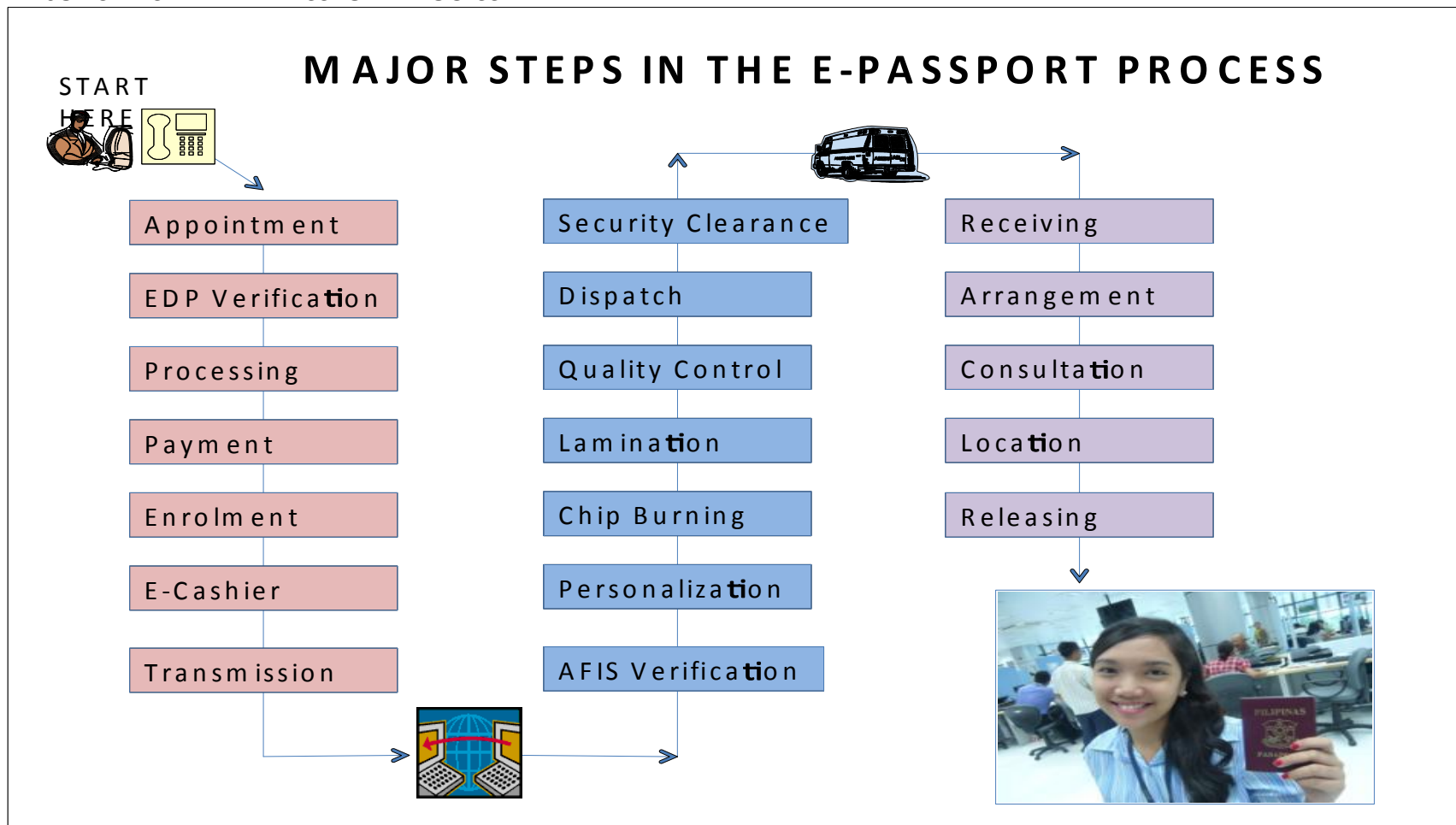


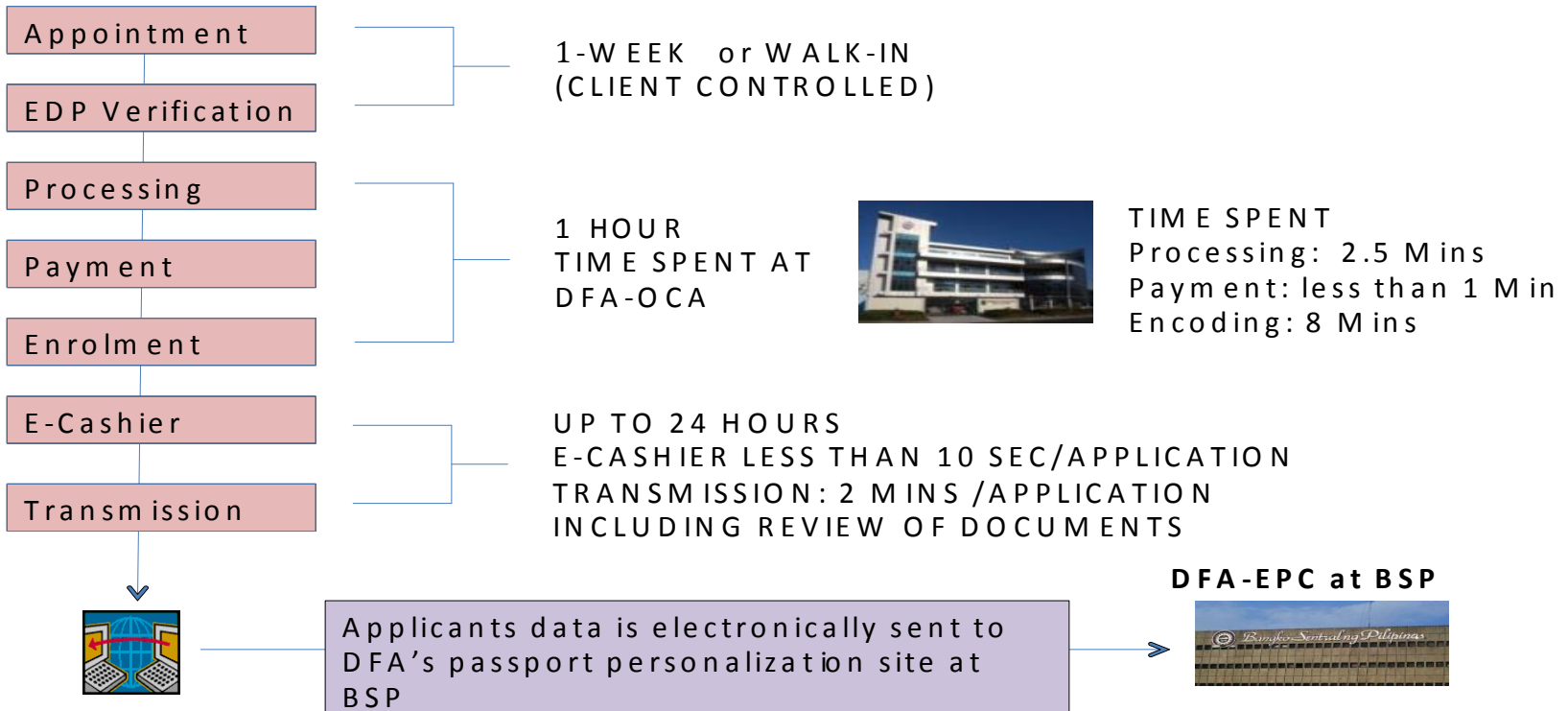
Benefit Cost Identification for Outsourcing e-passporting Activities

