35.   Correction of erroneous indices through Production Vital Event Maintenance (Prod-VE)

Production Vital Event Maintenance (ProdVE) is the process of correcting an erroneous index in the CRS database. The sources of corrections are from the reports submitted electronically by the CRS outlets (through F6).

Office or Division:	Civil Register Management Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	All clients of legal age (18 yrs. old and above)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Report from the Outlet regarding correction of index of particular birth, marriage, or death	PSA Serbilis Outlet			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PSA Civil Registry System Outlets submit/report Index correction for ProdVE maintenance (F6). Other sources are from the Helpdesk, PBO, SBO, emails from clients and PSA Field Personnel/ Officials	1. Receipt and control of documents for Index correction (ProdVE) maintenance at Production and Maintenance Unit (PMU)	None	10 minutes per batch of 20 documents	*Assistant Supervisor, Registration Officer II* PMU, CRMD 6th Floor CRS Building *Administrative Assistant II,* PMU, CRMD 6th Floor CRS Building *Chief, CRMD* 7th Floor CRS Building Quezon City
	2. ProdVe approver review and evaluate submitted documents for index correction *1.1 Verify information of the documents using the CRD/CDLI Search.* *1.2 Match the documents from*	None	1 hour per batch of 20 documents	*Assistant Supervisor, Registration Officer II* PMU, CRMD 6th Floor CRS Building Administrative Assistant II, PMU, CRMD

	CRD/CDLI Search and evaluate if the index matches with the information on the document. If not proceed to F6 (These are the corrections that can be done under F6: names, date of birth, place of birth, and gender) and prepare the required correction on the index based on the image.		6th Floor CRS Building *Chief, CRMD* 7th Floor CRS Building Quezon City
	1.3 Approve index correction and submit		
	1.4 Validate the index if correction has been done and updated		
	1.5 Validate also the BreN if updated.		
	1.6 *Notify the concern Outlets and other sources that ProdVE has been done and updated thru Helpdesk*		
	3. Index is mis-matched with the image loaded in the CRS database.	Within 2 days	
	3.1 Verify the document in the CRD/CDLI Search for validation, if mis-matched with the index		
	3.2 Retrieve the documents at the central archive for re scanning at the PMU	1 hour per batch of 20 documents	
	3.3 Pull out document from central archive,		

	performs data entry and scan				
	3.4 Verify the copy of the documents scanned and loaded in the CRS database and performs the index correction				
	3.5 Submit and approve ProdVE then validates the updated index and BreN.				

TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: Within the day
Note: Except for cases that requires manual retrieval of the original document at the Central Archives for evaluation purposes (within 3 days)