

Fulfilling Citizens' Needs for Official Documents in Minutes with Advanced Digitization and Records Management



The Business Challenge.

Address growing citizen expectations for faster access to official documents, including birth, marriage and death certificates, and ensuring that document integrity is intact.

The Solution.

Unisys digital government services, including Infolmage® and Stealth™, to modernize the Civil Registry System and manage the end-to-end process to originate, authenticate, secure and issue civil registry documents such as birth certificates to citizens; this includes opening of 80 frontline service offices, construction of a nine story building for the central office and hiring of ~2,000 full time employees to provide technical and operational support.

Results and Benefits.

- Reduced time to fulfill document requirements from 7-10 days to as few as 30 minutes in the Metro Manila districts and within two hours in rural areas by rolling out 40 additional Civil Registry System outlets, doubling the current number of outlets where citizens apply for documents, and introducing self-service kiosks and mobile outlets
- Improved citizen satisfaction ratings to 86% from a low of ~20% prior to digitization*
- Improved document integrity through enhanced security features such as e-signatures and barcoding
- Digitized 160 million civil registry documents over 18 years, and issuing 24 million certificates annually

“Unisys is a true partner in continually improving service we provide to our citizens, and with Stealth we have security built into our infrastructure to maintain the integrity of official documents like birth, marriage, and death certificates. Citizens have expressed high satisfaction in the continual improvement of PSA service through our partnership with Unisys, noting the importance of Civil Registry documents to everyday lives.”

**Dennis S. Mapa, Ph.D.,
National Statistician and
Civil Registrar General
Philippine Statistics Authority**

*Source: PSA's 2018 Annual Report



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