

4. Copy Issuance of Birth Certificate at PSA Civil Registry System Outlet under Civil Registry System Information Technology Project Phase I (CRS-ITP1)

Provision of copy of the birth document of an individual available in the PSA Civil Registry Database (converted documents).

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. 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) - Birth Certificate (White 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>	<p>City Treasurer's Office</p>
<p>Additional Requirements by Type of Requester</p>	
<p>1. Principal(Document Owner)</p>	
<p>Valid Identity Document (ID) 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>2. Authorized Representative</p>	
<p>Valid Identity Document (ID) of 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>§ For authorization letter/Special Power of Attorney (SPA) received from abroad, the document owner should provide a scanned/or photocopy of the passport as valid ID.</p>	<p>Document owner (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>Valid Identity Document (ID) of the authorized representative 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>Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements:</p> <p>1) Issued by the document owner or the legal guardian, and specifically state that its purpose is</p>	<p>Document owner</p>

<p>to secure civil registry document from PSA. A general statement as to the purpose will not be accepted;</p> <p>2) Indicate the type of document, and must be able to provide the specific details required in the AF;</p> <p>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 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>3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of therequesting immediate family member 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>4. Immediate Family Member of the Document Owner in cases where the document owner whose document is requested is already dead, in order of preference: Legal Spouse (Husband/Wife), Marital Children, Non-Marital Children, Biological or Legal Parent (Father/Mother)</p>	
<p>Valid Identity Document (ID) of the requesting immediate family member of the document owner complete with CLEAR PHOTO, FULL NAME IN</p>	<p>Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities</p>

PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	(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
5. Special Cases Clients	
5.1 Guardian of document owner who is a minor or below 18 years of age.	
<p>Court decision assigning the requester as legal guardian (1 original and/or photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original) supported by any of the following:</p> <p>1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)</p> <p>2) School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy)</p>	<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>
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)
5.2 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)
5.3 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)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities

<p><u>Reminder:</u></p> <p>§ The name of the Father should appear in the Birth Certificate of the child.</p>	<p>(i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>
<p>5.4 Nearest of kin of a deceased person (Brothers/Sisters/Grandparent/Grandchildren/Uncles/Aunts)</p>	
<p>Duly notarized Affidavit of Kinship (1 original) stating that the requester is the nearest surviving relative of the deceased.</p>	<p>Lawyer/Notary Public</p>
<p>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)</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>6. Priority Clients</p>	
<p>6.1 Senior Citizen requesting for his/her own document, spouse, parents 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 IN PRINT, SIGNATURE and issued by an official authority (1 original); or</p> <p>Philippine Identification (ID) Card/ ePhilID (1 original)</p>	<p>Office of the Senior Citizens Affairs (OSCA) and/or local government units (LGUs)</p> <p>Philippine Statistics Authority</p>
<p>6.2 Physically Challenged Client/PWD requesting for his/her own document, 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>6.3 Pregnant Woman requesting for her own document, spouse, parents and son/daughter</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)	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)
6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own document, 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)
6.5 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 only his/her own, and his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.	Philippine Statistics Authority
6. First Time Jobseeker (RA 11261) Reminder: § Request for a copy issuance of birth certificate cannot be delegated to a representative and can only be availed once	
Duly signed Barangay Certification from his/her place of residence (1 original)	Punong barangay or his/her authorized officer.
Oath of Undertaking executed by the First Time Jobseeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Jobseeker currently resides

<p>Valid Identity Document (ID) of the First Time Jobseeker complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p>	<p>Government Agencies, Educational Institutions (i.e., PhilID, DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)</p>			
<p>CLIENT STEPS</p>	<p>AGENCY ACTIONS</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 May opt to download the Application Form-Birth Certificate (White Form) and Health Survey Form (if 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 copy of his/her own Birth Certificate, or his/her spouse, children, or parents, are allowed to transact in the outlet without an appointment.</p>	<p>1.1 CRS Appointment System send out appointment confirmation to the client email address.</p> <p>1.2 Ensure that the Application Form- Birth Certificate (White Form) and Health Survey Form are available for download.</p>	<p>None</p>	<p>Variable</p>	<p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></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>§ 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 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 (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>	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</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 Ensure that the client scanned and passed the COVID-19 Digital Contact Tracing App, or receive the</p>	None	1 minute	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i></p>

