

**NINETEENTH CONGRESS OF THE  
REPUBLIC OF THE PHILIPPINES**  
*First Regular Session*

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'22 JUL 12 A10 :05

**SENATE**

**Senate Bill No. 318**

RECEIVED BY

**Introduced by Senator Juan Miguel F. Zubiri**

**AN ACT  
INTSTITUTIONALIZING THE TRANSITION OF THE GOVERNMENT TO E-  
GOVERNANCE IN THE DIGITAL AGE, APPROPRIATING FUNDS THEREFOR, AND  
FOR OTHER PURPOSES**

**EXPLANATORY NOTE**

When Covid-19 was first detected in the Philippines in 2020, it triggered an unprecedented lockdown, which aimed to contain the spread of the virus in our communities. Both private and public sectors were forced to work around various degrees of community quarantine measures, the strictest of which was implemented on 16 March 2020. Under the Enhanced Community Quarantine, residents of Luzon were ordered to stay at home, and were not allowed to go out unless it was for buying essential items such as food and medicine. In order to cope with this drastic change, people turned to online platforms for their day-to-day needs. Schools allowed the use of online learning platforms; private companies provided for work from home arrangements; restaurants, groceries and other businesses utilized various online shopping applications; and even government agencies, the Senate included, learned to conduct its business using video conferencing and email platforms. While transitioning to the new normal presented some challenges, Filipinos have now learned to adapt to using online platforms for everyday transactions. This pandemic has made evident the importance of having such platforms for the continued delivery of much needed services to the Filipino people.

To further aid in the shift to digital platforms, this bill seeks to establish an integrated, interconnected, and interoperable government network, to be known as the Integrated Government Network, which will act as the primary means for communication and sharing of resources, information and data through and

on digital and electronic platforms across all government offices. It likewise seeks to establish, maintain, and continuously update a portal, which shall serve as a helpdesk where citizens can request for information and assistance on government frontline services, service procedures, and report commendations, appreciation, complaints, and feedback. This is envisioned to promote the efficient delivery of public services by ensuring its accessibility to the public.

This measure shall complement the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, a law that was authored and sponsored by yours truly during the 17<sup>th</sup> Congress.

In view of the foregoing, the approval of this bill is earnestly sought.



**JUAN MIGUEL F. ZUBIRI**

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**AN ACT  
INSTITUTIONALIZING THE TRANSITION OF THE GOVERNMENT TO E-GOVERNANCE IN  
THE DIGITAL AGE, APPROPRIATING FUNDS THEREFOR, AND FOR OTHER PURPOSES**

*Be it enacted by the Senate and the House of Representatives of the  
Philippines in Congress assembled:*

1 **SECTION 1. Short Title.** - This Act shall be known as the "E-Governance  
2 Act of 2022."  
3

4 **SEC. 2. Declaration of policy and purposes.** - It is hereby declared the  
5 policy of the State to recognize the vital role of communication and  
6 information in nation-building and the necessity of harnessing the  
7 power of information and communications technology in pursuit of  
8 national development and progress. The State hereby adopts a policy  
9 to create, foster, and sustain a digitally empowered and integrated  
10 government that provides responsive and transparent online  
11 citizen-centered services for a globally competitive Filipino nation.  
12

13 In pursuit of this policy, this Act shall have the following purposes:  
14

- 15 a. Provide effective leadership of government efforts to develop and  
16 promote electronic government services and processes by providing  
17 guidance to the Department of Information and Communications  
18 Technology in accordance with its mandate;  
19
- 20 b. Promote use of the Internet, Intranet, and other  
21 information and communications technologies to provide increased  
22 opportunities for citizen participation in government;

