14. Copy Issuance of Death Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

Provision of copy of the death certificate of the deceased person available in the PSA Civil Registry System (CRS) Database (converted documents).

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
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
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 Updated QR Code of the COVID-19 Digital Contact Tracing App	Entry points of the PSA Civil Registry System Outlets; Or at the CRS Appointment System 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 (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System

If the request for Copy Issuance of civil registry document will be availed at the PSA Civil Registry Outlet hosted by the Local Government Unit: 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 Clients	
2.1 Nearest of kin of a deceased person (other than the Spouse, Parent, Son/Daughter)	
Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.	Lawyer/Notary Public
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 requester as legal guardian (1 original and 1 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 deceased was living with the requesting party as his/her guardian at the time of death (1 original)	Office of the Barangay where the Guardian currently resides.
2) School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education.
Valid Identity Document (ID) of the guardian 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)
2.3 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) Reminder: § 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	

3.1 Senior Citizen requesting for the 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 Philippine Identification (ID) Card/ ePhilID (1 original)	Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs) Philippine Statistics Authority
3.2 Physically Challenged Client/PWD requesting for the 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 Philippine Identification (ID) Card/ ePhilID (1 original)	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 Statistics Authority
3.3 Pregnant Woman requesting for the 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 a copy of document of 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)
3.5 Clients who are PhilID card/ePhilID holders	
Philippine Identification (ID) Card (1 original) or ePhilID (1 original) **Reminder:** § 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
1. Set an appointment at https://appointment.psa.gov.ph/ 1.1 May opt to download the Application Form-Death Certificate (Yellow Form) and Health Survey Form (if applicable) from the appointment website. **Reminder:** § Application Form can be accomplished prior to scheduled date of appointment. § Health Survey Form must be	1.1 CRS Appointment System send out appointment confirmation to the client email address. 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 or *Outlet Manager*

accomplished at the CRS Outlet on the date of the appointment. 1.2 Go to the CRS Outlet on the actual date and time of appointment. **Reminder:** § Clients with PhilID/ePhilID and requesting for copy of Death Certificate of his/her immediate family members (spouse, children, and 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. 2.1 If the request for Copy Issuance of civil registry document 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	2.1 Check carefully the following information on the presented CRS Appointment Slip: a. Outlet Name; b. Name of client; c. Scheduled date and time; and d. IDs presented.	None	1 minute	*Information Marshal/ Security Guard* *Outlet Supervisor* PSA Civil Registry System Outlet or *Outlet Manager*

(1) valid ID upon entry in the PSA Civil Registry System Outlet.				
3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet. 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. 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. 3.2 Check the body temperature of client using a thermal scanner.	None	1 minute	*Information Marshal/ Security Guard* *Outlet Supervisor* PSA Civil Registry System Outlet or *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 *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor* PSA Civil Registry System Outlet or *Outlet Manager*
5. Proceed to the screening area. 5.1 Present the AF and the required documents to the	5.1 Screen the AF and the requirements. **For PhilID card /ePhilID holders:**	None	10 Minutes	*Screener,* PSA Civil Registry System Outlet *Team Leader,*

| screener for completeness check. | 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.

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 AF and the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Encoder prior to the | | | PSA Civil Registry System Outlet

Outlet Supervisor, PSA Civil Registry System Outlet

or *Outlet Manager* | |

	payment of corresponding fees.			
6. Get Queue Ticket Number (QTN)	6.1 Ensure that QTN is functioning and ready for distribution.	None	1 minute	*Information Marshal/Security Guard* *Outlet Supervisor* PSA Civil Registry System or *Outlet Manager*
7. Proceed to the encoding area. 7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display. 7.1.1 Determine the mode of payment of the request, if cash or cashless payment. 7.1.2 Present the QTN, AF and the required documents to the encoder. 7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area. 7.2.1 Encode QTN and the complete details of the request and print the transaction slip.	7.1 Ensure that the QMS Public Digital Display is functional. 7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment. 7.3 Receive the QTN, AF and other requirements. 7.4 Encode into the system the QTN and the details of the requests. 7.5 Return the AF, the ID(s) and/or authorization letter/SPA/Affidavit to the client as it will be presented to the Collecting Officer prior to the payment of corresponding fees.	None	8 Minutes	*Encoder* PSA Civil Registry System Outlet *Information Marshal* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager*

