Procurement of Consultancy Services as Systems Integrator for the Supply, Delivery, Installation, and Maintenance of the Philippine Identification System (PhilSys)

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ANNEX B

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ANNEX B - Handling of Biometric Exception Process

Below are guidelines covering applicants with special conditions:

1. **Finger exception**

   o For applicants with more than 10 fingers, only the 10 functional fingers shall be captured.

   o For applicants whose fingers cannot be captured due to medical conditions, proper noting on the registration form shall be made.

   o For applicants who experience difficulty in obtaining passing finger scans, the Registration Officer must re-scan the fingers at least three (3) times; it will be also treated as system override.

   o In case of amputation or finger congenital deformities, the remaining set of fingerprints shall still be captured and those which are not included shall be treated as biometric exception.

   o In case of biometric exception, it is mandated that the Supervisor must sign/authorize application during the registration process. The Registration Officer and Supervisor can approve the biometric exception using their biometric information or password (biometric or password approval is available in mosip). The Registration Officer will then scan the registration form before reviewing of information. After reviewing of information, the Registration Officer can now generate the transaction slip.

   o Demonstrate gender sensitivity by ensuring that women applicants will be serviced by women Registration Officers.

   o In case of biometric exception for the fingerprints, another photo shall be captured showing the face of the applicant and both hands.

2. **Iris exception**

   o For applicants whose both irises cannot be captured due to medical conditions, the Registration Officer must properly note the condition in the registration form.

   o Applicants who cannot provide complete set of iris scans due to a medical condition, the remaining iris shall still be captured and the other shall be treated as biometric exception.