4. Copy Issuance of Birth Record or Birth Certificate (Walk-in clients) at PSA Civil Registry System– Regional Outlet

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

Office or Division:	Regional Statistical Services Office (RSSO)
Classification:	Simple
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	General public of legal age (18 years old and above)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By Type of Requester	PSA Civil Registry System– Regional Outlet
1. Principal (Document Owner)	
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., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
2. Authorized Representative	
Valid Identity Document (ID) of the document owner complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by the official authority (1 original and 1 photocopy) **Reminder:** For authorization letter/Special Power of Attorney (SPA) received from abroad, document owner should provide a scanned/photocopy of the passport as valid ID.	Document owner (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
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)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)

Authorization letter or duly notarized Special Power of Attorney (1 original) complying with the following requirements: 1) written in a clean sheet of paper and dated; 2) indicate the type of document, the number of copies and the specific details of the document to be requested 3) indicate the complete name of the authorized representative; and 4) bear the fresh signature of the document owner that matches his/her ID.	Document owner
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
3. Immediate Family Member of the Document Owner: Spouse (Husband/Wife), Direct Descendant (Son/Daughter), and Biological or Legal Parent (Father/Mother)	
Valid Identity Document (ID) of requesting 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)	Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4. Special Cases Clients	
4.1 Guardian of document owner who is a minor or below 18 years of age.	
Court decision assigning the requester as legal guardian (1 original and/or 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: 1) Barangay Certification that the minor is in the custody of the requesting party/guardian (1 original)	Lawyer/Notary Public Office of the Barangay where the Guardian currently resides

2) School ID/Report Card of the minor that indicates the name of the requester as Guardian (1 original and 1 photocopy)	Educational institution recognized by the Department of Education.
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., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
4.2 Nearest of kin of a deceased person (Brother/Sister/Grandparent)	
Duly notarized Affidavit of Kinship (1 original)	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., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5. Priority Clients	
5.1 Senior Citizen requesting for his/her own document, spouse, parents and son/daughter	
Senior Citizen's 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)	Office of the Senior Citizen Affairs (OSCA) and/or Local Government Units (LGUs)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
5.2 Physically Challenged Client/PWD requesting for his/her own document, 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)	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.
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal booth of Application Area PSA Civil Registry System– Regional Outlet
5.3 Pregnant Woman requesting for her own document, 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., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Information Marshal's booth of Application Area PSA Civil Registry System– Regional Outlet
6. First Time Job Seeker (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 Job Seeker (1 original and 1 photocopy)	Office of the Barangay where the First Time Job Seeker currently resides
Valid Identity Document (ID) of the First Time Job Seeker complete with CLEAR PHOTO, FULL NAME IN PRINT, SIGNATURE and issued by an official authority (1 original and 1 photocopy)	Government Agencies, Educational Institutions (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP)
Completely filled-up Application Form (AF) - Birth Certificate (White Form) accomplished in PRINTED LETTERS (1 copy)	Public Assistance and Complaint Desk inside the PSA Civil Registry System– Regional Outlet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an Application Form - Birth Certificate (White Form) from the Information Marshal's booth and fill-out the required information in PRINTED LETTERS.	1.1 Ensure that the necessary AF-Birth Certificate is made available at the Information Marshal's booth.	None	5 minutes	Information Marshal, PSA Civil Registry System– Regional Outlet Team Leader, PSA Civil Registry System– Regional Outlet Outlet Supervisor, PSA Civil Registry System– Regional Outlet or Outlet Manager/ Regional Director, RSSO
2. Submit the required documents to the Payment Window for completeness check. - Regular Clients Payment Windows - Priority Clients Payment Windows - First Time Job Seeker, proceed to Public Assistance and Complaint Desk	2.1 Screen the AF and the requirements. 2.2 Encode the details of the request. 2.3 Return the ID and/or authorization letter/SPA to the requester as it will be presented and submitted to the Releasing Officer prior to the issuance of the requested document. **For first time job seeker:**	None	10 minutes	Collecting Officer, PSA Civil Registry System– Regional Outlet PACD Officer, PSA Civil Registry System– Regional Outlet

