IMPLEMENTING GUIDELINES IN THE ISSUANCE AND DELIVERY OF POSTAL ID, REVISED –

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Per Board Resolution No. 2013-81 dated July 13, 2013, “the board authorized the collection of P100.00 for the processing of Postal Identification Card (PID) on top of the Regular Fee of P175.00 and a rush or expedite fee of P200.00 for applicants who chose to avail of fastrack, priority or rush processing of their applications and issuance of Postal Identification Cards.” “It was also resolved that the amount of Twenty Five Pesos (P25.00) delivery fee shall be charged on PID applicant who will avail of Phlpost Domestic Express Delivery Service.” In view of this and to strengthen the security and integrity of the Postal ID and to sustain its acceptability and reliability, the following are the revised implementing guidelines in the issuance and delivery of Postal ID which will be implemented effective October 1, 2013.

GENERAL GUIDELINES

I. APPLICATION FORM

- A revised form (one page, back to back) marked as “Annex A” shall be used including the sex, civil status and the sketch location of residence of the applicant.

- Shall be accomplished by the applicant in two (2) copies.

- Shall be verified by the Postmaster including the supporting documents submitted by the applicant.

II. POSTAL ID CARD

- Postmasters shall no longer sign but will only affix his/her initials in the Postal ID Card. It will now be signed by the designated Area Signatory. This will enable all concerned to verify only one signature per Area.

- Supply of Postal ID Cards shall be sent to post offices duly signed by the designated Area Signatory.

III. REQUIREMENTS FOR POSTAL ID APPLICATION

A. For female married applicant;

- Duly accomplished application form (2 copies).

- Three (3) pcs. 2X2 colored ID picture, without eyeglasses, in white background and in proper attire (dress/shirt with collar).

- Original copy of LCR or NSO authenticated marriage contract.

- Original copy of LCR or NSO authenticated Birth Certificate.

- And any of the following:

- Valid NBI clearance

- Original copy of Police Clearance/Certificate

- Certification from Barangay Chairman certifying that the applicant is a bonafide resident of the Barangay together with a photocopy of Barangay Chairman's valid ID.

- Current certification from the employer certifying that the applicant is an employee with attached photocopy of valid ID of Company's Personnel Officer/Administrative Officer.

- Current certification from the Principal or School Registrar certifying that the applicant is a student with attached photocopy of their valid ID.

B. For female single applicant:

- Duly accomplished application form (2 copies).

- Three (3) pcs. 2X2 colored ID picture, without eyeglasses, in white background and in proper attire (dress/shirt with collar).

- Original copy of LCR or NSO authenticated Birth Certificate.

- Original copy of Certificate of No Marriage (CENOMAR) maybe required in case of doubt as to the status of the applicant.

- And any of the following:

- Valid NBI clearance.

- Original copy of Police Clearance/Certificate

- Certification from Barangay Chairman certifying that the applicant is a bonafide resident of the Barangay together with a photocopy of Barangay Chairman's valid ID.

- Current certification from the employer certifying that the applicant is an employee with attached photocopy of the Company's Personnel Officer/Administrative Officer.

- Current certification from the Principal or School Registrar certifying that the applicant is a student with attached photocopy of their valid ID.

C. For male applicants:

- Duly accomplished application form (2 copies).

- Three (3) pcs. 2X2 colored ID picture, without eyeglasses, in white background and in proper attire (shirt with collar).

- Original copy of LCR or NSO authenticated Birth Certificate.

- And any of the following:

  - Valid NBI clearance.

  - Original copy of Police Clearance/Certificate

  - Certification from Barangay Chairman certifying that the applicant is bonafide resident of the Barangay together with a photocopy of Barangay Chairman's valid ID.

  - Current certification from the employer certifying that the applicant is an employee together with attached photocopy of valid ID of Company's Personnel Officer/Administrative Officer.

- Current certification from the Principal or School Registrar certifying that the applicant is a student with attached photocopy of their valid ID.

