



REPUBLIC OF THE PHILIPPINES

PHILIPPINE STATISTICS AUTHORITY

Reference No. 23CRS01-05-1389

MEMORANDUM CIRCULAR NO. 2023-08

TO : ALL PSA CIVIL REGISTRY SYSTEM OUTLETS,
BREQS PARTNERS/USERS AND INSTITUTIONS,
AND ONLINE SERVICING CHANNELS

SUBJECT: Processing of Copy Issuance of Civil Registry Documents and
Certifications for Free as Pro Bono Transactions

DATE : 24 May 2023

The Philippine Statistics Authority (PSA) Civil Registry System Outlets, online channels such as psaserbilis.com.ph and psahelpline.ph, and accredited Batch Request System (BREQS) partners accept requests for Copy Issuance of Birth, Marriage, and Death Certificates, Certification of No Marriage (CENOMAR), and Certification of No Death (CENODEATH). These requests undergo verification from the PSA Civil Registry System Database based on the information provided by the clients.

For request of Copy Issuance of birth/marriage/death certificate that resulted to a Negative Certification, the clients can present the Negative Certification in Security Paper (SECPA) including the Official Receipt (OR) at any Civil Registry System Outlet nationwide for replacement free-of-charge, when after reverification, the document is already available in the PSA Civil Registry System Database.

Similarly, for cases where an Advisory on Marriages/Deaths were issued instead of a CENOMAR/CENODEATH, or vice-versa, the clients are advised to proceed and to present the Advisory/Certification in SECPA along with the original OR. The issued Advisory/Certification shall be replaced free-of-charge, when confirmed that error was made.

For those who have availed of PSA services through online channels, the clients may send the image or electronic copy of the issued document in SECPA and the OR via email at info@psaserbilis.com.ph for PSA Serbilis, or at help@psahelpline.ph for PSA Helpline, for evaluation and Pro Bono processing.



Management
System
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For further concerns on online requests, PSA Serbilis may be reached at mobile numbers **09289175394**, **09610074156**, **09167928197**, and **09166755074**, while PSA Helpline may be reached at telephone number **(02) 8737-1111**.

After the validation and reverification from the PSA Civil Registry System Database has confirmed that the certification needs to be replaced, re-issuance shall be at **NO COST** to the client.

For your guidance and strict compliance.



CLAIRE DENNIS S. MAPA, PhD

Undersecretary

National Statistician and Civil Registrar General



MBG/TPK/CAO/ACV