(PACD) inside the outlet	2.4 Stamp the submitted requirements as officially "Received by" PSA, indicate therein the date of receipt and collect them. 2.4.1 Attach requirements to the AF and label it as Pro-Bono. 2.4.2 Record the request in the logbook for control and reporting purposes.			Team Leader, PSA Civil Registry System–Regional Outlet Outlet Supervisor, PSA Civil Registry System–Regional Outlet or Outlet Manager/ Regional Director, RSSO
3. Pay the corresponding fee for the request. **Reminder:** Check the details in the issued Official Receipt (OR). Make sure to count the change before leaving the counter.	3.1 Accept the corresponding payment and generate an Official Receipt (OR). 3.2 Indicate therein the OR the date and estimated time of release. **For first time job seeker:** Remind him/her that he/she can avail of the free copy issuance of his/her birth from the PSA only once. Inform him/her to wait for his/her name to be called	Total Fee Php 155.00 per copy Breakdown: Processing Fee: -Php 125.00 Documentary Stamp Tax -Php 30.00 Pursuant to **RA 11261**, the issuance of one (1) copy of the birth	10 minutes	Collecting Officer, PSA Civil Registry System–Regional Outlet PACD Officer, PSA Civil Registry System–Regional Outlet Team Leader, PSA Civil Registry System–Regional Outlet Outlet Supervisor,

at the Releasing Area. 3.3 Forward the AF to the Request Service Officer (RSO) for verification from the Civil Registry System (CRS) Database.	certificate for a first time job seeker is to be issued for **FREE**			PSA Civil Registry System– Regional Outlet or Outlet Manager/ Regional Director, RSSO
4. Proceed to the Releasing Area.	4.1 Verify from the CRS database the request on the basis of details that has been written by the requester in the AF. As per business rule, RSO must conduct at least four (4) unique queries from the CICA System. 4.1.1 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, 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	None	2 hours **Reminder:** Processing time maybe extended depending on the result of verification from the CICA System.	Request Service Officer, PSA Civil Registry System– Regional Outlet Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD) – CRS Bldg., Quezon City

	-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.			
	4.1.3 In case the situation cannot be resolved within the day, RSO to inform the TL and OS.			
	4.1.4 TL to inform the client on the situation and on the rescheduled date of release.			
	4.2 Print the result of the verification of the request in CRS Security Paper (SECPA).			
	4.2.1 In case the image of the birth document from the CRS database is blurred, RSO to attach a note to the AF-Birth Certificate with a message "Blurred Image" to inform the Document Controller and Matcher/Sorter.			
	4.3 Control the printed document in the SECPA in using the QMS Releasing Manager application.			
				Barcode Controller,

	4.4 Match and sort the printed document with the corresponding AF-Birth Certificate. 4.5 Forward the document ready for release to the Releasing Area.			PSA Civil Registry System–Regional Outlet Sorter/Matcher, PSA Civil Registry System–Regional Outlet Team Leader, PSA Civil Registry System–Regional Outlet Outlet Supervisor, PSA Civil Registry System–Regional Outlet or Outlet Manager/ Regional Director, RSSO
5. Wait for the document owner's name to be called.	5.1 Announce in batch the names of the document owners/authorized representatives and the type of requests that are ready for release.	None	20 minutes	Releasing Officer, PSA Civil Registry System–Regional Outlet Team Leader, PSA Civil Registry System–Regional Outlet Outlet Supervisor PSA Civil Registry System–Regional Outlet or Outlet Manager/ Regional Director, RSSO

| 6. Fall in line at the Releasing Window where the client's name was called.

Present the OR and other requirements. | 6.1 Check the OR as to the scheduled date and time of release.

6.2 Require the claimant to present/submit the requirements and check for correctness and completeness before releasing the request.

6.2.1 In case the image of the birth document from the CRS Database is blurred, Care Officer to explain to the client the quality of the printed document.

Reminder:

The client must be given an option for a clearer copy of the birth document through re-scanning of the image.

6.2.2 If the client agreed to have the requested birth document subjected to re-scanning, Care Officer to inform the client on the re-scheduled date of release. | None | 10 minutes | Releasing Officer, PSA Civil Registry System– Regional Outlet

Team Leader, PSA Civil Registry System– Regional Outlet

Outlet Supervisor PSA Civil Registry System– Regional Outlet

or
Outlet Manager/ Regional Director, RSSO |
|---|---|---|---|---|
| 7. Check the document | 7.1 Require the claimant to sign the "Received by" | None | 5 minutes | Releasing Officer, |

Sign the "Received by" portion at the back of the AF and indicate the date of receipt.	portion and indicate the date of receipt at the back of the AF. 7.2 Ensure to write in PRINT the name of the claimant, the type of ID presented, ID number, releasing window number and date and time of release. 7.3 Stamp the OR as "RELEASED" and indicate the date of release. 7.4 Affix the initials of the Releasing Officer in the OR. 7.5 Release the requested document to the claimant.			PSA Civil Registry System–Regional Outlet Team Leader, PSA Civil Registry System–Regional Outlet Outlet Supervisor, PSA Civil Registry System–Regional Outlet or Outlet Manager/ Regional Director, RSSO

TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 4</u>: COPY ISSUANCE OF BIRTH RECORD OR BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM, UNDER NORMAL CIRCUMSTANCES, IS <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.

