Generate the data/product requested once approved by NS	None	1 day	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	2.6 Submit generated data/product requested to ONS for clearance of release	None	5 minutes	
	2.7 Inform client that data/product requested will be emailed or for pick-up if voluminous	None	2 minutes	
	3.0 Release the data/product requested (hard copy or e-copy depending on the volume of data/product)	None	5 minutes	Statistical Analyst Administrative Assistant II Administrative Assistant I Macroeconomic Accounts Service
3. Receive and acknowledge the data/product requested	4.0 Ask the client to fill out the Feedback Form thru email	None	2 minutes	Statistical Analyst Administrative Assistant II Administrative Assistant I
4. Fill out the Feedback Form				

			Macroeconomic Accounts Service
TOTAL	None		2 days, 43 minutes

2. Generates and disseminates macroeconomic accounts and economic statistics/indicators not on the PSA website for data/product request through phone

The Macroeconomic Accounts Service (MAS) generates and disseminates macroeconomic accounts and economic indicators on the PSA website. It also provides assistance to researchers who requested through phone related or specific data/product needs, other than those which can be found on the website.

Office/Division	All Divisions of MAS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government]			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Specifics of data/product requested				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call MAS telephone number: 83761996	1.1 Receive call	None	2 minutes	Statistical Analyst Administrative Assistant II Administrative Assistant I Macroeconomic Accounts Service
	1.2 Assess the data/product request and refer it to the division which should handle it	None	5 minutes	Statistical Analyst Administrative Assistant II Administrative Assistant I Macroeconomic Accounts Service
	1.3 Assess the availability of the data/product requested	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
2. Wait for the approval and release of data/product requested	2.1 Prepare the data/product for release if data/product requested is readily available	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service

	2.2 Inform client that data/product requested need special processing/tabulation thus will be released after 1 day; will be emailed/ pick-up depending on the volume of data/product	None	2 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	2.3 Generate the data/product requested	None	1 day	
	2.4 Forward the request for unpublished data/product to ONS for approval cc Information Center Central Office	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	2.5 Generate the data/product requested once approved by NS	None	1 day	
	2.6 Submit generated data/product requested to ONS for clearance of release	None	5 minutes	
	2.7 Inform client that data/product requested will be emailed or for pick-up if voluminous	None	2 minutes	
3. Receive and acknowledge the data/product requested	3.0 Release the data/product requested (hard copy or e-copy depending on the volume of data/product)	None	5 minutes	Statistical Analyst Administrative Assistant II Administrative Assistant I Macroeconomic Accounts Service
4. Fill out the Feedback Form	4.0 Ask the client to fill out the Feedback Form thru email	None	2 minutes	Statistical Analyst Administrative Assistant II Administrative Assistant I Macroeconomic Accounts Service
TOTAL		None	2 days, 43 minutes	



3. Generates and disseminates macroeconomic accounts and economic statistics/indicators not on the PSA website for walk-in researchers

The Macroeconomic Accounts Service (MAS) generates and disseminates macroeconomic accounts and economic indicators on the PSA website. It also provides assistance to researchers who emailed related or specific data/product needs, other than those which can be found on the website.

Office/Division	All Divisions of MAS			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government]			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Visitor's Pass	2. Researcher's letter of data/product request	Ground Floor, 23-Storey Building PSA Complex East Avenue, Diliman, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the guard on duty in MAS reception area at 21 st Floor to inform and register in the Visitor's Log Sheet the purpose of visit	1.0 Refer the client to the Office of the Assistant National Statistician (OANS) of MAS	None	2 minutes	Statistical Analyst Administrative Assistant II Administrative Assistant I Macroeconomic Accounts Service
2. Proceed to OANS of MAS	2.0 Assess the data/product request and refer the client to the division which should handle it	None	5 minutes	Statistical Analyst Statistical Specialist I Macroeconomic Accounts Service
3. Proceed to the concerned division and log the data to be requested	3.0 Assess the availability of the data/product requested	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
4. Wait for the approval and	4.1 Prepare the data/product for	None	10 minutes	Statistical Analyst Statistical Specialist I

