

PRESS RELEASE

PSA OPENS ITS PUBLIC ASSISTANCE AND COMPLAINT DESK FOR NATIONAL ID (PACD)

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Philippine Statistics Authority (PSA) – National ID Public Assistance and Complaint Desk

19 July 2024 – ZAMBOANGA CITY. The Philippine Statistics Authority (PSA), set up its Public Assistance and Complaint Desk (PACD) at RSSO IX PSA Regional Office at Dag-Dag Building, San Jose Road, barangay Baliwasan.

The establishment of the Public Assistance and Complaint Desk (PACD) is mandated by the Republic Act (RA) No. 11032, where clients can raise their concerns, queries, and complaints. This will also serve as a desk for



providing feedback on the services and processes provided by the PSA regarding the National ID registration and issuance. Through PACD, PSA could determine and provide immediate action and appropriate solutions to complaints and other related matters.

The Philippine Statistics Authority (PSA) Regional Statistical Services Office IX (RSSO IX) continues to intensify its efforts to make National ID registration more accessible to the public. The recent setting up of the Public Assistance and Complaint Desk (PACD), will help improve the process to a more successful registration implementation, and acceptance of the National ID in both public and private sectors.

For more information, visit the official National ID website (philsys.gov.ph) or like and follow the official Facebook page of PhilSys (facebook.com/PSAPhilSysOfficial).

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