

41. Resolution of Problem Documents (from the Monthly Report)

Documents pulled out by quality controller from folio due to

- No signature of LCR
- Same registry number with other documents registered
- Out of range of registry number
- Different person encoded in DVSS datafiles
- No registry number

Documents under the above conditions are pull out from the batch/folio and to be coordinated with the concerned Local Civil Registrar for validation.

Office or Division:	Civil Register Management Division			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizens (G2C), Government to Government (G2G)			
Who may avail:	PSO, LCR			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT PROCESSING UNIT				
	1. Encode details of the document in Excel files (control)	None	1 hour per batch of 80 documents	<i>Document Controller (COSW)</i> DPU, CRMD 3 rd Floor, CRS Building Supervisor DPU, CRMD 3 rd Floor, CRS Building
	2. Coordinate with Provincial Statistical Officer and Local Civil Registrar thru e-mail	None	1 hour per batch of 35 e-mails to PSO/LCRO	<i>COSW</i> DPU, CRMD 3 rd Floor, CRS Building Supervisor DPU, CRMD 3 rd Floor, CRS Building
Upon receipt of the compliance to the feedback/status of the documents, the DPU will process for possible scanning and loading in the CRS database.				
The number of processing days from the time DPU informed the PSO/LCRO through email and the availability of the document for copy issuance in the Outlets will depend on the number of days the Local Civil Registrar complied the requirements.				
	1. Retrieve the original documents	None	1 hour per batch of 20 documents	<i>Document Controller (COSW)</i> DPU, CRMD

	submitted and match with the compliance			3 rd Floor, CRS Building Supervisor DPU, CRMD 3 rd Floor, CRS Building
	2. Evaluate documents submitted by PSO/LCR	None	1 hour per batch of 20 documents	<i>Document Controller (COSW)</i> DPU, CRMD 3 rd Floor, CRS Building Supervisor DPU, CRMD 3 rd Floor, CRS Building
	3. Route to PMU for final evaluation, scanning and loading in the CRS database	None	30 minutes	<i>Document Controller (COSW)</i> DPU, CRMD 3 rd Floor, CRS Building Supervisor DPU, CRMD 3 rd Floor, CRS Building
Note: Scanning and loading in the database is discussed in the Process Flow of Electronic Endorsements				