



REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY

RSSO XIII
CIVIL REGISTRATION AND
ADMINISTRATIVE SUPPORT DIVISION

CITIZEN'S CHARTER
HANDBOOK

2024

1st Edition

Note to the Author

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

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

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

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

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EXTERNAL SERVICE

A. CIVIL REGISTRATION SERVICE

1. Authentication of Birth Certificate (Walk-in clients) at PSA Civil Registry System– Butuan Outlet

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

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

Office or Division:	Regional Statistical Services Office XIII (RSSO XIII)	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirement for all types of Requesters		
Certified photocopy of the Birth Certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.
Additional Requirements by Type of Requester		PSA Civil Registry System– Butuan Outlet
1. Principal (Document Owner)		
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet

2. Authorized Representative	
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)	Document owner (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide	
scanned/or photocopy of the passport as valid ID.	
Valid Identity Document (ID) of the authorized representative with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities. (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID.	Document owner
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter) and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
4. Special Cases Clients	
4.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public

Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 1) Barangay Certification that the minor is in the custody of the requesting party/ guardian (1 original) 2) School ID/Report Card of the minor that indicates the name of the requester as Guardian	Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) -Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4.2 Nearest of kin of a deceased person (Brother/Sister/Grandparent)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
5. Priority Clients	

5.1 Senior Citizen requesting for the authentication of his/her own birth document, spouse, parents and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Completely filled-up Application Form (AF) -Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
5.2 Physically Challenged Client/PWD requesting for the authentication of	
his/her own birth document, spouse, parents & son/daughter	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) -Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
5.3 Pregnant Woman requesting for the authentication of her own birth document, spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Get an Application Form - Birth Certificate (White Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.</p>	<p>1.1 Ensure that the necessary AF-Birth Certificate is made available at the Information Marshal's booth</p>	<p>None</p>	<p>5 minutes</p>	<p>Information Marshal, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>Or</p> <p>Outlet Manager/ Regional Director, RSSO XIII</p>

<p>2. Submit the required documents to the Payment Window for completeness check.</p> <ul style="list-style-type: none"> - Regular Clients Payment Windows - Priority Clients Payment Windows 	<p>2.1 Screen the certified photocopy of the Birth Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the authenticated document.</p>	<p>None</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>3. Pay the corresponding fee for the request.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF and certified photocopy of Birth Certificate to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p><u>Total Fee</u> ₱155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - ₱125.00</p> <p>Documentary Stamp Tax - ₱ 30.00</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII</p>

	<p>4.2 In case the document is <u>not yet</u> enrolled in the CRS Database, RSO verify the specimen signature of the C/MCR (issuing officer) from the CICA System.</p> <p>4.2.1 If the <u>signature matches</u>, stamp the document for the approval/ signature of the Authentication Officer/Outlet Supervisor.</p> <p>4.3 If the signature of the issuing officer from the LCRO <u>fails the validation process</u>, a Rejection Slip is to be issued.</p> <p>4.4 Forward the document/result of verification for release to the Releasing Area.</p>			<p>System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>5. Wait for the document owner's name to be called.</p>	<p>5.1 Announce in batch the names of the document owner/authorized representative and the type of document that are ready for release.</p> <p>5.2 For those authentication requests that failed the validation process, return the Birth Certificate submitted for authentication together with the</p>	<p>None</p>	<p>20 minutes</p>	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p>

	<p>Rejection Slip to the claimant.</p> <p>5.2.1 Advise the Client to get another certified photocopy of the Birth Certificate from the LCRO.</p>			<p>or Outlet Manager/OIC- Regional Director, RSSO XIII</p>
<p>6. Fall in line at the Releasing Window where the client's name was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>7. Check the document.</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System–Butuan Outlet</p> <p>Outlet Supervisor,</p>

	<p>and date and time of release.</p> <p>7.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p> <p>7.5 Release the document to the claimant.</p>			<p>PSA Civil Registry System– Butuan Outlet</p> <p>or</p> <p>Outlet Manager/ Regional Director, RSSO XIII</p>
<p>TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 1: AUTHENTICATION OF BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>WITHIN 1 DAY</u> INCLUSIVE OF QUEUEING TIME.</p>				

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

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.

Office or Division:	Regional Statistical Services Office (RSSO)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Basic Requirement for all types of Requesters			
Certified photocopy of the Death certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.	
Additional Requirements by Type of Requester		PSA Civil Registry System – Butuan Outlet	
1. Principal (Spouse, Parent, Son/Daughter)			

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

Completely filled-up Application Form (AF) -Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
3. Priority Clients	
3.1 Senior Citizen requesting for the authentication of death certificate of his/her spouse, parent and son/daughter	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) where the Senior Citizen resides.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application PSA Civil Registry System– Butuan Outlet
3.2 Physically Challenged Client/PWD requesting for the authentication of death certificate of his/her spouse, parents and son/daughter	
PWD Identity Document (ID) Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
3.3 Pregnant Woman requesting for the authentication of death certificate of his/her own spouse, parents and son/daughter	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, School/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) -Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Death Certificate (Yellow Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Death Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Butuan Outlet Team Leader, PSA Civil Registry System–Butuan Outlet Outlet Supervisor PSA Civil Registry System– Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII

<p>2. Submit the required documents to the Payment Window for completeness check.</p> <ul style="list-style-type: none"> - Regular Clients Payment Windows - Priority Clients Payment Windows 	<p>2.1 Screen the certified photocopy of the Death Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the authenticated document</p>	<p>None</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuanl Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
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<p>3. Pay the corresponding fee for the request.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF and the certified photocopy of Death Certificate submitted for authentication to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p><u>Total Fee</u> ₱ 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - ₱ 125.00</p> <p>Documentary Stamp Tax - ₱ 30.00</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>4. Proceed to the Releasing Area.</p>	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Death Certificate.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that the document being requested for authentication is already <u>available in the CRS database</u>, the application is</p>	<p>None</p>	<p>2 hours</p>	<p>Request Service Officer, PSA Civil Registry System– Back-End</p>

	<p>treated as copy issuance.</p> <p>4.1.2 RSO to print the result of verification in CRS Security Paper (SECPA).</p> <p>4.1.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.1.4 Match and sort the printed document with the corresponding AF.</p> <p>4.2 In case the document is <u>not yet</u> enrolled in the CRS Database, RSO to verify the specimen signature of the C/MCR (issuing officer) from the CICA System.</p> <p>4.2.1 If the <u>signature matches</u>, stamp the document for the approval/signature of the Authentication Officer/Outlet Supervisor.</p> <p>4.3 If the signature of the issuing officer from the LCRO <u>fails the validation process</u>, a Rejection Slip is to be issued.</p> <p>4.4 Forward the document/result of verification for</p>			<p>Barcode Controller, PSA Civil Registry System– Butuanl Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
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	release to the Releasing Area.			
5. Wait for the name of the deceased person's to be called.	<p>5.1 Announce in batch the names of the deceased person/requesting party and the type of documents that are ready for release.</p> <p>5.2 For those authentication requests that failed the validation process, return the Death Certificate submitted for authentication together with the Rejection Slip to the claimant.</p> <p>5.2.1 Advise the client to get another certified photocopy of the Death Certificate from the LCRO.</p>	None	20 minutes	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
6. Fall in line at the Releasing Window where the name of the deceased person's was called. Present the OR and other requirements.	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>Or</p>

				Outlet Manager/ Regional Director, RSSO XIII
7. Check the document. Sign the “Received by” portion at the back of the AF and indicate the date of receipt.	7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF. 7.2 Ensure to write in PRINT the name of the claimant, type of ID presented, ID number, releasing window number and date and time of release. 7.3 Stamp the OR as “RELEASED” and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the document to the claimant.	None	5 minutes	Releasing Officer, PSA Civil Registry System– Butuan Outlet Team Leader, PSA Civil Registry System– Butuan Outlet Outlet Supervisor, PSA Civil Registry System– Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 2</u>: AUTHENTICATION OF DEATH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>WITHIN 1 DAY</u> INCLUSIDVE OF QUEUEING TIME.				

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

PSA authenticates recently registered marriage documents 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 that appears on the document is similar to the specimen signature officially submitted to and on file with the Office of the Civil Registrar General.

Office or Division:	Regional Statistical Services Office XIII (RSSO XIII)	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Basic Requirement for all types of Requesters		
Certified photocopy of the Marriage certificate issued by the Local Civil Registry Office (LCRO) with fresh signature of the issuing officer, no erasures or any signs of tampering (1 copy)		City/Municipal Civil Registry Office where the event has taken place and has been registered.
Additional Requirements by Type of Requester		PSA Civil Registry System– Butuan Outlet
1. Principal (Spouses/Husband and Wife)		
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System Outlet – Regional Outlet
2. Direct Descendant (Son/Daughter)		
Valid Identity Document (ID) of the direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area, PSA Civil Registry System– Butuan Outlet
3. Nearest of kin, if both contracting parties are deceased (Biological or Legal Parent/Brother/Sister/Grandparent)		
Duly notarized Affidavit of Kinship (1 original)		Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE issued by an official authority		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

(1 original and 1 photocopy)	(i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
4. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/copy of the passport as the valid ID.	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of any of the contracting parties (husband or wife) that matches his/her valid ID.	Any of the contracting parties (husband or wife) authorizing the representative
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5. Priority Clients	

5.1 Senior Citizen requesting for the authentication of his/her own marriage document and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
5.2 Physically Challenged Client/PWD requesting for the authentication of his/her own marriage document and his/her parents	
PWD ID Card complete with CLEAR PHOTO, FULL, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
5.3 Pregnant Woman requesting for authentication of her own marriage document and her parents	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Marriage Certificate (Pink Form) from the Information Marshal's booth and fill-out the required information in	1.1 Ensure that the necessary AF-Marriage Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Butuan Outlet Team Leader,

<p>PRINTED LETTERS.</p>				<p>PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>2. Submit the required documents to the Payment Window for completeness check.</p> <ul style="list-style-type: none"> - Regular Clients Payment Windows - Priority Clients Payment Windows 	<p>2.1 Screen the certified photocopy of the Marriage Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.</p> <p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the authenticated document.</p>	<p>None</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>3. Pay the corresponding fee for the request.</p> <p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and</p>	<p><u>Total Fee</u> ₱155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: - ₱125.00</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry</p>

<p>Make sure to count the change before leaving the counter.</p>	<p>estimated time of release.</p> <p>3.3 Forward the AF and certified photocopy of the Marriage Certificate submitted for authentication to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Documentary Stamp Tax - ₱30.00</p>		<p>System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>4. Proceed to the Releasing Area.</p>	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Marriage Certificate.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that the document being requested for authentication is already <u>available in the CRS database</u>, the application is treated as copy issuance.</p> <p>4.1.2 RSO to print the result of verification in CRS Security Paper (SECPA).</p> <p>4.1.3 Control the printed document in SECPA using the</p>	<p>None</p>	<p>2 hours</p>	<p>Request Service Officer, PSA Civil Registry System– Back End</p>

	<p>QMS Releasing Manager application.</p> <p>4.1.4 Match and sort the printed document with the corresponding AF.</p> <p>4.2 In case the document is <u>not yet</u> enrolled in the CRS Database, RSO to verify the specimen signature of the issuing officer from the LCRO.</p> <p>4.2.1 If the <u>signature matches</u>, stamp the document for the approval/ signature of the Authentication Officer/Outlet Supervisor.</p> <p>4.3 If the signature of the issuing officer from the LCRO <u>fails the validation process</u>, a Rejection Slip is to be issued.</p> <p>4.4 Forward the document/result of verification for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System– Butuan Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>5. Wait for the document owner's (husband's name)/requesting party's name to be called.</p>	<p>5.1 Announce in batch the names of document owners/authorized representatives and the type of document that are ready for release.</p> <p>5.2 For those authentication requests that failed</p>	<p>None</p>	<p>20 minutes</p>	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p>

	<p>the validation process, return the Marriage Certificate submitted for authentication together with the Rejection Slip to the claimant.</p> <p>5.2.1 Advise the client to get another certified photocopy of the Marriage Certificate from the LCRO.</p>			<p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>6. Fall in line at the Releasing Window where the document owner's (husband) name was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the document owner/authorized representative to present/submit the requirements and check for correctness and completeness before releasing the request.</p>	None	10 minutes	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>7. Check the document.</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant,</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry</p>