release of data/product requested	release if data/product requested is readily available			Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	4.2 Inform client that data/product requested need special processing/tabulation thus will be released after 1 day; will be emailed/ pick-up depending on the volume of data/product	None	2 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	4.3 Generate the data/product requested	None	1 day	
	4.4 Forward the request for unpublished data/product to ONS for approval cc Information Center Central Office	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II Senior Statistical Specialist Supervising Statistical Specialist Chief Statistical Specialist Macroeconomic Accounts Service
	4.5 Generate the data/product requested once approved by NS	None	1 day	
	4.6 Submit generated data/product requested to ONS for clearance of release	None	5 minutes	
	4.7 Inform client that data/product requested will be emailed or for pick-up if voluminous	None	2 minutes	
5. Receive and acknowledge the data/product requested	5.0 Release the data/product requested (hard copy or e-copy depending on the volume of data/product)	None	5 minutes	Statistical Analyst Administrative Assistant II Administrative Assistant I Macroeconomic Accounts Service
6. Fill out the Feedback Form	6.0 Ask the client to fill out the Feedback	None	2 minutes	Statistical Analyst Administrative

	Form (personally or thru email)			Assistant II Administrative Assistant I Macroeconomic Accounts Service
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TOTAL	None	2 days, 43 minutes
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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
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ul style="list-style-type: none"> a. Suggestion box b. Email info@psa.gov.ph and mas.staff@psa.gov.ph c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) <p>To facilitate efficient, effective, and timely response from mas.staff@psa.gov.ph, make sure that the following information are provided:</p> <ol style="list-style-type: none"> 1. Name of the application being complained 2. Incident- Brief Summary of the complaint 3. Evidence-Proof or Evidence to Support the Complaint 4. Date and place of incident <p>For inquiries and follow-up, clients may contact mas.staff@psa.gov.ph from the contact information given.</p>
How complaints are processed	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there be a need for more information or clarification.</p> <p>The project/unit shall prepare a report on the incident and will send the reply to the client, cc the mas.staff@psa.gov.ph</p>

FEEDBACK AND COMPLAINTS MECHANISM

Contact Information of CCB, PCC, ARTA	<p>ANTI RED TAPE AUTHORITY (ARTA)</p> <p>Website: arta.gov.ph Email: complaints@arta.gov.ph Call: 8478-5091 8478-5099</p> <p>CONTACT CENTER NG BAYAN (CCB)</p> <p>Website: contactcenterngbayan.gov.ph Email: email@contactcenterngbayan.gov.ph Call: 1-6565 Text: 09088816565</p> <p>PRESIDENTIAL COMPLAINT CENTER (PCC)</p> <p>Email: pcc@malacanang.gov.ph Call: 8736-8645 8736-8603 8736-8629 8736-8621</p> <p>Fax: 8736-8621</p> <p>8888 CITIZENS' COMPLAINT CENTER</p> <p>Call/Text: 8888</p>
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ECONOMIC SECTOR STATISTICS SERVICE