<p>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.</p> <p>3.2 Allow temperature check.</p>	<p>completely filled-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 Queue Ticket Number (QTN)</p>	<p>4.1 Ensure that QTN is ready for distribution</p>	<p>None</p>	<p>1 minute</p>	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>5. Get an Application Form- Birth Certificate (White Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>5.1 Ensure that the necessary AF-Birth Certificate 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>6. Proceed to the screening area.</p> <p>6.1 Present the AF and the required documents</p>	<p>6.1 Screen the AF and the requirements.</p> <p><u>For PhilID card</u> <u>lePhilID holders:</u></p>	<p>None</p>	<p>10 minutes</p>	<p><i>Screener,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i></p>

<p>to the screener for completeness check.</p> <p>§ First Time Jobseeker, proceed to the Public Assistance and Complaints Desk (PACD)</p>	<p>6.2 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>6.3 Return the validated PhilID card/ePhilID to the client.</p> <p>6.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p> <p>6.5 Return the AF and 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><u>For first time Jobseeker:</u></p> <p>6.6 Stamp the submitted requirements as officially "Received by" PSA. Endorse the First Time Jobseeker to the Office of the Outlet Supervisor</p> <p>6.7 Accept the requirements and indicate therein the date of receipt and collect them. Attach requirements to the AF</p>		<p>PSA Civil Registry System Outlet</p> <p><i>Care Officer,</i> Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i></p>
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	<p>and label it as “<i>Pro-Bono.</i>”</p> <p>6.8 Record the request in the logbook for control and reporting purposes.</p>			<p>PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>7. Proceed to the payment window.</p> <p>7.1 Submit the AF and the required documents to the Payment Window.</p> <p>7.2 Pay the corresponding fee for the request, either in cash or through online cashless payment.</p> <p>§ Priority Clients to proceed to the Priority Lane.</p> <p>§ Clients with PhilID card/ePhilID to proceed to the Priority Lane/Special Lane.</p> <p>Reminder:</p> <p>§ Check the details in the issued Official Receipt (OR).</p> <p>§ Make sure to count the change before leaving the counter.</p>	<p>7.1 Check the AF and the requirements.</p> <p>7.2 Encode the details of the requests.</p> <p>7.3 Accept the corresponding payment and generate an Official Receipt (OR).</p> <p>7.4 Indicate therein the date and estimated time of release.</p> <p>7.5 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF.</p> <p>7.6 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 requested document.</p> <p><u>For first time Jobseeker:</u></p> <p>§ Remind him/her that he/she can avail of the free copy issuance of his/her birth from the PSA only once.</p> <p>§ Issue a claim stub to First Time Jobseeker</p>	<p>Total Fee Php 155.00 per copy</p> <p>Breakdown:</p> <p>Processing Fee: -Php 125.00</p> <p>Documentary Stamp Tax -Php 30.00</p>	<p>10 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>Coordinator,</i></p>

	<p>and indicate therein the date and estimated time of release.</p> <p>7.7 Inform him/her to wait for his/her name to be called at the Releasing Area.</p> <p><u>For Priority Clients:</u></p> <p>7.8 Write a "Priority Lane or PL" in the AF of the Priority Client and instruct to remain for the release of the requested document on Priority Lane Releasing Window.</p> <p>7.9 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.</p>	<p>Pursuant to RA 11261, the issuance of one (1) copy of the birth certificate for a first time Jobseeker is to be issued for FREE</p>		<p><i>Office of the Outlet Supervisor, 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>8. Proceed to the Releasing Area and wait while the request is being processed.</p>	<p>8.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF-Birth Certificate.</p> <p>Conduct verification from the CICA System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021.</p> <p>8.1.1 In case that the requested copy of the Birth Certificate is available in the CRS Database, print the</p>	<p>None</p>	<p>2 hours</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, PSA Civil Registry System Outlet</i></p>

