

## 2. Investigation of Fraud Incident Reports Received via Physical Letter

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 physical letter. Subsequently, this may lead to the conduct of investigation on the alleged identity-related fraud or violation of Republic Act No. 11055, including the unlawful use of authentication services, fraudulent registrations, and identity duplication and/or disputes.

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report a PhilSys-related and fraud-related incidents, and violations of Republic Act	1.1. Send an acknowledgement upon receipt to the sender via email/physical letter to the complainant or informant or reporting person.	None	30 minutes	<i>PhilSys Incident Officer</i>

<p>No. 11055 via email, text, messenger, call, or verbal message to the PIO of any PSA Divisions, Regional Statistical Services Office, Provincial Statistical Office, and PhilSys Registration Centers.</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 Incident Report Form (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</i>          For PSA Divisions in the Central Office</p> <p><i>Regional Director</i>          For Regional Statistical Services Office</p> <p><i>Chief Statistical Specialist</i>          For Provincial Statistical Office,</p>

				and PhilSys Registration Centers
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 and sign the acknowledgement / receiving copy.	None	2 minutes	<i>Administrative Assistant</i>
None	1.7. Route the IRF to the Fraud Alert Desk for processing.	None	5 minutes	<i>Administrative Assistant</i>
None	1.8. Receive the documents from Administrative Assistant, and review the completeness of information in the IRF and its attachments, if any.	None	30 minutes	<i>Registration Officer I, II Fraud Alert Desk</i>
None	1.9. Assign an Incident Number to 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 Officer I, II Fraud Alert Desk</i>
None	1.10. Scan the files and save the soft copy of the form and its annexes in	None	15 minutes	<i>Registration Officer I Fraud Alert Desk</i>

	the appropriate FMD drive.			
None	<p>1.11. Evaluate the IRF to check if the provided information is substantial* to recommend the conduct of an investigation.</p> <p><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></p>	None	1 hour	<i>Registration Officer I, II (Evaluator) Fraud Alert Desk</i>
None	1.12. Review the Report Evaluation Sheet (RES), fill-out and sign the form, and submit the RES to the Division Chief for approval.	None	1 hour	<i>Registration Officer III (Supervisor) Fraud Alert Desk</i>
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	<i>Registration Officer IV / V (Division Chief) or Officer-in-charge</i>
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 regarding the status of the case via email.	None	1 hour	<i>Registration Officers I and II Fraud Alert Desk</i>
None	<b><i>If approved for closure:</i></b>	None	15 minutes	<i>Registration Officer I (Evaluator) Fraud Alert Desk</i>

	<p>2.2. Submit the case file to the FMD Administrative Assistant for appropriate filing. Proceed to the last step.</p> <p><b>If "Others":</b></p> <p>2.3. Take steps as specified in the form. Proceed to the last step.</p> <p><b>If approved for investigation:</b></p> <p>2.4. Raffle the case to the investigators who will be assigned to the case, the Fraud Detection and Investigation Team (FDIT).</p>			
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 Officer I, II</i> Fraud Detection and Investigation Team
None	2.8. Set schedule to conduct Pre-Investigation Conference. Send email invitation to the concerned personnel.	None	15 minutes	<i>Registration Officer I</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 Investigation Work Plan (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</i> (Division Chief)
None	2.12. Prepare all documentary requirements for the official travel. Forward to 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 Officer I, II, III</i> Fraud Detection and Investigation Team
None	2.14. Prepare the initial draft of the Investigation Report Form.	None	3 days	<i>Registration Officer I, II</i> Fraud Detection and Investigation Team
None	2.15. Set a schedule to conduct Post-Investigation Conference. 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 Officer I, II, III, IV, 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

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</i> <i>(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 Chief for review and signature.	None	2 hours	<i>Registration Officer I, II</i> Fraud Detection and Investigation Team
None	3.4. Review and sign the Recommendation Letter/s and return them to the FDIT.	None	1 day	<i>Registration Officer V</i> <i>(Division Chief) or Officer-in-Charge</i>

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	3.6. Forward the signed letter/s to the Administrative Assistant for routing to appropriate Subject Matter Divisions.  3.7. Provide a copy of the Recommendation Letter/s to the Post-Investigation Monitoring Unit for tracking and monitoring.  <b>If recommended for case filing:</b> 3.8. Produce a photocopy of the case file to be included in the recommendation letter for routing to the Legal Division.  <b>If not recommended for case filing:</b> 3.9. Proceed to next step.	None	15 minutes	<i>Registration Officer I</i> Fraud Detection and Investigation Team
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>
None	3.11. Track and monitor the recommendations forwarded to the appropriate Subject Matter Divisions and/or Legal Division.	None	30 minutes	<i>Registration Officer I, 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>



<b>TOTAL (If the case is not approved for investigation):</b>	<b>None</b>	<b>7 days, 7 hours, and 5 minutes</b>
<b>TOTAL (If the investigation is completed):</b>	<b>None</b>	<b>23 days, 4 hours, and 5 minutes</b>