ECONOMIC SECTOR STATISTICS SERVICE

Simple Data Request

1. Request for Printed Copy of Readily Available Unpublished Data for Walk-in Researcher

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

Office/Division	All Divisions of ESSS			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business Entity G2G - Government-to-Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished two (2) Data Request Form		1. ESSS Subject Matter Division (SMD)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security at 17th Floor PSA 23-Storey Building	1.1 Request the researcher to sign in the Logbook	None	None	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS)	None	None	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request	None	None	Assistant Statistician
	1.4 Assist the researcher to the concerned Division	None	None	Assistant Statistician
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Provide the researcher to accomplish two copies of Data Request Form	None	10 minutes	Statistician Aide Assistant Statistician
	2.2 Check if all the required information are provided by the researcher.	None	5 minutes	Statistician Aide Assistant Statistician
	2.3 Indicate the release date and time of the requested data in the	None	5 minutes	Statistician Aide Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	form and provide one (1) copy to the researcher. Inform the researcher to present this to get his/her data request.			
	2.4 Hand over the other copy of the Data Request Form to the concerned technical staff who will prepare the request.	None	3 minutes	Statistician Aide Assistant Statistician
	2.5 Prepare the requested data and check for correctness and completeness	None	2 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.6 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Review correctness and completeness of requested data.	None	30 minutes	Senior Statistical Specialist Supervising Statistical Specialist
	2.8 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist Supervising Statistical Specialist
	2.9 Review/ Approve the Data Request	None	30 minutes	Division Chief
3. Present the duplicate copy of the Data Request Form to get the printed copy of the request	3.1 Photocopy/ Scan the approved/ signed data	None	15 minutes	Statistician Aide Assistant Statistician
	3.2 Provide the researcher with the original copy of the signed data request	None	2 minutes	Statistician Aide Assistant Statistician
	3.3 Record the transaction in the Data Request Logbook	None	5 minutes	Statistician Aide Assistant Statistician
4. Accomplish the Acknowledgement Receipt Form and Feedback Form	4.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistician Aide Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Provide ITDS-KMCD with scanned copies of the following: <ul style="list-style-type: none"> ● Data Request Form ● Acknowledgement Receipt Form ● Feedback Form 	None	None	Statistician Aide Assistant Statistician
	4.3 File the following: <ul style="list-style-type: none"> ● Data Request Form ● Acknowledgement Receipt Form ● Signed copy of the data request (photocopy) ● Feedback Form 	None	None	Statistician Aide Assistant Statistician
TOTAL		None	4 hours, 5 minutes	

2. Request for an Electronic Copy of Readily Available Unpublished Data for Walk-in Researcher

Walk-in researcher needs softcopy of data that are not posted in the PSA website, but the data is available in the Service.

Office/Division	All Divisions of ESSS			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business Entity G2G - Government-to-Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished two (2) Data Request Form		1. ESSS Subject Matter Division (SMD)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security at 17th Floor PSA 23-Storey Building	1.1 Request the researcher to sign in the Logbook	None	None	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS)	None	None	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request	None	None	Assistant Statistician
	1.4 Assist the researcher to the concerned Division	None	None	Assistant Statistician
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Provide the researcher to accomplish two copies of Data Request Form	None	10 minutes	Statistician Aide Assistant Statistician
	2.2 Check if all the required information are provided by the researcher.	None	5 minutes	Statistician Aide Assistant Statistician
	2.3 Indicate the release date and time of the requested data in the form and provide one (1) copy to the researcher. Inform the researcher to present this to get his/her data request.	None	5 minutes	Statistician Aide Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Hand over the other copy of the Data Request Form to the concerned technical staff who will prepare the request.	None	3 minutes	Statistician Aide Assistant Statistician
	2.5 Prepare the requested data and check for correctness and completeness	None	2 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.6 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Review correctness and completeness of requested data.	None	30 minutes	Senior Statistical Specialist Supervising Statistical Specialist
	2.8 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist Supervising Statistical Specialist
	2.9 Review/ Approve the Data Request	None	30 minutes	Division Chief
	2.10 Send the e-copy of the data request to the email address of the researcher indicated in the Data Request Form, including the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
3. Present the duplicate copy of the Data Request Form to get the printed copy of the request	3.1 Photocopy/ Scan the approved/ signed data	None	15 minutes	Statistician Aide Assistant Statistician
	3.2 Provide the researcher with the original copy of the signed data request	None	2 minutes	Statistician Aide Assistant Statistician
	3.3 Record the transaction in the Data Request Logbook	None	5 minutes	Statistician Aide Assistant Statistician
4. Accomplish the Acknowledgement	4.1 Require the researcher to accomplish the	None	10 minutes	Statistician Aide Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receipt Form and Feedback Form	Acknowledgement Receipt Form and Feedback Form			
	4.2 Provide ITDS-KMCD with scanned copies of the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Feedback Form 	None	None	Statistician Aide Assistant Statistician
	4.3 File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	None	Statistician Aide Assistant Statistician
TOTAL		None	4 hours, 15 minutes	

3. Request for an Electronic Copy of Readily Available Unpublished Data Through Email

The researcher sent through email the request for data that are unpublished in the PSA website, but the data is available in the Service.

