

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

PSA Helpline 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, www.psahelpline.ph.

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		WHERE TO SECURE
Payment		Pilipinas Teleserv, Inc.
Batch Files of requests received from its clients		www.psaerbilis.com
Printed Application Forms (AFs) (Green)		Pilipinas Teleserv, Inc.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON 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> <i>(For Copy Issuance of Birth, Marriage, Death Certificates)⁵</i> Php 155.00 per copy <i>Breakdown:</i>	30 minutes	<i>Outlet Supervisor, PSA Helpline Outlet</i> <i>or</i> <i>Chief, CRSD</i>

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).

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

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).

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

the receipt of the documents.	the receipt of documents in SECPA.			
TOTAL PROCESSING TIME: <u>EIGHT (8) HOURS</u>				