- 1 c. Promote inter-agency collaboration in providing electronic  
2 government services, where this collaboration would improve the  
3 service to citizens by integrating related functions, and in the use of  
4 internal electronic government processes, where this collaboration  
5 would improve the efficiency and effectiveness of the processes;  
6
- 7 d. Improve the ability of the government to achieve agency missions and  
8 program performance goals;  
9
- 10 e. Promote the use of the Internet, Intranet, and emerging  
11 technologies within and across government agencies to provide  
12 citizen-centric government information and services;  
13
- 14 f. Reduce costs and burdens for businesses and other government  
15 entities;  
16
- 17 g. Promote better informed and data-driven decision making by policy  
18 makers, taking into consideration data analytics results;  
19
- 20 h. Promote access to high quality government information and  
21 services across multiple channels;  
22
- 23 i. Make the national and local governments more transparent and  
24 accountable;  
25
- 26 j. Transform agency operations by utilizing, where appropriate, best  
27 practices from public and private sector organizations, both local and  
28 international; and  
29
- 30 k. Provide enhanced access to government information and services in a  
31 manner consistent with laws regarding protection of personal privacy,  
32 national security, records retention, access for persons with  
33 disabilities, and other relevant laws.  
34

35 **SEC. 3. Coverage.** -This Act shall apply to all government offices and  
36 agencies including local government units and government-owned or -  
37 controlled corporations.  
38

39 **SEC. 4. Definition of Terms.** - As used in this Act, the following terms  
40 are defined as follows:



- 1 a. "E-Governance"- refers to use of information and communications  
2 technology by the government and the public to enhance the access  
3 to and delivery of government services to bring about efficient,  
4 responsive, ethical, accountable and transparent government service;  
5
- 6 b. "Workflow" - refers to the sequence of industrial, administrative,  
7 or other processes through which a piece of work passes from  
8 initiation to completion;  
9
- 10 c. "Intranet" - refers to a secure and private enterprise network that  
11 shares data or application resources via Internet Protocol;  
12
- 13 d. "Internet" - refers to a secure and public enterprise network that  
14 shares data or application resources via Internet Protocol.  
15
- 16 e. "ICT assets" - refers any data, device, equipment, infrastructure,  
17 system, or component thereof, or property, owned or possessed by  
18 the DICT in accordance with its mandate, utilized to ensure or  
19 support the proper and efficient operation and implementation of  
20 JCT-related programs and delivery of ICT services; and  
21
- 22 f. "JCT plan" - refers to the sum or set of goals, measures, strategies,  
23 agenda, and programs for the implementation of JCT programs and  
24 projects and the use of information and communications  
25 technology, including digital platforms, to deliver public services or  
26 otherwise perform governmental functions.  
27  
28

## 29 CHAPTER 1

### 30 ROLE OF THE GOVERNMENT

31  
32 **SEC. 5.** *Responsibilities of the heads of government agencies.* - The  
33 head of each agency, office, and instrumentality of the national and  
34 local government shall be responsible for:  
35

- 36 a. Complying with the requirements of this Act, including related  
37 standards for all ICT infrastructure, systems, equipment, designs,  
38 and all other technology, which shall be promulgated by the  
39 Department of Information and Communications Technology;

1 b. Complying with the standards and protocols for  
2 cybersecurity, resiliency, privacy, and confidentiality, which shall  
3 also be promulgated by the Department of Information and  
4 Communications Technology;

5  
6 c. Ensuring that the information technology standards  
7 promulgated by the Department of Information and  
8 Communications Technology are communicated promptly and  
9 effectively to all relevant officials within their agency; and

10  
11 d. Supporting the efforts of the national and local government  
12 to develop, maintain, and promote an integrated Internet-  
13 based system of delivering Federal Government information and  
14 services to the public.

15  
16 To these ends:

17 i. Agencies shall develop performance measures that  
18 demonstrate how electronic government enables progress  
19 toward agency objectives, strategic goals, and statutory  
20 mandates;

21  
22 ii. In measuring performance, agencies shall rely on existing  
23 data collections to the extent practicable. Areas of performance  
24 measurement that agencies should include customer service;  
25 agency productivity; and adoption of innovative information  
26 technology, including the appropriate use of  
27 commercial best practices;

28  
29 iii. Agencies shall link their performance goals, as appropriate,  
30 to key groups, including citizens, businesses, and other  
31 governments;

32  
33 iv. As appropriate, agencies shall work collectively in linking  
34 their performance goals to key groups and shall use  
35 information technology in delivering government information  
36 and services to those groups.

