

PRESS RELEASE

PSA – Zamboanga Sibugay Holds the 2025 Refresher Training on National ID Frontline Services

Date of Release: 28 January 2025

Reference No.: 2583-PR003



Snapshots during the conduct of the 2025 Refresher Training on National ID Frontline Services

On 16 January 2025, PSA - Zamboanga Sibugay held a two-day Refresher Training on National ID Frontline Services at the PSA Training Room, YOHO Center, Sanito, Ipil, Zamboanga Sibugay. This training session aimed to enhance the knowledge and skills of the dedicated Registration Kit Operators (RKO) and Registration Assistants (RAs) in order to ensure the efficient and accurate delivery of services to the public.

The training, which was well-attended by National ID (NID) personnel from the PSA Zamboanga Sibugay office, was facilitated by Mr. Philips Carido, Registration Officer II; Mr. Joric Jimenez, Information Officer I; Mr. William Gaffud, Information Systems Analyst I; and Ms. Rovelich Prospero, Administrative Clerk.

The trainers led an engaging session, sharing valuable insights and best practices with the team. Topics covered during the training included (1) salient features of the Republic Act 11055 or the Philippine Identification System (PhilSys) Act, other related issuances, and formats of the National ID; (2) National ID authentication services; (3) National ID eVerify; (4) National ID policies, including ID replacement; (5) feedback and grievance mechanism; (6) National ID registration for children aged 0 to 4; (7) reiteration of Guidelines and Instructions for the National ID on Collection of Demographic Information and Capturing Biometric Information to address the Manual Verification System (MVS) Issues; and (8) Data Privacy and Security on National ID Services

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This initiative is part of PSA – Zamboanga Sibugay’s ongoing efforts to continually improve the National ID registration process and enhance the quality of public service. By equipping the frontline personnel with updated knowledge and skills, the PSA aims to deliver a smoother and more efficient registration experience for all Filipino citizens.

The training was well-received and further strengthened the commitment of PSA’s dedicated team to serve the public with excellence and integrity.

For more information about the National ID registration process, follow our official facebook page [facebook.com/psazambosibugay](https://www.facebook.com/psazambosibugay) or email us at zamboangasibugay@psa.gov.ph.

Approved for Release:



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