

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

Provision of copy of the Contract of Marriage between two individuals 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			
<p>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.</p> <p>Reminder:</p> <p>§ If the client is an authorized representative, the CRS Appointment Slip should be in his/her name.</p>		<p>Booked through the CRS Appointment System https://appointment.psa.gov.ph</p>	
<p>If applicable, properly filled-out Health Survey Form (1 copy); or</p> <p>Updated QR Code of the COVID-19 Digital Contact Tracing App</p>		<p>Entry points of the PSA Civil Registry System Outlets;</p> <p>Or at the CRS Appointment System</p> <p>Google Play Store or Apple App Store</p>	
Queue Ticket Number (QTN) (1 copy)		Designated QTN Issuing Station at the PSA Civil Registry System Outlet.	
<p>Completely filled-up Application Form (AF) – Marriage Certificate (Pink Form) accomplished in PRINTED LETTERS (1 copy)</p>		<p>AF dispenser at the PSA Civil Registry System Outlet;</p> <p>Or at the CRS Appointment System</p>	

<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 (Spouses/Husband and Wife)</p>	
<p>Valid Identity Document (ID) of any of the contracting parties 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. Direct Descendant (Marital Children)</p>	
<p>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)</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. Guardian to his/her ward</p>	
<p>Court decision assigning the client as legal guardian (1 original and 1 photocopy) and/or;</p> <p>Duly notarized Affidavit of Guardianship (1 original)</p>	<p>Clerk of the appropriate Court that rendered the decision</p> <p>Lawyer/Notary Public</p>
<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)</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. Nearest of kin, if both contracting parties are deceased (Parents, Brother/Sister, Grandparent, Grandchildren)</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 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>5. Authorized Representative</p>	
<p>Valid Identity Document (ID) of any of the contracting parties (husband or wife) authorizing the representative complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)</p> <p><u>Reminder:</u></p> <p>§ For Authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.</p>	<p>Any of the contracting parties (husband or wife) authorizing the representative.</p> <p>Valid ID of any of the contracting parties should be issued by 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>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)</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</p>	<p>Any of the contracting parties (husband or wife) authorizing the representative</p>

<p>its purpose is 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>6. Priority Clients</p>	
<p>6.1 Senior Citizen requesting for his/her own marriage document and his/her parents</p>	
<p>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</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 marriage document and his/her parents</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 marriage document and her parents</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>6.4 Health and Emergency Frontline Service Provider requesting for the copy issuance of his/her own marriage document and his/her parents</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>6.5 Clients who are PhilID card/ePhilID holders</p>	
<p>Philippine Identification (ID) Card (1 original) or ePhilID (1 original)</p> <p><u>Reminder:</u></p>	<p>Philippine Statistics Authority</p>

<p>§ PhilID card/ePhilID holders are allowed to request only his/her own marriage document and his/her parents</p>				
<p>6. First Time Jobseeker (RA 11261)</p> <p><u>Reminder:</u></p> <p>§ Request for a copy issuance of marriage certificate cannot be delegated to a representative and can only be availed once</p>				
<p>Duly signed Barangay Certification from his/her place of residence (1 original)</p>		<p>Punong barangay or his/her authorized officer.</p>		
<p>Oath of Undertaking executed by the First Time Jobseeker (1 original and 1 photocopy)</p>		<p>Office of the Barangay where the First Time Jobseeker currently resides</p>		
<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>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Set an appointment at https://appointment.psa.gov.ph/</p> <p>1.1 May opt to download the Application Form-Marriage Certificate (Pink Form) and Health Survey Form (if applicable) from the appointment website.</p> <p><u>Reminder:</u></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-Marriage Certificate (Pink 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>§ 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 marriage document 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>Reminder:</p> <p>For Authorized Representative (AR)</p> <p>§ Valid Identity Document (ID) of the document</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</i> PSA Civil Registry System Outlet</p> <p>or <i>Outlet Manager</i></p>

<p>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>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</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>None</p>	<p>1 minute</p>	<p><i>Information Marshal/ Security Guard</i></p> <p><i>Outlet Supervisor</i> PSA Civil Registry System Outlet</p> <p>or</p>

<p>Tracing App be scanned, or fill-up and submit the Health Survey Form.</p> <p>3.2 Allow temperature check.</p>	<p>3.2 Check the body temperature of client using a thermal scanner.</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 <i>Outlet Manager</i></p>
<p>5. Get an Application Form form-Marriage Certificate (Pink Form) from the AF dispenser and fill-out the required information in PRINTED LETTERS.</p>	<p>5.1 Ensure that the necessary AF-Marriage 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 <i>Outlet Manager</i></p>
<p>6. Proceed to the screening area.</p> <p>6.1 Present the AF and the required documents to the screener for completeness check.</p>	<p>6.1 Screen the AF and the requirements.</p> <p><u>For PhilID card /ePhilID holders:</u></p> <p>6.2 Screen the validity of the PhilID</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Screener,</i> PSA Civil Registry System Outlet</p>

<p>§ First Time Job Seeker, proceed to the Public Assistance and Complaints Desk (PACD)</p>	<p>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</p>		<p><i>Care Officer,</i> Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p><i>Coordinator,</i> Office of the Outlet Supervisor,</p>
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	<p>indicate therein the date of receipt and collect them. Attach requirements to the AF and label it as "Pro-Bono."</p> <p>6.8 Record the request in the logbook for control and reporting purposes.</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>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>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</p>	<p>Total Fee Php 155.00 per copy</p> <p><i>Breakdown:</i></p> <p><i>Processing Fee:</i> - Php 125.00</p> <p><i>Documentary Stamp Tax</i> - Php 30.00</p>	10 minutes	<p><i>Collecting Officer,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p>

