# 11. Authentication of Death Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

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.

Under the new system – the Civil Registry System Information Technology Project Phase II (CRS-ITP2), all CRS outlets centralize all backroom tasks such as database searching/query (RSO) for faster processing of CRD requests. The infrastructure setup of CRS-ITP2 is "Hub-and-Spoke Model", wherein the Back Offices functions as the "Hub", while the Outlets, which use the services of the Hub, are the "Spoke".

| Office or Division: | Civil Registration Services Division  (CRSD) |
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| Classification: | Simple |
| Type of Transaction: | Government-to-Citizens (G2C) |
| Who may avail: | General public of legal age (18 years old and above) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
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| **Basic Requirements for all types of Requesters** | |
| Printed or electronic copy of valid  CRS Appointment Slip (1 copy) bearing the name of the client that will transact in the PSA Civil Registry System Outlet. | Booked through the CRS Appointment System https://appointment.psa.gov.ph |
| If applicable, properly filled-out Health Survey Form (1 copy); or | Entry points of the PSA Civil Registry System Outlets; Or at the CRS Appointment System |
| Updated QR Code of the COVID-19 Digital Contact Tracing App | Google Play Store or Apple App Store |
| Queue Ticket Number (QTN) (1 copy) | Designated QTN Issuing Station at the PSA Civil Registry System Outlet. |
| Completely filled-up Application Form (AF) – Death Certificate (Yellow Form) accomplished in PRINTED LETTERS | AF dispenser at the PSA Civil Registry System Outlet; |

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| (1 copy) | Or at the CRS Appointment System |
| Photocopy of the Death Certificate issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy); or<br><br>Civil Registry Form No. 2A (Death-available) of the transcription of Facts of Death from the Registry Book of Death issued by the Local Civil Registry Office (LCRO) certified by the issuing officer, with no erasures or any signs of tampering (1 copy) | City/Municipal Civil Registry Office where the event has taken place and has been registered. |
| If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit:<br><br>Original Copy of the Official Receipt (OR) from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee as per City Ordinance (1 copy) | City Treasurer's Office |
| **Additional Requirements by Type of Requester** | |
| **1. Principal, in order of preference: Spouse, Marital Children, Non-Marital Acknowledged Children, and Parents** | |
| 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., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP) |
| Birth Certificate (1 original and 1 photocopy) of the Non-marital children if the requester is the latter | Philippine Statistics Authority |
| **2. Special Case Requester** | |
| **2.1 Nearest of kin of the deceased person (other than the Spouse, Parent and Son/Daughter)** | |
| Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased. | Lawyer/Notary Public |

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| 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., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP) |
| **2.2 Guardian of the deceased person, below 18 years old (minor)** | |
| Court decision assigning the client as legal guardian (1 original and 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 minor is in the custody of the client/guardian (1 original) | Office of the Barangay where the Guardian currently resides |
| 2) School ID/Report Card of the minor that indicates the name of the client as Guardian | 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., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP) |
| **2.3 Mother of the non-marital unacknowledged child** | |
| Valid Identity Document (ID) of the requesting mother 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., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP) |
| **2.4 Father of the non-marital acknowledged child** | |
| Valid Identity Document (ID) of the requesting father of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)<br><br>**Reminder:**<br><br>▪ The name of the Father should appear in the Birth Certificate of the child. | Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP) |

| 3. Priority Clients | |
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| **3.1 Senior Citizen requesting for the authentication of death certificate of his/her spouse, parent and son/daughter** | |
| Senior Citizen's Identity Document (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); or | Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) |
| Philippine Identification (ID) Card/ ePhilID (1 original) | Philippine Statistics Authority |
| **3.2 Physically Challenged Client/PWD requesting for the authentication of death certificate of his/her 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); or | 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 |
| Philippine Identification (ID) Card/ ePhilID (1 original) | Philippine Statistics Authority |
| **3.3 Pregnant Woman requesting for the authentication of death certificate of 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, Schools/Colleges/Universities (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, Philpost, Pag-IBIG, COMELEC, NBI, AFP, PNP) |
| **3.4 Health and Emergency Frontline Service Provider requesting for the authentication of death certificate of his/her spouse, parents and son/daughter** | |
| Employment ID of the Health and Emergency Frontline Service Provider complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original) | Public or private health and emergency service providing institutions or organizations (i.e. DOH, DOH Hospitals, Hospitals of LGUs, and Provincial City, and Rural Health Units, Private Hospitals and Drug Abuse Treatment and Rehabilitation Centers including those managed by other government agencies (e.g. police and |

