

FRAUD MANAGEMENT AND CLIENT MANAGEMENT SERVICE

FRAUD MANAGEMENT DIVISION

1. Investigation of Fraud Incident Reports Received via Email

This process involves the receipt and documentation of the accomplished Incident Report Form (FMD Form 01-2021-V2) from the PhilSys Incident Officers of all PSA Divisions in the Central Office, Regional Statistical Services Office, Provincial Statistical Office, and PhilSys Registration Centers via email. Subsequently, this may lead in the conduct of investigation on the alleged identity-related fraud or violation of Republic Act No. 11055, including unlawful use of authentication services, fraudulent registrations, and identity duplication and/or disputes.

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| Office or Division: | Fraud Management Division | |
| Classification: | Highly Technical | |
| Type of Transaction: | G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government | |
| Who may avail: | General Public | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| <ol style="list-style-type: none"> 1. Original copy of the accomplished Incident Report Form (IRF). 2. Evidence of the incident or violation, such as but not limited to: <ol style="list-style-type: none"> A. Photos (1 original copy each)* B. Screenshots of email, text, chat communication, websites, webpages, online screens (1 printed copy each)* C. Transaction Slips (1 original/photocopy each)* D. Technical or IT Reports (1 original copy each)* <p>*Hard copies thereof shall be subsequently submitted to FMD.</p> | PhilSys Incident Officer Complainant/informant/reporting person Feedback and Grievance Division | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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| 1. Report a PhilSys-related | 1.1. Send an acknowledgement | None | 30 minutes | <i>PhilSys Incident Officer</i> |

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| <p>and fraud-related incidents, and violations of Republic Act No. 11055 via email, text, messenger, call, or verbal message to the PhilSys Incident Officer of any PSA Divisions, Regional Statistical Services Office, Provincial Statistical Office, and PhilSys Registration Centers.</p> | <p>upon receipt to the sender via email/physi-cal letter to the complainant or informant or reporting person.</p> | | | |
| <p>None</p> | <p>1.2. Check if all required information and evidence provided by the complainant or informant or reporting person are complete.</p> | <p>None</p> | <p>1 hour</p> | <p><i>PhilSys Incident Officer</i></p> |
| <p>None</p> | <p>1.3. Fill out the IRF with the information provided by the complainant or informant or reporting person, sign in the appropriate field and submit to (DC/ANS/CSS/RD.</p> | <p>None</p> | <p>1 day</p> | <p><i>PhilSys Incident Officer</i></p> |
| <p>None</p> | <p>1.4. Review and note the IRF.</p> | <p>None</p> | <p>1 day</p> | <p><i>Division Chief or Assistant National Statistician For PSA Divisions in the Central Office</i></p> <p><i>Regional Director For Regional Statistical Services Office</i></p> |

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| | | | | <i>Chief Statistical Specialist For Provincial Statistical Office and PhilSys Registration Centers</i> |
| None | <p>1.5. Submit the accomplished IRF to Fraud Management Division or Registration Management Division via the following email addresses:</p> <p>Fraud Management Division fmd.staff@psa.gov.ph</p> <p>Registration Management Division rmd.staff@psa.gov.ph</p> | None | 10 minutes | <i>PhilSys Incident Officer</i> |
| None | 1.6. Receive the IRF, encode in FAD Tracker and send an acknowledgement email to the sender PIO. | None | 20 minutes | <i>Registration Officers I and II Fraud Alert Desk</i> |
| None | 1.7. Print a hard copy of the form and its annexes, use a CONFIDENTIAL cover page, attach the FMD Form 06-2021 (Case Handling Sheet), and place it in a folder. Save a soft copy of the form and its annexes in the appropriate FMD drive. | None | 30 minutes | <i>Registration Officers I and II Fraud Alert Desk</i> |
| None | 1.8. Review the complete-ness of | None | 30 minutes | <i>Registration Officers I and II</i> |