<p>§ Make sure to count the change before leaving the counter.</p>	<p>Officer prior to the issuance of the requested.</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 marriage certificate from the PSA only once.</p> <p>§ Issue a claim stub to First Time Jobseeker 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 Windows</p>	<p>Pursuant to RA 11261, the issuance of (1) one copy of marriage certificate of a first time Jobseeker is to be issued for FREE</p>		<p><i>Coordinator, 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>
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	7.9 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.			
8. Proceed to the Releasing Area and wait while the request is being processed.	<p>8.1 Verify from the CRS database the request on the basis of details that has been written by the client in the AF-Marriage 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 Marriage Certificate is available in the CRS Database, issue the PSA Copy of the Marriage Certificate.</p> <p>8.1.2 In case that the requested copy of the Marriage Certificate is not available in the CRS Database after thorough verification, issue a Negative Certification of Marriage.</p>	None	2 hours	<p><i>Request Service Officer, PSA Civil Registry System Outlet</i></p> <p>Reminder:</p> <p>§ Processing time maybe extended depending on the result of verification from the System.</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 marriage document from the CRS database is blurred, RSO to attach a note to the AF-Marriage Certificate with a message “Blurred Image” to inform the Document Controller and Matcher/Sorter.</p> <p>8.3 Control the printed document in SECPA using the QMS Releasing Manager application.</p> <p>8.4 Match and sort the printed document with the corresponding AF-Marriage Certificate.</p> <p>8.5 Forward the document ready for release to the Releasing Area.</p>		<p><i>Barcode Controller,</i> PSA Civil Registry System Outlet</p> <p><i>Sorter/Matcher,</i> PSA Civil Registry System Outlet</p> <p><i>Team Leader,</i> PSA Civil Registry System Outlet</p> <p><i>Outlet Supervisor,</i></p>
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				PSA Civil Registry System Outlet or <i>Outlet Manager</i>
9. Wait for the name of the document owner/client to be called.	9. Announce in batch the names of document owner/client and the type of requests that are ready for release.	None	20 minutes	<i>Releaser,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>
10. Proceed to the Releasing Window where the document owner/client's name was called. 10.1 Present the ORIGINAL OR and other requirements. § First Time Jobseeker to present claim stub	10.1 Check the OR as to the scheduled date and time of release. 10.2 Require the client to present/submit the requirements and check for correctness and completeness before releasing the request. <u>For first time Jobseeker:</u> 10.3 Reflect the result of verification on the logbook/ excel file.	None	10 minutes	<i>Releaser,</i> PSA Civil Registry System Outlet <i>Team Leader,</i> PSA Civil Registry System Outlet <i>Outlet Supervisor,</i> PSA Civil Registry System Outlet or <i>Outlet Manager</i>

	<p>10.4 Ensure that the ID and claim stub is 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>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 Marriage Certificate.</p> <p>11.1.2 If the document is not</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>

or
Outlet Manager

available in the CRS Database, issue a Negative Certification of Marriage.

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

11.1.3 In case the image of the marriage document from the CRS Database is blurred, Releaser/Care Officer to 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 marriage document through re-scanning of the image.

11.1.3.1 If the client agreed to have the requested marriage document be subjected to re-

<p>§ First Time Jobseeker sign in the control logbook</p>	<p>scanning, Care Officer to inform the client on the re-scheduled date of release.</p> <p>11.2 Require the client to sign the “Received by” portion and indicate the date of receipt 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 number and date and time of release.</p> <p>11.4 Stamp the OR as “RELEASED” and indicate the date of release.</p> <p>10.5 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>			
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	<p><u>For first time Jobseeker:</u></p> <p>10.8 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 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 marriage 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 marriage record from the CRS Database have extra or excess page(s).	<p>1. The copy of the marriage record that have extra or excess page(s) are not to be printed and issued to the clients.</p> <p>1.1 RSO to log the problem to the CRS Help Desk System (HDS) with the following information:</p> <p>- Image ID No.</p>		

	<p>uploaded to the CRS Database. 3.6 RSO to print the re-scanned image in CRS Security Paper (SECPA).</p>		
<p>4. Image of the marriage 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:</p> <ul style="list-style-type: none"> -Image ID No. -Transaction Number -Complete details of the request -Description of the problem <p>4.1.2 RSO to wait for the notification from the HDO if the image is okay and ready for printing.</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</p>	<p><i>Help Desk Officer</i> <i>Unisys Managed Services Corp.</i></p>	

	<p>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>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>5. Image of the marriage 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:</p> <ul style="list-style-type: none"> - Image ID No. - Transaction Number - Complete details of the request - Description of the problem <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><i>Help Desk Officer</i> Unisys Managed Services Corp.</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>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	
<p>6. Image of the marriage document has incorrect index in the CRS Database.</p>	<p>6. All marriage images with incorrect indices must be updated and submitted for correction.</p> <p>6.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System.</p> <p>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.</p> <p>REMINDER: § It is only after the request for index correction has been approved that the RSO can command the</p>	<p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p> <p><i>Help Desk Officer</i> Unisys Managed Services Corp.</p>	

	printing of the result of verification.		
7. Verification from the CRS Database resulted to Negative Certification but with previously issued marriage record.	<p>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.</p> <p>7.1 Care Officer to require the original document in SECPA and the OR of previously issued document from the client.</p> <p>7.2 Care Officer to inform the client that his/her request will undergo manual verification.</p> <p>7.3 Care Officer to re-schedule the date of release.</p> <p>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 marriage document if available.</p> <p>7.5 Outlet to wait for the result of the forwarded request for manual verification from</p>	<p>Care Officer, Public Assistance and Complaints Desk (PACD), PSA Civil Registry System Outlet</p> <p>Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD)</p>	

	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>			