

# CIVIL REGISTER MANAGEMENT DIVISION

## 1. Issuance of Unconverted Requests (Copy Issuance of Birth, Marriage, Death at PSA CRS Outlet)

Unconverted requests are requests of civil registry documents that are not yet loaded in the Civil Registry System (CRS) database and are NOT yet available for COPY ISSUANCE in the CRS Serbilis Outlets. These require manual processing, data encoding, scanning and loading in the database prior to the availability for copy issuance in the PSA Civil Registry System Outlet (PSA CRS Outlet). Unconverted requests also include rework cases encoded by the PSA CRS Outlets for “Clear Copy” or those with Positive Query in the CRQS system.

PSA CRS Serbilis Outlets nationwide accepts unconverted requests and these Application Forms (AFs) are electronically forwarded to the Central Office under Civil Registration Service-Civil Register Management Division through Uncon/MV Processing

<b>Office or Division:</b>	Civil Register Management Division			
<b>Classification :</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	All clients of legal age (18 yrs. old and above)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely filled-up · Application Form (AF)-Birth Certificate (White Form), or · Marriage Certificate (Pink Form), or · Death Certificate (Yellow Form), accomplished in PRINTED LETTERS		Any PSA CRS Serbilis Outlet		
The AFs for unconverted requests are electronically forwarded and printed in the corresponding Archives /Unit as designated below:				
<b>Unit/Archives</b>		<b>Coverage</b>		
Document Processing Unit		Current Year (i.e. 2023)		
Birth/Death/Marriage Archives		Past 2 Years (2021-2022)		
Microfilm Unit		1945-1994		
Central Archives		1945-2022		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

Document Processing Unit or Birth, Death, Marriage Archives, or Microfilm Unit				
	1. Print AFs using Unconverted/MV Processing	None	35 minutes per batch of 100 AFs	<p><i>Uncon/MV Operator</i> DPU or BDM Archives or Microfilm Unit</p> <p><i>Supervisor</i> DPU/BDM Archives or Microfilm Unit</p> <p><i>Chief, CRMD</i> CRS Building, Quezon City</p>
	2. Sort AFs by type, date of release, and year of registration	None	1 hour per batch of 100 AFs	<p><i>Uncon/MV Operator</i> DPU or BDM Archives or Microfilm Unit</p>
	3. Scan in incoming AFs through barcode and sort AF by type, date of release, and year of registration	None	15 minutes per batch of 50 Application Forms	<p><i>Supervisor</i> DPU/BDM Archives or Microfilm Unit</p> <p><i>Chief, CRMD</i> CRS Building, Quezon City</p>
	4. Verify status of the requested document in the RCC, DVSS, CRQS, VEI and CRD/CDLI Search	None	3 hours per batch of 100 AFs	<p><i>Associate (RCC Indexer)</i> DPU or BDM Archives or Microfilm Unit</p> <p><i>Supervisor</i> DPU or BDM or Microfilm Unit</p> <p><i>Chief, CRMD</i> CRS Building, Quezon City</p>
	4.1. If positive index in the RCC, DVSS, CRQS, and VEI, forward to the manual verifier for pull out			
	4.2. If positive CRD/CDLI Search, log out as copy issuance (Positive) for Outlet requests.			
	4.3. If negative, there are three (3) options, release as a negative record, through			

	<i>feedback form if found to be problem document or route to other concerned archives/unit for manual pull out of the document</i>			
AFs resulted to verification of positive index in the CRQS covering the period 1945-1994 shall be processed at Microfilm Unit as follows:				
<b>MICROFILM UNIT (1945-1994 requested documents only)</b>				
	5. Sort AF by date of release, type of document, by year, province, and municipality  6. Pull out the microfilm roll for verification in the Birth, Marriage or Death Library	None	1 hour per batch of 500 Application Forms  1 hour per batch of 60 microfilm rolls	<i>Librarian (Associate)</i> Microfilm Unit  <i>Supervisor</i> Microfilm Unit  <i>Chief, CRMD</i> CRS Building, Quezon City
	7. Verify the document requested in the microfilm rolls  8. Print a copy of the document if positive, otherwise route the AF to Amparo for clear copy verification	None  None	1 hour per batch of 16 Application Forms verified and printed in local paper	<i>Verifier (Associates)</i> Microfilm Unit  <i>Registration Officer II</i> Supervisor, Microfilm Unit  <i>Chief, CRMD</i> CRS Building, Quezon City
	9. Prepare transmittal of AFs with attached printed document (in local copy)  10. Route the documents to Amparo for verification (refer to page 11 for approval/disapproval of the document thru Electronic Endorsement Process)	None	20 minutes per batch of 60 AFs with transmittal	<i>Team Lead (Associate)</i> Microfilm Unit  <i>Registration Officer II</i> Supervisor, Microfilm Unit