| | | military hospitals/clinics, university medical facilities), Philippine Red Cross, World Health Organization, Health Maintenance Organizations, Philippine Health Insurance Corporation, NDRRMC) |
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| **3.5 Clients who are PhilID card/ePhilID holders** | |
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| Philippine Identification (ID) Card (1 original) or ePhilID (1 original)<br><br>**Reminder:**<br><br>▪ PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication. | Philippine Statistics Authority |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| 1. Set an appointment at https://appointment.psa.gov.ph/<br><br>1.1 May opt to download the Application Form-Death Certificate (Yellow Form) and Health Survey Form (if applicable) from the appointment website.<br><br>**Reminder:**<br><br>§ Application Form can be accomplished prior to scheduled date of appointment.<br><br>§ Health Survey Form must be accomplished at the CRS Outlet on | 1.1 CRS Appointment System send out appointment confirmation to the client email address.<br><br>1.2 Ensure that the Application Form-Death Certificate (Yellow Form) and Health Survey Form are available for download. | None | Variable | *Outlet Supervisor* PSA Civil Registry System Outlet<br><br>or<br><br>*Outlet Manager* |

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| the date of the appointment.<br><br>1.2 Go to the CRS Outlet on the actual date and time of appointment.<br><br>**Reminder:**<br><br>▪ Clients with PhilID/ePhilID and requesting for Authentication of Death Certificate, of his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment. | | | | |
| 2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.<br><br>1.1 If the Authentication Request will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit, present the printed or electronic copy of the CRS Appointment Slip, together with the original OR from Local Government Unit (LGU) as proof of payment of the LGU Add-on Fee, and one (1) valid ID upon entry in the PSA Civil Registry System Outlet. | 2.1 Check carefully the following information on the presented CRS Appointment Slip:<br><br>a. Outlet Name;<br>b. Name of client;<br>c. Scheduled date and time; and<br>d. IDs presented. | None | 1 minute | *Information Marshal/ Security Guard*<br><br>*Outlet Supervisor* PSA Civil Registry System Outlet<br><br>or<br><br>*Outlet Manager* |

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| 3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.<br><br>3.1 If applicable, allow the updated QR Code of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form.<br><br>3.2 Allow temperature check. | 3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or receive the completely filled-up health survey form.<br><br>3.2 Check the body temperature of client using a thermal scanner. | None | 1 minute | *Information Marshal/ Security Guard*<br><br>*Outlet Supervisor* PSA Civil Registry System Outlet<br><br>or<br>*Outlet Manager* |
| 4. Get an Application Form- Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS | 4.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser | None | 2 minutes | *Information Marshal,* PSA Civil Registry System Outlet<br><br>*Team Leader,* PSA Civil Registry System Outlet<br><br>*Outlet Supervisor* PSA Civil Registry System Outlet<br><br>or<br>*Outlet Manager* |
| 5. Proceed to the screening area.<br><br>5.1 Present the AF and the required documents to the screener for completeness check. | 5.1 Screen the certified photocopy of the Death Certificate issued by the LCRO, the completeness of the entries in the AF and other requirements.<br><br>**For PhilID card /ePhilID holders:** | None | 10 minutes | *Screener* PSA Civil Registry System Outlet<br><br>*Team Leader,* PSA Civil Registry System Outlet<br><br>*Outlet Supervisor,* |