	<p>type of ID presented, ID number, releasing window number and date and time of release.</p> <p>7.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p> <p>7.5 Release the document to the claimant.</p>			<p>System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 3: AUTHENTICATION OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>WITHIN 1 DAY</u> INCLUSIVE OF QUEUEING TIME.</u></p>				

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

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

Office or Division:	Regional Statistical Services Office XIII (RSSO XIII)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By Type of Requester		PSA Civil Registry System– Butuan Outlet	
1. Principal (Document Owner)			
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		<p>Government Agencies , Non-Government Organizations, Private entities, Schools/Colleges/Universities</p> <p>(i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>	

Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
2. Authorized Representative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by the official authority (1 original and 1 photocopy) Reminder: For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	Document owner (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID.	Document owner
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	

Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
4. Special Cases Clients	
4.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or; Duly notarized Affidavit of Guardianship (1 original) supported by any of the following: 1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) 2) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public Office of the Barangay where the Guardian currently resides Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4.2 Nearest of kin of a deceased person (Brother/Sister/Grandparent)	
Duly notarized Affidavit of Kinship (1 original)	Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form)	Information Marshal's booth of Application Area

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

Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer
Oath of Undertaking executed by the First Time Job Seeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Job Seeker currently resides
Valid Identity Document (ID) of the First Time Job Seeker complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Public Assistance and Complaint Desk inside the PSA Civil Registry System– Butuan Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Birth Certificate (White Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Birth Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Butuan Outlet Team Leader, PSA Civil Registry System– Butuan Outlet Outlet Supervisor, PSA Civil Registry System– Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
2. Submit the required documents to the Payment Window for completeness check.	2.1 Screen the AF and the requirements. 2.2 Encode the details of the	None	10 minutes	Collecting Officer, PSA Civil Registry System– Butuan Outlet

<p>- Regular Clients Payment Windows</p> <p>- Priority Clients Payment Windows</p> <p>- First Time Job Seeker, proceed to Public Assistance and Complaint Desk (PACD) inside the outlet</p>	<p>request.</p> <p>2.3 Return the ID and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For first time job seeker:</u></p> <p>2.4 Stamp the submitted requirements as officially “Received by” PSA, indicate therein the date of receipt and collect them.</p> <p>2.4.1 Attach requirements to the AF and label it as Pro-Bono.</p> <p>2.4.2 Record the request in the logbook for control and reporting purposes.</p>			<p>PACD Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>3. Pay the corresponding fee for the request.</p> <p><u>Reminder:</u></p> <p>Check the details in the issued Official Receipt (OR).</p>	<p>3.1 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>3.2 Indicate therein the OR the date and estimated time of release.</p>	<p><u>Total Fee</u> ₱155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -₱ 125.00</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry System– Butuan Outlet</p>

<p>Make sure to count the change before leaving the counter.</p>	<p><u>For first time job seeker:</u></p> <p>Remind him/her that he/she can avail of the free copy issuance of his/her birth from the PSA only once. Inform him/her to wait for his/her name to be called at the Releasing Area.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Documentary Stamp Tax -₱30.00</p> <p>Pursuant to RA 11261, the issuance of one (1) copy of the birth certificate for a first time job seeker is to be issued for <u>FREE</u></p>		<p>PACD Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>4. Proceed to the Releasing Area.</p>	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF.</p> <p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that after verification, there are special cases/situations that needs to be</p>	<p>None</p>	<p>2 hours</p> <p><u>Reminder:</u></p> <p>Processing time maybe extended depending on the result of verification from the CICA System.</p>	<p>Request Service Officer, PSA Civil Registry System– Back End</p> <p>Help Desk Officer Unisys Managed Services Corp.,</p>

	<p>addressed/resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.1.4 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>4.2.1 In case the image of the birth document from the CRS database is blurred, RSO to attach a note to the AF-Birth Certificate with a message</p>			<p>Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD) – CRS Bldg., Quezon City</p>
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	<p>“Blurred Image” to inform the Document Controller and Matcher/Sorter.</p> <p>4.3 Control the printed document in the SECPA in using the QMS Releasing Manager application.</p> <p>4.4 Match and sort the printed document with the corresponding AF-Birth Certificate.</p> <p>4.5 Forward the document ready for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System– Regional Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
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<p>5. Wait for the document owner's name to be called.</p>	<p>5.1 Announce in batch the names of the document owners/authorized representatives and the type of requests that are ready for release.</p>	<p>None</p>	<p>20 minutes</p>	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>6. Fall in line at the Releasing Window where the client's name was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p>6.2.1 In case the image of the birth document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document.</p>	<p>None</p>	<p>10 minutes</p>	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director,</p>

	<p>Reminder:</p> <p>The client must be given an option for a clearer copy of the birth document through re-scanning of the image.</p> <p>6.2.2 If the client agreed to have the requested birth document subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.</p>			RSSO XIII
<p>7. Check the document</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>7.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p> <p>7.5 Release the requested document to the claimant.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 4: COPY ISSUANCE OF BIRTH RECORD OR BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS WITHIN 1 DAY INCLUSIVE OF QUEUEING TIME.

Special Cases/Situations:

If after verification, some special cases/situations need to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

1. Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
2. RSO to wait for the notification from the HDO if the image is okay and ready for printing.
3. In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
4. TL 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 to be able to deliver the requested document to the client. In this connection, the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of birth record from the CRS Database have extra or excess page(s) as follows: <ul style="list-style-type: none"> • Foot print of the child • Photo of the document owner • Marriage Contract of parents • A record stamp with LCRs signature • Other attachments with foreign languages 	1. The copy of the birth record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	

	<p>1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>1.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>1.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>1.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division, CRS Bldg. (CRMD), East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System.</p>
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	<p>2.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>		<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System</p>
<p>3. Image of the birth record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 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>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System</p>
<p>4. Image of the birth record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 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>4.1.2 RSO to wait for the notification from the HDO if the image is</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

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

	<p>Security Paper (SECPA)</p> <p>REMINDER:</p> <p>The client must be given an option to request for a clearer copy of the birth document through re-scanning of the image.</p>		
<p>6. Double or multiple birth records are available in the CRS Database.</p>	<p>6. Double or multiple registration of a vital event is not allowed.</p> <p>6.1 RSO shall assess the records and issue the timely registered document.</p> <p>6.2 RSO shall accomplish the multiple registration form.</p> <p>6.3 Log the document details to the CRS Help Desk System for Bren Linking.</p> <p>6.4 HDO forwards to concerned Back-End Unit for appropriate action.</p> <p>6.5 Print the timely registered birth record in CRS Security Paper (SECPA).</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit, Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 8</u>. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database</p>
<p>7. Birth image has incorrect index in the CRS Database.</p>	<p>7. All birth images with incorrect indices must be updated and</p>		

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

	<p>document from the client.</p> <p>8.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>8.3 Care Officer to re-schedule the date of release.</p> <p>8.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the birth document if available.</p> <p>8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>8.6 Print the result of the manual verification in CRS Security Paper (SECPA)</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	
<p>TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 4: COPY ISSUANCE OF BIRTH RECORD OR BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER SPECIAL CASES/SITUATIONS, IS <u>SEVEN (7) DAYS</u>.</p>			

5. Copy Issuance of Death Certificate (Walk-in clients) at PSA Civil Registry System– Butuan Outlet

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

Office or Division:	Regional Statistical Services Office XIII (RSSO XIII)	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	General public of legal age (18 years old and above)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
By Type of Requester		PSA Civil Registry System– Butuan Outlet
1. Principal (Spouse, Parent, Son/Daughter)		
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
2. Special Case Clients		
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)		
Duly notarized Affidavit of Kinship (1 original)		Lawyer/Notary Public
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
2.2 Guardian of the deceased person, below 18 years old (minor)		
Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;		Clerk of the appropriate Court that rendered the decision
Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:		Lawyer/Notary Public
1) Barangay Certification that the		Office of the Barangay where the Guardian currently resides.

<p>deceased was living with the requesting party as his/her guardian at the time of death (1 original)</p> <p>2) School ID/Report Card of the deceased that indicate the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Educational institution recognized by the Department of Education.</p>
<p>Valid Identity Document (ID) of the Guardian requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet</p>
<p>3. Priority Clients</p>	
<p>3.1 Senior Citizen requesting for the death certificate of his/her spouse, parent and son/daughter</p>	
<p>Senior Citizen's ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs) where the Senior Citizen resides.</p>
<p>Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal booth of Application Area PSA Civil Registry System– Butuan Outlet</p>
<p>3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter</p>	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)</p>	<p>National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.</p>
<p>Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet</p>
<p>3.3 Pregnant Woman requesting for the death certificate of her own spouse, parents and son/daughter</p>	

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Death Certificate (Yellow Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Death Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Butuan Outlet Team Leader, PSA Civil Registry System– Butuan Outlet Outlet Supervisor, PSA Civil Registry System– Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
2. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows - Priority Clients Payment Windows	2.1 Screen the AF and the requirements. 2.2 Encode the details of the request. 2.3 Return the ID(s) and/or authorization letter/SPA to the	None	10 minutes	Collecting Officer, PSA Civil Registry System– Butuan Outlet Team Leader, PSA Civil Registry

	requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.			System– Butuan Outlet Outlet Supervisor, PSA Civil Registry System– Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
3. Pay the corresponding fee for the request. Reminder: Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter.	3.1 Accept the corresponding payment and generate an Official Receipt (OR). 3.2 Indicate therein the date and estimated time of release. 3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.	<u>Total Fee</u> Php 155.00 per copy Breakdown: Processing Fee: - Php 125.00 Documentary Stamp Tax - Php 30.00	10 minutes	Collecting Officer, PSA Civil Registry System– Butuan Outlet Team Leader, PSA Civil Registry System– Butuan Outlet Outlet Supervisor PSA Civil Registry System– Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
4. Proceed to the Releasing Area.	4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Death Certificate.	None	2 hours Reminder: Processing time maybe	Request Service Officer, PSA Civil Registry System– Back - End

	<p>As per business rule, RSO must conduct at least four (4) unique queries from the CICA System.</p> <p>4.1.1 In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No -Transaction Number -Complete details of the request -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.1.4 TL inform the client on the situation and on the rescheduled date of release</p>		<p>extended depending on the result of verification from the CICA System</p>	<p>Help Desk Officer Unisys Managed Services Corp. Ground Floor, CVEA Bldg. PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., Quezon City</p>
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	<p>4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>4.2.1 In case, the image of the death document from the CRS database is blurred, RSO to attach a note to the AF-Death Certificate with a message “Blurred Image” to inform the Document Controller and Matcher/Sorter</p> <p>4.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.4 Match and sort the printed document with the corresponding AF.</p> <p>5.5 Forward the document ready for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System– Butuan Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/</p>
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				Regional Director, RSSO XIII
5. Wait for the name of the deceased person's to be called.	5. Announce in batch the names of the deceased person and the type of document being requested that are ready for release.	None	20 minutes	Releasing Officer, PSA Civil Registry System– Butuan Outlet Team Leader, PSA Civil Registry System–Butuan Outlet Outlet Supervisor, PSA Civil Registry System– Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
6. Fall in line at the Releasing Window where the name of the deceased person's was called. Present the OR and other requirements.	6.1 Check the OR as to the scheduled date and time of release. 6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request. 6.2.1 In case, the image of the death document from the CRS Database is blurred, Care Officer to explain to the	None	10 minutes	Releasing Officer, PSA Civil Registry System– Butuan Outlet Team Leader, PSA Civil Registry System– Butuan Outlet Outlet Supervisor PSA Civil Registry System– Butuan Outlet

	<p>client the quality of the printed document.</p> <p>Reminder:</p> <p>The client must be given an option to have a clearer copy of the death document through re-scanning of the image.</p> <p>6.2.2 If the client agreed to have the requested death document be subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release.</p>			<p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>7. Check the document.</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>7.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System– Buituan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>

	7.5 Release the requested document to the claimant.			
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 5: COPY ISSUANCE OF DEATH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES WITHIN ONE (1) DAY INCUSIVE 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. Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No.
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
2. RSO to wait for the notification from the HDO if the image is okay and ready for printing.
3. In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
4. TL 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 to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of the death record from the CRS Database have extra or excess page(s).	1. The copy of the death record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:	Help Desk Officer Unisys Managed Services Corp.,	

			through Help Desk System on page 513
<p>2. RSO after logging the details based on the application form, found another image of the death record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 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>2.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>2.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>2.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.5 Outlet to wait for the re-scanned image to be</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	
		Production and Maintenance Unit	