				<p><i>Registration Officer III</i> Supervisor, Production and Maintenance Unit</p> <p><i>Chief, CRMD</i> CRS Building, Quezon City</p>
	11. If positive CRD/CDLI Search, log out as copy issuance (Positive) for Outlet requests.	None	5 minutes per batch of 60 AFs with transmittal	<p><i>Team Lead (Associate)</i> Microfilm Unit</p> <p><i>Registration Officer II</i> Supervisor, Microfilm Unit</p> <p><i>Chief, CRMD</i> CRS Building, Quezon City</p>
	12. If negative, log out as copy issuance (Negative) for Outlet requests.	None	5 minutes per batch of 60 AFs with transmittal	<p><i>Team Lead (Associate)</i> Microfilm Unit</p> <p><i>Registration Officer II</i> Supervisor, Microfilm Unit</p> <p><i>Chief, CRMD</i> CRS Building, Quezon City</p>
AFs resulted to verification of positive query in the RCC and/or DVSS for current year of registration (i.e 2023) shall be processed at the Document Processing Unit as follows:				
<b>DOCUMENT PROCESSING UNIT (CURRENT REGISTRATION YEAR-i.e. 2023)</b>				
	13. Manually retrieve the document in the folio (or folder)	None	1 hour per batch of 8 documents/ AFs	<p><i>Manual Verifier (Associate)</i> DPU CRMD</p>
	14. If manual verification resulted to “positive”,			

	transmit the AF and the pull-out document to PMU for scanning (refer to page 11 for approval/ disapproval of the document thru Electronic Endorsement Process)			<p><i>Registration Officer III</i> Supervisor, DPU</p> <p><i>Registration Officer III</i> Supervisor, Production and Maintenance Unit</p> <p><i>Chief, CRMD</i> CRS Building, Quezon City</p>
	15. If negative, there are two (2) options, log out as a negative record or through a feedback form if found to be problem document	None	35 minutes per batch of 60 AFs with transmittal	<p><i>Uncon/MV Controller (Associate)</i> DPU</p> <p><i>Registration Officer III</i> Supervisor, DPU</p> <p><i>Chief, CRMD</i> CRS Building, Quezon City</p>
AFs resulted to verification of positive query in the RCC and/or DVSS shall be processed at Birth, Death, Marriage Archives as follows:				
<b>BIRTH, DEATH AND MARRIAGE ARCHIVES (Past 2 Years- 2021-2022)</b>				
	16. Manually retrieve the document in the folio (or folder)	None	1 hour per batch of AF 8 verified documents	<p><i>Manual Verifier (Associate)</i> BDM Archives</p>
	17. If manual verification resulted to “positive”, transmit the AF and the pull-out document to PMU for scanning (refer to page 11 for approval/ disapproval of the document thru Electronic Endorsement Process)	None	1 hour for batch of 8 AFS (with transmittal prepared)	<p><i>Registration Officer III</i> Supervisor, BDM Archives</p> <p><i>Registration Officer III</i> Supervisor, Production and Maintenance Unit</p> <p><i>Chief, CRMD</i></p>

				CRS Building, Quezon City
	18. If negative, there are two (2) options, release as a negative record or through a feedback form if found to be problem document	None	1 hour per batch of 80 AFs	<i>Registration Officer III,</i> BDM Archives  <i>Chief, CRMD</i> CRS Building, Quezon City
Requested documents found blurred or with unreadable entries as a result of verification from different archives covering years 1945-2022 shall undergo manual retrieval at the Central Archives, as needed:				
<b>CENTRAL (AMPARO) ARCHIVES (1945-2022)</b>				
	19. Pick up AF for verification at CRS	None	4-6 hrs  <i>*consider travel time of liaison officer from Central Archives to CRS Building</i>	<i>Administrative Aide VIII,</i> Amparo Archives  <i>Chief, CRMD</i> CRS Building, Quezon City
	20. Distribute AFs to concerned personnel for verification  21. Manually retrieve record in the folder and insert a marker to indicate a document was pulled out	None	5 minutes  1 hour per 10 AFs	<i>Manual Verifier,</i> Associate  <i>Administrative Aide VIII,</i> Amparo Archives  <i>Chief, CRMD</i> CRS Building, Quezon City
	22. Scans document for approval/disapproval of the document at PMU thru Electronic Endorsement Process)	None	30 minutes	<i>Manual Verifier,</i> Associate  <i>Administrative Aide VIII,</i> Amparo Archives  <i>Registration Officer III</i>

