

16. Issuance of Certificate of No Marriage/Advisory on Marriages at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase II (CRS-ITP2)

Provision of certification to an individual as to whether a record(s) of marriage(s) (Advisory on Marriages) is/are enrolled and is/are available in the Civil Registry System (CRS) database or there is none (CENOMAR).

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)
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. <u>Reminder:</u> § If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.	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) – Certificate of No Marriage (Green 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 (Document Owner)	
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)
2. Spouse (Husband/Wife)	
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)
3. Direct Descendant (Marital Children)	
Valid Identity Document (ID) of the direct descendant of the contracting parties 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)
4. Guardian to his/her ward	
Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or;	Clerk of the appropriate Court that rendered the decision Lawyer/Notary Public

Duly notarized Affidavit of Guardianship (1 original)	
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)
5. Authorized Representative	
Valid Identity Document (ID) 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: § For authorization letter and Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of passport as valid ID.	Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Valid Identity Document (ID) of the authorized representative 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)
Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) Issued by the document owner or the legal guardian, and specifically state that its purpose is to secure civil registry document from PSA. A general statement as to the purpose will not be accepted; 2) Indicate the type of document, and must be able to provide the specific details required in the AF; 3) Typewritten or handwritten in a clean sheet of paper and should bear the signature of the document owner. The full name and signature appearing in the	Document owner

<p>authorization letter must be identical to the valid ID of the document owner except for the Philippine Identification (PhilID) card /ePhilID;</p> <p>4) Multipurpose SPA can be accepted provided that the intent to secure specific civil registry document/certification from the PSA is specifically indicated;</p> <p>5) Captured/scanned image of the actual SPA that matches the accompanying valid ID; and</p> <p>6) Authorization letter sent through email and other instant messaging applications is acceptable provided that the full name and signature appearing in the authorization letter must be identical to the valid ID of the document owner and the authorized person.</p>	
<p>6. Special Cases Clients</p>	
<p>6.1 Guardian of document owner who is a minor or below 18 years of age.</p>	
<p>Court decision assigning the requester as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <ol style="list-style-type: none"> 1) Barangay Certification that the minor is in the custody of the requesting party/ guardian (1 original) 2) School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy) 	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p> <p>Office of the Barangay where the Guardian currently resides</p> <p>Educational institution recognized by the Department of Education.</p>
<p>Valid Identity Document of the Guardian complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>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)</p>

6.2 Nearest of kin of the deceased document owner (Parents, Brother/Sister, Grandparent, Grandchildren)	
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)
7. Priority Clients	
7.1 Senior Citizen requesting for his/her own document, his/her spouse, and his/her parents	
Senior Citizen's ID Card or any valid ID indicating his/her age 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
7.2 Physically Challenged Client/PWD requesting for his/her own document, his/her spouse, and his/her parents	
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
7.3 Pregnant Woman requesting for his/her own document, his/her spouse, and his/her parents	
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)		
7.4. Health and Emergency Frontline Service Provider requesting for his/her own document, his/her spouse, and his/her parents				
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)		
7.5 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 for his/her own document, his/her spouse, and his/her parents		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 – Certificate of No Marriage (Green Form) and Health Survey Form (if	1.1 CRS Appointment System send out appointment confirmation to the client email address. 1.2 Ensure that the Application Form – Certificate of No Marriage (Green	None	Variable	<i>Outlet Supervisor</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

<p>applicable) from the appointment website.</p> <p>Reminder:</p> <p>§ Application Form can be accomplished prior to scheduled date of appointment.</p> <p>§ Health Survey Form must be accomplished at the CRS Outlet on the date of the appointment.</p> <p>1.2 Go to the CRS Outlet on the actual date and time of appointment.</p> <p>Reminder:</p> <p>§ Clients with PhilID/ePhilID and requesting for his/her own CENOMAR, his/her spouse, and his/her parents, are allowed to transact in the outlet without an appointment.</p>	<p>Form) and Health Survey Form are available for download.</p>			
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>Reminder:</p> <p>For Authorized Representative (AR)</p>	<p>2.1 Check carefully the following information on the presented CRS Appointment Slip:</p> <p>a. Outlet Name; b. Name of client; c. Scheduled date and time; and</p>	<p>None</p>	<p>1 minute</p>	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> <i>PSA Civil Registry System Outlet</i></p>