	<p>PSA Copy of the Birth Certificate.</p> <p>8.1.2 In case that the requested copy of the Birth Certificate is not available in the CRS Database after thorough verification, print a Negative Certification of Birth.</p> <p>8.2 Print the result of the verification of the request in CRS Security Paper (SECPA).</p> <p>8.2.1 In case the image of the birth document from the CRS database is blurred, attach a note to the AF-Birth Certificate with a message “Blurred Image” to inform the Document Controller and Matcher/Sorter.</p> <p>8.3 Control the printed document in SECPA in using the QMS Releasing Manager application.</p> <p>8.4 Match and sort the printed document with the corresponding AF-Birth Certificate.</p> <p>8.5 Forward the document ready for release to the Releasing Area.</p>		<p><i>Barcode Controller, PSA Civil Registry System Outlet</i></p> <p><i>Sorter/ Matcher, PSA Civil</i></p>
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<p>9. Wait for the name of the document owner/client to be called.</p>	<p>9.1 Announce in batch the names of the document owner/client and the type of request that are ready for release.</p>	None	20 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>or <i>Outlet Manager</i></p>
<p>10. Proceed to the Releasing Window where the document owner/client's name was called.</p> <p>10.1 Present the ORIGINAL OR and other requirements.</p>	<p>10.1 Check the OR as to the scheduled date and time of release</p> <p>10.2 Require the client to present/submit the requirements and check for correctness and completeness before releasing the request.</p>	None	10 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></p>

<p>§ First Time Jobseeker present claim stub</p>	<p><u>For first time Jobseeker:</u></p> <p>10.3 Reflect result of verification on the logbook/excel file.</p> <p>10.4 Ensure that the ID and claim stub is presented/ submitted by the first time Jobseeker.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>10.5 Check the validity of the PhilID Card presented through its basic overt and covert security features, or scan the QR Code of the PhilID Card/ePhilID using PhilSys Check.</p> <p>10.6 Return the validated PhilID card/ePhilID to the client.</p> <p>10.7 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID.</p>			<p>PSA Civil Registry System Outlet</p> <p>or</p> <p><i>Outlet Manager</i></p>
<p>11. Check the document.</p> <p>11.1 Sign the “Received by” portion at the back of the AF and indicate the date of receipt.</p>	<p>11.1 Issue the result of the verification:</p> <p>11.1.1 If the document is available in the CRS Database, issue the PSA Copy of the Birth Certificate.</p> <p>11.1.2 If the document is not available in the CRS Database, issue</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></p>

	<p>a Negative Certification of Birth.</p> <p>11.1.2.1 Advise the client to request an endorsement of his/her Birth Certificate from the Local Civil Registry Office (LCRO) where the Birth was registered to PSA.</p> <p>11.1.3 In case the image of the birth document from the CRS Database is blurred, explain to the client the quality of the printed document.</p> <p><u>Reminder:</u></p> <p>§ The client must be given an option for a clearer copy of the birth document through re-scanning of the image.</p> <p>11.1.3.1 If the client agreed to have the requested birth document subjected to re-scanning, inform the client on the rescheduled date of release.</p> <p>11.2 Require the client to sign the “Received by” portion at the back of the AF.</p> <p>11.3 Ensure to write in PRINT the name of the client, the type of ID presented, ID number, releasing window</p>		<p>PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>
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<p>§ First Time Jobseeker sign in the control logbook</p>	<p>number and date and time of release.</p> <p>11.4 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>11.5 Affix the initials of the Releaser in the OR.</p> <p>11.6 Release the requested document to the client.</p> <p>11.7 Attached all the requirements: QTN, CRS Appointment Slip (if printed), Authorization Letter/SPA/ Affidavit and photocopies of valid IDs to the AF.</p> <p><u>For first time Jobseeker:</u></p> <p>11.8 Require the First Time Jobseeker to sign in the control logbook.</p>			
<p>TOTAL PROCESSING TIME: <u>THREE (3) HOURS</u> EXCLUSIVE OF QUEUEING TIME.</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) Outlet’s 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

- 2) RSO to wait for the notification from the HDO if the image is okay and ready for printing.
- 3) In case the situation cannot be resolved within the day, RSO to inform the TL and OS.
- 4) TL to inform the client on the situation and on the re-scheduled date of release.

REMINDER:

Copy issuance of birth 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 birth record from the CRS Database have extra or excess page(s) as follows: <ul style="list-style-type: none"> • Foot print of the child • Photo of the document owner • Marriage Contract of parents • A record stamp with LCRs signature • Other attachments with foreign languages 	1. The copy of the birth record that have extra or excess page(s) are not to be printed and issued to the clients. <ol style="list-style-type: none"> 1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem 1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 1.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS. 1.2.1 TL to inform the client on the situation and on the rescheduled date of release. 	<i>Help Desk Officer</i> Unisys Managed Services Corp.,	

