Public-Private Partnership: The Philippine Experience

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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
- Provincial Outlets
- Private Wide Area Network
- 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

1st Philippine e-Government Awards winner
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

<table>
<thead>
<tr>
<th></th>
<th>As of Sep 2, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Births</td>
<td>125.1 M</td>
</tr>
<tr>
<td>Marriages</td>
<td>26.5 M</td>
</tr>
<tr>
<td>Deaths</td>
<td>23.1 M</td>
</tr>
</tbody>
</table>

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
Thank You!

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