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in the picture

Public-Private Partnership: The Philippine Experience

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Republic of the Philippines
PHILIPPINE STATISTICS AUTHORITY



Management
System
ISO 9001:2015
www.tuv.com
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Outline of Presentation

- ◆ Introduction
- ◆ Situation prior to computerization
- ◆ Challenges
- ◆ Response
- ◆ CRS-ITP as PPP Project
- ◆ CRS-ITP Achievements
- ◆ Level Up: Towards a New CRS-ITP2

Introduction

About the Philippines

- Composed of 7,641 islands
- Population, 108M people, (2019 projected population)
- 80 provinces
- 145 cities & 1,489 municipalities
- 42,045 barangays



Introduction



About the Philippine Statistics Authority

- Article 6 (e) of RA 10625 mandates the Philippine Statistics Authority to carry out, enforce and administer civil registration functions in the country as provided for in Act No. 3753, the Law on Registry of Civil Status.
- Under Section 2 of Act No. 3753, the Civil Registrar General is empowered to prepare and issue implementing rules and regulations of laws on civil registration
- Philippine Statistics Authority has technical supervision over all Local Civil Registrars in the country. Policies on CRVS emanates from PSA-Office of the Civil Registrar General.
- The Local Civil Registrars are under the administrative supervision of the Local Government Units.



Situation Prior to Computerization (1990's)



Long
queues !





Situation Prior to Computerization (1990's)



Long processing periods



Challenges

- Document volumes have grown to over 100 Million
- Storage and retrieval processes are mostly manual
- Service process has become cumbersome
- Increasing volume of requests for documents
- Inconvenience to the public
- Security and integrity of documents being compromised
- Limited funding from government

Response

PPP Project

Conceptualization of the Civil Registry System – Information Technology Project (CRS-ITP)