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| | 5.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check. | | | PSA Civil Registry System Outlet or *Outlet Manager* |
| | 5.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, attach the PhilID Consent Form to the AF and shall be noted for Biometric Authentication at the Releasing Window. | | | |
| | 5.3 Return the validated PhilID card/ePhilID to the client. | | | |
| | 5.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. | | | |
| | 5.5 Return the certified photocopy of the Death Certificate issued by the LCRO, the AF and the ID(s) and/or SPA/Affidavit to the client as it will be | | | |

| | presented to the Collecting Officer prior to the payment of corresponding fees. | | | |
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| 6. Get Queue Ticket Number (QTN). | 6.1 Ensure that QTN machine is functioning and is ready for distribution | None | 1 minute | *Information Marshal/ Security Guard*<br><br>*Outlet Supervisor* PSA Civil Registry System Outlet<br><br>or<br>*Outlet Manager* |
| 7. Proceed to the encoding area.<br><br>7.1 Wait for the QTN to be shown in the QMS Public Digital Display to the available encoding window.<br><br>7.2 Determine the mode of payment of the request, if cash or cashless payment.<br><br>7.3 Present the QTN, AF and the required documents to the encoder. | 7.1 Ensure that the QMS Public Digital Display is functional.<br><br>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.<br><br>7.3 Receive the certified photocopy of the Death Certificate issued by the LCRO, the QTN, AF and other requirements.<br><br>7.4 Encode into the system the QTN, the details of the requests, and scan and upload the certified photocopy of the Death Certificate issued by the LCRO to the generated transaction. | None | 8 minutes | *Encoder* PSA Civil Registry System Outlet<br><br>*Team Leader,* PSA Civil Registry System Outlet<br><br>*Outlet Supervisor,* PSA Civil Registry System Outlet<br><br>or<br>*Outlet Manager* |

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| | 7.5 Return the certified photocopy of the Death Certificate issued by the LCRO, the AF and the ID(s) and/or SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees. | | | |
| 8. Proceed to the payment area.<br><br>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.<br><br>8.2 Submit the QTN, AF and the required documents to the Payment Window.<br><br>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.<br><br>▪ Priority Clients to proceed to the Priority Lane.<br><br>▪ Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane.<br><br>**Reminder:** | 8.1 Ensure that the QMS Public Digital Display is functional.<br><br>8.2 Receive and check the QTN, AF and the requirements.<br><br>8.3 Retrieve the transaction in the system using the search query.<br><br>8.4 Accept the corresponding payment and generate an Official Receipt (OR).<br><br>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.<br><br>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF. | <u>Total Fee:</u> Php 155.00 per copy<br><br>*Breakdown*:<br><br>*Processing Fee*: -Php 125.00<br><br>*Document ary Stamp Tax* -Php 30.00 | 2 minutes | *Collecting Officer,* PSA Civil Registry System Outlet<br><br>*Team Leader,* PSA Civil Registry System Outlet<br><br>*Outlet Supervisor,* PSA Civil Registry System Outlet<br><br>or<br><br>*Outlet Manager* |

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| ▪ Check the details in the issued Official Receipt (OR). <br><br> ▪ Make sure to count the change before leaving the counter. | 8.7 Get the certified photocopy of the Death Certificate issued by the LCRO to be forwarded to the Releasing Officer. <br><br> 8.8 Give the OR to the client and return the presented requirements as it will be submitted to the Releasing Officer prior to the issuance of the authenticated document. <br><br> **For Priority Clients:** <br><br> 8.9 Instruct the Priority Client to wait for the release of the document. | | | |
| 9. Proceed to the Releasing Area and wait while the request is being processed | 9.1 Get the transaction in the system. <br><br> 9.2 Verify from the CRS database the request/s on the basis of the details that has been encoded. <br><br> Conduct verification from the System pursuant to the PSA Office Memorandum No. 2021-139 dated 01 June 2021. <br><br> 9.3 In the event that the document being | None | 15 minutes <br><br> **Reminder:** <br><br> § Processing time maybe extended depending on the result of verification from the System. | *Request Service Officer,* Primary Back Office / Secondary Back Office <br><br> *Team Leader,* Primary Back Office / Secondary Back Office <br><br> *Supervisor,* Primary Back Office / Secondary Back Office <br><br> or |

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| | requested for authentication is already <u>available in the CRS Database</u>, the application is treated as copy issuance.

