

38. Processing of Request for Endorsement (Local Documents)

PSA request for endorsement for copies of Birth/Marriage/Death certificates resulting to Negative verification and/or with blurred or unreadable entries in the CRS database and in the archives.

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	
<ul style="list-style-type: none"> PSA Negative Certification of Birth/Marriage / Death Certificate Xerox copy of the Birth/Marriage/ Death Certificate (Optional) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
1. Client submits the requirements to Public Assistance Complaint Desk (PACD).	1. Receipt and control of the request together with the requirements from PACD.	None	30 minutes	Administrative Assistant II, 3 rd Floor, Document Processing Unit (DPU)
2. PACD receive request from the client for assistance in the securing copy issuance of COLB/COD/COM	2. Create transaction for COLB/COD/COM.			Supervisor, Registration Officer III, 3 rd Floor, Document Processing Unit (DPU)
3. PACD forward the request together with the requirements to the Document Receipt and Control Unit (DRCU) for processing.	3. Printed application forms to the concerned unit (DPU, BMD, and Microfilm unit).			Chief, CRMD, 7 th Floor CRS Building, Quezon City
4. PACD provide the client telephone number of QVU for follow-up.	4. Route application form to Central Archives for manual verification. 4.1. If found positive but still blurred, issue feedback. 4.2. If found negative, issue feedback.		Five (5) hours (including travel time)	
PROCESSING TIME: 20 working days (feedback on status for those no received actions yet from LCRO)				
Upon receipt of the endorsed document, 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 Local Civil Registrar complied the requirements.				