37  
38 **SEC. 6.** *Role of the Department of Information and Communications*  
39 *Technology (DICT).* - The Department of Information and  
40 Communications Technology (DICT) shall, in addition to its  
41 mandates and functions under Republic Act No. 10844:

1 a. Harmonize and coordinate all national ICT plans and initiatives  
2 to ensure knowledge, information and resource-sharing,  
3 database-building, and agency networking linkages among  
4 government agencies, consistent with E-Government objectives in  
5 particular, and national objectives in general;  
6

7 b. Ensure the development and protection of integrated  
8 government ICT infrastructures and designs, taking into  
9 consideration the inventory of existing manpower, plans,  
10 programs, software, hardware, and installed systems;  
11

12 c. Assist and provide technical expertise to government  
13 agencies in the development of guidelines in the enforcement and  
14 administration of laws, standards, rules, and regulations governing  
15 ICT;  
16

17 d. Assess, initiate, review and support ICT research and  
18 development programs of the government; and  
19

20 e. Prescribe, in accordance with applicable civil service laws and  
21 rules, the creation of ICT-related government positions  
22 and corresponding compensation rates aligned with the  
23 personnel needs of a digitalized government, as well as the  
24 qualifications, standards, duties, and functions essential to the  
25 effective development and operation of government ICT  
26 infrastructures and systems.  
27

28 **SEC. 7.** *DICT to act as the primary implementing body.* -The DICT  
29 shall be the primary implementing body and principal administrator  
30 of this Act. All ICT projects in the Philippines shall be done in  
31 accordance with the National ICT Development Agenda. For this  
32 purpose, the DICT shall establish measures to implement policies  
33 under this Act and ensure that all ICT projects in the Philippines,  
34 whether national or local are harmonized with the overall ICT plans  
35 and in compliance with applicable standards. Accordingly, the DICT  
36 shall be responsible for the following:  
37

38 a. Adopting a national policy and process that would facilitate  
39 the entry and adoption of technologies consistent with the goals of  
40 this Act;  
41  
42



1 b. Ensuring the quality, security, reliability, and interoperability  
2 of all ICT infrastructure and services in accordance with  
3 international or industrial standards, specifications, and best  
4 practices;

5  
6 c. Tapping into the private sector and entering into  
7 partnerships and joint ventures in accordance with the goals of  
8 this Act;

9  
10 d. Mandate and supervise the adoption of policies and processes  
11 to ensure the implementation of this Act;

12  
13 e. Mandate and supervise the interconnection or  
14 interoperability of ICT infrastructure, systems, and facilities when  
15 necessary to achieve the goals of this Act; and

16  
17 f. Regulate and supervise the operations of ICT infrastructure,  
18 systems, and facilities, and in the exercise of such functions, in  
19 accordance with applicable laws and rules, charge reasonable  
20 administrative and operational fees as may be necessary.  
21

22 **SEC. 8.** *The DICT-Project Management Office.* - Within one year  
23 from the effectivity of this Act, the DICT shall establish government-  
24 wide Project Management Office, which shall cater to and address to  
25 the portfolio, program, and project management needs of  
26 government agencies, with the end goal of ensuring that ICT  
27 projects across the government are managed with efficiency and  
28 agility following international best practices and standards, to  
29 deliver successful projects, with the goal of delivering lasting  
30 benefits and value through new or enhanced ICT services.  
31

32 The DICT shall provide guidelines on the operation of the PMO  
33 and as to the qualifications of personnel under the PMO, who  
34 shall, at the minimum obtain internationally-recognized  
35 certifications and a required number of units on Project  
36 Management, Program Management, IT Service Management ITIL,  
37 The Open Group Enterprise Architecture, Risk Management,  
38 and other similar fields or specializations. For this purpose,  
39 the ICT Academy shall ensure that courses, multimodal training,  
40 and certifications to develop this human resource are regularly  
41 offered.  
42



1  
2 **SEC. 9. *Inclusivity.*** - In accordance with the provisions of this Act  
3 on the Philippine CitizenConnect Program, when promulgating  
4 policies and implementing programs regarding the provision of  
5 government information and services over the internet and other  
6 platforms or channels, agency heads shall consider the impact on  
7 persons without access to such platforms or channels, and  
8 shall, to the extent practicable, ensure that the availability of  
9 government information and services has not been or will not be  
10 diminished for individuals and entities who lack access to the internet;  
11 and pursue alternate modes of delivery that make government  
12 information and services more accessible to individuals who do not  
13 own computers or lack access to the internet or other platforms and  
14 channels.