9.4 In case the document is <u>not yet</u> enrolled in the CRS Database, verify the specimen signature of the C/MCR (issuing officer) from the system.

9.4.1 If the <u>signature matches</u>, approve the signature and notify the Outlet Supervisor to proceed with the Authentication.

9.4.2 If the signature of the issuing officer from the LCRO <u>failed the validation process</u>, reject the signature and indicate the reason of rejection. | | | *Chief,* CRSD |
| 10. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window. | 10.1 Ensure that the QMS Public Digital Display is functional. | None | 5 minutes | *Releaser,* PSA Civil Registry System Outlet

*Team Leader,* PSA Civil Registry System Outlet

*Outlet Supervisor,* |

| | | | | PSA Civil Registry System Outlet<br><br>or<br>*Outlet Manager* |
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| 11. Proceed to the Releasing Window.<br><br>11.1 Present the **ORIGINAL OR** and other requirements.<br><br>**For PhilID card /ePhilID holders:**<br><br>11.2 For PhilID card /ePhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner. | 11.1 Require the client to present/ submit the requirements and check for correctness and completeness.<br><br>**For PhilID card /ePhilID holders:**<br><br>11.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.<br><br>11.2.1 For CRS Outlets implementing the Civil Registration Service Basic Online Authentication Application of the PhilID, check the PhilID Consent Form attached in the AF.<br><br>11.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's | None | 10 minutes | *Releaser,* PSA Civil Registry System Outlet<br><br>*Team Leader,* PSA Civil Registry System Outlet<br><br>*Outlet Supervisor,* PSA Civil Registry System Outlet<br><br>or<br>*Outlet Manager* |

| | biometrics via fingerprint scanner. | | | | |
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| | 11.2.3 For failed fingerprint scanning, perform Demographic Authentication using the PhilSys Control Number (PCN) of the PhilID Card/ ePhilID, and Last Name of the PhilID/ePhilID owner and Date of Birth. | | | | |
| | 11.3 Return the validated PhilID card/ePhilID to the client. | | | | |
| | 11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. | | | | |
| | 11.2 Retrieve the transaction in the system using the search query. | | | | |
| | 11.3 Check the status of the Authentication request. | | | | |
| | 11.4 If the document passed the Authentication process, inform the Outlet Supervisor that the Authentication Status is accepted, and stamp the | | | | |

| | certified photocopy of Death Certificate. | | | |
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| | 11.4.1 Sign the certified photocopy of Death Certificate. | | | |
| | 11.4.2 Print the Negative Certification of Death in the Security Paper (Secpa), and the Negative Result Advisory. | | | |
| | 11.4.3 Control the printed document in SECPA using the system. | | | |
| | 11.5 If the specimen signature of the C/MCR (issuing officer) is failed in the validation, return the certified photocopy of Death Certificate. | | | |
| | 11.5.1 Print the Negative Certification of Death in the Security Paper (Secpa), and the Rejection Slip. | | | |
| | 11.5.2 Control the printed document in SECPA using the system. | | | |
| | 11.6 If the document is available in the CRS Database, | | | |

| | return the certified photocopy of Death Certificate.

11.6.1 Print the PSA copy of the Death Certificate in the Security Paper (Secpa).

11.6.2 Control the printed document in SECPA using the system. | | | |
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| 12. Check the document.

12.1 Sign the **"Acknowledgement of Receipt"** portion at the back of the AF and indicate the date of receipt | 12.1 Release the documents to the client.

12.2 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number.

12.3 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release.

12.4 Affix the initials of the Releasing Officer in the OR.

12.5 Attach all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and | None | 5 minutes | *Releaser,* PSA Civil Registry System Outlet

*Team Leader,* PSA Civil Registry System Outlet

*Outlet Supervisor,* PSA Civil Registry System Outlet

or *Outlet Manager* |

| | photocopies of valid IDs to the AF. | | | |
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| **TOTAL PROCESSING TIME: <u>ONE (1) HOUR</u> EXCLUSIVE OF QUEUEING TIME.** | | | | |