

3. Processing of Electronic Endorsement Documents thru Outlets

Electronic endorsement allows PSA Serbilis 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.

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| Office or Division: | Civil Register Management Division | | | |
| 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 | | |
| 2. 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 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 | | <i>Electronic Endorsement staff</i> PSA CRS Outlet <i>Supervisor</i> PSA CRS Outlet Supervisor |
| | CRMD- Production and Maintenance Unit (PMU) | None | 1 hour per batch of 20 documents | <i>Electronic Endorsement (EE) Approvers, PMU</i> |

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| | <p>2. Receipt and control of endorsed scanned civil registry documents in the central back-end office thru Electronic Endorsement (EE) system</p> | | | <p>6th Floor, CRS Building</p> <p><i>Supervisor</i> Registration Officer III PMU 6th Floor, CRS Building</p> <p><i>Chief, CRMD</i> CRS Building Quezon City</p> |
| | <p>3. View the submitted documents using EE system</p> | <p>None</p> | <p>1 hour per batch of 20 documents</p> | <p><i>EE Approvers</i> PMU 6th Floor CRS Building</p> <p><i>Supervisor</i> Registration Officer III PMU 6th Floor CRS Building</p> <p><i>Chief, CRMD</i> CRS Building Quezon City</p> |
| | <p>4. Verify the submitted document using CRD/CDLI Search and CRQS/DVSS</p> <p><i>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</i></p> <p><i>4.2 If the scanned image from the Outlet has blurred or unreadable entries,</i></p> | <p>None</p> | <p>1 hour per batch of 12 documents</p> | <p><i>EE Approvers</i> PMU</p> <p><i>Supervisor</i> Registration Officer III PMU</p> <p><i>Chief, CRMD</i> CRS Building Quezon City</p> |

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| | <p><i>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</i></p> <p><i>4.3 Upon receipt of the manually retrieved document from the Archives, match the pulled out documents w/ the scanned image from the outlet</i></p> <p><i>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.</i></p> <p><i>4.3.2 If the original copy pulled out from the archives has blurred entries and with discrepancy of entries, indicate in the evaluation form the discrepancies</i></p> <p><i>4.3.3 Prepare a feedback notice to indicate disapproval of the EE document using EE system</i></p> | | <p><i>Note: manual retrieval or pull out at the Archives takes 2 working days</i></p> | |
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| | <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> |
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TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 3 WORKING DAYS

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 5 working days