	7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.			
8. Proceed to the payment area. 8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window. 8.2 Submit the QTN, AF/transaction slip and the required documents to the Payment Window. 8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment. § Priority Clients to proceed to the Priority Lane. § Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. **Reminder:** § Check the details in the issued Official Receipt (OR). § Make sure to count the change	8.1 Ensure that the QMS Public Digital Display is functional. 8.2 Receive and check the QTN, AF/transaction slip and the requirements. 8.3 Retrieve the transaction in the system using the search query. 8.4 Accept the corresponding payment and generate an Official Receipt (OR). 8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area. 8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF/transaction slip. 8.7 Give the OR to the client and return the presented requirements as it will be submitted to	<u>Total Fee</u> Php 155.00 per copy *Breakdown*: *Processing Fee*: -Php 125.00 *Documentary Stamp Tax* -Php 30.00	2 minutes	*Collecting Officer,* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager*

before leaving the counter.	the Releasing Officer prior to the issuance of the requested document. **For Priority Clients:** 8.8 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. 9.2 Verify from the CRS database the request on the basis of details that has been encoded. Conduct verification from the System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021. 9.2.1 In case that the requested copy of the Death Certificate is available in the CRS Database, submit the document for release. 9.2.2 In case that the requested copy of the Death Certificate is not available in the CRS Database	None	15 minutes **Reminder:** § Processing time maybe extended depending on the result of verification from the System.	*Request Service Officer,* Primary Back Office / Secondary Back Office *Team Leader,* Primary Back Office / Secondary Back Office *Supervisor,* Primary Back Office / Secondary Back Office or *Chief,* CRSD

	after thorough verification, generate a Negative Certification of Death with Negative Result Advisory.

9.2.3 In case that the requested copy of the Death Certificate is not available in the CRS Database but positive in the Vital Event Information (VEI) Database, it will be tagged for Manual Verification processing.

9.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release. | | | |
| 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 |

				or *Outlet Manager*
11. Proceed to the Releasing Window. 11.1 Present the **ORIGINAL OR** and other requirements. **For PhilID card /ePhilID holders:** 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. **For PhilID card /ePhilID holders:** 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. 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. 11.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.	None	10 minutes	*Releaser,* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager/ Chief,* CRSD

| | 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.

11.5 Retrieve the transaction in the system using the search query.

11.6 Check the status of the Copy Issuance Death request.

11.7 If the processed request yielded positive result, print the PSA copy of the Death Certificate.

11.7.1 Print the Death Certificate in the Security Paper (Secpa). | | | | |
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	11.7.2 Control the printed document in SECPA using the system. 11.8 If the processed request yielded negative result, print the Negative Certification of Death in SECPA, and Negative Result Advisory. 11.8.1 Control the printed document in SECPA using the system. 11.9 If processed request yielded manual verification result, print Manual Verification Advisory.			
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. 12.1.1 For negative result of request, advise the client to request an endorsement of Death Certificate from the Local Civil Registry Office (LCRO) where the Death was registered to PSA. 12.2.1 For Manual Verification result, inform the client to wait for the Short	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*

	Messaging Service (SMS) notification on the availability of the release of the requested document. 12.2.2 In case the image of the death document from the CRS Database is blurred, explain to the client the quality of the printed document. **Reminder:** § The client must be given an option for a clearer copy of the death document through re-scanning of the image. 12.2.3 If the client agreed to have the requested Death document subjected to re-scanning, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document. 12.3 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name,			

	signature and id number. 12.4 Ensure the "Acknowledgement of Receipt" is accomplished by the client, indicating the printed name, signature and date of release. 12.5 Affix the initials of the Releaser in the OR. 12.6 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.			

TOTAL PROCESSING TIME: <u>ONE (1) HOUR</u> EXCLUSIVE OF QUEUEING TIME.

Special Cases/Situations:

In the event that after verification, there are special cases/situations that needs to be addressed/resolved first by the concerned Back-End Processing Unit the following processes will take place:

1)	Primary Back Office (PBO)/Secondary Back Office (SBO) RSO log the problem to the CRS Help Desk System (HDS) with the following information:
- Image ID No
- Transaction Number
- Complete details of the request
- Description of the problem
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2)	PBO/SBO RSO to wait for the notification from the HDO for the advice of the reported case if okay and ready for process.

3)	Or PBO/SBO RSO to cancel the transaction while waiting for the advice from the HDO.

4)	Or PBO/SBO RSO will tag the transaction for MV (issue or suspend), if suspend it will automatically notify the Outlet.

5)   In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO Team Leader (TL) and PBO/SBO Supervisor.

6)   Outlet's TL/ Supervisor (OS) to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of death documents that fall under special cases/situations require several actions/steps that need to be undertaken outside of the Civil Registry System Outlet to be able to deliver the requested document to the client. In this connection the Service Classification is changed from **SIMPLE** to **COMPLEX**.