Office/Division	All Divisions of ESSS
Classification:	Simple
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business Entity G2G - Government-to-Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Request Letter Addressed to CLAIRES DENNIS S. MAPA, PhD Undersecretary National Statistician and Civil Registrar General 23 rd Flr., PSA New Bldg., PSA Complex, East Ave., Diliman, Quezon City 1101	
2. Accomplished Data Request Form	ESSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to concerned SMD addressed to NSCRG	1.1 Acknowledge receipt of the data request by sending the Data Request Form	None	2 minutes	Assistant Statistician
2. Accomplish the Data Request Form and send back to PSA	2.1 Acknowledge receipt of the Data Request Form	None	2 minutes	Assistant Statistician
	2.2 Check if all the required information are provided by the researcher.	None	3 minutes	Assistant Statistician
	2.3 Assess which concerned division should handle the query/data request	None	5 minutes	Assistant Statistician
	2.4 Forward researcher's email to the concerned division including the Data Request Form, copy furnished the researcher and ITDS-KMCD to inform them about the data	None	15 minutes	Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request.			
	2.5 Acknowledge receipt of the data request copy furnished the researcher. Indicate in the email the latest date and time the data will be sent.	None	5 minutes	Statistician Aide Assistant Statistician
	2.6 Assess and evaluate the data request.	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Prepare the requested data and check for correctness and completeness	None	2 hours	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.8 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.9 Review correctness and completeness of requested data.	None	1 hour	Senior Statistical Specialist Supervising Statistical Specialist
	2.10 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist Supervising Statistical Specialist
	2.11 Review/ Approve the Data Request and send back to technical staff to be sent to the researcher	None	30 minutes	Division Chief
	2.10 Send the e-copy of the data request to the email address of the researcher indicated in the Data Request Form, including the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.11 Record the transaction in the Data Request Logbook	None	5 minutes	Statistician Aide Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accomplish and send back the Acknowledgement Receipt Form and Feedback Form	3.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistician Aide
	3.2 Provide ITDS-KMCD with soft copies of the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Feedback Form 	None	None	Statistician Aide
	3.3 Print and File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	None	Statistician Aide
TOTAL		None	4 hours, 47 minutes	

4. Request for Data Readily Available at PSA Website (Walk-in)

Walk-in researcher needs data that are available in the PSA website.

Office/Division	All Divisions of ESSS			
Classification:	Simple			
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business Entity G2G - Government-to-Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished two (2) Data Request Form		ESSS Subject Matter Division (SMD)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security at 17th Floor PSA 23-Storey Building	1.1 Request the researcher to sign in the Logbook	None	None	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS)	None	None	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request	None	None	Assistant Statistician
	1.4 Assist the researcher to the concerned Division	None	None	Assistant Statistician
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Provide the researcher to accomplish two copies of Data Request Form	None	10 minutes	Statistician Aide Assistant Statistician
	2.2 Check if all the required information are provided by the researcher.	None	5 minutes	Statistician Aide Assistant Statistician
	2.3 Search the data in PSA Website	None	30 minutes	Statistician Aide Assistant Statistician
	2.3 Write down in both forms the website link where the data is available.	None	5 minutes	Statistician Aide Assistant Statistician
3. Accomplish the Acknowledgement Receipt Form and	3.1 Require the researcher to accomplish the Acknowledgement	None	10 minutes	Statistician Aide Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Feedback Form	Receipt Form and Feedback Form			
	3.2 Provide ITDS-KMCD with scanned copies of the following: • Data Request Form • Acknowledgement Receipt Form • Feedback Form	None	None	Statistician Aide Assistant Statistician
	3.3 File the following: • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form	None	None	Statistician Aide Assistant Statistician
TOTAL		None	1 hour	

5. Request for Data Readily Available at PSA Website Through Email

The researcher sent through email the request for data that are published in the PSA website.