15  
16 **CHAPTER 2**  
17 **THE INTEGRATED GOVERNMENT NETWORK**  
18

19 **SEC. 10. *Establishment of the Integrated Government Network.*** -  
20 The DICT shall establish an integrated, interconnected, and  
21 interoperable internal government network, to be known as the  
22 "Integrated Government Network" (IGN), which shall act as the  
23 primary means for the sharing and communication of resources,  
24 information, and data through and on digital and electronic  
25 platforms across all of the government. The IGN shall also act  
26 as the government's primary and focal information management  
27 tool and communications network.

28  
29 **SEC. 11. *Scope and coverage of the IGN.*** - The IGN shall cover all  
30 branches, agencies, instrumentalities, and offices of the national  
31 and local government, including government-owned and controlled  
32 corporations.

33  
34 **SEC. 12. *Interconnectivity and interoperability of the IGN to***  
35 ***existing government networks.*** - All internal networks already  
36 established and maintained by any government agency, office, or  
37 instrumentality, including local governments, shall upon the effectivity  
38 of this Act, enact measures to establish interconnection to and  
39 interoperability with the IGN.

40  
41 **SEC. 13. *Internal Records Management Information System.*** - The  
42 government shall establish, maintain, and support a records

1 management system for the systematic, efficient, and cost-  
2 effective management of all government and public documents and  
3 records. All paper-based documents and records shall be digitized,  
4 migrated to, and managed through this system.

5  
6 The government shall establish a framework to allow efficient  
7 interoperability among agencies, offices, and instrumentalities of  
8 the national and local government when using electronic  
9 signatures, including processing of digital signatures.

10  
11 **SEC. 14. *Internal Email Network.*** - The government shall  
12 establish and maintain an internal email and communications  
13 network to be known as "GovMail" for internal and intra-  
14 government communications, information dissemination and  
15 sharing, coordination, feedback, and other similar and related  
16 purposes. It shall be structured in a manner that ensures that  
17 the use and operation of such email network shall be  
18 accessible, safe, interactive, interconnected, and interoperable.

19  
20 **SEC. 15. *Migration, digitization, and automation of paper-based***  
21 ***workflows.*** - All paper-based government and  
22 bureaucratic workflows involving internal communications,  
23 information dissemination and sharing, coordination, feedback,  
24 and other similar and related purposes shall be migrated,  
25 digitized, and, as far as practicable, automated.

26  
27 Notwithstanding the provisions of this Act, communication,  
28 information dissemination and sharing, coordination, and  
29 feedback which deals with critical and sensitive information as  
30 may be determined by the head of the agency shall be allowed  
31 to be conducted through traditional and non-digital means  
32 as may be deemed appropriate for the purpose by the head of  
33 the agency.  
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## CHAPTER 3

### THE PHILIPPINE INFORMATION DATABASE

**SEC. 16.** *The Philippine Individual Information Database and Civil Registration System.* - The government shall establish, maintain, and support an individual information database which shall act as a national repository and directory of information and data on citizens of the Philippines, whether residing in the Philippines or not, and foreign nationals who enters the Philippines through legal channels.

Information and data to be stored on the database shall include names, addresses, whether permanent or temporary, national identification numbers, dates and places of birth, citizenship, civil status, biometric data and information, and other associated information: Provided, that the acquisition and storage of data and information on the database shall not in any way violate any applicable domestic and international laws and rules on privacy of data and information.

**SEC. 17.** *Access to and use of the database.* - The database shall be accessible, through digital platforms such as intranet and internet, to all agencies, offices, and instrumentalities of the government for purposes consistent with legitimate and valid public purposes, subject to the Data Privacy Act (Republic Act 10173).