D. If the applicant has no Birth Certificate, the following may be required:

- Original Certificate of no record from LCR or NSO.

- And any of the following:

a. Original copy of Baptismal Certificate
b. Permanent Elementary School Record (Form 137-E)
c. Marriage Contract of Parents

E. In the event the applicant refuses to surrender the original LCR or NSO Birth Certificate, Marriage contract or Certificate of No Marriage (CENOMAR) etc., the applicant shall submit photo copy of the same together with the original document and pay the corresponding Certification/ Authentication Fee of P30.00/document, as follows:

"This is to certify that this is a photo copy from the original".
Signed by the Postmaster and the Applicant.

F. In case of military personnel who are not resident of the municipality where they are assigned, the Letter Carrier shall verify the identity of the applicant in the Base Camps where they are assigned/detailed.

IV. TYPES OF PROCESSING/ISSUANCES

- The applicants shall have three (3) options in applying for Postal ID Card.

1.1

Regular – issuance of Postal ID is within 5 - 10 working days from the date of filing of the application form.

1.2

Rush – issuance is within three (3) days from the date of filing the application form.

- Whichever the applicant choose among the two (2) options, the approved Postal ID Card may be delivered to his/her residence within the prescribed period.

- "No follow-up policy" shall be strictly observed. Meaning, the applicant will just wait for the Letter Carrier to deliver his/her Postal ID Card to the appearing in the application.

V. PRESCRIBED FEES

To generate additional revenue, additional fees shall be prescribed particularly in the processing and delivery of approved Postal ID application in which the same should be indicated in the Official Receipt.

1. Regular issuance

Postal ID fee

P175.00

Processing Fee

100.00

Delivery Fee

25.00

– optional

Total

P300.00

2. Rush issuance

Postal ID fee

P175.00

Rush processing fee

200.00

Delivery fee

25.00

- optional

Total

P400.00

In addition to the prescribed fees, the following fee shall also be collected:

1. Certification/Authentication Fee P 30.00/document

VI. IN CASE OF CANCELLED POSTAL ID CARD

Postal ID Cards should be issued without erasures or alterations to avoid doubts as to its integrity. In the event that Postmasters/Tellers commit typographical errors in its issuance, the following shall be strictly implemented:

1. If the Postmaster/Teller commits the error, he/she shall:

- Cancel the Postal ID

- Pay the penalty fee of Pl 0.00 per cancelled PID

- Issue an Official Receipt for the P10.00 penalty and record the same as “Other Income - Cancelled PID”

- Attach the cancelled PID during replenishment

2. If the error is due to the wrong information given in the application form by the applicant, the Postmaster/Teller shall cancel the PID and:

- The client pays P175.00 for the cancelled PID

- Issue another PID to the applicant using a new Official Receipt indicating the OR Number and the serial number of the cancelled PID

- Attach the cancelled PID during replenishment

VII. RESPONSIBILITIES OF THE POSTMASTER, TELLER & LETTER CARRIER

A. The Postmaster/Teller shall:

a.1

Ensure the sufficient supply of Postal ID Card and application forms.

a.2

Accept the application form, check and review the correctness of the data indicated therein and see to it that it is completely filled up including the sketch location of the applicant’s residence.

a.3

Ensure that the Waiver at the back portion of the application form is duly signed by the applicant.

a.4

Assure that the submitted requirements are valid and complete.

a.5

Ensure that the corresponding payment, charges and fees are duly collected and an Official Receipt has been issued to the applicant itemizing therein the particular charges/ fees. The original copy of Official Receipt must be given to the applicant.

a.6

Have the applicant signed in the Postal ID Card upon submission of his/her application form.

a.7

Process and approve the verified application and let the concerned Letter Carrier deliver the Postal ID Card to the residence of the applicant.

a.8

Record the collections in the following reports/book:

a. Cashbook for General Fund

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Date Particulars

Dr

Cr

Jan 12 Beg. Balance

Pxxx

Postal ID

xxx

Processing Fee

xxx

Rush Processing fee

xxx

Delivery fee for PID

xxx

Laminating fee

xxx

Photo ID fee

xxx

Photo Commission

xxx

Lamination Commission

xxx

Ending Balance

Pxxx

b.