Office/Division	All Divisions of ESSS		
Classification:	Simple		
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business Entity G2G - Government-to-Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:		
1. Request Letter Addressed to CLAIRES DENNIS S. MAPA, PhD Undersecretary National Statistician and Civil Registrar General 23 rd Flr., PSA New Bldg., PSA Complex, East Ave., Diliman, Quezon City 1101			
2. Accomplished Data Request Form	ESSS Subject Matter Division (SMD)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to concerned SMD addressed to NSCRG	1.1 Acknowledge receipt of the data request by sending the Data Request Form	None	2 minutes	Assistant Statistician
2. Accomplish the Data Request Form and send back to PSA	2.1 Acknowledge receipt of the Data Request Form	None	2 minutes	Assistant Statistician
	2.2 Check if all the required information are provided by the researcher.	None	3 minutes	Assistant Statistician
	2.3 Assess which concerned division should handle the query/data request	None	5 minutes	Assistant Statistician
	2.4 Forward researcher's email to the concerned division including the Data Request Form, copy furnished the researcher and ITDS-KMCD to inform them about the data	None	15 minutes	Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request.			
	2.5 Acknowledge receipt of the data request copy furnished the researcher.	None	5 minutes	Statistician Aide Assistant Statistician
	2.6 Search the data in PSA website	None	30 minutes	Statistician Aide Assistant Statistician
	2.7 Write down in the Data Request Form the website link where the data is available and send it to the researcher together with the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistician Aide Assistant Statistician
	2.8 Record the transaction in the Data Request Logbook	None	5 minutes	Statistician Aide Assistant Statistician
3. Accomplish and send back the Acknowledgement Receipt Form and Feedback Form	3.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistician Aide
	3.2 Provide ITDS-KMCD with soft copies of the following: • Data Request Form • Acknowledgement Receipt Form • Feedback Form	None	None	Statistician Aide
	3.3 Print and File the following: • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form	None	None	Statistician Aide
TOTAL		None	1 hour, 27 minutes	

Complex Data Request

1. Request for Printed Copy of Available Unpublished Data but Needs Additional Process to Provide the Data for Walk-in Researcher

The walk-in researcher needs printed copy of specific data that requires more time to generate. The requested data are not posted in the PSA website but available in the Service.

Office/Division	All Divisions of ESSS			
Classification:	Complex			
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business Entity G2G - Government-to-Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished two (2) Data Request Form		1. ESSS Subject Matter Division (SMD)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security at 17th Floor PSA 23-Storey Building	1.1 Request the researcher to sign in the Logbook	None	None	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS)	None	None	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request	None	None	Assistant Statistician
	1.4 Assist the researcher to the concerned Division	None	None	Assistant Statistician
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Provide the researcher to accomplish two copies of Data Request Form	None	10 minutes	Statistician Aide Assistant Statistician
	2.2 Check if all the required information are provided by the researcher.	None	5 minutes	Statistician Aide Assistant Statistician
	2.3 Indicate the release date and time of the requested data in the form and provide one (1) copy to the	None	5 minutes	Statistician Aide Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	researcher. Inform the researcher to present this to get his/her data request.			
	2.4 Hand over the other copy of the Data Request Form to the concerned technical staff who will prepare the request.	None	3 minutes	Statistician Aide Assistant Statistician
	2.5 Prepare and analyze the requested data based on the specific output needed by the requester and check for correctness and completeness.	None	4 days	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.6 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Review correctness and completeness of requested data.	None	3 hours	Senior Statistical Specialist Supervising Statistical Specialist
	2.8 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist Supervising Statistical Specialist
	2.9 Review/ Approve the Data Request	None	2 hours	Division Chief
3. Present the duplicate copy of the Data Request Form to get the printed copy of the request	3.1 Photocopy/ Scan the approved/ signed data	None	15 minutes	Statistician Aide Assistant Statistician
	3.2 Provide the researcher with the original copy of the signed data request	None	2 minutes	Statistician Aide Assistant Statistician
	3.3 Record the transaction in the Data Request Logbook	None	5 minutes	Statistician Aide Assistant Statistician
4. Accomplish the Acknowledgement Receipt Form and Feedback Form	4.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistician Aide Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Provide ITDS-KMCD with scanned copies of the following: <ul style="list-style-type: none"> ● Data Request Form ● Acknowledgement Receipt Form ● Feedback Form 	None	None	Statistician Aide Assistant Statistician
	4.3 File the following: <ul style="list-style-type: none"> ● Data Request Form ● Acknowledgement Receipt Form ● Signed copy of the data request (photocopy) ● Feedback Form 	None	None	Statistician Aide Assistant Statistician
TOTAL		None	4 days, 6 hours, 5 minutes	