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 to be able to deliver the requested document to the client. In this connection the transaction type of the Service 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: • 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. 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. 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	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513

	and other related processes. 1.5 Outlet to wait for the re-scanned image to be uploaded to the CRS Database. 1.6 Print the re-scanned image in CRS Security Paper (SECPA).		
		Production and Maintenance Unit (PMU), Civil Register Management Division, CRS Bldg. (CRMD), East Avenue, Quezon City	
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)	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 - 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.	Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City	

	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 Print the re-scanned image in CRS Security Paper (SECPA).	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513
3. Image of the birth 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. - Transaction Number - Complete details of the request - Description of the problem 3.1.2 RSO to wait for the notification from the	Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City	

	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 Print the re-scanned image in CRS Security Paper (SECPA).	Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 9. Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513
4. Image of the birth 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 (HDS) with the following information: - Image ID No. - Transaction Number - Complete details of the request - Description of the problem	Help Desk Officer Unisys Managed Services Corp., Ground Floor,CVEA Bldg., PSA Complex East Avenue, Quezon City	

	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.	Production and Maintenance Unit (PMU),Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	
	4.6 Print the re-scanned image in CRS Security Paper (SECPA).		
5. Image of the birth document from the CRS Database is blurred (or with unreadable entries)	5. Blurred copies of document/s from the CRS database, if 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:	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	

	- 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 Print the re-scanned image in CRS Security Paper (SECPA) **REMINDER**: The client must be given an option to request for a clearer copy of the birth document through re-scanning of the image.	Production and Maintenance Unit (PMU),Civil Register Management Division (CRMD),CRS Bldg., East Avenue, Quezon City	Refer to <u>Service 9.</u> Processing of Civil Registry Documents Requiring Manual Retrieval and Re-scanning from the Central Archive through Help Desk System on page 513

6. Double or multiple birth records are available in the CRS Database.	6. Double or multiple registration of a vital event is not allowed. 6.1 RSO shall assess the records and issue the timely registered document. 6.2 RSO shall accomplish the multiple registration form. 6.3 Log the document details to the CRS Help Desk System for Bren Linking. 6.4 HDO forwards to concerned Back-End Unit for appropriate action. 6.5 Print the timely registered birth record in CRS Security Paper (SECPA).	Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City Production and Maintenance Unit, Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City	Refer to Service 8. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database on page 511
7. Birth image has incorrect index in the CRS Database.	7. All birth images with incorrect indices must be updated and submitted for correction. 7.1 RSO to report and to submit the necessary index correction through the use of Vital Event (F6) function of the CICA System. 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. **REMINDER:** It is only after the request for index correction has been approved that the RSO can command the	Production and Maintenance Unit, Civil Register Management Division (CRMD), CRS Bldg., East Avenue, Quezon City Help Desk Officer Unisys Managed Services Corp., Ground Floor, CVEA Bldg., PSA Complex East Avenue, Quezon City	Refer to Service 8. Processing of Request for Index Correction of Civil Registry Documents in the PSA Civil Registry Database on page 511

	printing of the result of verification.		
8. Verification from the CRS Database resulted to Negative Certification but with previously issued birth record.	8. In the event that the RSO, even after 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. 8.1 PACD/Care Officer to require a photocopy of previously issued document from the client. 8.2 PACD/Care Officer to inform the client that his/her request will undergo manual verification. 8.3 Care Officer to re-schedule the date of release. 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. 8.5 Outlet to wait for the result of the forwarded request for manual verification from Production and Maintenance Unit (PMU).	PACD Officer, PSA Civil Registry System– Regional Outlet Production and Maintenance Unit (PMU), Civil Register Management Division (CRMD), CRS Bldg.,East Avenue, Quezon City	

	8.6 Print the result of the manual verification in CRS Security Paper (SECPA)		

TOTAL ESTIMATED PROCESSING TIME FOR <u>SERVICE 4</u>: COPY ISSUANCE OF BIRTH RECORD OR BIRTH CERTIFICATE (WALK-IN CLIENTS) AT PSA CIVIL REGISTRY SYSTEM OUTLET, UNDER SPECIAL CASES/SITUATIONS, IS <u>SEVEN (7) DAYS.</u>