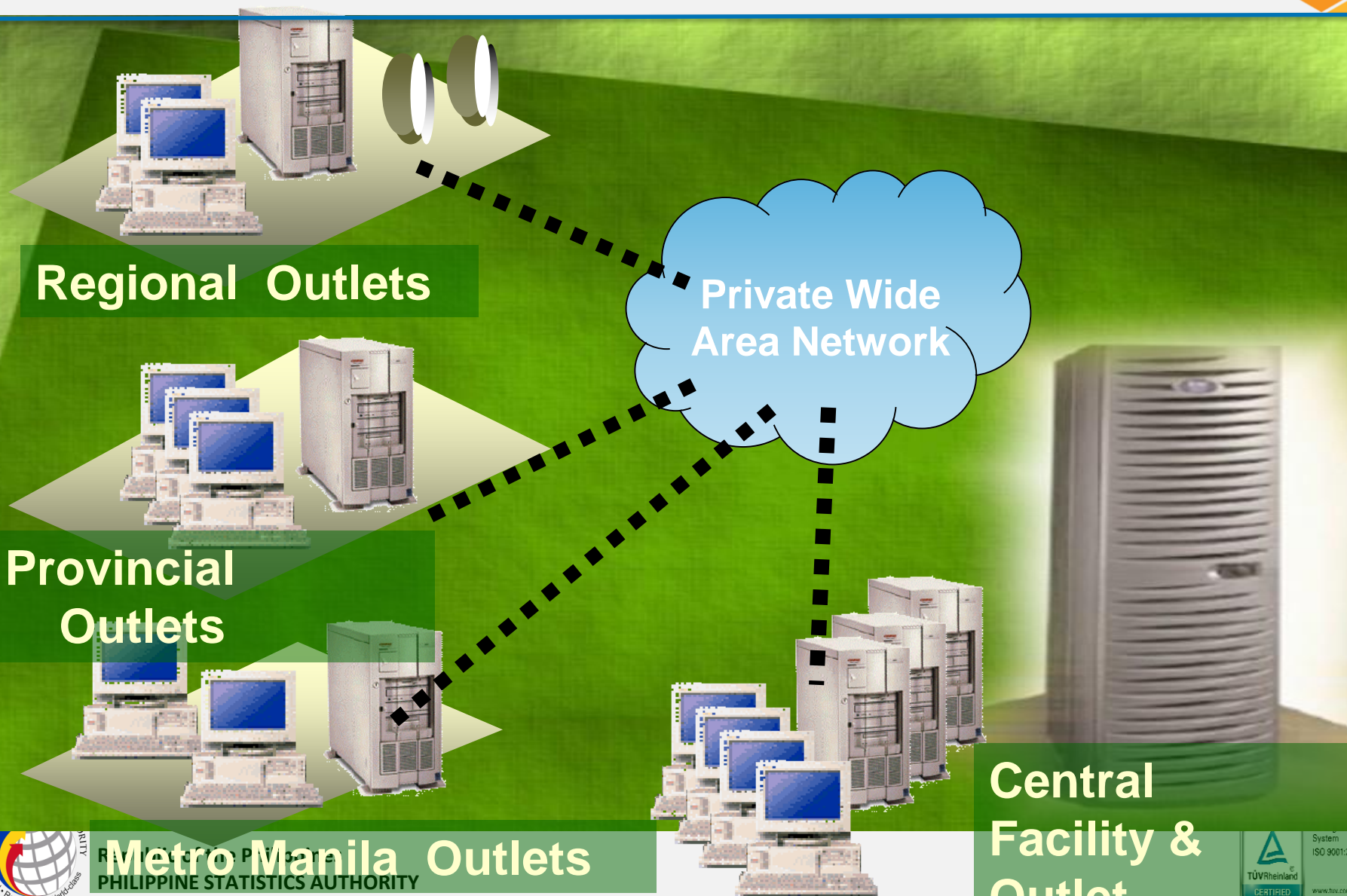
CRS-ITP as PPP Project

- ◆ **Focus:** Computerization of civil registry operations and services
- ◆ **Funding:** Private Sector
(via PPP scheme, B-T-O variant)
- ◆ **Project Start:** 5 Apr 2000; **End:** 4 Apr 2012 (extended until 4 Sep 2015)
- ◆ **Original Cooperation Period:** 12 years
(inclusive of development period)

CRS-ITP Project Objectives

- ◆ Enhance the delivery of public services
- ◆ Maintain a complete and accurate database of civil registry documents (CRDs)
- ◆ Detects multiple registration of birth
- ◆ Improve the computing capability of Agency

CRS-ITP Infrastructure



Regional Outlets

Private Wide Area Network

Provincial Outlets

Metro Manila Outlets
PHILIPPINE STATISTICS AUTHORITY

Central Facility & Outlet



CRS-ITP Basic Services

- ◆ Copy Issuance of Birth, Marriage, Death and related documents
- ◆ Authentication of Birth, Marriage, Death
- ◆ Certification of No Marriage(CENOMAR)/ Index of Marriage

CRS-ITP Service Points

Census Serbilis Centers (nationwide)

- For walk-in clients

E-Census (www.eCensus.com.ph)

- For online application and payment

NSO Helpline Plus (Hotline 737-1111)

- For telephone-based application

LGU Serbilis Partners* (560+ locations)

- For applications thru Local Civil Registry Offices

SM Business Centers (58 branches)

- * Uses the **Batch Request System (BREQS)** wherein requests are encoded onsite and the resulting file is sent to online Serbilis outlet for document retrieval/processing.

CRS-ITP SERBILIS Centers Nationwide



Total: 40 Online Outlets
Locations:
6 in Metro Manila
14 in regional centers
20 in provincial areas

CRS-ITP Online Service Channel

<http://www.eCensus.com.ph>

The screenshot shows the e-Census website interface. At the top, there is a navigation menu with links for Home, Request, FAQs, Other Services, About Us, and Contact Us. Below the menu, a banner reads "Get your birth certificate (and more) from NSO in 3 easy steps". The steps are: Step 1: Fill out online application form; Step 2: Pay through accredited payment channels; Step 3: Wait for delivery. A central image shows a woman smiling at a laptop with a "Click here to request now" button. To the right, there is a sample of a "CERTIFICATE OF LIVE BIRTH" document from the National Statistics Office (NSO) of the Philippines. The website also features a "CHECK THE STATUS OF YOUR REQUEST" section with a search box and a "Go" button. At the bottom, there is a footer with copyright information, a privacy policy link, and logos for UNISYS and the Philippine Statistics Authority.

1st Philippine
e-Government
Awards winner



Republic of the Philippines
PHILIPPINE STATISTICS AUTHORITY



CRS-ITP Achievements

Shorter Period for Processing of Requested Documents

... from seven to ten working days ...



between 30min to 2 hrs



CRS-ITP Achievements

Documents Loaded in
Database

As of Sep 2, 2019



 Births 125.1 M

 Marriages 26.5 M

 Deaths 23.1 M

 Total digitized docs: **174.7 million.**
(All Online)



Level Up: Towards a New CRS-ITP2

- CRS-ITP Phase 2 is a 12-year project of the PSA the BOT bidding process. The contract of the project was signed on September 30, 2016.
- CRS-ITP2 is the successor project to CRS-ITP1. Contract of the Project will end by 2028
- Concession period: 12 years inclusive of 2-year development phase and 10-year operations and maintenance period
- Broadly covers:
 - ✦ Development, operation and maintenance of new CRS-ITP2
 - ✦ Operation and maintenance of current CRS-ITP

8. Level Up: Towards a New CRS-ITP2

Service Accessibility

Bring services closer to the clients thru:

- Establishment of 80 CRS outlets nationwide;
 - 6 CRS outlets in Metro Manila
 - 16 Regional outlets
 - 58 Provincial outlets
- Integration of services with other government agencies and partners

Level Up: Towards a New CRS-ITP2

Service Accessibility

- Establishment of other access channels to CRS services such as use of web, mobile and kiosk devices;



CRS-in-a-Box
(for mobile
services)



Self-service kiosk

Level Up: Towards a New CRS-ITP2 CRS BUILDING

B.2.1.2.4a Perspective (Exterior)



CIVIL REGISTRY SYSTEM
PHILIPPINE STATISTICS AUTHORITY
Information Technology Project Phase II

June 10, 2016



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Republic of the Philippines

Philippine Statistics Authority

Solid – Responsive – World Class



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