	<p>uploaded to the CRS Database.</p> <p>2.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>(PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System</p>
<p>3. Image of the death record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 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>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System.</p>
<p>4. Image of the death record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 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>Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System</u></p>
<p>5. Image of the death document from the CRS Database is</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be</p>		

	<p>Security Paper (SECPA)</p> <p>REMINDER:</p> <p>The client must be given an option to request for a clearer copy of the death document through re-scanning.</p>	<p>CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System</p>
<p>6. Image of the death document has incorrect index in the CRS Database.</p>	<p>6. All death images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p>REMINDER:</p> <p>It is only after the request for index correction has been approved that the RSO can proceed with the printing of the result of verification.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p> <p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	<p>Refer to <u>Service 8</u>. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database</p>
<p>7. Verification from the CRS Database resulted to Negative Certification but with</p>	<p>7. In the event that the RSO, even after thorough verification from the CRS Database resulted to</p>		

<p>previously issued death record.</p>	<p>the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>7.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>7.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>7.3 Care Officer to re-schedule the date of release.</p> <p>7.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the death document if available.</p> <p>7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>7.6 Print the result of the manual verification</p>	<p>PACD Officer, PSA Civil Registry System– Regional Outlet</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	
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	in CRS Security Paper (SECPA).		
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6. Copy Issuance of Marriage Certificate (Walk-in clients) at PSA Civil Registry System– Butuan Outlet

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

Office or Division:	Regional Statistical Services Office XIII (RSSO XIII)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By Type of Requester		PSA Civil Registry System– Butuan Outlet	
1. Principal (Spouses/Husband and Wife)			
Valid Identity Document (ID) of any of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet	
2. Direct Descendant (Son/Daughter)			
Valid Identity Document (ID) of the of direct descendant of the contracting parties complete with CLEAR PHOTO, FULL NAME IN PRINTS, SIGNATURE and issued by an official authority (1 original and 1 photocopy).		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)	
Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet	
3. Nearest of kin, if both contracting parties are deceased (Biological or Legal Parent/Brother/Sister/Grandparent)			
Duly notarized Affidavit of Kinship (1 original)		Lawyer/Notary Public	

Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
4. Authorized Representative	
Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) Reminder: For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	Any of the contracting parties (husband or wife) authorizing the representative. Valid ID of any of the contracting parties should be issued by Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT and SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of any of the contracting parties (husband or wife) that matches his/her valid ID.	Any of the contracting parties (husband or wife) authorizing the representative

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

Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer
Oath of Undertaking executed by the First Time Job Seeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Job Seekers currently resides
Valid Identity Document (ID) of the first time job seeker with PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Marriage Certificate (Pink Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Marriage Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Butuan Outlet Team Leader, PSA Civil Registry System-Butuan Outlet Outlet Supervisor, PSA Civil Registry System– Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
2. Submit the required documents to the Payment Window for	2.1 Screen the AF and the requirements.	None	10 minutes	Collecting Officer, PSA Civil Registry

<p>completeness check.</p> <p>- Regular Clients Payment Windows</p> <p>- Priority Clients Payment Windows</p> <p>- First Time Job Seeker, proceed to Public Assistance and Complaint's Desk (PACD) inside the outlet.</p>	<p>2.2 Encode the details of the request.</p> <p>2.3 Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.</p> <p><u>For first time job seeker:</u></p> <p>2.4 Stamp the submitted requirements as officially "Received by" PSA, indicate therein the date of receipt and collect them.</p> <p>2.4.1 Attach the requirements to the AF and label it as Pro-Bono.</p> <p>2.4.2 Record the request in the logbook for control and reporting purposes.</p>			<p>System– Butuan I Outlet</p> <p>PACD Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Regional Outlet</p> <p>Or Outlet Manager/ Regional Director, RSSO</p>
<p>3. Pay the corresponding fee for the request.</p>	<p>3.1 Accept the corresponding payment and generate</p>	<p><u>Total Fee</u> ₱155.00 per copy</p>	<p>10 minutes</p>	<p>Collecting Officer, PSA Civil Registry</p>

<p>Reminder:</p> <p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>an Official Receipt (OR).</p> <p>3.2 Indicate therein the date and estimated time of release.</p> <p><u>For first time job seeker:</u></p> <p>Remind him/her that he/she can avail of the free copy issuance of his/her marriage certificate from the PSA only once. Inform him/her to wait for his/her name to be called at the Releasing Area.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Breakdown:</p> <p>Processing Fee: - ₱ 125.00</p> <p>Documentary Stamp Tax - ₱ 30.00</p> <p>Pursuant to RA 11261, issuance of (1) one copy of marriage certificate of a first time job seeker is to be issued for FREE</p>		<p>System– Butuan Outlet</p> <p>PACD Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>Or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>4. Proceed to the Releasing Area.</p>	<p>4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF.</p> <p>As per business rule, RSO must conduct at least four (4) unique</p>	<p>None</p>	<p>2 hours</p> <p>Reminder:</p> <p>Processing time maybe extended depending on the result of</p>	<p>Request Service Officer, PSA Civil Registry System–Back - -End</p>

	<p>queries from the CICA System.</p> <p>4.1.1 In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit, RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <ul style="list-style-type: none"> -Image ID No -Transaction Number <p>Complete details of the request</p> <ul style="list-style-type: none"> -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.1.4 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>4.2.1 In case the image of the marriage document from the</p>		<p>verification from the CICA System</p>	<p>Help Desk Officer Unisys Managed Services Corp. Ground Floor, CVEA Bldg. PSA Complex East Avenue, Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., Quezon City</p>
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	<p>CRS database is blurred, RSO to attach a note to the AF-Marriage Certificate with a message “Blurred Image” to inform the Document Controller and Matcher/Sorter.</p> <p>4.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>4.4 Match and sort the printed document with the corresponding AF.</p> <p>4.5 Forward the document ready for release to the Releasing Area.</p>			<p>Barcode Controller, PSA Civil Registry System– Butuan Outlet</p> <p>Sorter/Matcher , PSA Civil Registry System-Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
5. Wait for the document owner's	5. Announce in batch the names of document	None	20 minutes	Releasing Officer,

<p>(husband's name)/requesting party's name to be called.</p>	<p>owners/authorized representatives and the type of requests that are ready for release.</p>			<p>PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
<p>6. Fall in line at the Releasing Window where the document owner's (husband's name) was called.</p> <p>Present the OR and other requirements.</p>	<p>6.1 Check the OR as to the scheduled date and time of release.</p> <p>6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.</p> <p>6.2.1 In case the image of the marriage document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document.</p> <p>Reminder:</p> <p>The client must be given an option to have</p>	<p>None</p>	<p>10 minutes</p>	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director,</p>

	<p>a clearer copy of the marriage document through re-scanning of the image.</p> <p>6.2.2 If the client agreed to have the requested marriage document be subjected to re-scanning, Care Officer to inform the client on the Request for Property Accountability Form List of summary accountability re-scheduled date of release.</p>			RSSO XIII
<p>7. Check the document.</p> <p>Sign the "Received by" portion at the back of the AF and indicate the date of receipt.</p>	<p>7.1 Require the claimant to sign the "Received by" portion and indicate the date of receipt at the back of the AF.</p> <p>7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release.</p> <p>7.3 Stamp the OR as "RELEASED" and indicate the date of release.</p> <p>7.4 Affix the initials of the Releasing Officer in the OR.</p>	None	5 minutes	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director,</p>

	7.5 Release the requested document to the claimant.			RSSO XIII
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 6: COPY ISSUANCE OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER NORMAL CIRCUMSTANCES, IS <u>WITHIN ONE (1) DAY INCLUSIVE OF QUEUEING TIME.</u></u>				

Special Cases/Situations:

If after verification, some special cases/situations need to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

1. Outlet's RSO to log the problem to the CRS Help Desk System (HDS) with the following information:
 - a. Image ID No.
 - b. Transaction Number
 - c. Complete details of the request
 - d. Description of the problem
2. RSO to wait for the notification from the HDO if the image is okay and ready for printing.
3. In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
4. TL 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 to be able to deliver the requested document to the client. In this connection the transaction type of the Service is changed from SIMPLE to COMPLEX.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of marriage record from the CRS Database have extra or excess page(s).	1. The copy of the marriage record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 RSO to log the problem to the CRS Help Desk System	Help Desk Officer	

			scanning from the Central Archive through Help Desk System
<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>	<p>2. The mismatched image should not be printed.</p> <p>2.1 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>2.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>2.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>2.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>2.4 Document is for pull-out from the Archive for re-</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>scanning and other related processes.</p> <p>2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System</p>
<p>3. Image of the marriage record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 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>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p>	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System</u></p>
<p>4. Image of the marriage record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 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 	<p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	

	<p>-Description of the problem</p> <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 Print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System</p>
<p>5. Image of the marriage document</p>	<p>5. Blurred copies of document/s from the</p>		

<p>from the CRS Database is blurred (or with unreadable entries)</p>	<p>CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 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>5.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>5.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>5.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Outlet to wait for the re-scanned image</p>	<p>.</p> <p>Help Desk Officer, Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, , Quezon City</p> <p>Production and Maintenance Unit (PMU), Civil Register</p>	
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	<p>to be uploaded to the CRS Database.</p> <p>5.6 Print the re-scanned image in CRS Security Paper (SECPA)</p> <p><u>REMINDER:</u></p> <p>The client must be given an option to request for a clearer copy of the marriage document through re-scanning of the image.</p>	<p>Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	<p>Refer to <u>Service 9</u>. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System</p>
<p>6. Image of the marriage document has incorrect index in the CRS Database.</p>	<p>6. All marriage images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>6.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p><u>REMINDER:</u></p> <p>It is only after the request for index correction has been approved that the RSO can command the printing of the result of verification.</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p> <p>Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City</p>	<p>Refer to <u>Service 8</u>. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database</p>
<p>7. Verification from the CRS Database resulted to Negative Certification but with</p>	<p>7. In the event that the RSO, even after thorough verification from the CRS</p>		

<p>previously issued marriage record.</p>	<p>Database resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>7.1 PACD/Care Officer to require a photocopy of previously issued document from the client.</p> <p>7.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>7.3 Care Officer to re-schedule the date of release.</p> <p>7.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the marriage document if available.</p> <p>7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and</p>	<p>PACD/Care Officer, PSA Civil Registry System– Regional Outlet</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City</p>	
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	Maintenance Unit (PMU).		
	7.6 Print the result of the manual verification in CRS Security Paper (SECPA).		
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 6: COPY ISSUANCE OF MARRIAGE CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER SPECIAL CASES/SITUATIONS, IS SEVEN (7) DAYS.</u>			

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

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

Office or Division:	Regional Statistical Services Office XIII (RSSO XIII)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By Type of Requester		PSA Civil Registry System– Butuan Outlet	
1.Principal (Document Owner)			
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)		Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)	
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)		Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet	
2.Authorized Representative			
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)		Document owner (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)	

<p>Reminder:</p> <p>For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.</p>	
<p>Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)</p>
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ol style="list-style-type: none"> 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested; 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID. 	<p>Document owner</p>
<p>Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet</p>
<p>3. In case of death of the document owner, any of his/her immediate family member: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)</p>
<p>Death Certificate of the Document Owner (1 photocopy)</p>	<p>PSA/Local Civil Registry Office (LCRO)</p>
<p>Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet</p>

4. Special Cases Clients	
4.1 Guardian of a document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ol style="list-style-type: none"> 1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original) 2) School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy) 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4.2 Nearest of kin of a deceased person other than his/her immediate family member (Brother/Sister/Grandparent/Grandchild)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Death Certificate of the Document Owner (1 photocopy)	PSA/Local Civil Registry Office (LCRO)
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)

Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet
5. Priority Clients	

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Certificate of No Record of Marriage (Green Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-CENOMAR is made available at the Information Marshal's booth.	None	5 minutes	Outlet Supervisor, PSA Civil Registry System- Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
2. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows Priority Clients Payment Windows	2.1 Screen the AF and the requirements. 2.2 Encode the details of the request. Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.	None	10 minutes	Collecting Officer, PSA Civil Registry System- Butuan Outlet Team Leader, PSA Civil Registry System- Butuan Outlet Outlet Supervisor, PSA Civil Registry System- Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
3. Pay the corresponding fee for the request. Reminder:	3.1 Accept the corresponding payment and generate an Official Receipt (OR).	<u>Total Fee</u> Php 210.00 per copy <u>Breakdown:</u>	10 minutes	Collecting Officer, PSA Civil Registry System- Butuan Outlet Team Leader,

