

Republic of the Philippines  
HOUSE OF REPRESENTATIVES  
Quezon City

Eighteenth Congress  
1<sup>st</sup> Regular Session

HOUSE RESOLUTION NO. 652



Introduced by Representative JOHNNY T. PIMENTEL

**A RESOLUTION  
DIRECTING THE COMMITTEE ON GOOD GOVERNMENT AND  
PUBLIC ACCOUNTABILITY TO CONDUCT AN INQUIRY, IN AID OF  
LEGISLATION, ON THE ABRUPT CANCELLATION OF THE  
PSAHELPLINE BY THE PHILIPPINE STATISTICS AUTHORITY (PSA)  
WHICH ADVERSLY AFFECTED THE PUBLIC PSA-DATA REQUESTS**

1 **WHEREAS**, Pilipinas Teleserv launched NSOHelpline in year 2000 to  
2 address the demand of the procuring government records (i.e. birth  
3 certificate, certificate of marriage, death certificate, and certificate of no  
4 marriage) from the National Statistics Office (NSO);  
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6 **WHEREAS**, before the launch of the online portal, requests for PSA-  
7 issued documents would take days to process and place the public  
8 under the quandary of queuing in the cramped government offices;  
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10 **WHEREAS**, the said online request mechanism was converted as the  
11 PSAHelpline under the present Philippine Statistics Authority (PSA);  
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13 **WHEREAS**, PSAHelpline and PSASerbilis co-existed as the online public  
14 channel in requesting from the PSA the issuance of birth certificates,  
15 certificates of marriage, death certificates, and certificates of no  
16 marriage;  
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18 **WHEREAS**, the PSA terminated the PSA Helpline on January 4, 2020  
19 prompting the online portal to cease in accepting applications for PSA-  
20 issued documents and causing complaints from the public who applied  
21 for documents through the said portal;

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2 **WHEREAS**, ordinary citizens are deprived of an efficient basic service  
3 mechanism by the national government and the present scenario is at  
4 odds with the President's pronouncement that all government agencies  
5 should provide fast and efficient service to the Filipinos;  
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7 **WHEREAS**, there is want of sufficient and reasonable explanation by  
8 the PSA on why the operations of PSAHelpline were ceased.  
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10 **NOW, THEREFORE, BE IT RESOLVED, BY THE HOUSE OF**  
11 **REPRESENTATIVES TO DIRECT THE COMMITTEE ON GOOD**  
12 **GOVERNMENT AND PUBLIC ACCOUNTABILITY TO CONDUCT AN**  
13 **INQUIRY, IN AID OF LEGISLATION, ON THE ABRUPT**  
14 **CANCELLATION OF THE PSAHELPLINE BY THE PHILIPPINE**  
15 **STATISTICS AUTHORITY (PSA) WHICH ADVERSELY AFFECTED**  
16 **PUBLIC PSA-DATA REQUESTS**  
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19 Adopted.  
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25 **REP. JOHNNY T. PIMENTEL**