MAJOR STEPS IN THE E-PASSPORT PROCESS



FLOW CHART 1: Appointment to Transmission

APPOINTMENT TO TRANSMISSION



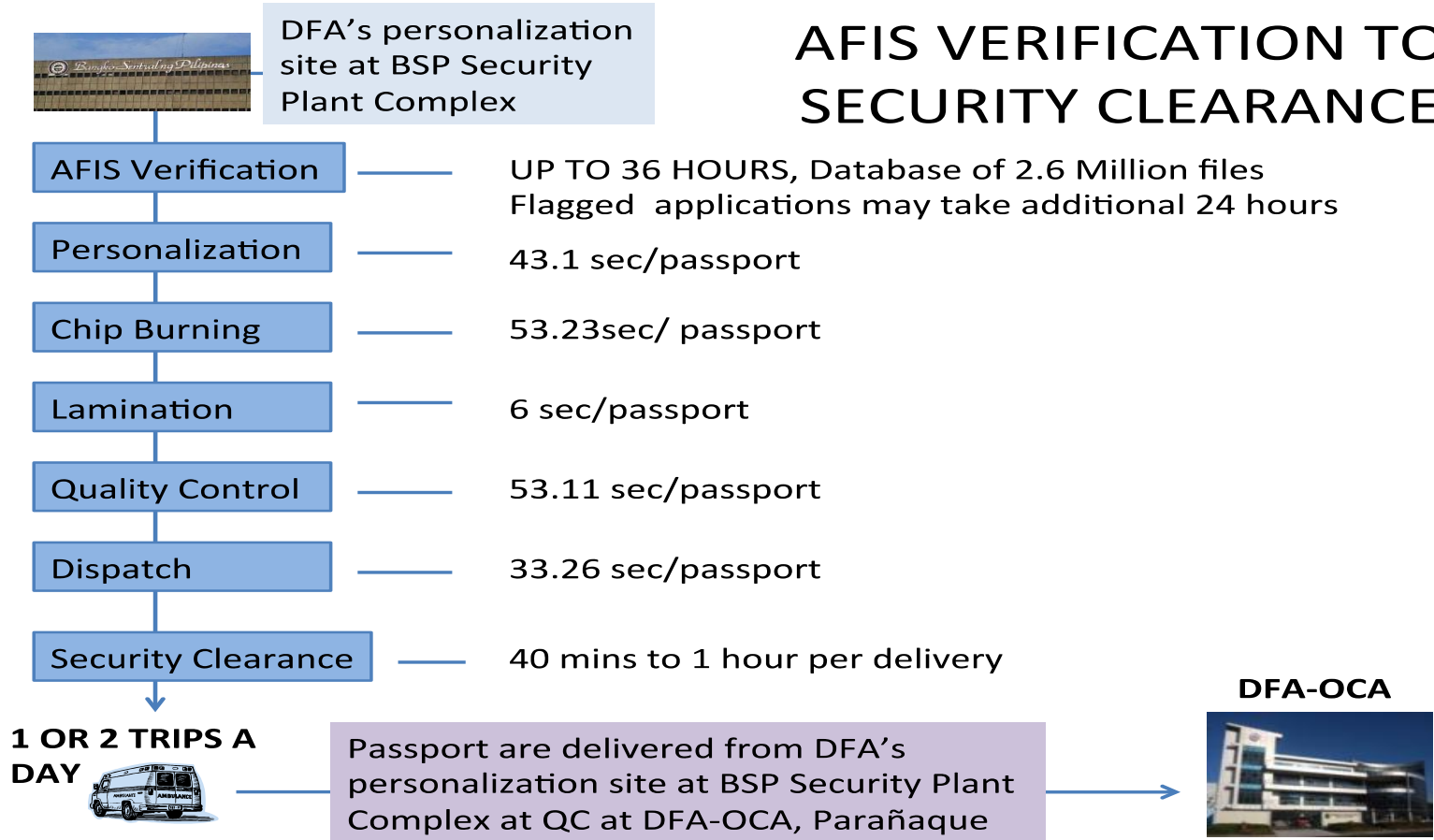
Explanation:

