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

Provision of copy of the death certificate of the deceased person available in the PSA Civil Registry System (CRS) 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.	Booked through the CRS Appointment System https://appointment.psa.gov.ph
If applicable, properly filled-out Health Survey Form (1 copy); or	Entry points of the PSA Civil Registry System Outlets; Or at the CRS Appointment System
Updated QR Code of the COVID-19 Digital Contact Tracing App	Google Play Store or Apple App Store
Queue Ticket Number (QTN) (1 copy)	Designated QTN Issuing Station at the PSA Civil Registry System Outlet.
Completely filled-up Application Form (AF) - Death Certificate (Yellow Form) accomplished in PRINTED LETTERS (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.
	Educational institution recognized by the Department of Education.

2) School ID/Report Card of the minor that indicate the name of the requester as Guardian (1 original and 1 photocopy)	
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:**	Philippine Statistics Authority

§ PhilID card/ePhilID holders are allowed to request his/her immediate family members (spouse, children, and parents) civil registry documents and certification including authentication.

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 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	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*

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 (1) valid ID upon entry in the PSA Civil Registry System Outlet.	2.1 Check carefully the following information on the presented CRS Appointment Slip: 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*
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.	3.1 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	None	1 minute	*Information Marshal/ Security Guard* *Outlet Supervisor* PSA Civil Registry System Outlet or *Outlet Manager*

3.2 Allow temperature check.	client using a thermal scanner.			
4. Get Queue Ticket Number (QTN)	3.1 Ensure that QTN is ready for distribution	None	1 minute	*Information Marshal/Security Guard* *Outlet Supervisor* PSA Civil Registry System or *Outlet Manager*
5. Get an Application Form - Death Certificate (Yellow Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.	5.1 Ensure that the necessary AF-Death Certificate is made available at the AF dispenser.	None	2 minutes	*Information Marshall,* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor* PSA Civil Registry System Outlet or *Outlet Manager*
6. Proceed to the screening area. 6.1 Present the AF and the required documents to the screener for completeness check.	6.1 Screen the AF and the requirements. **For PhilID card /ePhilID holders:** 6.2 Screen the validity of the PhilID Card through its basic overt and covert security features, or scan	None	10 minutes	*Screener,* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor,*

	the QR Code of the PhilID Card/ePhilID using PhilSys Check. 6.3 Return the validated PhilID card/ePhilID to the client. 6.4 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. 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.			PSA Civil Registry System Outlet or *Outlet Manager*
7. Proceed to the payment window. 7.1 Submit the AF and the required documents to the Payment Window. 7.2 Pay the corresponding fee for the request, either in cash or through online cashless payment. § Priority Clients to proceed to the Priority Lane.	7.1 Check the AF and the requirements. 7.2 Encode the details of the requests. 7.3 Accept the corresponding payment and generate an Official Receipt (OR). 7.4 Indicate therein the date and estimated time of release.	**Total Fee** Php 155.00 per copy *Breakdown*: *Processing Fee*: - Php 125.00 *Documentary Stamp Tax*	10 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
§ 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 before leaving the counter.	7.5 Attach altogether the CRS Appointment Slip (if printed), QTN and accomplished AF. 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. **For Priority Clients:** 7.7 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 Windows 7.8 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.	- Php 30.00		
8. Proceed to the Releasing Area and wait while the request is being processed.	8.1 Verify from the CRS database the request on the basis of details that has been written by	None	2 hours **Reminder:**	*Request Service Officer,* PSA Civil Registry System Outlet

	the requester in the AF-Death Certificate. Conduct verification from the CICA System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021. 8.1.1 In case that the requested copy of the Death Certificate is available in the CRS Database, print the PSA Copy of the Death Certificate. 8.1.2 In case that the requested copy of the Death Certificate is not available in the CRS Database after thorough verification, issue a Negative Certification of Death. 8.2 Print the result of the verification of the request in CRS Security Paper (SECPA). 8.2.1 In case, the image of the death document from the CRS database is blurred, RSO to attach a note to the AF-Death Certificate with a		§ Processing time maybe extended depending on the result of verification from the System.	

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	message "Blurred Image" to inform the Document Controller and Matcher/Sorter 8.3 Control the printed document in SECPA using the QMS Releasing Manager application. 8.4 Match and sort the printed document with the corresponding AF. 8.5 Forward the document ready for release to the Releasing Area.			*Barcode Controller,* PSA Civil Registry System Outlet *Sorter/ Matcher,* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager*
9. Wait for the name of the deceased person/client to be called.	9.1 Announce in batch the name of the deceased person/client and the type of document being requested that are ready for release.	None	20 minutes	*Releaser,* PSA Civil Registry System Outlet *Team Leader,* PSA Civil Registry System Outlet *Outlet Supervisor,* PSA Civil Registry System Outlet or *Outlet Manager*
10. Proceed to the Releasing Window where the deceased person/client's name	10.1 Check the OR as to the scheduled date and time of release.	None	10 minutes	*Releaser,* PSA Civil Registry System Outlet

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| was called.

10.1 Present the **ORIGINAL** OR and other requirements. | 10.2 Require the client to present/submit the requirements and check for correctness and completeness before releasing the request.

For PhilID card /ePhilID holders:

10.3 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.

10.4 Return the validated PhilID card/ePhilID to the client.

10.5 Return the PhilID Card/ ePhilID that failed the validation to the client and request for a new valid ID. | | | *Team Leader,* PSA Civil Registry System Outlet

Outlet Supervisor, PSA Civil Registry System Outlet

or
Outlet Manager |
|---|---|---|---|---|
| 11. Check the document.