<p>§ Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy) and the AR's valid ID.</p> <p>§ CRS Appointment Slip bearing the name of the AR.</p> <p>2.1 If the request for CENOMAR/Advisory on Marriages 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.</p>	<p>d. IDs presented.</p>			<p>or <i>Outlet Manager</i></p>
<p>3. Pass through Health and Safety Protocol of the PSA Civil Registry System Outlet.</p> <p>3.1 If applicable, allow the updated QR Code</p>	<p>3.1 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or receive the completely filled-</p>	<p>None</p>	<p>1 minute</p>	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i></p>

<p>of the COVID-19 Digital Contact Tracing App be scanned, or fill-up and submit the Health Survey Form.</p> <p>3.2 Allow temperature check.</p>	<p>up health survey form.</p> <p>3.2 Check the body temperature of client using a thermal scanner.</p>			<p>PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>4. Get an Application Form- Certificate of No Marriage (Green Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF-CENOMAR is made available at the AF dispenser.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Information Marshal,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>5. Proceed to the screening area.</p> <p>5.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>5.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>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.</p> <p>5.2.1 For CRS Outlets</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Screener,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>

	<p>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.</p> <p>5.3 Return the validated PhilID card/ePhilID to the client.</p> <p>5.4 Return the PhilID Card/ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>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 payment of corresponding fees</p>			
6. Get Queue Ticket number (QTN)	6.1 Ensure that QTN is ready for distribution.	None	1 minute	<p><i>Information Marshal/Security Guard</i></p> <p><i>Outlet Supervisor</i></p>

				PSA Civil Registry System or <i>Outlet Manager</i>
<p>7. Proceed to the encoding area.</p> <p>7.1 If opted to transact in the encoding window, wait for the QTN to be shown in the QMS Public Digital Display.</p> <p>7.1.1 Determine the mode of payment of the request, if cash or cashless payment.</p> <p>7.1.2 Present the QTN, AF and the required documents to the encoder.</p> <p>7.2 If opted to use the Self-Servicing Kiosk (SSK), proceed to the SSK area.</p> <p>7.2.1 Encode QTN and the complete details of the request and print the transaction slip.</p>	<p>7.1 Ensure that the QMS Public Digital Display is functional.</p> <p>7.2 Ensure that the client is assigned to the Encoder-Collecting Officer role for cashless payment.</p> <p>7.3 Receive the QTN, AF and other requirements.</p> <p>7.4 Encode into the system the QTN and the details of the requests.</p> <p>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.</p> <p>7.6 Ensure that the Self-Servicing Kiosk is functional and available to issue transaction slip.</p>	None	8 minutes	<p><i>Encoder</i> PSA Civil Registry System Outlet</p> <p><i>Information Marshal</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

<p>8. Proceed to the payment area.</p> <p>8.1. Wait for the QTN to be shown in the QMS Public Digital Display to the available payment window.</p> <p>8.2 Submit the QTN, AF/transaction slip and the required documents to the Payment Window.</p> <p>8.3 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <ul style="list-style-type: none"> · Priority Clients to proceed to the Priority Lane. · Clients with PhilID card/ePhilID to proceed to the Priority Lane/ Special Lane. <p><u>Reminder:</u></p> <ul style="list-style-type: none"> · Check the details in the issued Official Receipt (OR). · Make sure to count the change before leaving the counter. 	<p>8.1 Ensure that the QMS Public Digital Display is functional.</p> <p>8.2 Receive and check the QTN, AF/transaction slip and the requirements.</p> <p>8.3 Retrieve the transaction in the system using the search query.</p> <p>8.4 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>8.5 Inform the client to wait the QTN to be shown in the QMS Public Digital Display in the Releasing Area.</p> <p>8.6 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF/transaction slip.</p> <p>8.7 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</p>	<p><u>Total Fee</u> Php 210.00 per copy</p> <p><i>Breakdown:</i></p> <p><i>Processing Fee:</i> - Php 180.00</p> <p><i>Documentary Stamp Tax</i> - Php 30.00</p>	<p>2 minutes</p>	<p><i>Collecting Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>
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	<p>requested document.</p> <p><u>For Priority Clients:</u></p> <p>8.8 Instruct the Priority Client to wait for the release of the document.</p>			
<p>9. Proceed to the Releasing Area and wait while the request is being processed.</p>	<p>9.1 Get the transaction in the system.</p> <p>9.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>Conduct verification from the System pursuant to the issued PSA Office Memorandum No. 2021-64 dated 01 March 2021 about the document owner as both as male and as female.</p> <p>9.2.1 If there is no record of Marriage in the CRS Database, generate the Certificate of No Marriage (CENOMAR) for release.</p> <p>9.2.2 In case that the client has a record of Marriage in the CRS Database, instead</p>	<p>None</p>	<p>7 hours and 15 minutes</p> <p><u>Reminder:</u></p> <p>§ Processing time maybe extended depending on the result of verification from the System.</p>	<p><i>Request Service Officer,</i> Primary Back Office / Secondary Back Office</p> <p><i>Team Leader,</i> Primary Back Office / Secondary Back Office</p> <p><i>Supervisor,</i> Primary Back Office / Secondary Back Office</p> <p><i>or</i> <i>Chief,</i> <i>CRSD</i></p>