All government agencies, offices, and instrumentalities with access to the database shall maintain a record of all the instances when, where, and how such agency, office, or instrumentality, or its duly authorized representatives, had accessed any information or data stored on the database and the purposes of such access, including the identity of the actual person or persons gaining access to the said database.

Notwithstanding the provisions of this Act, access to and use of the resources, information, and data on the database shall be in accordance with all relevant domestic and international laws, rules, and regulations on data and information privacy and the pertinent rules on confidentiality of government information.



1 **SEC. 18.** *Integration with the Philippine Identification System.* -  
2 The current Philippine Identification System, including its existing  
3 and planned mechanisms for collecting, storing, and accessing data  
4 and information, shall be fully integrated with the database, in  
5 accordance with existing laws, rules, and regulations.

6  
7 **SEC. 19.** *Automatic and real time updating of information.* - The  
8 government shall establish and maintain measures to ensure that  
9 information stored on the database shall automatically and in  
10 real time be updated across the entire government network,  
11 regardless of when and where the change in such data or  
12 information was first made or submitted, with the end view that an  
13 update made at any access point in the government network shall  
14 automatically be reflected and accessible across all access points in  
15 real time.

16  
17 **SEC. 20.** *Creation of data exchange protocols.* - The DICT shall  
18 establish a data exchange protocol between and among agencies  
19 and private sector which shall ensure legitimacy of access to data,  
20 security of information, and compliance with applicable domestic  
21 and international laws on data privacy.

22  
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24 **CHAPTER 4**  
25 **THE PUBLIC SERVICE DIRECTORY**

26  
27 **SEC. 21.** *The Public Service Directory.* - The government shall  
28 establish, maintain, and support a directory, to be known as the  
29 "Philippine Public Service Directory," of all civil and public officials and  
30 servants throughout the country, including names, titles, telephone  
31 and facsimile numbers, departmental names, office locations, and e-  
32 mail addresses. Any changes to the information stored on and  
33 accessed through the directory shall be reflected in real time.

34  
35 **SEC. 22.** *Access to and use of the directory.* -The directory shall be  
36 accessible, through digital platforms such as intranet and  
37 internet, to all citizens of the Philippines and foreign  
38 nationals who have entered the Philippines through legitimate  
39 channels for legitimate and valid purposes consistent with civil  
40 service rules and the right of the public to information.

1 Notwithstanding the provisions of this Act, access to and use of the  
2 resources, information, and data on the directory shall be in  
3 accordance with all relevant laws, rules, and regulations on data and  
4 information privacy and the pertinent rules on confidentiality of  
5 government information.

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8 **CHAPTER 5**  
9 **THE GOVERNMENT E-PORTALS**  
10

11 **SEC. 23.** *Establishment of online public service portal for individuals*  
12 *and business. - In accordance with the policy of the government to*  
13 *maintain and promote an integrated internet-based system of*  
14 *providing the public with access to government information and*  
15 *services, the government, through the DICT, shall establish,*  
16 *maintain, and continuously update a portal which shall serve as*  
17 *a helpdesk where citizens can request for information and*  
18 *assistance on government frontline services, service procedures,*  
19 *and report commendations, appreciation, complaints, and feedback.*  
20

21 The online portal shall also serve as centralized contact point  
22 where all communications from the public through such portal  
23 may be routed, logged, responded to, and ultimately  
24 distributed to the different government agencies for proper  
25 handling and resolution, and follow through if necessary.  
26

27 **SEC. 24.** *Access to and use of the online public service portal. -The*  
28 *portal shall be accessible, through digital platforms such as the*  
29 *intranet and internet, to citizens of the Philippines, foreign*  
30 *nationals who have entered the Philippines through legitimate*  
31 *channels, and businesses organized and existing or operating*  
32 *under the laws and rules of the Philippines for purposes consistent*  
33 *with the efficient delivery of public services.*

34 Notwithstanding the provisions of this Act, access to and use of the  
35 resources, information, and data through the portal shall be in  
36 accordance with all relevant laws, rules, and regulations on data  
37 and information privacy and the pertinent rules on confidentiality  
38 of government information.  
39

40 **SEC. 25.** *Government frontline services through the portal. - All*  
41 *government agencies, offices, and instrumentalities which provide*

1 frontline services, as defined under Republic Act No. 9485, as  
2 amended, shall establish and maintain measures to ensure that  
3 such services are accessible and capable of delivery to the public  
4 through the portal.