2. Request for an Electronic Copy of Available Unpublished Data but Needs Additional Process to Provide the Data for Walk-in Researcher

The walk-in researcher requests for a specific data output in e-copy that requires more time to generate. The requested data are not posted in the PSA website but available in the Service.

Office/Division	All Divisions of ESSS
Classification:	Complex
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business Entity G2G - Government-to-Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Accomplished two (2) Data Request Form	2. ESSS Subject Matter Division (SMD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PSA's Security at 17th Floor PSA 23-Storey Building	1.1 Request the researcher to sign in the Logbook	None	None	Security Guard on Duty
	1.2 Assist the researcher to the Office of the Assistant National Statistician (OANS)	None	None	Security Guard on Duty
	1.3 Assess which concerned division should handle the query/data request	None	None	Assistant Statistician
	1.4 Assist the researcher to the concerned Division	None	None	Assistant Statistician
2. Accomplish two copies of Data Request Form (PSA's Copy and Client's Copy)	2.1 Provide the researcher to accomplish two copies of Data Request Form	None	10 minutes	Statistician Aide Assistant Statistician
	2.2 Check if all the required information are provided by the researcher.	None	5 minutes	Statistician Aide Assistant Statistician
	2.3 Indicate the release date and time of the requested data in the form and provide one (1) copy to the researcher. Inform the researcher to present	None	5 minutes	Statistician Aide Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	this to get his/her data request.			
	2.4 Hand over the other copy of the Data Request Form to the concerned technical staff who will prepare the request.	None	3 minutes	Statistician Aide Assistant Statistician
	2.5 Prepare and analyze the requested data based on the specific output needed by the requester and check for correctness and completeness.	None	4 days	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.6 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Review correctness and completeness of requested data.	None	3 hours	Senior Statistical Specialist Supervising Statistical Specialist
	2.8 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist Supervising Statistical Specialist
	2.9 Review/ Approve the Data Request	None	2 hours	Division Chief
	2.10 Send the e-copy of the data request to the email address of the researcher indicated in the Data Request Form, including the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
3. Present the duplicate copy of the Data Request Form to get the printed copy of the request	3.1 Photocopy/ Scan the approved/ signed data	None	15 minutes	Statistician Aide Assistant Statistician
	3.2 Provide the researcher with the original copy of the signed data request	None	2 minutes	Statistician Aide Assistant Statistician
	3.3 Record the transaction in the Data	None	5 minutes	Statistician Aide Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Request Logbook			Statistician
4. Accomplish the Acknowledgement Receipt Form and Feedback Form	4.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form 4.2 Provide ONS-ITDS with scanned copies of the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Feedback Form 4.3 File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None None None	10 minutes None None	Statistician Aide Assistant Statistician Statistician Aide Assistant Statistician Statistician Aide Assistant Statistician
TOTAL		None	4 days, 6 hours, 15 minutes	

3. Request for an Electronic Copy of Available Unpublished Data but Needs Additional Process to Provide the Data Through Email

The researcher sent through email the requests for a specific data output in e-copy that requires more time to generate. The requested data are not posted in the PSA website but available in the Service.