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| | information in the IRF and its attachments, if any. | | | Fraud Alert Desk |
| None | 1.9. Assign an Incident Number of the Incident Report, fill out the required fields in the "FOR RECEIVING DIVISION'S USE" box, and sign the form accordingly. | None | 15 minutes | <i>Registration Officers I and II</i> Fraud Alert Desk |
| None | 1.10. Evaluate the IRF to check if the provided information is substantial* to recommend the conduct of an investigation. <i>*There is substantial information when the facts or details of the incident are adequate or sufficient to form and support a reasonable and appropriate recommendation upon which the subsequent action of the FMD shall be based or justified, are specified in the report.</i> | None | 1 hour | <i>Registration Officers I and II (Evaluator)</i> Fraud Alert Desk |
| None | 1.11. Fill out the Report Evaluation Sheet (RES), provide recommendations based on the evaluation and submit the RES to the FAD Supervisor for review. | None | 30 minutes | <i>Registration Officers I and II (Evaluator)</i> Fraud Alert Desk |
| None | 1.12. Review the RES, fill-out and sign the form, and submit | None | 1 hour | <i>Registration Officer III (Supervisor)</i> |

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| | the RES to the Division Chief for approval. | | | Fraud Alert Desk |
| None | <p>1.13. Review the case and decide whether to approve or disapprove the recommendation of the FAD.</p> <p>1.14. Sign the RES and return the case file to the FAD.</p> | None | 2 days | <p><i>Registration Officers IV / V (Division Chief / Officer-in-charge)</i></p> |
| 2. Receive the feedback / case status update from the FAD via email. | 2.1. Receive the case file, track the information in the FAD tracker, and provide feedback to the origin of the report regarding its status via email. | None | 1 hour | <p><i>Registration Officer I</i> Fraud Alert Desk</p> |
| None | <p><i>If approved for closure:</i></p> <p>2.2. Submit the case file to the FMD Administrative Assistant for appropriate filing. Proceed to the last step.</p> <p><i>If "Others":</i></p> <p>2.3. Take steps as specified in the form. Proceed to last step.</p> <p><i>If approved for investigation:</i></p> <p>2.4. Assignment of case for investigation to the investigators (Fraud Detection and Investigation Team or FDIT), through raffle.</p> | None | 15 minutes | <p><i>Registration Officers I and II (Evaluator)</i> Fraud Alert Desk</p> |

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| None | 2.5. Route the hard copy of the IRF and RES and its attachments to the FDIT. Forward the soft copies of the same to the FDIT via email. Proceed to the next steps. | None | 30 minutes | <i>Registration Officers I and II (Evaluator)</i> Fraud Alert Desk |
| None | 2.6. Acknowledge receipt and review the IRF, RES, and their attachments. | None | 2 hours | <i>Registration Officer I</i> Fraud Detection and Investigation Team |
| None | 2.7. Prepare the initial Investigation Work Plan (IWP). | None | 4 hours | <i>Registration Officers I and II</i> Fraud Detection and Investigation Team |
| None | 2.8. Set schedule to conduct Pre-Investigation Conference and send email invitations to the concerned personnel. | None | 15 minutes | <i>Registration Officers I and II</i> Fraud Detection and Investigation Team |
| None | 2.9. Conduct the Pre-Investigation Conference. | None | 4 hours | <i>Registration Officers I, II, III, IV and V</i> Fraud Detection and Investigation Team |
| None | 2.10. Finalize the IWP and submit the case file to the Division Chief for notation. | None | 2 hours | <i>Registration Officer II</i> Fraud Detection and Investigation Team |
| None | 2.11. Review and sign the IWP. Return the case file to the FDIT for the conduct of investigation. | None | 2 hours | <i>Registration Officer V (Division Chief)</i> |