11.1 Sign the **"Received by"** portion at the back of the AF and indicate the date of receipt. | 11.1 Issue the result of the verification:

11.1.1 If the document is available in the CRS Database, issue the PSA | None | 5 minutes | *Releaser,* PSA Civil Registry System Outlet

Team Leader, PSA Civil Registry System Outlet |

| | Copy of the Death Certificate.

11.1.2 If the document is not available in the CRS Database, issue a Negative Certification of Death.

11.1.2.1 Advice the client to request an endorsement of his/her Death Certificate from the Local Civil Registry Office (LCRO) where the Death was registered to PSA.

11.1.3 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 to have a clearer copy of the death document through re-scanning of the image.

11.1.3.1 If the client agreed to have the requested death document be subjected to re- | | | *Outlet Supervisor,* PSA Civil Registry System Outlet

or

Outlet Manager | |

	scanning, inform the client on the re-scheduled date of release.			
	11.2 Require the client to sign the "Received by" portion and indicate the date of receipt at the back of the AF.			
	11.3 Ensure to write in PRINT the name of the client, the type of ID presented, ID number, releasing window number and date and time of release.			
	11.4 Stamp the OR as "RELEASED" and indicate the date of release.			
	11.5 Affix the initials of the Releasing Officer in the OR.			
	11.6 Release the requested document to the client.			
	11.7 Attached all the requirements: QTN, CRS Appointment Slip (if printed), SPA/ Affidavit and photocopies of valid IDs to the AF.			
TOTAL PROCESSING TIME: <u>THREE (3) HOURS</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) Outlet's 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) 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 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 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 1.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.	*Help Desk Officer* Unisys Managed Services Corp.	

	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. 1.3 RSO to tag the request for re-scanning in the RV Tracking System. 1.4 Document is for pull-out from the Archive for re-scanning and other related processes. 1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database. 1.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).	Civil Register Management Division (CRMD)	
2. RSO after logging the details based on the application form, found another image of the death record from the CRS Database even with the correct index details (mismatched Image)	2. The mismatched image should not be printed. 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	*Help Desk Officer* Unisys Managed Services Corp.	

	- Description of the problem 2.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 2.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS. 2.2.1 TL to inform the client on the situation and on the rescheduled date of release. 2.3 RSO to tag the request for re-scanning in the RV Tracking System. 2.4 Document is for pull-out from the Archive for re-scanning and other related processes. 2.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database. 2.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).	Civil Register Management Division (CRMD)	
3. Image of the death record from the CRS Database is inverted or defective.	3. The inverted/defective image should not be printed. 3.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information: - Image ID No.	*Help Desk Officer* Unisys Managed Services Corp.	

	- Transaction Number - Complete details of the request - Description of the problem 3.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 3.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS. 3.2.1 TL to inform the client on the situation and on the rescheduled date of release. 3.3 RSO to tag the request for re-scanning in the RV Tracking System. 3.4 Document is for pull-out from the Archive for re-scanning and other related processes. 3.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database. 3.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).	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 RSO to log the problem to the CRS Help Desk System	*Help Desk Officer* Unisys Managed Services Corp.	

	(HDS) with the following information: - Image ID No. - Transaction Number - Complete details of the request - - Description of the problem 4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 4.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS. 4.2.1 TL to inform the client on the situation and on the rescheduled date of release. 4.3 RSO to tag the request for re-scanning in the RV Tracking System. 4.4 Document is for pull-out from the Archive for re-scanning and other related processes. 4.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database. 4.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).	Civil Register Management Division (CRMD)	
5. Image of the death document from the CRS Database is	5. Blurred copies of document/s from the CRS database, if		

blurred (or with unreadable entries)	possible, should not be issued to clients and must undergo re-scanning.		
	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 5.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing. 5.2 In case the situation cannot be resolved within the day, RSO to inform the TL and OS. 5.2.1 TL to inform the client on the situation and on the rescheduled date of release. 5.3 RSO to tag the request for re-scanning in the RV Tracking System. 5.4 Document is for pull-out from the Archive for re-scanning and other related processes. 5.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database. 5.6 RSO to print the re-scanned image in CRS	*Help Desk Officer* Unisys Managed Services Corp. Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)	

	Security Paper (SECPA) **REMINDER**: § The client must be given an option to request for a clearer copy of the document from the concerned LCRO.		
6. Image of the death document has incorrect index in the CRS Database.	6. All death images with incorrect indices must be updated and submitted for correction. 6.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System. 6.2 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. **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.	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD) *Help Desk Officer* Unisys Managed Services Corp.	
7. Verification from the CRS Database resulted to Negative Certification but with previously issued death record.	7. In the event that the RSO, even after thorough verification 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.		

	7.1 Care Officer to require the original document in SECPA and the OR of previously issued document from the client.	*Care Officer,* Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet	
	7.2 Care Officer to inform the client that his/her request will undergo manual verification.		
	7.3 Care Officer to re-schedule the date of release.		
	7.4 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 death document if available.	Production and Maintenance Unit PMU), Civil Register Management Division (CRMD)	
	7.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).		
	7.6 RSO to print the result of the manual verification in CRS Security Paper (SECPA).		
TOTAL PROCESSING TIME: <u>SEVEN (7) WORKING DAYS</u>			