	Step/Procedure	Description	Number of DFA Employees Involved	Cost/Benefit Analysis
1	Appointment	<ul style="list-style-type: none"> • Applicant can log on to www.passport.com.ph or call 737-1000 to get an appointment, or an Accredited travel agency • Senior Citizens, PWDs, OFWs (Government employees and their dependents also) need not secure appointments as they go through the Courtesy Lane. 	(Teleserv)	<ul style="list-style-type: none"> • The electronic and telephonic appointment systems are managed and controlled by Pilipinas Teleserv under the direct supervision of the DFA. • The DFA (client) controls the number of appointments, days when passporting is available and all other variables in the website/telephone service. • PilipinasTeleserv also deploys personnel in the DFA who verifies, using 2-D barcode scanners, if the appointments are indeed legitimate.
2	Electronic Database Processing (EDP) Verification	<ul style="list-style-type: none"> • The names of those appointed are checked against a passport issuance list to avoid double passport issuance, and our look-out-list. • EDP Verifiers forward results of the search to processors. 	22	<ul style="list-style-type: none"> • Given the very secure and confidential nature of the EDP database, it is recommended that regular DFA personnel should be the ones to handle this section and encode secure information.
3	Processing	<ul style="list-style-type: none"> • Applicants submit to documents for evaluation to establish their identity 	36	<ul style="list-style-type: none"> • The Philippine ePassport is the most secure passport ever issued by the country given its numerous security features and its compliance with international standards in passport production. • Hence, the shift in security must now be on establishing the identity of the applicant through thorough inspection of breeder documents. • If ever this process is outsourced, strict security

				measures must be implemented. If not outsourced, more items for senior staff should be opened to fill up these positions.
4	Payment	<ul style="list-style-type: none"> Applicant pays PhP 950 (regular processing – 15 working days) or PhP 1200 (express processing – 7 working days) 		<ul style="list-style-type: none"> To date, only employees with regular items from the Office of Fiscal Management are allowed to accept, receive and transmit payments. This step may be outsourced at the very least or payment before hand through partnerships with institutions that provide eBanking facilities may be explored.
5	Enrollment	<ul style="list-style-type: none"> Applicants' personal details and biometric data are captured, key documents submitted are scanned for the permanent record of DFA. This step entails the encoding of the applicants' data in the computer, scanning of all pertinent documents to the application, photo capturing and collection of signature and fingerprints. Encoders also print out a computer-generated form (CGF) which the applicants double check and sign to signify that the printed information is accurate. 	64	<ul style="list-style-type: none"> Starting 01 May 2012, all encoding stations at ASEANA (except for Diplomatic and Official Passporting Section/DOPS) will be outsourced. Outsourcing of employees for all DFA passporting sites in the Philippines is now also being proposed and studied.
5	eCashiering	<ul style="list-style-type: none"> The application is tagged as paid after verification of the machine-validated receipt 		
6	Transmission	<ul style="list-style-type: none"> After evaluation of a permanent employee, an important check and balance, application is transmitted to DFA's passport personalization site at BSP 	9	<ul style="list-style-type: none"> If ever this process is outsourced, strict security measures must be implemented. If not outsourced, more items for senior staff should be opened to fill up these positions.

FLOW CHART 2: AFIS VERIFICATION TO SECURITY CLEARANCE

AFIS VERIFICATION TO SECURITY CLEARANCE



Explanation:

	Step/Procedure	Description	Number of DFA Employees Involved	Cost/Benefit Analysis
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1	AFIS Verification	<ul style="list-style-type: none"> Automated Fingerprint Identification System is the system's most high-tech software. A captured fingerprint is compared to all other fingerprints in the database. It almost eliminates the possibility of one person having multiple identities, a serious problem with Philippine passport holders. 	4	
2	Personalization	<ul style="list-style-type: none"> Personalization is the printing of the applicants' personal data and picture on the passport's data page. 	12	<ul style="list-style-type: none"> The ePassport Personalization Center (EPC) at the Bangko Sentral ng Pilipinas (BSP) at Quezon City, currently has 17 printers which are capable of printing (xxx) passports a day given two (2) shifts. These 2 shifts are not tenable in the long run as they exhaust the machines which render them vulnerable to breakdown. Passport personalization is a labor intensive process that requires the intervention of employees 100% of the time. The ratio of employee to printer is (xxx).
3	Chip Burning	<ul style="list-style-type: none"> The applicants' picture and personal data are burned onto the Integrated Circuit Chip or IC Chip. 	13	<ul style="list-style-type: none"> There are (xxx) chip burners capable of burning (xxx) passports a day given two (2) shifts. Just like for the personalization process, these 2 shifts are not tenable in the long run as they exhaust the machines which render them vulnerable to breakdown. Chip burning is a labor intensive process that requires the intervention of employees 100% of the time. The ratio of employee to chip burner is (xxx).