5 All offices and agencies which provide frontline services are hereby  
6 mandated to regularly undertake time and motion studies,  
7 undergo evaluation and improvement of their transaction  
8 systems and procedures and re-engineer the same if deemed  
9 necessary to maximize the use of the portal for efficiency and  
10 transparency.

11  
12  
13 **SEC. 26. Access to frontline services.** - The following shall be  
14 adopted by all government offices and agencies covered in the  
15 immediately preceding paragraph:

16  
17 a. *Acceptance of applications and request.* - All officers or  
18 employees shall accept written applications, requests, and/or  
19 documents being submitted by clients of the office or agencies  
20 through the portal.

21  
22 The responsible officer or employee shall acknowledge receipt  
23 of such application and/or request by writing or printing  
24 clearly thereon, through the portal, his/her name, the unit where  
25 he/she is connected with, and the time and date of receipt.

26  
27 The receiving officer or employee shall perform a preliminary  
28 assessment of the request so as to promote a more expeditious  
29 action on requests.

30  
31 b. *Action of offices.* - All applications and/or requests  
32 submitted through the portal shall be acted upon by the  
33 assigned officer or employee during the period stated in the  
34 Citizen's Charter which shall not be longer than three (3)  
35 working days in the case of simple transactions and seven (7)  
36 working days in the case of complex transactions from the date  
37 the request or application was received. Depending on the  
38 nature of the frontline services requested or the mandate of the  
39 office or agency under unusual circumstances, the maximum  
40 time prescribed above may be extended. For the extension  
41 due to nature of frontline services or the mandate of the office



1 or agency concerned the period for the delivery of frontline  
2 services shall be indicated in the Citizen's Charter. The office or  
3 agency concerned shall notify the requesting party in writing of  
4 the reason for the extension and the final date of release for the  
5 extension and the final date of release of the frontline service/s  
6 requested.

7  
8 No application or request shall be returned to the client without  
9 appropriate action. In case an application or request is  
10 disapproved, the officer or employee who rendered the  
11 decision shall send a formal notice to the client within five  
12 working days from the receipt of the request and/or  
13 application, stating therein the reason for the disapproval  
14 including a list of specific requirement/s which the client failed  
15 to submit.

16  
17 c. *Denial of request for access to government service.* - Any denial  
18 of request for access to government service shall be fully  
19 explained in writing and through the portal, stating the name of  
20 the person making the denial and the grounds upon which such  
21 denial is based. Any denial of request is deemed to have been  
22 made with the permission or clearance from the highest authority  
23 having jurisdiction over the government office or agency  
24 concerned.

25  
26 d. *Access to progression of frontline service requests through the*  
27 *online portal.* - All offices, agencies, and instrumentalities shall  
28 make accessible through the portal the progress of all frontline  
29 service requests in real time.

30  
31  
32 e. *Adoption of working schedules to serve clients through the*  
33 *online portal.* - Heads of offices and agencies which render  
34 frontline services shall adopt appropriate working schedules to  
35 ensure that all clients have requested for public services through  
36 the portal are attended to and served even during lunch break  
37 and after regular working hours, in accordance with pertinent civil  
38 service rules.

39  
40 f. *Identification of public employees.* - All employees transacting  
41 with the public shall be provided with an official identification card  
42 which should be publicly accessible through the online portal.

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Government agencies, offices, and instrumentalities mandated under this Act to provide and deliver public services through the portal shall not in any way require the person requesting for such public service to physically go and report to the physical office of such agency, office, or instrumentality where the purpose of such physical presence may be reasonably accomplished through the online portal.

**SEC. 27. *The Government Online Payment System.*** - In conjunction with the online portals for the delivery of public services, the government shall establish an internet-based electronic payment system and facility to enable citizens and businesses to remit payments through digital platforms to the government agencies to which such payments are due. For this purpose, the government may engage the services of and interconnect with public and private payment systems and facilities, in accordance with applicable laws and rules.