<p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Processing Fee: - Php 180.00</p> <p>Documentary Stamp Tax - Php 30.00</p>		<p>PSA Civil Registry System– Butuan I Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
	<p><u>PSA Internal Processes:</u></p> <p>3.4 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-CENOMAR.</p> <p>As per business rule, Request Service Officer (RSO) must conduct at least FORTY-FOUR (44) queries from the CICA System about the document owner as male and as female.</p> <p>3.4.1 In case the index of the CRD is incorrect or different from the information contained in the image, RSO to report and to submit the necessary index correction through the use of the Vital Event function</p>	<p>None</p>	<p>1 day</p> <p>(1 hour)</p>	<p>Request Service Officer, PSA Civil Registry Back-End</p>

	<p>("F6") of the CICA System.</p> <p>3.4.2 RSO to wait for at least 30 minutes to an hour for the response/action taken by the Production and Maintenance Unit, Civil Register and Management Division (CRMD) on the request for index correction.</p> <p>3.4.3 RSO to check again the index if the request has been favourably considered.</p> <p>3.4.3.1 In the event that the index correction has not yet been approved, RSO to log the request to the Help Desk System for follow-up.</p> <p>3.4.3.2 RSO to inform the TL/OS for appropriate action.</p> <p>3.4.3.3 TL to notify the client on the problem and the unwanted delay in the processing of the request.</p> <p>Reminder:</p> <p>It is <u>only</u> after the request for index correction has been approved that the RSO can proceed with the printing of</p>		<p>(10 minutes)</p>	<p>Supervisor, Production and Maintenance Unit, CRMD - East Ave., QC</p> <p>Help Desk Officer, Unisys Managed Services, Corp., PSA Complex, East Ave., QC</p> <p>Team Leader PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Supervisor PSA Civil Registry</p>
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	<p>the result of verification.</p> <p>3.5 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>3.6 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>3.7 Match and sort the printed document with the corresponding AF.</p> <p>8.8 Forward document ready for release to the Releasing Area.</p>		<p>System– Butuan Outlet</p> <p>Barcode Controller, PSA Civil Registry System– Butuan Outlet</p> <p>Sorter/Matcher, PSA Civil Registry System– Butuan Outlet</p> <p>or Team Leader PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
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<p>4. Proceed to Releasing Window 7 on the scheduled date and time of release.</p> <p>Present the OR and complete requirements to the Releasing Officer.</p>	<p>4.1 Check the OR as to the scheduled date and time of release.</p> <p>4.2 Search for the requested certification.</p> <p>4.3 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the requested document.</p>	<p>None</p>	<p>20 minutes</p>	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>5. Check the document.</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>5.1 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>5.2 Ensure to write in PRINT the name of the claimant, type of ID presented, ID number, releasing window number and date and time of release.</p> <p>5.3 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>5.4 Affix the initials of the Releasing Officer in the OR.</p>	<p>None</p>	<p>5 minutes</p>	<p>Releasing Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director,</p>

	5.5 Release the document to the claimant.			RSSO XIII
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE 10: ISSUANCE OF CERTIFICATION OF NO MARRIAGE RECORD/EXISTENCE OF MARRIAGE RECORD (WALK-IN CLIENT) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) DAYS</u> INCLUSIVE OF QUEUEING TIME.				

8. Issuance of Certificate of No Death/Existence of Death Record (Walk-In Clients) PSA Civil Registry System-Butuan Outlet

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

Office or Division:	Regional Statistical Services Office XIII (RSSO XIII)		
Classification:	Simple		
Type of Transaction:	Government-to-Citizen (G2C)		
Who may avail:	General public of legal age (18 years old and above)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
By Type of Requester		PSA Civil Registry System– Butuan Outlet	
1.Principal (Document Owner)			
Valid Identity Document (ID) complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)		
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet		
2.Authorized Representative			
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Document owner (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)		

<p>Reminder:</p> <p>For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.</p>	
<p>Valid Identity Document (ID) of the authorized representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)</p>
<p>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <ul style="list-style-type: none"> 5) written in a clean sheet of paper and dated; 6) indicate the type of document, the number of copies and the specific details of the document to be requested; 7) indicate the complete name of the authorized representative; and 8) bear the fresh signature of the document owner that matches his/her ID. 	<p>Document owner</p>
<p>Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet</p>
<p>3. In case of death of the document owner, any of his/her immediate family member: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)</p>
<p>Death Certificate of the Document Owner (1 photocopy)</p>	<p>PSA/Local Civil Registry Office (LCRO)</p>
<p>Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)</p>	<p>Information Marshal's booth of Application Area PSA Civil Registry System– Butuan Outlet</p>

4. Special Cases Clients	
4.1 Guardian of a document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>3) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p> <p>4) School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
Valid Identity Document (ID) of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4.2 Nearest of kin of a deceased person other than his/her immediate family member (Brother/Sister/Grandparent/Grandchild)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
Death Certificate of the Document Owner (1 photocopy)	PSA/Local Civil Registry Office (LCRO)
Valid Identity Document (ID) of the nearest of kin requesting the document complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e.,DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP,PNP)

Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal’s booth of Application Area PSA Civil Registry System– Butuan Outlet
5. Priority Clients	

5.1 Senior Citizen requesting for his/her own document and his/her spouse	
Senior Citizen’s ID Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Office of the Senior Citizen Affairs (OSCA) and/or local government units (LGUs)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal’s booth of Application Area PSA Civil Registry System– Regional Outlet
5.2 Physically Challenged Clients/PWDs requesting for his/her own document and his/her parent	
PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	National Council on Disability Affairs (NCDA) Office of the Mayor, Office of the Barangay, Department of Social Welfare and Development or other organization with Memorandum of Agreement with the Department of Health.
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal’s booth of Application Area PSA Civil Registry System– Butuan Outlet
5.3 Pregnant Woman requesting for her own document and her spouse	
Valid Identity Document (ID) of the pregnant woman complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) – Certificate of No Record of Marriage (Green Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal’s booth of Application Area PSA Civil Registry System– Butuan Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Certificate of No Record of Death (Blue Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-CENODEATH is made available at the Information Marshal's booth.	None	5 minutes	Outlet Supervisor, PSA Civil Registry System- Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
3. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows Priority Clients Payment Windows	2.3 Screen the AF and the requirements. 2.4 Encode the details of the request. Return the ID(s) and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document.	None	10 minutes	Collecting Officer, PSA Civil Registry System- Butuan Outlet Team Leader, PSA Civil Registry System- Butuan Outlet Outlet Supervisor, PSA Civil Registry System- Butuan Outlet or Outlet Manager/ Regional Director, RSSO XIII
3. Pay the corresponding fee for the request. Reminder:	3.1 Accept the corresponding payment and generate an Official Receipt (OR).	<u>Total Fee</u> Php 210.00 per copy Breakdown:	10 minutes	Collecting Officer, PSA Civil Registry System- Butuan Outlet Team Leader,

<p>Check the details in the issued Official Receipt (OR).</p> <p>Make sure to count the change before leaving the counter.</p>	<p>3.2 Indicate therein the date and estimated time of release.</p> <p>3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Processing Fee: - Php 180.00</p> <p>Documentary Stamp Tax - Php 30.00</p>		<p>PSA Civil Registry System– Butuan I Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Butuan Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO XIII</p>
	<p><u>PSA Internal Processes:</u></p> <p>3.5 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-CENODEATH</p> <p>As per business rule, Request Service Officer (RSO) must conduct at least FORTY-FOUR (44) queries from the CICA System about the document owner as male and as female.</p> <p>3.5.1 In case the index of the CRD is incorrect or different from the information contained in the image, RSO to report and to submit the necessary index correction through the use of the Vital Event function</p>	<p>None</p>	<p>1 day</p> <p>(1 hour)</p>	<p>Request Service Officer, PSA Civil Registry Back-End</p>

<p>4. Proceed to Releasing Window 7 on the scheduled date and time of release.</p> <p>Present the OR and complete requirements to the Releasing Officer.</p>	<p>4.4 Check the OR as to the scheduled date and time of release.</p> <p>4.5 Search for the requested certification.</p> <p>4.6 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the requested document.</p>	<p>None</p>	<p>20 minutes</p>	<p>Releasing Officer, PSA Civil Registry System– Butuan Outlet</p> <p>Team Leader, PSA Civil Registry System– Regional Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director, RSSO</p>
<p>5. Check the document.</p> <p>Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>5.5 Require the claimant to sign the “Received by” portion and indicate the date of receipt at the back of the AF.</p> <p>5.6 Ensure to write in PRINT the name of the claimant, type of ID presented, ID number, releasing window number and date and time of release.</p> <p>5.7 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>5.8 Affix the initials of the Releasing Officer in the OR.</p>	<p>None</p>	<p>5 minutes</p>	<p>Releasing Officer, PSA Civil Registry System– Regional Outlet</p> <p>Team Leader, PSA Civil Registry System– Butuan Outlet</p> <p>Outlet Supervisor, PSA Civil Registry System– Regional Outlet</p> <p>or Outlet Manager/ Regional Director,</p>

	5.5 Release the document to the claimant.			RSSO XIII
TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 10: ISSUANCE OF CERTIFICATION OF NO DEATH RECORD/EXISTENCE OF MARRIAGE RECORD (WALK-IN CLIENT) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <u>THREE (3) DAYS</u> INCLUSIVE OF QUEUEING TIME.</u>				

9. Processing of Electronic Endorsement Documents through CRS-Butuan Outlet

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

Office or Division:	Regional Statistical Services Office XIII (RSSO XIII)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2G)
Who may avail:	All clients of legal age (18 yrs. old and above)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of endorsement from the Local Civil Registry Office (LCROs)	Local Civil Registry Office (LCRO) of the place of registration and occurrence
1. Endorsed birth, marriage, or death document (OCRG Copy or certified photocopy of the document) City/Municipal Civil Registrar (C/MCR) or his/her designated liaison officer, or through courier transmit the documents for electronic endorsements at the PSA CRS Outlet.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. LCRO endorse the document to the nearest CRS Outlet through courier or hand carried by their authorized liaison officers	PSA CRS Butuan Outlet 1. Scan the civil registry document using Electronic Endorsement module	None Note: Client will pay for Php155.00 per copy once the document has been approved at Central Office		Electronic Endorsement staff PSA CRS Outlet Supervisor PSA CRS Outlet Supervisor, Butuan Outlet
	CRMD- Production and Maintenance Unit (PMU) 2. Receipt and control of endorsed scanned civil registry documents in the central back-end office thru Electronic Endorsement (EE) system	None	1 hour per batch of 20 documents	Electronic Endorsement (EE) Approvers, PMU 6 th Floor, CRS Building Supervisor Registration Officer III PMU 6 th Floor, CRS Building Chief, CRMD CRS Building Quezon City
	3. View the submitted documents using EE system	None	1 hour per batch of 20 documents	EE Approvers PMU 6 th Floor CRS Building Supervisor Registration Officer III PMU 6 th Floor CRS Building Chief, CRMD CRS Building Quezon City

	<p>4. Verify the submitted document using CRD/CDLI Search and CRQS/DVSS</p> <p>4.1 If verification in the CRS database yield negative result and the scanned record from the outlet has clear and readable entries, proceed to Step 4</p> <p>4.2 If the scanned image from the Outlet has blurred or unreadable entries, yield negative result in the database but positive in the CRQS or DVSS, request for manual retrieval from the Central Archives the original documents. Proceed to page 10 for the steps of Central Archives (Amparo) processes</p> <p>4.3 Upon receipt of the manually retrieved document from the Archives, match the pulled out documents w/ the scanned image from the outlet</p> <p>4.3.1 If there are discrepancies of entries between the endorsed document and the original document from archive, the document pulled out from the Archives, and if clear copy, will be scanned and approved.</p> <p>4.3.2 If the original copy pulled out from the archives has</p>	None	<p>1 hour per batch of 12 documents</p> <p>Note: manual retrieval or pull out at the Archives takes 2 working days</p>	<p>EE Approvers PMU</p> <p>Supervisor Registration Officer III PMU</p> <p>Chief, CRMD CRS Building Quezon City</p>
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	<p>blurred entries and with discrepancy of entries, indicate in the evaluation form the discrepancies</p> <p>4.3.3 Prepare a feedback notice to indicate disapproval of the EE document using EE system</p>			
	<p>5. Verify specimen signature of the issuing Local Civil Registrar/City Civil Registrar</p> <p>5.1 If the specimen signature of the scanned documents passed verification, approve the document.</p> <p>5.2 If document image did not pass specimen verification, disapprove w/ feedback.</p>	None	1 hour per batch of 12 documents	<p>(EE) Approvers, PMU 6th Floor, CRS Building</p> <p>Supervisor Registration Officer III PMU 6th Floor, CRS Building</p> <p>Chief, CRMD CRS Building Quezon City</p>
<p>TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS</p> <p>Special cases: those for manual retrieval at Central Archives which requires two (2) working days to pull-out the original document will be adjusted to 10 working days</p>				



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

Certificate of Registration of Authority to Solemnize Marriage (CRASM) is a certificate issued to a Solemnizing Officer (SO), after complying with the requirements, certifying the registration of the authority of the SO to solemnize marriage, and indicating therein that the SO is authorized to solemnize marriages within the SO's territorial jurisdiction for the period specified therein.