	<p>of the CENOMAR, the document to be generated is the Advisory on Marriages.</p> <p>9.2.3 In case that the copy of the Marriage 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.</p> <p>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.</p>			
<p>10. Wait for the QTN to be shown in the QMS Public Digital Display to the available releasing window.</p>	<p>10.1 Ensure that the QMS Public Digital Display is functional.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Releaser,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

<p>11. Proceed to the Releasing Window.</p> <p>11.1 Present the ORIGINAL OR and other requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>11.2 For PhilID card /ePhilID holders subject to biometric authentication, allow to scan the finger print using the fingerprint scanner.</p>	<p>11.1 Require the client to present / submit the requirements and check for correctness and completeness.</p> <p><u>For PhilID card / ePhilID holders:</u></p> <p>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.</p> <p>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.</p> <p>11.2.2 Ensure to complete the authentication procedure in the CRS Authentication Application using the client's biometrics via fingerprint scanner.</p> <p>11.2.3 For failed fingerprint</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Releaser,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p><i>or</i> <i>Outlet Manager</i></p>
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	<p>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.</p> <p>11.3 Return the validated PhilID</p> <p>11.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>11.5 Retrieve the transaction in the system using the search query.</p> <p>11.6 Check the status of the CENOMAR request.</p> <p>11.7 If the processed request yielded positive result, print the Advisory on Marriages (CEMAR).</p> <p>11.7.1 Print the Advisory on Marriages (CEMAR) in the Security Paper (Secpa).</p>			
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	<p>11.7.2 Control the printed document in SECPA using the system.</p> <p>11.8 If the processed request yielded negative result, print the CENOMAR in SECPA.</p> <p>11.8.1 Control the printed document in SECPA using the system.</p> <p>11.9 If processed request yielded manual verification result, print Manual Verification Advisory.</p>			
<p>12. Check the document.</p> <p>12.1 Sign the "Acknowledgement of Receipt" portion at the back of the AF and indicate the date of receipt.</p>	<p>12.1 Release the documents to the client.</p> <p>12.1.1 For Manual Verification result, inform the client to wait for the Short Messaging Service (SMS) notification on the availability of the release of the requested document.</p> <p>12.3 Ensure the client signed the "Conforme" portion at the back of the AF, indicating the printed name, signature and id number.</p>	None	5 minutes	<p><i>Releaser,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p> <p><i>or</i> <i>Outlet Manager</i></p>

	<p>12.4 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>12.4 Affix the initials of the Releaser in the OR.</p> <p>12.5 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF/transaction slip.</p>			
<p>TOTAL PROCESSING TIME: <u>EIGHT (8) HOURS/ ONE (1) WORKING DAY EXCLUSIVE OF QUEUEING TIME.</u></p>				

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
 - BREN/ MREN/ DREN
- 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 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:

CENOMAR request 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
<p>1. CENOMAR request but with certificate of divorce filed thru Sharia' Court that is not annotated in the concerned Certificate of Marriage.</p>	<p>1. To issue Advisory on Marriage/s. 1.1 PBO/SBO RSO to tag the transaction as Manual Verification (MV); suspend the transaction, choose others in the drop down list and type "Document Sub-type, divorce obtain thru Sharia' Court", click "SUSPEND" and click "OK"; 1.2 Once Tag as MV, PBO/SBO RSO can cancel the transaction and fetch another transaction. 1.3 Document is for pull-out from the Archive for re-scanning and other related processes. 1.4 Once acted by the Back-end Unit, the transaction number will queue up to the civil registry system processing queue. 1.5 PBO/SBO RSO to get the transaction, for processing.</p>	<p>Civil Register Management Division (CRMD)</p>	

1.6 Outlet's Releaser
to print the image in
CRS Security Paper
(SECPA).

TOTAL PROCESSING TIME: SEVEN (7) WORKING DAYS