

37. Processing of Request for Endorsement (Foreign Documents)

Request for copy issuance of Report of Birth/Marriage/Death certificates yield negative results of verification in the CRS database and in the archives of the PSA. The client has already reported the said birth/marriage/death to the Philippine Foreign Post Service (PFSP).

Office or Division:	Civil Register Management Division			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizens (G2C), Government-to-Government (G2G)			
Who may avail:	All clients of legal age (18 years old and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Negative Certification of the Report of Birth (ROB)/Report of Marriage (ROM)/Report of Death (ROD) 2. Xerox copy of the ROB/ROD/ROM (Optional) 3. Dispatch Reference Number (Optional)		PSA Personal copy DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT PROCESSING UNIT				
1. Client submits the requirements to Public Assistance Complaint Desk (PACD). 2. PACD receive request from the client for assistance in the securing copy issuance of ROB/ROD/ROM 3. PACD forward the request together with the	1. Receipt and control of the request together with the requirements from PACD. 2. Manual verification from Central Archives. 3. If found positive, retrieve the document and forward to PMU for scanning, (refer to page 11 of PMU Process) 4. If found negative, prepare letter request of endorsement to	None	30 minutes 4 hours (including travel time) 10 minutes	Administrative Assistant II, 3 rd Floor, Document Processing Unit (DPU) <i>Supervisor,</i> Registration Officer III, 3 rd Floor, Document Processing Unit (DPU) <i>Chief,</i> CRMD, 7 th Floor CRS Building, Quezon City

requirements to the Document Processing Unit (DPU) for processing.	the DFA Consular Office Records Division for them to endorse said document to PSA.			
4. PACD provide the client telephone number of DPU for follow-up.				
	5. Route letter request of endorsement to Division Chief for review and initials.	None	5 minutes	Administrative Assistant II, 3 rd Floor, Document Processing Unit (DPU) <i>Supervisor,</i> Registration Officer III, 3 rd Floor, Document Processing Unit (DPU) <i>Chief, CRMD,</i> 7 th Floor CRS Building, Quezon City
	6. Division Chief route letter to Assistant National Statistician (ANS) – Head of Service for signature	None	3 minutes	<i>Division Chief</i> CRMD 7 th Floor, CRS Building <i>Assistant National Statistician,</i> CRS 8 th Floor, CRS Building
	7. Prepare the request letter of endorsement ready for pick up by DFA personnel. 8. DFA personnel pick up the letter.	None	5 minutes	Administrative Assistant II, 8 th Floor, Office of the Assistant National Statistician (OANS) <i>Supervisor,</i> 8 th Floor, Office of the Assistant National Statistician (OANS)

PROCESSING TIME: 20 working days (feedback on status for those no received actions yet from DFA and PFSP)

Upon receipt of the endorsed document from DFA, PSA will process for possible scanning and loading in the CRS database.

The number of processing days will depend on the number of days the Philippine Foreign Service Post (PFSPs) and DFA complied with the requirements.