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| None | 2.12. Prepare all documentary requirements for the official travel and forward to the appropriate divisions/offices for approval/signature if appropriate. | None | 2 hours | <i>Registration Officer I</i> Fraud Detection and Investigation Team |
| None | 2.13. Conduct the investigation proper. | None | 5 days | <i>Registration Officers I, II and III</i> Fraud Detection and Investigation Team |
| None | 2.14. Prepare the initial draft of the Investigation Report Form. | None | 3 days | <i>Registration Officers I and II</i> Fraud Detection and Investigation Team |
| None | 2.15. Set a schedule to conduct Post-Investigation Conference and send email invitations to the concerned personnel. | None | 15 minutes | <i>Registration Officer I</i> Fraud Detection and Investigation Team |
| None | 2.16. Conduct the Post-Investigation Conference. | None | 4 hours | <i>Registration Officers I, II, III, IV and V</i> Fraud Detection and Investigation Team |
| None | 2.17. Revise and finalize the Investigation Report Form and complete all its annexes or supporting documents. Include in the form the FDIT's recommendation whether or not to file a case for violation of R.A. No. 11055. | None | 3 days | <i>Registration Officer II</i> Fraud Detection and Investigation Team |

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| None | 2.18. Print a hard copy of the form and its annexes for submission and sign the document. Save a soft copy of the form and its annexes in the appropriate FMD drive. | None | 1 hour | <i>Registration Officer I</i> Fraud Detection and Investigation Team |
| None | 2.19. Submit the Investigation Report Form and its annexes to the Division Chief for approval. | None | 15 minutes | <i>Registration Officer I</i> Fraud Detection and Investigation Team |
| None | 2.20. Review the Investigation Report Form, its annexes, and FDIT's recommendation/s. 2.21. Approve or disapprove the report and recommendations accordingly. 2.22. Return to FDIT for appropriate action. | None | 2 hours | <i>Registration Officer V (Division Chief) or Officer-in-Charge</i> |
| 3. Receive a case status update from the FDIT via email. | 3.1. Send a case status update to the origin via email. Track the progress of the case in the FDIT tracker. | None | 30 minutes | <i>Registration Officers I and II</i> Fraud Detection and Investigation Team |
| None | 3.2. Prepare the Recommendation Letter/s (FMD Form 10) addressed to appropriate Subject Matter Divisions and/or Legal Division. 3.3. Forward the letter to the Division | None | 2 hours | <i>Registration Officer I and II</i> Fraud Detection and Investigation Team |

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| | Chief for review and signature. | | | |
| None | 3.4. Review and sign the Recommendation Letter/s and return them to the FDIT. | None | 1 day | Registration Officer V (Division Chief) or Officer-in-Charge |
| None | 3.5. Scan all relevant documents and save the copy in the FMD Drive. | None | 30 minutes | <i>Registration Officer I</i> Fraud Detection and Investigation Team |
| None | <p>3.6. Forward the signed letter/s to the Administrative Assistant for routing to appropriate Subject Matter Divisions.</p> <p>3.7. Provide a copy of the Recommendation Letter/s to the Post-Investigation Monitoring Unit for tracking and monitoring.</p> <p><i>If recommended for case filing:</i></p> <p>3.8. Produce a photocopy of the case file to be included in the recommendation letter for routing to the Legal Division.</p> <p><i>If not recommended for case filing:</i></p> <p>3.9. Proceed to the next step.</p> | None | 15 minutes | <i>Registration Officers I and II</i> Fraud Detection and Investigation Team |

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| None | 3.10. Route the recommendation letter to the appropriate Subject Matter Divisions. Include the copy of the case file if for routing to the Legal Division. | None | 1 hour | <i>Administrative Assistant</i> (Registration Officers I and II) |
| None | 3.11. Track and monitor the recommendations forwarded to the appropriate Subject Matter Divisions and/or Legal Division. | None | 30 minutes | <i>Registration Officers I and II</i> Post-Investigation Monitoring Unit |
| None | 3.12. Store the case folder in the locked steel cabinet. | None | 15 minutes | <i>Administrative Assistant</i> |
| TOTAL (If the case is not approved for investigation): | | None | 4 days, 7 hours, and 23 minutes | |
| TOTAL (If the investigation is completed): | | None | 20 days, 4 hours, and 25 minutes | |