

22. Issuance of Viewable Online of No Death / Advisory on Deaths at PSA Civil Registry System Outlet

A new service under the Civil Registry System Information Technology Project Phase II (CRS-ITP2), the Viewable Online service is similar to the Copy Issuance service except that the resulting document image is not printed on SECPA but is made accessible through the web through an access code. The document image is available for viewing and has an expiry period of 60 days (configurable).

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. Reminder: § 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 Death (Blue Form) accomplished in PRINTED LETTERS (1 copy)	AF dispenser at the PSA Civil Registry System Outlet; Or at the CRS Appointment System	

<p>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:</p> <p>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)</p>	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	Lawyer/Notary Public

<p>(1 original) supported by any of the following:</p> <p>1) Barangay Certification that the deceased was living with the requesting party as his/her guardian at the time of death (1 original)</p> <p>2) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)</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 (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)</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>
<p>2.3 Mother of the non-marital unacknowledged child</p>	
<p>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)</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>
<p>2.4 Father of the non-marital acknowledged child</p>	
<p>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)</p> <p>Reminder:</p> <p>§ The name of the Father should appear in the Birth Certificate of the child.</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>
<p>3. Priority Clients</p>	
<p>3.1 Senior Citizen requesting for the CENODEATH certificate of his/her spouse, parent and son/daughter</p>	
<p>Senior Citizen's Identity Document (ID) Card or any valid ID indicating his/her age complete with CLEAR PHOTO, FULL NAME</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p>

<p>IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ ePhilID (1 original)</p>	<p>Philippine Statistics Authority</p>
<p>3.2 Physically Challenged Client/PWD requesting for the death certificate of his/her spouse, parents and son/daughter</p>	
<p>PWD ID Card complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ ePhilID (1 original)</p>	<p>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</p> <p>Philippine Statistics Authority</p>
<p>3.3 Pregnant Woman requesting for the CENODEATH certificate of her own spouse, parents and son/daughter</p>	
<p>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)</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>
<p>3.4 Health and Emergency Frontline Service Provider requesting for a copy of document of spouse, parents and son/daughter</p>	
<p>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)</p>	<p>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)</p>
<p>3.5 Clients who are PhilID card/ePhilID holders</p>	

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 – Certificate of No Death (Blue 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 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	1.1 CRS Appointment System send out appointment confirmation to the client email address. 1.2 Ensure that the Application Form – Certificate of No Death (Blue Form) and Health Survey Form are available for download.	None	Variable	<i>Outlet Supervisor PSA Civil Registry System Outlet or Outlet Manager</i>

<p>requesting for the CENODEATH of his/her immediate family members (spouse, children and his/her parents) are allowed to transact in the outlet without an appointment.</p>				
<p>2. Present the printed or electronic copy of the CRS Appointment Slip and one (1) valid ID.</p> <p>2.1 If the request for CENODEATH/Advisor y on Deaths 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>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 d. IDs presented.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor PSA Civil Registry System Outlet</i></p> <p>or</p> <p><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 of the COVID-19 Digital Contact Tracing App be scanned, or fill-</p>	<p>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.</p> <p>3.2 Check the body temperature of</p>	<p>None</p>	<p>1 minute</p>	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor PSA Civil Registry System Outlet</i></p> <p>or</p>

<p>up and submit the Health Survey Form.</p> <p>3.2 Allow temperature check.</p>	<p>client using a thermal scanner.</p>			<p><i>Outlet Manager</i></p>
<p>4. Get an Application Form- Certificate of No Death (Blue Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>4.1 Ensure that the necessary AF-CENODEATH is made available at the AF dispenser.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Information Marshal, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor PSA Civil Registry System Outlet</i></p> <p>or <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>5.3 Return the validated PhilID card/ePhilID to the client.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Screener, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or <i>Outlet Manager</i></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) 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> PSA Civil Registry System</p> <p>or <i>Outlet Manager</i></p>
<p>7. Proceed to the Encoder window.</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</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) to the</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</p>

<p>(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>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>			<p><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>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 Print the Web Access Information Slip.</p> <p>8.6 Attach the OR to the Web Access Information Slip.</p>	<p><u>Total Fee</u> Php 185.00 per copy</p> <p><i>Breakdown:</i></p> <p><i>Processing Fee:</i> - Php 155.00</p> <p><i>Documentary Stamp Tax</i> - Php 30.00</p>	<p>2 minutes</p>	<p><i>Collecting Officer, PSA Civil Registry System Outlet</i></p> <p><i>Team Leader, PSA Civil Registry System Outlet</i></p> <p><i>Outlet Supervisor, PSA Civil Registry System Outlet</i></p> <p>or <i>Outlet Manager</i></p>
<p>9. Receive the Web Access Information Slip.</p>	<p>9.1 Release the Web Access</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Collecting Officer,</i></p>

<p>9.1 Check the document.</p> <p>Reminder:</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>9.2 Sign the “Acknowledgement of Receipt” portion at the back of the AF and indicate the date of receipt.</p>	<p>Information Slip and OR to the client.</p> <p>9.2 Ensure the client signed the “Conforme” portion at the back of the AF, indicating the printed name, signature and id number.</p> <p>9.3 Ensure the “Acknowledgement of Receipt” is accomplished by the client, indicating the printed name, signature and date of release.</p> <p>9.4 Affix the initials of the Collecting Officer in the OR.</p> <p>9.5 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>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>10. Wait for the availability of the document on the website provided in the Web Access Information Slip.</p>	<p>10.1 Get the transaction in the system.</p> <p>10.2 Verify from the CRS database the request on the basis of details that has been encoded.</p> <p>10.2.1 If there is no record of Death in the CRS Database,</p>	<p>None</p>	<p>7 hours and 15 minutes</p> <p>Reminder:</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>generate the Certificate of No Death (CENODEATH).</p> <p>10.2.2 In case that the client has a record of Death in the CRS Database, instead of the CENODEATH the document to be generated is the Advisory on Deaths.</p> <p>10.2.3 In case that copy of 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.</p> <p>10.2.3.1 For Manual Verification result, client to wait for the Short Messaging Service (SMS) notification on the availability of the document for viewing.</p>			<p><i>Supervisor,</i> Primary Back Office / Secondary Back Office</p> <p>or <i>Chief,</i> CRSD</p>
<p>11. View the document on the website provided in the Web Access Information Slip.</p>	<p>11. Ensure that the document is available for viewing.</p>	<p>None</p>	<p>The document image is available for viewing and has an expiry period of 60 days.</p>	<p><i>Supervisor,</i> Primary Back Office / Secondary Back Office</p> <p><i>Outlet Supervisor,</i> PSA Civil Registry System Outlet</p>



				or <i>Outlet Manager</i>
TOTAL PROCESSING TIME: SEVEN (7) HOURS AND FORTY FIVE (45) MINUTES EXCLUSIVE OF QUEUEING TIME.				