	<p>1.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>1.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>1.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division</p>	
<p>2. RSO after logging the details based on the application form, found another image of the birth record from the CRS Database even with the correct index details (mismatched Image)</p>	<p>2. The mismatched image should not be printed.</p> <p>2.1 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</p> <p>2.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>2.2.1 TL to inform the client on the situation</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp.</p>	

	<p>and on the rescheduled date of release.</p> <p>2.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>2.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>2.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Civil Register Management Division (CRMD)</p>	
<p>3. Image of the birth record from the CRS Database is inverted or defective.</p>	<p>3. The inverted/defective image should not be printed.</p> <p>3.1 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</p> <p>3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>3.2 In case the situation cannot be resolved within the</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp.</p>	

	<p>day, RSO to inform the TL and OS.</p> <p>3.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>3.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>3.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>3.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Civil Register Management Division (CRMD)</p>	
<p>4. Image of the birth record from the CRS Database is corrupted or decrypted (error in viewing the image).</p>	<p>4. The corrupted/decrypted image should not be printed.</p> <p>4.1 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</p> <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp.</p>	

	<p>4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>4.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>4.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>4.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>4.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>	<p>Civil Register Management Division (CRMD)</p>	
<p>5. Image of the birth document from the CRS Database is blurred (or with unreadable entries)</p>	<p>5. Blurred copies of document/s from the CRS database, if possible, should not be issued to clients and must undergo re-scanning.</p> <p>5.1 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</p>	<p>Help Desk Officer Unisys Managed Services Corp.</p>	

	<p>5.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</p> <p>5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.</p> <p>5.2.1 TL to inform the client on the situation and on the rescheduled date of release.</p> <p>5.3 RSO to tag the request for re-scanning in the RV Tracking System.</p> <p>5.4 Document is for pull-out from the Archive for re-scanning and other related processes.</p> <p>5.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database.</p> <p>5.6 RSO to print the re-scanned image in CRS Security Paper (SECPA)</p> <p>REMINDER: § The client must be given an option to request for a clearer copy of the document from the concerned LCRO.</p>	<p>Civil Register Management Division (CRMD)</p>	
<p>6. Double or multiple birth records are available in the CRS Database.</p>	<p>6. Double or multiple registration of a vital event is not allowed.</p>		

	<p>6.1 RSO shall assess the records and issue the timely registered document.</p> <p>6.2 RSO shall accomplish the multiple registration form.</p> <p>6.3 Log the document details to the CRS Help Desk System for Bren Linking.</p> <p>6.4 HDO forwards to concerned Back-End Unit for appropriate action.</p> <p>6.5 RSO to print the timely registered birth record in CRS Security Paper (SECPA).</p>	<p><i>Help Desk Officer</i> Unisys Managed Services Corp.</p> <p>Production and Maintenance Unit, Civil Register Management Division (CRMD)</p>	
<p>7. Birth image has incorrect index in the CRS Database</p>	<p>7. All birth images with incorrect indices must be updated and submitted for correction.</p> <p>7.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>7.2 In the event that the index correction has not yet been approved, RSO to log the request to the CRS Help Desk System for follow up.</p> <p>REMINDER: § It is only after the request for index correction has been approved that the RSO can command the printing of the result of verification.</p>	<p>Production and Maintenance Unit, Civil Register Management Division (CRMD)</p> <p><i>Help Desk Officer</i> Unisys Managed Services Corp.</p>	
<p>8. Verification from the CRS Database</p>	<p>8. In the event that the RSO, even after</p>		

<p>resulted to Negative Certification but with previously issued birth record.</p>	<p>thorough investigation from the CRS Database, resulted to the issuance of a Negative Certification but the client claims and has proof that he/she was previously issued a copy, it could be that the document was not scanned and enrolled in the CRS Database.</p> <p>8.1 Care Officer to require the original document in SECPA and the OR of previously issued document from the client.</p> <p>8.2 Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>8.3 Care Officer to re-schedule the date of release.</p> <p>8.4 RSO to log the problem in the RV Tracking System with the detailed description of the problem and the date when the client was able to get the copy of the document and request for manual verification and re-scanning of the birth document if available.</p> <p>8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).</p> <p>8.6 RSO to print the result of the manual</p>	<p><i>Care Officer,</i> Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p>	<p>Production and Maintenance Unit PMU), Civil Register Management Division (CRMD)</p>
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	verification in CRS Security Paper (SECPA)	
TOTAL PROCESSING TIME: <u>SEVEN (7) WORKING DAYS</u>		