Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

Eighteenth Congress
1st Regular Session

HOUSE RESOLUTION NO. 652

Introduced by Representative JOHNNY T. PIMENTEL

A RESOLUTION
DIRECTING THE COMMITTEE ON GOOD GOVERNMENT AND PUBLIC ACCOUNTABILITY TO CONDUCT AN INQUIRY, IN AID OF LEGISLATION, ON THE ABRUPT CANCELLATION OF THE PSAHELPLINE BY THE PHILIPPINE STATISTICS AUTHORITY (PSA) WHICH ADVERSELY AFFECTED THE PUBLIC PSA-DATA REQUESTS

WHEREAS, Pilipinas Teleserv launched NSOHelpline in year 2000 to address the demand of the procuring government records (i.e. birth certificate, certificate of marriage, death certificate, and certificate of no marriage) from the National Statistics Office (NSO);

WHEREAS, before the launch of the online portal, requests for PSA-issued documents would take days to process and place the public under the quandary of queuing in the cramped government offices;

WHEREAS, the said online request mechanism was converted as the PSAHelpline under the present Philippine Statistics Authority (PSA);

WHEREAS, PSAHelpline and PSASerbilis co-existed as the online public channel in requesting from the PSA the issuance of birth certificates, certificates of marriage, death certificates, and certificates of no marriage;

WHEREAS, the PSA terminated the PSA Helpline on January 4, 2020 prompting the online portal to cease in accepting applications for PSA-issued documents and causing complaints from the public who applied for documents through the said portal;
WHEREAS, ordinary citizens are deprived of an efficient basic service mechanism by the national government and the present scenario is at odds with the President’s pronouncement that all government agencies should provide fast and efficient service to the Filipinos;

WHEREAS, there is want of sufficient and reasonable explanation by the PSA on why the operations of PSAHelpline were ceased.

NOW, THEREFORE, BE IT RESOLVED, BY THE HOUSE OF REPRESENTATIVES TO DIRECT THE COMMITTEE ON GOOD GOVERNMENT AND PUBLIC ACCOUNTABILITY TO CONDUCT AN INQUIRY, IN AID OF LEGISLATION, ON THE ABRUPT CANCELLATION OF THE PSAHELPLINE BY THE PHILIPPINE STATISTICS AUTHORITY (PSA) WHICH ADVERSELY AFFECTED PUBLIC PSA-DATA REQUESTS

Adopted.

REP. JOHNNY T. PIMENTEL