**SEC. 28. *The Citizens' Concerns Center.*** - There is hereby established a Citizens' Concerns Center, which shall serve as a mechanism where citizens may report their complaints, grievances, and concerns on acts of red tape, as defined under Republic Act No. 9485 and other relevant laws, and/ or corruption or misconduct on the part of any government agency, government-owned or controlled corporation, government financial institution, and other instrumentalities of the government or any of its officers, officials, or employees.

The Center shall be under the direction and supervision of the Office of the Cabinet Secretary, in coordination with the DILG and representatives from the local government units.

1           **SEC. 29.** *Integration with existing public feedback mechanisms.* -  
2 All existing public feedback mechanisms for similar purposes  
3 established and/or maintained by agencies, offices, and  
4 instrumentalities, and local government units, shall be fully  
5 integrated with the Center. For this purpose and in accordance  
6 with the objectives of this Act, the Center may enter into such  
7 arrangements as are necessary for the interconnection,  
8 interoperability, and integration of the public feedback  
9 mechanisms.

10  
11           **SEC. 30.** *Integration with the internal government network and*  
12 *database.* - The Center, including its sub-operations units, and its  
13 operations shall be fully integrated with the internal government  
14 network and database for real time updating of data and  
15 information.

16  
17           **SEC. 31.** *Minimum operating standards.* - The Center, including  
18 its sub-operational units, shall have the following minimum  
19 operating standards:

20  
21           a. *Communications channels.* -The Center shall provide  
22 communications channels which include but are not limited to  
23 the following:

- 24                   1. Telephone;
- 25                   2. Short message service (SMS) or text message service;
- 26                   3. Electronic mail (email);
- 27                   4. Social media; or
- 28                   5. Other emerging communications media which can  
29 reasonably be used to fulfill the purposes of the Center.

30  
31           b. *Operating hours.* - The Center shall operate, through any  
32 of its communications channels, twenty-four (24) hours a day,  
33 seven (7) days a week, including national holidays and days in  
34 which work is suspended for whatever reason, for which  
35 purpose the Center may establish effective measures and hire  
36 the necessary personnel;

37  
38           c. *Process flow.* - A citizen's concern received through any of the  
39 communications channels shall immediately be encoded onto



1 the Philippine Information Database and referred, directly or  
2 indirectly, in real time, to the concerned agency, office, or  
3 instrumentality for appropriate action through the internal  
4 government network. The complainant shall be given advice or  
5 feedback on the status of the concern until its resolution;  
6

7 d. *Period to take action.* - A citizen's concern lodged and received  
8 through any of the communication channels shall have a concrete  
9 and specific action within seventy-two (72) hours from receipt by  
10 the proper government agency or instrumentality. For purposes of  
11 this provision, the period provided shall exclude such time outside  
12 the normal office hours of the agency or office concerned.  
13

14 **SEC. 32.** *Cooperation of government agencies and local government units.*  
15 - To ensure that the public is served efficiently and expeditiously in  
16 accordance with the objectives of this Act, all national  
17 government agencies, offices, and instrumentalities, government-  
18 owned and controlled corporations, government financial  
19 institutions, as well as the local government units, are enjoined to  
20 cooperate and coordinate with the Office of the Cabinet Secretary  
21 and each other to ensure prompt action on the concerns received  
22 through the communications channels of the Center.  
23  
24  
25

## 26 CHAPTER 6

### 27 THE PHILIPPINE CITIZENCONNECT PROGRAM 28

29 **SEC. 33.** *The Philippine CitizenConnect Program.* - The government  
30 shall establish a program, to be known as the "Philippine  
31 CitizenConnect," to assist and help the public to who does not have  
32 access to, or need help with using computers, the internet, and  
33 other analogous means to transact with and request the delivery of  
34 public services from the government in their localities.  
35

36 **SEC. 34.** *Free access to the internet for the public.* - Pursuant to  
37 Republic Act No. 10929 or the Free Internet Access in Public Places Act,  
38 the government, through the DICT, shall establish a program that  
39 will provide free access to internet service in public places, with  
40 particular focus on unserved or underserved areas, throughout the  
41 country, to enable access to the online portals, promote