Records of Collections

The collections should be recorded under the Miscellaneous column indicating therein Rush ID Fee, Delivery fee and Cancelled Postal ID, etc., if any.

c.

Records of Payments and Deposits

The collections for Postal ID issuance - Rush ID fee, Delivery fee, Cancelled PID and Laminating fee, etc., form

part of the Corporate Fund collections. Therefore, must be deposited to the General Fund Account.

a.9

Maintain a record book wherein all approved Postal ID cards for delivery by the Letter Carrier shall be listed requiring the Letter Carrier to affix his signature upon receipt of the PID for delivery.

B. The Letter Carrier shall:

- Deliver the approved Postal ID Card enclosed in an open envelope and must be delivered to the applicant ONLY.

- Require the applicant to properly affix the signature in his record book indicating therein the printed name, date and time said Postal ID was received.

- In case the applicant is not around at the time of delivery, issue a Notice for Window Delivery. The copy of Notice can be received by any responsible member of the applicant's family.

- For pick-up at the Post Office in case the applicant is not around at the time of delivery

> 9.1
>
> The applicant must present the Official Receipt issued by the Postmaster for the payment of Postal ID application and the copy of Notice issued by the Letter Carrier.
>
> 9.2
>
> Upon verification, release the Postal ID Card and let the applicant affix his/her signature and date of receipt in the record book.

VIII. RENEWAL OF POSTAL ID

- All applicants for renewal of Postal ID shall be considered new applicants, therefore, required to follow the new guidelines in the issuance and delivery of Postal ID.

- If the renewal is after the implementation of these guidelines, the applicant is considered an old applicant, therefore, shall submit only the requirements needed in the renewal of his/her Postal ID such as:

- Application form

- In case of female applicant, a change of status happened at the time of renewal of Postal ID, additional document must be required such as Marriage Contract, etc.

IX. NO REFUND POLICY

In case the application is disapproved due to fraud or wrong information given in the application form, all paid fees shall not be refunded to the applicant.

X. IN CASE OF LOSS OF POSTAL ID CARD

- The applicant shall report about the loss immediately to the post office where his/her Postal ID Card was approved and issued.

- An Affidavit of Loss shall be submitted to the Postmaster by the applicant.

- If he/she reapplies, the applicant shall accomplish an application form in duplicate.

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- The Postmaster shall then verify whether the applicant is applicant under the new policy or an old applicant. If new applicant, compare the data from the previous approved application form against the new application form.

- If the data stated are the same, the Postmaster may issue the Postal ID Card to the applicant even without the required documents.

- If there are changes, the Postmaster shall require the applicant to submit all requirements based on the category of the applicant.

- If the applicant is an old applicant, the applicant shall be considered as new applicant, therefore, required to follow the new guidelines in the issuance and delivery of Postal ID.

XI. RECORDING AND FILING

- The original copy of the application form together with the supporting documents shall be forwarded by the Postmaster/Teller to the Area Operational Head for review.

- The duplicate copy shall be retained at the post office as Postmaster's file

- The Area Operational Head after review shall then forward the application together with the supporting documents to the Office of the Chief, Marketing Section who shall encode the data stated in the application form in the data base, after which, forward the same to the Area Records Unit for their file and future reference.

Postal ID is one of our premier products and it is imperative that we continuously find ways and means to improve its quality and maintain its credibility to protect its users.

In this regard, all Area Directors and Operations Directors are hereby enjoined to closely monitor all post offices under their supervision to ensure that these guidelines are strictly followed and implemented for the benefit of the clients and of the Corporation as well.

All orders, circulars and other issuances in conflict herewith are hereby deemed superseded and/or modified accordingly.

(SGD) MA. JOSEFINA M. DELA CRUZ
Postmaster General and CEO

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