34. Processing of Erroneous Annotations under Exception Correction Form (ECF)

Documents that undergo correction using the Exception Correction Form (ECF) are those records which are already annotated and loaded in the Civil Registry System (CRS) database under the following conditions:

- Record contains erroneous annotations,
- Record contains blurred and/or unreadable entries (for replacement),
- Additional annotations required,
- Document used for annotations are not the proper documents.

The annotated record in the database needs to be replaced to ensure that the proper documents will be issued to the clients. Sources of such requests for ECF are from walk-in clients which were previously issued an annotated document in security paper (SECPA). Other sources are emails/communications received from PSA-RSSO, PSA-PSO, Local Civil Registrars, and general public.

Office or Division:	Civil Register Management Division			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	All clients of legal age (18 yrs. old and above)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
From Walk-in Clients:				
1) Annotated document in SECPA containing the erroneous entry				
2) Original copy of the Official Receipt issued to the client				
Request through Email/Letters from PSA-RSSO, PSA-PSO, the Local Civil Registrars, and clients				
· Letter request containing the information of the entries to be corrected in the annotated document done by PSA				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
CRS Serbilis Outlet receive the requirements for processing and schedule return of the client for release of the document requested at the Outlet	1. Receipt and control of Civil Registry documents (*for ECF from other Archives/Unit, through email (from Outlets and clients), letters and walk-ins through the Public Assistance and Complaint Desk*)	None	Day 1 5 minutes	Uncon/MV Operator Production and Maintenance Unit (PMU) 6th Floor CRS Building

	2. The designated authorize personnel evaluates the annotated and un-annotated CRDs with the supporting documents	None	3 hours per batch of 25 documents	Registration Officer II and COSW Production and Maintenance Unit (PMU) 6th Floor CRS Building
	3. Prepare the transmittal and the Exception Correction Form for signature of Project Director/ANS	None		COSW, Production and Maintenance Unit (PMU) 6th Floor CRS Building
	4. Send email to Unisys administrator the list documents for ECF for approval and implementation	None		Supervisor Registration Officer III, Production and Maintenance Unit (PMU) 6th Floor CRS Building
	5. Approved ECF will be routed to the concerned unit for re-processing of the documents	None	30 minutes	PMU Controller
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: 7 WORKING DAYS				