Office/Division	All Divisions of ESSS		
Classification:	Complex		
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business Entity G2G - Government-to-Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:		
1. Request Letter Addressed to CLAIRES DENNIS S. MAPA, PhD Undersecretary National Statistician and Civil Registrar General 23 rd Flr., PSA New Bldg., PSA Complex, East Ave., Diliman, Quezon City 1101			
2. Accomplished Data Request Form	ESSS Subject Matter Division (SMD)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to concerned SMD addressed to NSCRG	1.1 Acknowledge receipt of the data request by sending the Data Request Form	None	2 minutes	Assistant Statistician
2. Accomplish the Data Request Form and send back to PSA	2.1 Acknowledge receipt of the Data Request Form	None	2 minutes	Assistant Statistician
	2.2 Check if all the required information are provided by the researcher.	None	3 minutes	Assistant Statistician
	2.3 Assess which concerned division should handle the query/data request	None	5 minutes	Assistant Statistician
	2.4 Forward researcher's email to the concerned division including the Data Request Form, copy furnished the researcher and	None	15 minutes	Assistant Statistician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ITDS-KMCD to inform them about the data request.			
	2.5 Acknowledge receipt of the data request copy furnished the researcher. Indicate in the email the latest date and time the data will be sent.	None	5 minutes	Statistician Aide Assistant Statistician
	2.6 Assess and evaluate the data request.	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.7 Prepare and analyze the requested data based on the specific output needed by the requester and check for correctness and completeness	None	4 days	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.8 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	2.9 Review correctness and completeness of requested data.	None	3 hours	Senior Statistical Specialist Supervising Statistical Specialist
	2.10 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist Supervising Statistical Specialist
	2.11 Review/ Approve the Data Request and send back to technical staff to be sent to the researcher	None	2 hours	Division Chief
	2.10 Send the e-copy of the data request to the email address of the researcher indicated in the Data Request Form, including the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.11 Record the transaction in the Data Request Logbook	None	5 minutes	Statistician Aide Assistant Statistician
3. Accomplish and send back the Acknowledgement Receipt Form and Feedback Form	3.1 Require the researcher to accomplish the Acknowledgement Receipt Form and Feedback Form	None	10 minutes	Statistician Aide
	3.2 Provide ITDS-KMCD with soft copies of the following: • Data Request Form • Acknowledgement Receipt Form • Feedback Form	None	None	Statistician Aide
	3.3 Print and File the following: • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form	None	None	Statistician Aide
TOTAL		None	4 days, 6 hours, 17 minutes	

4. Request for an Electronic Copy of Available Unpublished Data but Needs Additional Process to Provide the Data Through Email from KMCD

The request for data that are not posted in the PSA website but available in the Service is forwarded by KMCD through email. The researcher needs a specific data output in e-copy that requires more time to generate.

Office/Division	All Divisions of ESSS		
Classification:	Complex		
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business Entity G2G - Government-to-Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:		
1. Request Letter Addressed to CLAIRES DENNIS S. MAPA, PhD Undersecretary National Statistician and Civil Registrar General 23 rd Flr., PSA New Bldg., PSA Complex, East Ave., Diliman, Quezon City 1101			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the data request to the concerned Division Chief through email	1.1 Acknowledge the email from KMCD	None	5 minutes	Division Chief
	1.2 Advise concerned technical staff to prepare the data request	None	5 minutes	Division Chief
	1.3 Assess and evaluate the data request.	None	10 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.4 Prepare and analyze the requested data based on the specific output needed by the requester and check for correctness and completeness	None	4 days	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.5 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review correctness and completeness of requested data.	None	3 hours	Senior Statistical Specialist Supervising Statistical Specialist
	1.7 Endorse to Division Chief for final approval.	None	5 minutes	Senior Statistical Specialist Supervising Statistical Specialist
	1.8 Review/ Approve the Data Request and send back to technical staff to be sent to the KMCD	None	2 hours	Division Chief
	1.9 Send the reply letter and approved data to KMCD	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.10 Record the transaction in the Data Request Logbook	None	5 minutes	Statistician Aide Assistant Statistician
	1.11 Print and file the email thread of the transaction	None	5 minutes	Statistician Aide Assistant Statistician
	4.2 Provide ITDS-KMCD with soft copies of the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Feedback Form 	None	None	Statistician Aide
	4.3 Print and File the following: <ul style="list-style-type: none"> • Data Request Form • Acknowledgement Receipt Form • Signed copy of the data request (photocopy) • Feedback Form 	None	None	Statistician Aide
TOTAL		None	4 days, 5 hours, 45 minutes	

5. Data Request through Formal Letter Addressed to the National Statistician and Forwarded to ESSS

The researcher request for data through a formal letter addressed to the National Statistician and was Forwarded to ESSS.