Office or Division:	Regional Statistical Services Office XIII (RSSO XIII)	
Classification:	Complex	
Type of Transaction:	Government-to-Government (G2G) Government-to-Citizen(G2C)	
Who may avail:	Any Solemnizing Officer except for Judges and/or Mayors	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Requirement For Solemnizing Officer</p> <ul style="list-style-type: none"> Accomplished application form (OCRG-SO Form No. 1 in Appendix 3) in triplicate original copies, subscribed and sworn to before a person authorized to administer oath with affixed documentary stamp; For foreigner SO who is applying for extension of CRASM, require the SO to fill out an application form with accompanying approval of extension of visa. Three (3) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. In cases person is using eyeglasses, it should be removed to have an image of the person. The back of the ID picture should contain signature of the applicant; A machine copy of appointment as priest, head, founder, bishop, pastor and minister of the religion or religious sect; Proper endorsement/designation/ recommendation from the head of religion or religious sect issued within the period of three (3) months from application which should indicate the following details: the full name, nationality and complete address of the applicant; the location of the church, temple, chapel, mosque, synagogue, and other places of worship where the applicant regularly performs rites; and the extent of the applicant's territorial jurisdiction. For the first time applicant, a Certified True Copy of Certificate of Live Birth or a photocopy of the SO's 	<p>PSA Provincial Statistical Offices in Caraga Region</p> <p>Head of the Affiliated Religious Sect</p> <p>Head of the Affiliated Religious Sect</p> <p>PSA CRS Outlet/LCRO/Philsys Registration Center</p>

<p>Philippine Passport or Philippine Identification (Phil ID) Card of the SO to be presented with the original document of such photocopy</p> <ul style="list-style-type: none"> • I-Card issued by the Bureau of Immigration (BI), in case the applicant is a citizen of a foreign country. • Proof of payment of registration fee 	<p>Bureau of Immigration</p> <p>PSA Provincial Statistical Office</p>
<p>Requirements for Heads/Bishops/Presidents/Founders:</p> <ul style="list-style-type: none"> • Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to before a person authorized to administer oath with affixed documentary stamp. <p><i>For foreigner SO who is applying for extension of CRASM, require the SO to fill up an application form with accompanying approval of extension of visa.</i></p> <ul style="list-style-type: none"> • Three (3) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. In cases the person is using eyeglasses, it should be removed to have a clear image of the person. The back of the ID picture should contain the signature of the applicant. • A machine copy of appointment as priest, head, founder, bishop, pastor and minister of the religion or religious sect. • For the first time applicants, a Certified True Copy of Certificate of Live Birth or a photo copy of the SOs Passport or PhilID Card of the SO to be presented with the original document of such photo copy. • I-Card issued by the Bureau of Immigration (BI), in case the applicant is a citizen of a foreign country. • Proof of Payment of Registration Fee. • Endorsement or recommendation from the Board of Trustees/Directors or Church Council or any of its equivalent governing body signed by majority of the members of the board/council in the form of a board or council resolution. In case there is no Board of Trustees/Directors or Church Council, or any equivalent governing body, the head/bishop/president/founder of the religion/religious sect shall submit a sworn statement duly notarized stating that there is no such Board of Trustees/Director or Church Council or any equivalent governing body. 	<p>PSA Provincial Statistical Office</p> <p>Affiliated Religious Sect</p> <p>PSA CRS Outlet/LCRO/Philsys Registration Center</p> <p>Bureau of Immigration</p> <p>PSA Provincial Statistical Office</p> <p>Affiliated Religious Sect</p>

<ul style="list-style-type: none"> If the religion/religious sect is not found in the latest Census record, Certificate of Registration or updated General Information Sheet (GIS) issued by the Securities and Exchange Commission (SEC). 	<p>Record from the Affiliated Religious Sect issued by SEC</p>
<p>Requirements for Imams:</p> <ul style="list-style-type: none"> Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to before a person authorized administer oath with affixed documentary stamp Three (3) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. In such cases the person is using eyeglasses, it should be removed to have a clear image of the applicant. the back of the ID picture should contain the signature of the applicant. For the first time applicants, a Certified True Copy of Certificate of Live Birth or a photo copy of the SOs Passport or PhilID Card of the SO to be presented with the original document of such photo copy. I-Card issued by the Bureau of Immigration (BI), in case the applicant is a citizen of a foreign country. Proof of Payment of Registration Fees Certification from the National Commission on Muslim Filipino (NCMF) that the applicant is authorized to solemnize marriage 	<p>PSA Provincial Statistical Office</p> <p>PSA CRS Outlet/LCRO/Philsys Registration Center</p> <p>Bureau of Immigration</p> <p>PSA Provincial Statistical Office</p> <p>National Commission on Muslim Filipino</p>
<p>Requirements for Tribal Heads/Chieftains:</p> <ul style="list-style-type: none"> Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to before a person authorized to administer oath with affixed documentary stamp. Three (3) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. In such cases the person is using glasses, it should be removed to have a clear image of the person. The back of the ID picture should contain the signature of the applicant. For the first time applicants, a Certified True Copy of Certificate of Live Birth or a photo copy of the SOs Passport or PhilID Card of the SO to be presented with the original document of such photo copy. Proof of Payment of Registration Fee 	<p>PSA Provincial Statistical Office</p> <p>PSA CRS Outlet/LCRO/Philsys Registration Center</p>

<ul style="list-style-type: none"> • Certification from the National Commission on Indigenous People (NCIP) that the applicant is authorized to solemnize marriage 	<p>PSA Provincial Statistical Office</p> <p>National Commission on Indigenous People</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DECENTRALIZED SOLEMNIZING OFFICER INFORMATION SYSTEM (DSOIS) AT THE REGIONAL STATISTICAL SERVICES OFFICE XIII				
Submission of CRASM applications thru the Provincial Statistical Office in Caraga	Receipt of applications of Solemnizing Officer through the Provincial Statistical Office in Caraga	₱500.00 Note: Fess is collected by the Provincial Statistical Office	5 minutes per CRASM application	Registration Officer IV
	Screening of SOIS applications	-	10 minutes per CRASM application	Registration Officer IV Chief, CRASD Regional Director
	Review and approval for Field Visit	-	5 minutes per CRASM application	Regional Director
Attend during the Field Visit/Validation/Ocular Inspection	<p>Conduct Field Visit/Validation/Ocular Inspection</p> <p>Preparation of Field Visit/Validation/ Ocular Inspection Report.</p> <p>For disapproved applications with field visit report/personal interview wherein the PSO recommends disapproval and found to be valid. The RD shall inform the SO through the CSS of the disapproval of the application by issuing a letter citing the reasons of disapproval</p>	-	2 days including travel time and preparation of Field Verification Report	Registration Officer IV Chief, CRASD Regional Director

	Final review after field visit/ocular inspection		20 minutes per CRASM application	Registration Officer IV Chief, CRASD Regional Director
	Issuance/Printing of CRASM, provide CTC and transmitted to PSO		30 minutes per CRASM application	Registration Officer IV Chief, CRASD Regional Director
Release of CRASM through PSO	Released using SOIS logbook through PSO		5 minutes per CRASM application	Registration Officer I or Registration Officer II of the PSO

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS
(including waiting time for approval of evaluation sheet and CRASM)

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

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

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

Office/Division	RSSO XIII-CRASD		
Classification:	Complex		
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)		
Who may avail:	All document owner with approved administrative correction on RA 9048, RA 10172 and Supplementa Report		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
For RA 9048/RA 10172 1) Certified True Copy with Fresh Signature of LCR on the approved petition for Correction of Clerical Error on Change of First Name with C/MCR decision 2) Certified True Copy with Fresh Signature of LCR on the Certificate of Finality 3) Certified True Copy with Fresh Signature of LCR on Action Taken by the Civil Registrar General (CRG) 4) Certified True Copy with Fresh Signature of LCR on the Annotated Certificate of Live		LCRO where the civil registry document has been registered	

<p>Birth/Marriage/Death; 5) Certified True Copy with Fresh Signature of LCR on the Unannotated Certificate of Live Birth/Marriage/Death</p> <p>For Supplemental Report:</p> <ol style="list-style-type: none"> 1) Certified True Copy with Fresh Signature of LCR on Affidavit of Supplemental Report 2) Certified True Copy with Fresh Signature of LCR on Certificate of Live Birth/Marriage/Death bearing the effect of Supplemental Report 3) Certified True Copy with Fresh Signature of LCR on the Certificate of Marriage of parents of the document owner, if the entry to be supplies is the date and place of marriage of parents in the affected Certificate of Live Birth 	<p>LCRO where the civil registry document has been registered</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submission of request for annotation with transmittal and complete supporting documents on the request for annotation of CRDs from PSO or C/MCR</p>	<p>1) Receipt and Control of CRD request for annotation:</p> <ul style="list-style-type: none"> • Receive transmittal of request for annotation of CRDs from PSO or C/MCR • Sort submitted documents by type, attach evaluation form per document and Input the document in the DECAP monitoring tool to assign Control Number 	<p>Free</p>	<p>5 Minutes per CRDs</p>	<p>DECAP COSW-Receipt and Control</p>
	<p>2) Manual screening of CRD request for annotation:</p> <ol style="list-style-type: none"> 2.1 Check completeness and manually screen documents. 2.2 Verify image and consistency of available CRD in the database 2.3 Verify/validate specimen signature 		<p>10 Minutes per CRDs</p>	<p>DECAP COSW Screener</p>

	<p>2.4 Write observation in the evaluation form</p> <p>2.5 Update document in the DECAP monitoring tool before endorsing for review</p>			
	<p>3) Review the manually screened documents</p> <p>3.1 If found feedback, return to screener for preparation of feedback form</p> <p>3.2 If no feedback, stamped "ok for processing"</p>		5 Minutes per CRDs	Registration Officer IV
	<p>4) Create of transaction using CICA-TCTS, conduct thorough verification in the CRS database</p>		3 Minutes per CRDs	DECAP COSW-Annotator
	<p>5) Annotate and encode top sheet of the civil registry document using Electronic Annotation System (EAS)</p> <p>5.1 If successfully annotated, proceed for review; otherwise.</p> <p>5.2 If with system error, prepare transmittal to forward to PSA Civil Registration Service for manual annotation and inform the concerned LCRO</p>		10 Minutes per CRDs	DECAP COSW-Annotator
	<p>6) Review the annotated civil registry documents</p>		5 Minutes per CRDs	Registration Officer IV
	<p>7) Approved the annotated civil registry documents using EAS including printing of Top Sheet and Annotated CRD.</p>		2 Minutes per CRDs	Approver: Regional Director/ Chief, CRASD/ Registration Officer IV/ CRASD Staff with

	Approving officer shall sign and fill-out the date of approval at the printed top sheet and countersigned to the digital signature of ANS of CRS at the annotated CRD			Designation as Approver
	8) Prepare the documents by inserting page separators along with the transmittal sheet before sending documents to PSA Civil Registration Service 8.1 Control out the request as “Positive” and update DeCAP Monitoring Tool			
2. Results of the requested CRDs for annotation	Inform through LCRO the availability of CRDs at the CRS database		3 days after the approval of annotated CRDs	DECAP COSW
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				

B. PHISYS REGISTRATION SERVICE

1. Registration to the Philippine Identification System (PhilSys)

This process involves the collection of demographic and biometric information of Citizens of 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	ORD - PhilSys	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	General Public	
	CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
	1. Accomplished one (1) PhilSys Registration Form with the following information in capital letters: <ul style="list-style-type: none"> • Full Name • Sex • Date of Birth • Place of Birth • Blood Type • Permanent Address • Present Address • Filipino or Resident Alien • Marital Status (Optional) • Mobile Number (Optional) • Email Address (Optional) 	1. PhilSys Registration Centers
	2. At least one (1) identification document. <u>List of Acceptable Identification Documents</u> Primary Documents: <ol style="list-style-type: none"> 1. Certificate of Live Birth (OCRG Form No. 101 and 102) or Report of Birth AND one (1) government-issued identification document which bears full name, frontfacing photograph, and signature or thumb mark; 2. Philippine Passport or ePassport; 	2. Government Agencies, Non-Government Organizations, Private Entities, Academe, Local Government Unit (LGU) <ol style="list-style-type: none"> 1. Philippine Statistics Authority and other government agency; 2. Department of Foreign Affairs; 3. Government Service Insurance System or 4. Social Security System; or Land Transportation Office.