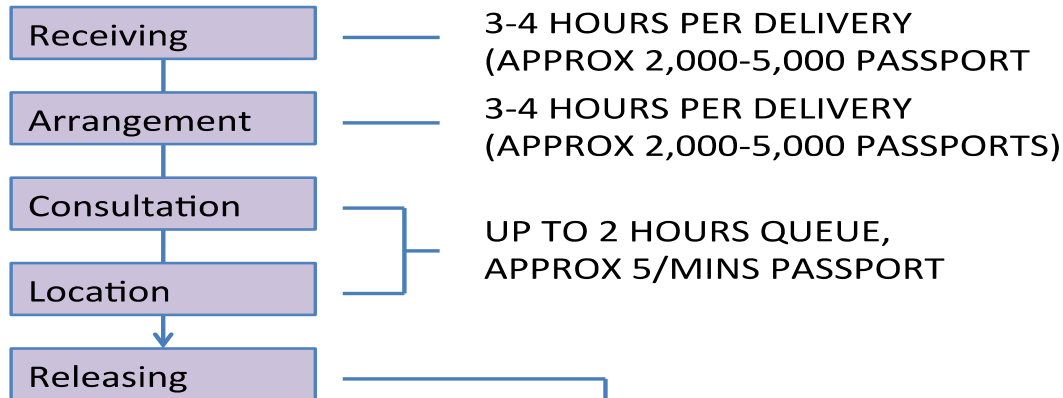
4	Lamination	<ul style="list-style-type: none"> An ultra-thin laminate is pressed and sealed over the passport data page with the personalized data to make the data page tamper-resistant. The laminate is also an additional security feature for the passport. 	9	<ul style="list-style-type: none"> There are (xxx) laminators capable of laminating (xxx) passports a day given two (2) shifts. 2 shifts are not tenable in the long run, labor-intensive process. The ratio of employee to laminating machine is (xxx).
5	Quality Control	<ul style="list-style-type: none"> The finished passport is inspected visually while the data of the chip is inspected electronically to ensure the quality of the passport. 	12	<ul style="list-style-type: none"> There are (xxx) quality control machines capable of verifying and inspecting (xxx) passports a day given two (2) shifts. 2 shifts are not tenable in the long run, labor-intensive process. The ratio of employee to QC machine is (xxx).
6	Dispatch	<ul style="list-style-type: none"> The passports are packed, sorted and segregated into shipment numbers for shipment to DFA-OCA. Each passport is “gunned” (read by a 2-D bar scanner) and sorted in boxes with corresponding shipping lists to be sent to Aseana for dispatch. 	9	<ul style="list-style-type: none"> This is the most labor intensive of all processes that require segregation and sorting. This is also prone to human error.
7	Security Clearance	<ul style="list-style-type: none"> The passport goes through BSPs strict verification procedures to ensure there is no unauthorized removal of passports from the BSP-EPC. 	0	<ul style="list-style-type: none"> A BSP-controlled process.

FLOW CHART 3: Receiving to Releasing

RECEIVING TO RELEASING



PASSPORTS FROM PRODUCTION SITE ARE DELIVERED 1 or 2 TIMES A DAY DEPENDING ON AVAILABILITY OF TRANSPORTATION



PERSONAL PICK-UP



COURIER DELIVERY



DELIVERY BY ACCREDITED COURIER WITHIN 24 HOURS

Explanation:

	Step/Procedure	Description	Number of DFA Employees Involved	Cost/Benefit Analysis

		brought once again to the releasing section.		
5	Releasing	<ul style="list-style-type: none"> The passport is issued to the applicant. An accredited company (i.e. travel agency) may claim the passport on behalf of the applicant if the applicant has chosen to avail of this service beforehand. An applicant presents his/her receipt at the releasing counter and presents a valid ID. Applicant then signs on a provided signature pad which would be proof that he/she has already claimed the passport. Signatures are kept in the system. 	4 4	<ul style="list-style-type: none"> There are (xxx) releasing counters for the individual applicants while (xxx) are allotted for agency applicants. Very labor intensive process. May actually be outsourced as well given the presence and supervision of a DFA regular employee.