

## 2. PhilSys Check Grievances

The Financial and Private Sector Use Cases Division (FPSUCD) receives and processes concerns and issues raised by the Relying Parties through various platforms regarding the use of PhilSys Check or the offline authentication tool for verifying the PhilID and other formats of ePhilID (printed and downloadable).

<b>Office or Division:</b>	Financial and Private Sector Use Cases Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities Private and Financial Institutions Business Sector	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Report received from: 1. Email 2. Viber message 3. PhilSys Contact Center		All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities Private and Financial Institutions Business Sector

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send report on concerns and issues encountered regarding PhilSys Check.	1.1. Acknowledge the reported concerns and issues encountered by the Relying Party.  1.2. Assess and review the concerns and issues reported by the Relying Party.	None	1 day	Project Development Officer II/III/IV
None	1.3. Send response to the concerns and issues encountered by the Relying Party to the Contact Center.	None	1 day	Project Development Officer II/III/IV

2. Relay the response to the Relying Party.	2.1. Monitor the response received from the Relying Party.	None	1 day	Project Development Officer II/III/IV
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	