<p>3. Unified Multi-purpose Identification (UMID) Card; or</p> <p>4. Student's License Permit or Non-Professional/Professional Driver's License.</p> <p>In case the applicant does not have any of the Primary Documents, any of the Alternative/Additional Documents shall suffice.</p> <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 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. Philippine Veterans Affairs Office Pensioner's ID (Veteran or Dependent); 29. Seafarer's Identity Document (Seaman's ID); 30. Tribal Certificate/ID; 	<ol style="list-style-type: none"> 1. Philippine Statistics Authority or National Statistics Office or Local Civil Registry Office; 2. Philippine Statistics Authority or National Statistics Office or Philippine Foreign Service Post; 3. Philippine Statistics Authority; 4. Integrated Bar of the Philippines (IBP); 5. Professional Regulation Commission (PRC); 6. Maritime Industry Authority; 7. Overseas Workers Welfare Administration (OWWA); 8. Office of Senior Citizen Affairs and/or Local Government Units (LGU); 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. 14. Department of Social Welfare and Development; 15. National Council of Disability Affairs or its regional counterpart, Office of the Mayor, Department of Social Welfare and Development Office and other participating organizations with a Memorandum of Agreement with the Department of Health; 16. Commission on Elections; 17. Philippine Postal Corporation (Post Office); 18. Bureau of Internal Revenue; 19. Philippine Health Insurance Corporation; 20. Philippine Retirement Authority; 21. Issuing country; 22. Issuing country;
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<p>31. Certificate of Confirmation or Certificate of Indigenous Cultural Communities (ICCs)/Indigenous Peoples (IPs) Membership (CIPM); 32. Certificate of Tribal Membership; or 33. Identification Certificate (IC).</p> <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 <ul style="list-style-type: none"> • For pre-school, elementary and secondary, signature or thumbmark of the ID owner is not required. 3. City/Municipal ID; 4. Barangay Clearance/Certificate <ul style="list-style-type: none"> • 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 issued by the COMELEC; 7. Prison Record; or 8. Certificate of Detention. 	<ol style="list-style-type: none"> 23. Maritime Industry Authority; 24. Civil Service Commission; 25. Armed Forces of the Philippines and Philippine National Police; 26. Philippine National Police, Armed Forces of the Philippines and Philippine Coast Guard; 27. Land Transportation Office; 28. Philippine Veterans Affairs Office; 29. Maritime Industry Authority; 30. Tribal Affairs Office under the Office of the Mayor (if applicable); 31. National Commission on Indigenous Peoples/Tribal Leader of Indigenous Cultural Communities/ Indigenous Peoples; 32. National Commission on Muslim Filipinos; or 33. Philippine Consulate General. <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; 7. Bureau of Jail Management and Penology; or 8. Philippine National Police or Bureau of Jail Management and Penology.
<p>3. For the claiming of PhilID, present any of the following:</p> <ol style="list-style-type: none"> a. Transaction Slip; or b. 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"> a. PSA-based and LGU-based Registration Centers b. Government Agencies, Non-Government Organizations, Private Entities, Academe, LGU

<p>b. Valid identification document of the registered person; and c. Valid identification document of the authorized representative.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the duly accomplished PhilSys Registration Form and present the identification and/or supporting document/s to the Screener.</p>	<p>1.1 Review the consistency of the information on the PhilSys Registration Form against the identification and/or supporting document/s presented.</p>	None	3 minutes	<p>Screener Alternate Screener PhilSys Registration Team (PRT)</p>
	<p>1.2 Affix full name and signature in the PhilSys Registration Form and return the identification and/or supporting document/s to the applicant.</p>			
	<p>1.3 Assist the applicant to the Registration Kit Operator waiting area.</p>	None	1 minute	<p>Screener Alternate Screener PhilSys Registration Team (PRT)</p>
<p>2. Proceed to the Registration Kit Operator and present the PhilSys Registration Form and identification and/or supporting document/s.</p>	<p>2.1 Encode the demographic information of the applicant.</p>	None	3 minutes	<p>Registration Kit Operator (RKO) PhilSys Registration Team (PRT)</p>
	<p>2.2. Review the consistency of the demographic information based on the submitted identification and/or supporting document/s. 2.3. Scan the identification and/or supporting document/s.</p>	None	4 minutes	<p>Registration Kit Operator (RKO) PhilSys Registration Team (PRT)</p>

	<p>2.4. Capture the irises of the applicant.</p> <p>2.5. Capture the 10 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.</p>			
3. Review and confirm the correctness of demographic and biometric information.	3.1. Confirm the correctness of demographic and biometric information.	None	2 minutes	Registration Kit Operator (RKO) PhilSys Registration Team (PRT)
4. Affirm the collection of their data for PhilSys registration and other services.	4.1. Read and explain the Disclosure under Section 12 of the Data Privacy Act of 2012 as reflected in the PhilSys Registration Client System.	None	2 minutes	Registration Kit Operator (RKO) PhilSys Registration Team (PRT)
None	4.2. Print the Transaction Slip.	None	1 minute	Registration Kit Operator (RKO) PhilSys Registration Team (PRT)
5. Receive the identification and/or supporting documents and the printed Transaction Slip.	5.1. Return the identification and/or supporting documents and provide the Transaction Slip to the applicant.	None	1 minute	Registration Kit Operator (RKO) PhilSys Registration Team (PRT)
None	5.2. Approve and upload data packet to	None	2 minutes per data packets	Registration Kit Operator (RKO)

			PhilSys Registration Team (PRT)
TOTAL		None	19 minutes

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

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

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

Office/Division	ORD - PhilSys			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
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. Access the link https://trn-verifier.philsys.gov.ph/ and encode the 29-digit TRN to check the availability of the PSN/ ePhilID.	1.1. Provide the status of the availability of the PSN/ ePhilID.	None	2 minutes	None Note: This process is being performed by the system.
2. Arrive at the PhilSys Registration Center and proceed to the Screening Area.	2.1. Receive the requesting party. 2.2. Ask the requesting party to present a physical or digital copy of the transaction slip.	None	2 minutes	Registration Kit Operator (RKO) Registration Team (PRT)

	<p>Note: In the absence of the TRN, the Screener shall advise the requesting party to wait for the delivery of the PhilID.</p>			
3. Present a copy of the transaction slip.	<p>3.1. Confirm if the requesting party is the owner of the transaction slip and if he/she received his/her PhilID.</p> <p>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.</p>	None	2 minutes	<p>Registration Kit Operator (RKO)</p> <p>PhilSys Registration Team (PRT)</p>
4. Proceed to the Registration Kit Operator Station and present the transaction slip.	<p>4.1. Encode the 29-digit TRN.</p> <p>4.2. Search the availability of the requesting party's ePhilID.</p> <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>4.3. Verify the identity by comparing the</p>	None	4 minutes	<p>Registration Kit Operator (RKO)</p> <p>PhilSys Registration Team (PRT)</p>

	<p>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>4.4. Download the PDF file.</p> <p>4.5. Enter the eight - character password (first four letters of the first name and year of birth) to open the PDF file.</p> <p>4.6. Scan the QR code using https://verify2.philsys.gov.ph to check the consistency between the demographic information and embedded photo in the QR code and the ePhilID.</p> <p>4.7. Print the ePhilID.</p> <p>4.8. Read the reminders written at the bottom part of the printed ePhilID.</p>			
5. Receive the printed ePhilID and transaction slip.	<p>5.1. Issue the printed ePhilID and return the transaction slip.</p> <p>5.2. Keep a record of TRNs from all issued and/or unissued ePhilID transactions in the log sheet.</p>	None	2 minutes	<p>Registration Kit Operator (RKO)</p> <p>PhilSys Registration Team (PRT)</p>
None	5.3. Permanently delete the softcopy of the	None	1 minute	Registration Kit Operator (RKO)

	downloaded ePhilID at the end of operational hours.			PhilSys Registration Team (PRT)
TOTAL		None	13 minutes	

C. FINANCE AND ADMINISTRATIVE SUPPORT

1. Processing of Disbursements

This covers the processes to be followed in the preparation and processing of disbursement vouchers of the PSA Caraga Regional Office for payment of expenses under Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE) and Capital Outlay (CO) in accordance with the Government Accounting Manual (GAM) for National Government Agencies.

For payments to external clients like suppliers and other agencies, this process is facilitated by PSA personnel. The compliance of the documentary requirements attached to the Disbursement Voucher is accomplished by the end-user. Some documents may be required from the concerned payees.

Office/Division	Civil Registration and Administrative Support Division (CRASD)		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government G2B - Government to Business		
Who may avail:	Suppliers, PSA RSSO XIII employees and COSWs		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:	
<ul style="list-style-type: none"> Payment for Goods/ Supplies and PPE for regular office use Disbursement Voucher (DV) - 3 copies BIR Form No. 2307 - 3 copies ICS for semi-expendable / PAR for PPE – 2 copies Inspection and Acceptance Report (IAR) - 2 copies Bill/ Invoice - 2 copies Obligation Request and Status (ORS) – 3 copies Purchase Order (PO) - 2 copies Notice of Award - 2 copies RBAC Resolution: Recommending Award with Mode of Procurement - 2 copies Abstract of Proposal - 2 copies Request for Quotation (RFQ) - 2 copies PhilGEPS Posting (if ABC is above P50,000.00) - 2 copies Purchase Request (PR) - 2 copies		End-user Division concerned Supplier Bids and Awards Committee Secretariat	

<p>PPMP - 2 copies Concept Note - 2 copies Performance Evaluation Data Sheet</p>	
<ul style="list-style-type: none"> • Payment for purchase of Goods (public bidding) <p>Disbursement Voucher (DV) - 3 copies BIR Form No. 2307 - 3 copies ICS for semi-expendable / PAR for PPE - 2 copies Distribution List - 2 copies Inspection and Acceptance Report (IAR) - 2 copies Obligation Request and Status (ORS) – 3 copies Contract/ Purchase Order - 2 copies Notice of Award - 2 copies Notice to Proceed - 2 copies Surety Bond - 2 copies RBAC Resolution: Recommending Award with Mode of Procurement - 2 copies Abstract of Proposal - 2 copies PhilGEPS Posting (Award)- 2 copies PhilGEPS Posting (Invitation to Bid)- 2 copies Concept Note - 2 copies Purchase Request (PR) - 2 copies PPMP - 2 copies Performance Evaluation Data Sheet</p>	<p>End-user Division concerned Supplier Bids and Awards Committee Secretariat</p>
<ul style="list-style-type: none"> • Payment for Lease of Venue <p>Disbursement Voucher (DV) - 3 copies BIR Form No. 2307 - 3 copies Inspection and Acceptance Report (IAR) – 2 copies Activity Report - 2 copies Attendance Sheet - 2 copies Bill/ Invoice - 2 copies Obligation Request and Status (ORS) – 3 copies Contract - 2 copies Notice of Award - 2 copies Notice to Proceed - 2 copies RBAC Resolution: Recommending Award with Mode of Procurement - 2 copies Abstract of Proposal - 2 copies Request for Quotation (RFQ) - 2 copies PhilGEPS Posting (if ABC is above P50,000.00) - 2 copies Evaluation Report with Rating Form- 2 copies TWG Resolution to Recommend to BAC-</p>	<p>End-user Division concerned Supplier Bids and Awards Committee Secretariat</p>