SITUATION	ACTION	LOCATION	REMARKS
1. Copy of death record from the CRS Database have extra or excess page(s).	1. The copy of the death record that have extra or excess page(s) are not to be printed and issued to the clients. 1.1 First option: the PBO/SBO RSO to tag the transaction as Manual Verification (MV); to suspend the transaction, choose others in the drop down list and type the specific reason, click "SUSPEND" and click "OK"; or 1.2 Second option: the PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 1.3 PBO/SBO RSO to wait for the notification from the HDO if the	*Help Desk Officer* Unisys Managed Services Corp.,	

	image is okay and ready for process. 1.4 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction. 1.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor. 1.6 Outlet's TL to inform the client on the situation and on the rescheduled date of release. 1.8 Document is for pull-out from the Archive for re-scanning and other related processes. 1.9 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database. 1.10 Outlet's Releaser to print the image in CRS Security Paper (SECPA).	Civil Register Management Division (CRMD)	
2. PBO/SBO RSO after logging the details based on the transaction details, found another image of the death record from the CRS	2. The mismatched image should not be printed. 2.1 First option: PBO/SBO RSO to tag the transaction as MV		

Database even with the correct index details (mismatched Image)	and choose Others from the drop down list and type "mismatched image", click "SUSPEND" and click "OK"; or 2.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 2.2 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction. 2.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process. 2.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and PBO/SBO Supervisor. 2.5 PBO/SBO TL to notify the Outlet's TL and OS on the situation. 2.6 Outlet's TL to inform the client on the situation and on the	*Help Desk Officer* Unisys Managed Services Corp	

	rescheduled date of release. 2.7 Document is for pull-out from the Archive for re-scanning and other related processes. 2.8 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database. 2.9 Outlet's Releaser to print the image in CRS Security Paper (SECPA).	Civil Register Management Division (CRMD)	
3. Image of the death record from the CRS Database is defective/ damaged.	3. The inverted/ defective image should not be printed. 3.1 First option: PBO/SBO RSO to tag the transaction as MV and choose Others from the drop down list and type the specific reason then click "SUSPEND" and then click "OK"; or 3.2 Second option: PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information:	*Help Desk Officer* Unisys Managed Services Corp	

	-Image ID No. -Transaction Number -Complete details of the request -Description of the problem 3.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction. 3.4 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process. 3.5 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor. 3.6 Document is for pull-out from the Archive for re-scanning and other related processes. 3.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database. 3.8 PBO/SBO to issue the document in the system.		
		Civil Register Management Division (CRMD)	

4. Image of the death record from the CRS Database is corrupted or decrypted (error in viewing the image).	4. The corrupted/ decrypted image should not be printed. 4.1 PBO/SBO RSO to log the problem to the CRS Help Desk System (HDS) with the following information: -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 4.2 PBO/SBO RSO to wait for the notification from the HDO if the image is okay and ready for process; or 4.3 Once reported to HDO, PBO/SBO RSO can cancel the transaction and fetch another transaction 4.4 In case the situation cannot be resolved within the day, PBO/SBO RSO to inform the PBO/SBO TL and Supervisor. 4.5 Outlet's TL to inform the client on the situation and on the rescheduled date of release.	*Help Desk Officer* Unisys Managed Services Corp.	

	4.6 Document is for pull-out from the Archive for re-scanning and other related processes. 4.7 PBO/SBO to wait for the re-scanned image to be uploaded to the CRS Database. 4.8 PBO/SBO to issue the document in the system. 4.9 Outlet's Releaser to print the image in CRS Security Paper (SECPA).	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)	
5. Image of the death document from the CRS Database is blurred (or with unreadable entries)	5. Blurred copies of document/s from the CRS database will still be made available to the clients. 5.1 For client requesting clearer copy of the document, a request shall be made at the CRS Outlet. 5.2 The Releaser/ Care Officer will create a transaction for rework. 5.3 The RSO to tag the transaction as MV for processing of backend units. 5.4 Document is for pull-out from the Archive for re-scanning and other related processes. 5.5 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.	Civil Register Management Division	

6. Verification from the CRS Database yielded a negative result but with Vital Event Information or not yet loaded in the CRS Database.	6. In the event that the RSO verification yielded a negative result but with Vital Event Information, the RSO tag the transaction to Manual Verification. 6.1 Document is for pull-out from the Archive for scanning and other related processes. 6.2 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document for release.	Civil Register Management Division (CRMD)	
7. Issued document has incomplete/ incorrect annotation	7. In the event that the document issued to the client has incomplete/ incorrect annotation, a request for Rework will be created. 7.1 Releaser/Care Officer will endorse to the backend unit for creation of transaction for rework and reschedule the date of release. 7.2 Backend units to reprocess the annotation request. 7.3 Client to wait for the Short Messaging Service (SMS) notification on the availability of the document.	Civil Register Management Division (CRMD)	
TOTAL PROCESSING TIME: <u>SEVEN (7) WORKING DAYS</u>			