				Supervisor, Production and Maintenance Unit  <i>Chief, CRMD</i> CRS Building, Quezon City
	23. Returned the documents pulled-out to their corresponding folders	None	1 hour per batch of 12 documents	<i>Manual Verifier, Associate</i>  <i>Administrative Aide VIII, Amparo Archives</i>  <i>Chief, CRMD</i> CRS Building, Quezon City
	24. Route to concerned archives/unit using Uncon/MV Processing for logging out as positive/negative/ feedback	None	5 minutes per batch of 60 AFs with transmittal	<i>Uncon/MV Controller (Associate)</i>  <i>Administrative Aide VIII, Amparo Archives</i>  <i>Chief, CRMD</i> CRS Building, Quezon City

The following documents retrieved from the Archives/Unit needs to undergo electronic endorsement process at the Production and Maintenance Unit (PMU)

1. Printed in local paper from Microfilm Unit (certified by Microfilm Unit Supervisor);
2. Original document retrieved from Central Archives (Amparo)
3. Original document retrieved from Birth, Marriage, and Death Archives

**PRODUCTION AND MAINTENANCE UNIT**  
**Electronic Endorsement Process (Scanning at Central Office)**

	25. Scan "in" AF in Uncon/MV Processing and control received documents from the Archives or Unit	None	1 hour per batch of 1,800 AFs	<i>Uncon/MV Controller (Associate)</i>  <i>Registration Officer III</i>
--	--	------	-------------------------------	---

	<p>26. Segregate the documents that passed specimen verification and the problem documents</p> <p><i>26.1 Documents that passed the specimen verification are for uploading in the database</i></p> <p><i>26.2 Problem documents are for issuance of feedback notice</i></p>		<p>1 hour per batch of 600 AFs/ documents</p>	<p><i>Supervisor, Production and Maintenance Unit</i></p> <p><i>Chief, CRMD CRS Building, Quezon City</i></p>
	<p><b><u>Documents passed spec verification:</u></b></p> <p>27. Encode details of document in VEI</p> <p>28. Scan documents for uploading in the database using Electronic Endorsement Module</p>	<p>None</p>	<p>1 hour per batch of 33 documents/ AFs</p> <p>1 hour per batch of 33 documents/ AFs</p>	<p><i>Data Encoder Associate, PMU</i></p> <p><i>EE scanning clerk PMU</i></p> <p><i>Chief, CRMD CRS Building, Quezon City</i></p>
	<p>29. Verify the scanned documents using CRD/CDLI Search prior to approval or disapproval of the document</p> <p><i>29.1 If the document requested is "Negative" in the CRS database and the scanned document passed the specimen signature verification; proceed with approval of the document. Indicate in the AF "Approved" or "A" and the date of approval of the document;</i></p> <p><i>19.2 If the document requested resulted to</i></p>	<p>None</p>	<p>1 hour per batch of 23 documents/ AFs</p>	<p><i>EE Approver Associate, PMU Supervisor, Registration Officer III, PMU</i></p> <p><i>Chief, CRMD CRS Building, Quezon City</i></p>



	<p><i>“Negative” in the database and the scanned document is blurred, stamp in the evaluation form “disapproved” or “DA” and indicate the date and reasons of the feedback</i></p> <p><i>19.3 If the document requested is “positive” in the CRS database but with blurred or unreadable entries and there are discrepancies of entries between the endorsed document and the original document from archive, the document pulled out from the Archives will be rescanned for a “clear copy” and approved.</i></p> <p><i>However, if the original document retrieved from the Archives is still blurred, indicate in the AF as “Disapproved” or “DA”, and the date when the document processed and the reasons of the feedback</i></p> <p>30. Segregate approved and disapproved documents</p>			
	<p><b><u>Approved documents:</u></b></p> <p>31. Prepare transmittal for approved documents</p> <p>32. Scan out AF with tagged “Positive”</p> <p>33. If positive CRD/CDLI Search, log out as copy issuance (Positive) for Outlet requests.</p> <p>34. If negative, there are two (2) options, release as a</p>	None	<p>1 hour per batch of 200 documents/ AFs</p> <p><i>Note: Once EE document approved by PMU, it will be available online nationwide in 2-3 days</i></p>	<p><i>EE Approver Associate, PMU</i></p> <p><i>Supervisor, Registration Officer III, PMU</i></p> <p><i>Chief, CRMD CRS Building, Quezon City</i></p>

negative record or through a feedback form if found to be problem document		
--	--	--

**TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS Assuming all are CRS ITP2 Outlets**