<p>2 copies</p> <p>Concept Note - 2 copies</p> <p>Purchase Request (PR) - 2 copies</p> <p>PPMP - 2 copies</p> <p>Performance Evaluation Data Sheet</p>				
<ul style="list-style-type: none"> • Payment for repairs and maintenance <p>Disbursement Voucher (DV) - 3 copies</p> <p>BIR Form No. 2307 - 3 copies</p> <p>Inspection and Acceptance Report (IAR) – 2 copies</p> <p>Bill/ Invoice - 2 copies</p> <p>Obligation Request and Status (ORS) - 3 copies</p> <p>Purchase Order (PO) - 2 copies</p> <p>Notice of Award - 2 copies</p> <p>RBAC Resolution: Recommending Award with Mode of Procurement - 2 copies</p> <p>Abstract of Proposal - 2 copies</p> <p>Request for Quotation (RFQ) - 2 copies</p> <p>PhilGEPS Posting (if ABC is above P50,000.00) - 2 copies</p> <p>Purchase Request (PR) - 2 copies</p> <p>Waste Materials Report - 2 copies</p> <p>Pre and post repair inspection - 2 copies</p> <p>PPMP - 2 copies</p> <p>Performance Evaluation Data Sheet</p>		<p>End-user Division concerned Supplier Bids and Awards Committee Secretariat</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher (DV) and its supporting documents. Ensure that Box A is already signed by Division Chief.	1.1 Record in the receiving logbook the receipt of documents	None	15 minutes	COSW Receiving Clerk
	1.2 Assign DV Number and records in the logbook the DV number and date, creditor/payee, particulars, and amount	None	15 minutes	COSW Receiving Clerk
	1.3 Review DV as to completeness of supporting documents based on the checklist of documentary requirements provided by the Accounting Unit. A. If complete: proceed	None	1 hour	COSW Receiving Clerk

	<p>to next step.</p> <p>B. If lacking requirements: return the documents to the concerned division/ personnel for compliance.</p>			
2. Comply with any lacking supporting documents and/or corrects the computation, then return it to Accounting Section	<p>2.1 Review the completeness of resubmitted DV and its attachments.</p> <p>If found complete, forward the documents to the Accountant for certification.</p>	None	1 hour	COSW Receiving Clerk
	<p>2.2 Review DV as to completeness and propriety of supporting documents and for correctness of computation. Also determines the availability of cash. If all requirements are complied, signs Box C of DV, which states: <u>Certified:</u> -Cash Available -Subject to ADA (where applicable) -Supporting documents complete and amount claimed proper Forwards documents for release to the Approving Official</p>	None	1 day	Accountant
	<p>2.3 Record in the logbook/releases the DV and its supporting documents to the Head of Agency or his duly Authorized Representative for approval of the DV.</p>	None	30 minutes	COSW Receiving Clerk
	<p>2.4 Receive the DV and its supporting documents and record in the logbook then forward to the Regional Director for approval</p>	None	30 minutes	COSW Clerk (ORD)
	<p>2.5 Approve the</p>	None	1 day	Regional Director/

	Disbursement voucher and forward to the Disbursing Officer for disbursement.			Officer-in-Charge
	2.6 Record in the logbook and forwards to the Cahier	None	30 minutes	COSW Clerk (ORD)
	2.7 Receive the approved DV and its attachments. Prepare LDDAP-ADA or issue Check for payment. Forward to the Accountant for review and certification	None	4 hours	Disbursing Officer
	2.8 Review and certify the correctness and propriety of issued Checks or LDDAP-ADA	None	1 hour	Accountant
	2.9 Forward to the Regional Director/ Officer-in-Charge for approval	<None>	15 minutes	COSW Clerk (ORD)
	2.10 Sign the checks/ LDDAP-ADA	None	2 hours	Regional Director/ Officer-in-Charge
	2.11 Forward to Landbank for Processing	None	3 hours	Disbursing Officer
	2.12 Clear checks/ Credit the payment to payee's account	None	2 days	Land Bank of the Philippines
3. Receive payment and sign the Box E of the DV. Issue Official Receipt for the payment received.	3.1 Ensure that the Box E of the DV is signed by the payee, and an Official Receipt is issued by the supplier accordingly.	None	30 minutes	Disbursing Officer
TOTAL (If scenario A)		None	4 days, 14 hrs and 45 minutes	
TOTAL (If scenario B)		None	4 days, 16 hrs and 15 minutes	

INTERNAL SERVICES

A. ADMINISTRATIVE SUPPORT SERVICE

FINANCIAL UNIT

1. Processing of Disbursements

This covers the processes to be followed in the preparation and processing of disbursement vouchers of the PSA Caraga Regional Office for payment of expenses under Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE) and Capital Outlay (CO) in accordance with the Government Accounting Manual (GAM) for National Government Agencies.

Office/Division	Civil Registration and Administrative Support Division (CRASD)	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Suppliers, PSA RSSO XIII employees and COSWs	
	CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
	<ul style="list-style-type: none"> • Cash Advance for traveling expense Disbursement Voucher (DV) - 3 copies Obligation Request and Status (ORS) - 3 copies Approved Itinerary of Travel - 2 copies Special Order - 2 copies Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books - 2 copies Quotation of plane fare for similar dates Certification by the claimant attesting to such circumstance signed by the supervisor: if less than 3 quotations letter of invitation of host agency/ organization 	End-user Division concerned
	<ul style="list-style-type: none"> • Payment for Cash Advance To Disbursing Officer Disbursement Voucher (DV) - 3 copies Obligation Request and Status (ORS) - 3 copies Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books - 2 copies Approved Request for Cash Advance - 2 copies Concept Note - 2 copies Purchase Request (PR) - 2 copies PPMP - 2 copies 	End-user Division concerned

<ul style="list-style-type: none"> • Payment for salaries of Regular Employees Approved Payroll Bill from creditors 		Payroll incharge Creditors		
<ul style="list-style-type: none"> • Payment for wages of COSW Disbursement Voucher (DV) - 3 copies Obligation Request and Status (ORS) - 3 copies Payroll- 2 copies Authority to Transact/ Render Business (ATRB), if applicable Special Order (SO), if applicable Certificate of Appearance, if applicable 		COSW Division concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher (DV) and its supporting documents. Ensure that Box A is already signed by Division Chief.	1.1 Record in the receiving logbook the receipt of documents	None	15 minutes	COSW Receiving Clerk
	1.2 Assign DV Number and records in the logbook the DV number and date, creditor/payee, particulars, and amount	None	15 minutes	COSW Receiving Clerk
	1.3 Review DV as to completeness of supporting documents based on the checklist of documentary requirements provided by the Accounting Unit. A. If complete: proceed to next step. B. If lacking requirements: return the documents to the concerned division/ personnel for compliance.	None	1 hour	COSW Receiving Clerk
2. Comply with any lacking supporting documents and/or corrects the computation, then returns it to Accounting Section	2.1 Review the completeness of resubmitted DV and its attachments. If found complete, forward the documents to the Accountant for	None	1 hour	COSW Receiving Clerk

	certification.			
	2.2 Review DV as to completeness and propriety of supporting documents and for correctness of computation. Also determines the availability of cash. If all requirements are complied, signs Box C of DV, which states: <u>Certified:</u> -Cash Available -Subject to ADA (where applicable) -Supporting documents complete and amount claimed proper Forwards documents for release to the Approving Official	None	1 day	Accountant
	2.3 Record in the logbook/releases the DV and its supporting documents to the Head of Agency or his duly Authorized Representative for approval of the DV.	None	30 minutes	COSW Receiving Clerk
	2.4 Receive the DV and its supporting documents and record in the logbook then forward to the Regional Director for approval	None	30 minutes	COSW Clerk (ORD)
	2.5 Approve the Disbursement voucher and forward to the Disbursing Officer for disbursement.	None	1 day	Regional Director/ Officer-in-Charge
	2.6 Record in the logbook and forwards to the Cahier	None	30 minutes	COSW Clerk (ORD)
	2.7 Receive the approved DV and its attachments. Prepare LDDAP-ADA or issue Check for payment.	None	4 hours	Disbursing Officer

	Forward to the Accountant for review and certification			
	2.8 Review and certify the correctness and propriety of issued Checks or LDDAP-ADA	None	1 hour	Accountant
	2.9 Forward to the Regional Director/ Officer-in-Charge for approval	<None>	15 minutes	COSW Clerk (ORD)
	2.10 Sign the checks/ LDDAP-ADA	None	2 hours	Regional Director/ Officer-in-Charge
	2.11 Forward to Landbank for Processing	None	3 hours	Disbursing Officer
	2.12 Clear checks/ Credit the payment to payee's account	None	2 days	Land Bank of the Philippines
3. Sign the Box E of the DV to confirm receipt of payment.	3.1 Ensure that the Box E of the DV is signed by the payee.	None	30 minutes	Disbursing Officer
TOTAL (If scenario A)		None	4 days, 14 hrs and 45 minutes	
TOTAL (If scenario B)		None	4 days, 16 hrs and 15 minutes	

HUMAN RESOURCE UNIT

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

(Original Appointment and Promotion)

The applicant must submit all the requirements to PSA website/Human Resource Information Systems or Career Portal of PSA. The Secretariat will evaluate/review the documents as to correctness and completeness. Once the submitted documents are correct and complete, the Secretariat will forward to Regional Office Human Resource Merit Promotion and Selection Board (ROHRMPSB) Members - Chief Administrative Officer and Chief Statistical Specialist/s of concerned division for further evaluation/review and then approved by the Regional Director (Chairperson of the ROHRMPSB). The qualified applicants will proceed to the next step for the conduct of competency-based interview. After the interview, the secretariat will facilitate the signing of ROHRMPSB Forms (Form 4 – Interview Form and Form 6 – Summary of Evaluation) then forward the said forms to National HRMPSB.

Office or Division:	RSSO13-CRASD
Classification:	Complex
Type of Transaction:	Government to Client
Who may avail:	Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upon application to HRIS/Career Portal:	
1. Scanned copy of signed Application letter stating the specific position title with salary grade (SG) level and specific place of assignment as posted; The application letter must be addressed to: Dr. Dennis S. Mapa	To be prepared by the applicant
2. Scanned copy of duly accomplished Personal Data Sheet (PDS) with recent ID picture taken within three (3) months prior to submission of application (CSC Form 212, revised 2017), wet signed, and duly subscribed and sworn to before an authorized administering officer not later than the posting/filing period.	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website uploaded an e file of PDS for downloading.
2. Scanned copy of signed Work Experience Sheet (CSC Form 212 – as attachment to PDS	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website uploaded an efile of Work Experience Sheet for downloading.

3. Scanned copy of Authenticated Eligibility (CSC, CESB, RA 1080, PRC, PD 907) (not applicable to PSA permanent employees unless with additional eligibility)	To be provided by the applicant
4. Scanned copy of Transcript of Records (not applicable to PSA permanent employees unless with changes in educational attainment)	To be provided by the applicant
5. Scanned copy of Certificate/s of Training relevant to the position applied for (if applicable)	To be provided by the applicant
6. Scanned copy of certified true copy of completely signed Individual Performance Commitment Review (IPCR) or its equivalent for the last rating period (<u>for applicants with work experience</u>)	To be provided by the applicant
7. Scanned copy Affidavit of informed consent, waiver and undertaking of compliance to minimum qualification standards and requirements	PSA Website uploaded an e-file of the Affidavit of Informed Consent, Waiver, and Undertaking of Compliance to the Minimum Qualification Standards and Requirements for downloading

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary requirements	1.1 Acceptance of Applications - Receives/Checks applications and documentary requirements at the HRIS.	None	30 minutes (per applicant)	Administrative Officer IV
	1.2 Screening of Applications - Checks as to completeness of submitted documents received using the checklist (Receiving Form 1). For incomplete/lacking documents, applicant is not included in the evaluation.	None	2 hours (per applicant)	Administrative Officer IV
	1.3 Evaluation of documents with the Qualification Standards - Evaluate documents per QS using HRMPSB Form 4 to be reviewed by CAO Bonachita or concerned Division Chief and for approval of RD Apura.	None	2 hours (per applicant)	Administrative Officer IV, Chief Administrative Officer, Chief Statistical Specialist and Regional Director
	1.4 Conduct of Qualifying Exam if required	None	4 hours	Administrative Officer IV

	<i>-Conducts qualifying exam to applicants if necessary</i>			
	<p>1.5 Conduct of Competency Based Interview by ROHRMPSB as scheduled Interviews applicants using the standard interview forms/tools (HRMPSB Form 4) through HRIS</p> <p>ROHRMPSB assists in the conduct of the interview</p> <p>NHRMPSB Secretariat assist during the CBI. After CBI of each applicant, they emailed the filled-out Form 4 to ROHRMPSB Secretariat & Summary Forms (Form 6) after CBI of all applicants</p>	None	1 hour (per applicant)	<p>Regional Office Human Resource Merit Promotion & Selection Board (ROHRMPSB)</p> <p>ROHRMPSB Secretariat – HRO Jenniffer J. Liston, AO III Mary Jean G. Calamba and ADAS II Maria Cristina M. Dapal</p>
	<p>1.6 Submission of documents by ROHRMPSB to Human Resources Division (HRD) Facilitates the signing of HRMPSB Form 4 & 6 and emailed immediately to NHRMPSB Secretariat then mailed the hard copies to HRD.</p>	None	3 days	<p>ROHRMPSB Secretariat – HRO Jenniffer J. Liston, AO III Mary Jean G. Calamba and ADAS II Maria Cristina M. Dapal</p>
	TOTAL		3 days, 9 hours and 30 minutes	

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

The office will prepare Call for Applicants for COSW positions for posting to PSA Bulletin Board and Social Media account of PSA-RSSO XIII. The applicant must submit all the requirements personally to PSA-RSSO XIII. The Secretariat will evaluate/review the documents as to correctness and completeness and determine the qualified applicants. Once the submitted documents are correct and complete, the Secretariat will forward to Chief Administrative Officer, Chief Statistical Specialist of SOCD or Regional Director for further review and evaluation. The qualified applicants will proceed to the next step for the conduct of competency-based interview. After the interview, the secretariat will facilitate the signing of ROHRMPSB Forms (Form 4 – Interview Form and Form 6 – Summary of Evaluation). The secretariat will notify the selected applicant for the submission of additional requirements and signing of Service Contract.

