

9. Processing of Requests for Copy Issuance of Civil Registry Documents and Certificate of No Marriage/Advisory on Marriages received thru <u>Authorized Online</u> Service Provider/Private Partner Agency (<u>www.psahelpline.ph</u>) at PSA Helpline Outlet

PSAHelpline is an an alternative channel for the acceptance of requests for the copy issuance of birth, death and marriage records and CENOMAR/Advisory on Marriages by visiting the website, <u>www.psahelpline.ph</u>.

PSA entered into a Memorandum of Agreement with a private partner agency to enable its client to avail of its civil registry frontline services at the comfort of their homes or offices.

Office or Division:	Civil Registration Services Division (CRSD)		
Classification:	Simple		
Type of Transaction:	Government-to-Business (G2B)		
Who may avail:	Pilipinas Teleserv, Inc.		
CHECKLIST OF REQUIREMENTS			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE	
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CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	PERSON
	ACTIONS	PAID	TIME	RESPONSIBLE
1. Send check payment for requests received from its clients to PSA Helpline Outlet.	 1.1 Receive check payment. 1.2 Prepare transmittal and remit check payment to Vault Administrator of the PSA CRS Outlet – 	<u>Total Fee:</u> (For Copy Issuance of Birth, Marriage, Death Certificates) ⁵ Php 155.00 per copy Breakdown:	30 minutes	Outlet Supervisor, PSA Helpline Outlet or Chief, CRSD

⁵ Pilipinas Teleserv, Inc. thru its accredited banks/collecting agents, charges a total amount of Php365.00 from its clients per copy of Birth, Marriage, Death document requested from PSA to include payment for its Service Fee and door-to-door delivery (Php210.00).

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	East Avenue, Quezon City.	<i>Processing Fee</i> : -Php 125.00		⁹⁷ tei,
		Documentary Stamp Tax: -Php 30.00		
		<u>Total Fee:</u>		
		(For		
		CENOMAR/Adv isory on Marriages) ⁶		
		Php 210.00 per copy		
		Breakdown:		
		<i>Processing Fee</i> : -Php 180.00		
		<i>Documentary Stamp Tax:</i> -Php 30.00		
2.1 Submit Batch Files electronically. 2.2 Transmit	2.1 Retrieve Batch Files electronically and receive the printed AFs		1 hour	Collecting Officer, PSA Helpline Outlet
printed AFs (Green Forms) to PSA Helpline Outlet.	(Green Forms). 2.2 Print Official Receipts (ORs)			<i>Team Leader,</i> PSA Helpline Outlet
	per Batch Files.			Outlet Supervisor,
	2.3 Distribute AFs to Request			PSA Helpline Outlet
	Service Officers			or
	(RSOs) for verification in			Chief, CRSD
	the Civil			

⁶ Pilipinas Teleserv, Inc. thru its accredited banks/collecting agents, charges a total amount of Php420.00 from its clients per copy of CEMAR/CENOMAR requested from PSA to include payment for its Service Fee and door-to-door delivery (Php210.00).



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	Registry System (CRS) database.			~*
3. Wait for the schedule of release.	 3.1 Verify from the CRS database the request on the basis of details that has been filled up by the client thru online application. 3.1.1 Conduct verification from the CICA System pursuant to the issued PSA Office Memorandum No. 2021-139 dated 01 June 2021. 3.1.2 For CENOMAR request, conduct verification from the CICA System pursuant to the issued PSA Office Memorandum No. 2021-64 dated 01 March 2021 about the document owner as both as male and as female. 3.2 Print the results of the 	None	4 hours Reminder: § Processing time maybe extended depending on the result of verification from the System.	Request Service Officers, PSA Helpline Outlet Barcode Controller, PSA Helpline Outlet Sorter/Matcher, PSA Helpline Outlet

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	verification of the requests in CRS Security Paper (SECPA). 3.3 Control the printed documents in SECPA using the QMS Releasing Manager			Team Leader, PSA Helpline Outlet <i>Supervisor,</i> PSA Helpline Outlet <i>or</i> <i>Chief,</i> CRSD	Responsive Work
	application. 3.4 Match and sort the printed documents in SECPA with the corresponding OR and transmittal report.				
	3.5 Prepare the documents ready for release and for pick up by the authorized representative/ liaison officer of Pilipinas Teleserv, Inc.				
 4.1 Authorized representative/ liaison officer of Pilipinas Teleserv, Inc. to claim the documents at the CRS Building. 4.2 Check and acknowledge 	 4.1 Release the document in SECPA. 4.2 Remind the authorized representative/ liaison officer of Pilipinas Teleserv, Inc. to check and acknowledge 	None	2 hours and 30 minutes	<i>Team Leader,</i> PSA Helpline Outlet <i>Unit Supervisor,</i> PSA Helpline Outlet <i>or</i> <i>Chief,</i> CRSD	



the receipt of the	the receipt	of
documents.	documents in	
	SECPA.	

TOTAL PROCESSING TIME: EIGHT (8) HOURS