Office/Division	All Divisions of ESSS
Classification:	Complex
Type of Transaction:	G2C - Government-to-Citizens G2B - Government-to-Business Entity G2G - Government-to-Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Request Letter Addressed to CLAIRES DENNIS S. MAPA, PhD Undersecretary National Statistician and Civil Registrar General 23 rd Flr., PSA New Bldg., PSA Complex, East Ave., Diliman, Quezon City 1101	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the data request to the ESSS-OANS	1.1 Receive and record in the Incoming Documents logbook	None	1 minutes	Assistant Statistician
	1.2 Endorse Letter Request to concerned division chief	None	2 minutes	ANS
	1.3 Receive and record in the data request logbook	None	1 minute	Statistician Aide Assistant Statistician
	1.4 Photocopy the request letter	None	1 minute	Statistician Aide Assistant Statistician
	1.5 File the original copy of the request letter and give the photocopy to the Division Chief	None	1 minute	Statistician Aide Assistant Statistician
	1.6 Advise concerned technical staff to prepare the data request	None	5 minutes	Division Chief
	1.7 Prepare the requested data and reply letter. Check for correctness and	None	4 hours	Statistical Analyst Statistical Specialist I Statistical

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	completeness			Specialist II
	1.8 Print and submit to the Supervisor for review and clearance.	None	5 minutes	Statistical Analyst Statistical Specialist I Statistical Specialist II
	1.9 Review correctness and completeness of requested data and the reply letter.	None	1.5 hours	Senior Statistical Specialist Supervising Statistical Specialist
	1.10 Submit to Division Chief the reply letter together with the requested data for final approval.	None	5 minutes	Senior Statistical Specialist Supervising Statistical Specialist
	1.11 Review/ Approve the Data Request and endorse to OANS for final approval	None	1.5 hours	Division Chief
	1.12 Transmit to OANS the reply letter, requested data including the photocopy of request letter	None	1 minute	Statistician Aide Assistant Statistician
	1.13 Approve reply letter and requested data and endorse to the Assistant Secretary	None	10 minutes	ANS
	1.14 Approve reply letter and requested data and endorse to the Assistant Secretary	None	10 minutes	Assistant Secretary of SSO
	1.15 Transmit to ONS for final approval of the NS	None	15 minutes	Administrative Officer II
TOTAL		None	7 hours, 57 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
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ul style="list-style-type: none"> a. Suggestion box b. Email info@psa.gov.ph and esss.staff@psa.gov.ph c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) <p>To facilitate efficient, effective and timely response from Economic Sector Statistics Service, make sure that the following information are provided:</p> <ol style="list-style-type: none"> 1. Name of the application being complained 2. Incident- Brief Summary of the complaint 3. Evidence-Proof or Evidence to Support the Complaint 4. Date and place of incident <p>For inquiries and follow-up, clients may contact Economic Sector Statistics Service from the contact information given.</p>
How complaints are processed	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there be a need for more information or clarification.</p> <p>The project/unit shall prepare a report on the incident and will send the reply to the client, cc the Economic Sector Statistics Service</p>



FEEDBACK AND COMPLAINTS MECHANISM

Contact Information of CCB,
PCC, ARTA

ANTI RED TAPE AUTHORITY (ARTA)

Website: arta.gov.ph
Email: complaints@arta.gov.ph
Call: 8478-5091
8478-5099

CONTACT CENTER NG BAYAN (CCB)

Website: contactcenterngbayan.gov.ph
Email: email@contactcenterngbayan.gov.ph
Call: 1-6565
Text: 09088816565

PRESIDENTIAL COMPLAINT CENTER (PCC)

Email: pcc@malacanang.gov.ph
Call: 8736-8645
8736-8603
8736-8629
8736-8621

Fax: 8736-8621

8888 CITIZENS' COMPLAINT CENTER

Call/Text: 8888