Office or Division:	RSSO13-CRASD
Classification:	Complex
Type of Transaction:	Government to Client
Who may avail:	Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upon application:	
1. Application letter	To be prepared by the applicant
2. Duly accomplished Personal Data Sheet (PDS) with recent ID picture taken within three (3) months prior to submission of application (CSC Form 212, revised 2017), wet signed.	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website uploaded an efile of PDS for downloading.
3. Work Experience Sheet (CSC Form 212 – as attachment to PDS, for applicants with work experience)	Civil Service Commission (CSC) or Philippine Statistics Authority (PSA) Website uploaded an efile of Work Experience Sheet for downloading.
4. Transcript of Records	To be provided by the applicant
5. Certificate/s of Training relevant to the position applied for (if applicable)	To be provided by the applicant
6. Certificate of Employment (for applicants with previous employer)	To be provided by the applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Preparation and Posting of Call for Applicants to PSA-RSSO XIII Bulletin Board and Social Media Account	None	3 days and 30 minutes	Administrative Officer IV
1. Submission of documentary requirements	1.1 Acceptance of Applications - Receives/Checks applications and documentary requirements.	None	15 minutes (per applicant)	Administrative Officer IV
	1.2 Evaluation of documents with the Qualification Standards - Evaluate documents to be reviewed by Chief Admin. Officer or CSS of SOCD	None	1 hour (per applicant)	Administrative Officer IV, Chief Administrative Officer, Chief Statistical Specialist and Regional Director
	1.3 Conduct of Qualifying Exam if required <i>-Conducts qualifying exam to applicants if necessary</i>	None	4 hours	Administrative Officer IV

	Communicates with applicants for the schedule, conducts the qualifying exam (if needed), and determine results.			
	1.4 Conduct of Competency Based Interview by ROHRMPSB as scheduled Interviews applicants using the standard interview forms/tools (HRMPSB Form 4) Determines scheduled date and disseminate to applicants and interviewers.	None	1 hour (per applicant)	Regional Office Human Resource Merit Promotion & Selection Board (ROHRMPSB) ROHRMPSB Secretariat – HRO Jenniffer J. Liston and ADAS II Maria Cristina M. Dapal
	1.5 Prepares summary of competencies using COSW Form 5 and summary of rating using Form 6- Qualification Standards and Competencies and signing of HRMPSB Form 4 & 6	None	2 hours	Administrative Officer IV
	1.6 Notifies selected applicants for submission of requirements and review the submitted documents	None	1 hour	Administrative Officer IV
	1.7 Prepare service contracts, obtains signature and have it notarized. Advises qualified applicants of their scheduled date to report for work.	None	2 days	Administrative Officer IV, Chief Administrative Officer, Chief Statistical Specialist and Regional Director
	TOTAL		5 days, 9 hours and 45 minutes	

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

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

On the other hand, a Service Record (SR) is issued by Human Resources Officer of RSSO reviewed by Chief Administrative Officer and signed by the Regional Director upon request of PSA employee/s for various purposes. The SR contains the records of a government employee in the service from start to present.

Office or Division:	RSSO13-CRASD
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PSA Regular Officials and Employees and Contract of Service Worker
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request	To be prepared by the official or employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Employee (COE)/Service Record (SR)	1.1 Receipt of request form	None	5 minutes	Contract of Service Worker
	1.2 Route to the Regional Director for approval of request	None	5 minutes	Administrative Assistant I
	1.3 Evaluate the request and route to Human Resource Officer for preparation	None	15 minutes	Regional Director or Officer-In-Charge
	1.4 Preparation of COE	None	15 minutes	Administrative Officer IV
	1.5 Preparation of Service Record	None	4 hours	Administrative Officer IV
	1.5 Review, initial, and route the COE/SR to the Chief Administrative Officer for review/initial	None	15 minutes	Administrative Officer IV & Chief Administrative Officer
	1.5 Route the COE/SR to the Office of the Regional Director or Officer-In-Charge for signature	None	5 minutes	Chief Administrative Officer
	1.6 Review and sign the COE/SR and forward to the HRO	None	10 minutes	Regional Director or Officer-in-Charge
	Notify the employee for pickup of the signed COE/SR	None	5 minutes	Administrative Officer IV
	TOTAL		5 hours and 15 minutes for SR and 1 hour and 15 minutes for COE	

4. Processing of Leave Application

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

Office or Division:	RSSO13-CRASD
Classification:	Simple
Type of Transaction:	G2G - Government-to-Government
Who may avail:	PSA RSSO XIII Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Civil Service Commission (CSC) Form 6 (Leave Application Form)	Downloadable at PSA Net and CSC Website
<i>If Sick Leave of more than five (5) days:</i> Medical Certificate	Attending Physician Downloadable at PSA Net and CSC Website
<i>If Leave is more than 30 days:</i> Office Clearance	Website
<i>If Leave under Magna Carta for Women:</i> Medical Certificate Clinical Summary Histopathological Report Operative Technique Duration of the surgery/employee's estimated time of recuperation	Attending physician Attending physician Attending physician Attending physician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant fills-out Application for Leave in 3 copies (CSC Form No. 6) Applicant forwards to HRO for Certification of Leave Credits	1.1 Review the application for leave, signed the Certification of Accumulated Leave Credits	None	30 minutes	Administrative Officer IV
1. Applicant obtains recommendation from his/her Division Chief and forwards to the Office of Regional Director for approval	2.1 Division Chief approves or dis-approves the application. In case of disapproval, the Division Chief writes the reason for disapproval. If approved, forward the leave application to the	None	15 minutes	Division Chief

	Office of the Regional Director.			
	2.2 Secretary / Receipt and Control Clerk to receive the application	None	5 minutes	Administrative Assistant I/Contract of Service Worker
	2.3 RD approves/disapproves applicant for leave. In case of disapproval, RD will fill out item 7D.	None	5 minutes	Regional Director
	2.4 Forward the approved/disapproved application to HRO. If the application is more than 30 days, application will be forwarded to HRD for processing.	None	5 minutes	Administrative Assistant I/Contract of Service Worker
3. Receive the signed application for leave form from HRO	3.1 Release the approved application for leave form to the employee	None	5 minutes	Administrative Officer IV
	3.2 Receive and file approved leave application form.	None	5 minutes	Administrative Officer IV
	TOTAL	1 hour and 10 minutes		

General Services Unit

1. Processing and Issuance of Common-Use Supplies and equipment

Distribution of office supplies and equipment as requested. (Font: Arial, size: 10.5)]

Office/Division	General Services Division, Supply Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	PSA officials, employees and COSWs			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Requisition and Issue Slip (RIS) (3 original copies)		1. PSAnet		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/submit Requisition and Issue Slip (RIS)	1.1 Approve RIS	None	3 hours	Chief Administrative Officer / OIC
	1.2 Receive and control approved RIS	None	15 minutes	Administrative Officer III
2. Receive items requested	2.1 Issue available Common use supplies and materials as requested	None	45 minutes	Administrative Officer III
3. Acknowledge receipt of items requested	3.1 Ensure that the RIS has been signed by the requester	None	30 minutes	Administrative Officer III
TOTAL:		None	4 hours 30 minutes	

2. Provision of Transportation Service to PSA Officials and Employee (within the region)

For official use of available transportation service of PSA officials and employees within Caraga Region

Office/Division	Civil Registration and Administrative Support Division (CRASD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government

Who may avail:	PSA officials, employees and COSWs			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. Driver's Trip Ticket 2. Request to Use of Vehicle 3. Special Order (with name of the driver, passengers and details about the vehicle and trip) 		<ol style="list-style-type: none"> 1. End-user 2. Person-in Charge (Administrative Assistant II) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and Submit Driver's Trip Ticket (DTT) and Request to use of vehicle	1.1 Preparation of request for vehicle DTT and Request to use of vehicle	None	10 minutes	End-user
	1.2 Receive and screen details of the accomplished DTT and request to use of vehicle	None	20 minutes	Administrative Assistant II
	1.3 Assign available driver and vehicle	None	5 minutes	Administrative Assistant II
	1.4 Approve DTT and Request to use of vehicle	None	3 hours	Chief Administrative Officer / OIC-CRASD
	1.5 Issue approved DTT and request to use of vehicle to assigned driver	None	10 minutes	Administrative Assistant II
3. Accomplish Passengers' Satisfaction/Driver's Performance Rating	3.1 Check the completeness of entries in the evaluation form	None	30 minutes	Assigned Driver and passengers
4. Certify correctness of travel completed	4.1 Ensure that the certification has been signed by the passenger	None	30 minutes	Assigned Driver
	4.2 Filed the accomplished DTT and Request to use of vehicle to arch file	None	15 minutes	Assigned Driver /Admin.
TOTAL	None		5 hours	

3. Provision of Transportation Service to PSA Officials and Employee (Outside the region)

For official use of available transportation service of PSA officials and employees within Caraga Region

Office/Division	Civil Registration and Administrative Support Division (CRASD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PSA officials, employees and COSWs			
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE:	
4. Driver's Trip Ticket 5. Request to Use of Vehicle 6. Special Order (with name of the driver, passengers and details about the vehicle and trip)			3. End-user 4. Person-in Charge (Administrative Assistant II)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and Submit Driver's Trip Ticket (DTT) and Request to use of vehicle	1.1 Preparation of request for vehicle DTT and Request to use of vehicle	None	10 minutes	End-user
	1.2 Receive and screen details of the accomplished DTT and request to use of vehicle	None	20 minutes	Administrative Assistant II
	1.3 Assign available driver and vehicle	None	5 minutes	Administrative Assistant II
	1.4 Approve DTT and Request to use of vehicle	None	3 hours	Regional Director / OIC
	1.5 Issue approved DTT and request to use of vehicle to assigned driver	None	10 minutes	Administrative Assistant II
3. Accomplish Passengers' Satisfaction/Driver's Performance Rating	3.1 Check the completeness of entries in the evaluation form	None	30 minutes	Assigned Driver

4. Certify correctness of travel completed	4.1 Ensure that the certification has been signed by the passenger	None	30 minutes	Assigned Driver
	4.2 Filed the accomplished DTT and Request to use of vehicle to arch file	None	15 minutes	Assigned Driver /Admin. Assistant II
TOTAL	None		5 hours	

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 is processed	<p>Feedback requiring answers is forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ol style="list-style-type: none"> a. Suggestion box b. Email info@psa.gov.ph and rssocaraga@psa.gov.ph c. Query Verification Unit d. Public Assistance and Complaint Desk (PACD) <p>To facilitate efficient, effective and timely response from Regional Statistical Services Office XIII 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 Regional Statistical Services Office XIII 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 Regional Statistical Services Office XIII</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