1 knowledge-building among citizens, and enable them to participate  
2 and compete in the evolving information and communication age.  
3

4 **SEC. 35.** *Provision and maintenance of internet-capable devices in all*  
5 *barangay*

6 *centers.* - All barangay centers in the country shall provide and  
7 maintain internet-capable devices such as but not limited to  
8 computers and tablets for the purpose of enabling efficient and  
9 timely access to government services.  
10

11 **SEC. 36.** *Staffing requirement for internet access.* - All barangay  
12 centers shall ensure that there will be government staff present  
13 to help the public access the government portal and perform  
14 online transactions with government agencies, offices, and  
15 instrumentalities.  
16

## 17 **CHAPTER 7**

### 18 **THE GOVERNMENT WEBSITES AND E-BULLETIN BOARDS**

19

20 **SEC. 37.** *The Government E-Bulletin Board.* - The government and  
21 all its agencies, offices, and instrumentalities, including local  
22 governments, shall each establish and maintain a website and  
23 an e-bulletin board for the purposes of information sharing  
24 and dissemination, which shall be structured and maintained to  
25 ensure accessibility and security.  
26

27 **SEC. 38.** *Information dissemination through the website and board.* -  
28 All government offices, agencies, and instrumentalities which are  
29 mandated by the laws or rules to publish or otherwise  
30 disseminate notices, documents, or other information intended  
31 for public consumption and information shall, in addition to the  
32 traditional modes therefor, publish such notices,  
33 documents, or other information on the website and e-  
34 bulletin board.  
35

36 Notwithstanding the provisions of this Act and other relevant laws,  
37 publication of notices, documents, or any other information on the  
38 website and e-bulletin board shall be construed as sufficient notice  
39 to the public for purposes of compliance with laws and rules  
40 requiring publication; *provided*, that such website ore-bulletin

1 board is accessible at such point in time where accessibility is  
2 claimed. For purposes of this provision, the start of publication  
3 shall be the date on which the notice, document, or  
4 information was first uploaded and made accessible to the public.  
5

6 **SEC. 39.** *Minimum standards for government websites and information*  
7 *portals. - The following shall be the minimum standards for*  
8 *government websites and information portals:*  
9

- 10
- 11 a. It shall include direct and easily identifiable links to (i)  
12 description of the mission, statutory authority, and the  
13 organizational structure of the agency; and (ii) commonly  
14 asked questions and the corresponding answers, and other  
15 common matters of public concern; and
- 16
- 17 b. It shall include direct and easily identifiable links to the  
18 relevant and applicable portals for the delivery of public  
19 services.  
20  
21  
22

23 **CHAPTER 8**  
24 **SECURITY AND PRIVACY**  
25

26 **SEC. 40.** *Data and information security.* - All resources, information,  
27 or data stored on or transmitted through the IGN and all networks  
28 interconnected to and interoperable with it, the Philippine  
29 Information Database, the Public Service Directory, the portals,  
30 and websites shall be kept secure and free from interference or  
31 unauthorized access that can hamper or otherwise compromise the  
32 integrity of the information and communication technology assets.  
33

34 Access to and use of the resources, information, and data on the IGN  
35 shall be limited to the government and its duly authorized officers and  
36 agents, in accordance with all relevant laws, rules, and regulations  
37 on data and information privacy and the pertinent rules on  
38 confidentiality of government information.  
39



1 Any person who shall knowingly commit an act which results  
2 to the compromise of the security and integrity of the IGN and all  
3 networks interconnected to and interoperable with it to the detriment  
4 of the government and the public shall incur criminal liability in  
5 accordance with the provisions of applicable and/or relevant penal  
6 laws.

7  
8 **SEC. 41. Responsibility of the national and local government.** - All  
9 agencies, offices, and instrumentalities of the national and local  
10 government under this Act shall be responsible for:

11  
12 a. Providing information security protections commensurate with  
13 the risk and magnitude of the harm resulting from unauthorized  
14 access, use, disclosure, disruption, modification, or destruction of  
15 information collected or maintained by or on behalf of the agency; and  
16 information systems used or operated by an agency or by a contractor of  
17 an agency or other organization on behalf of an agency;

18 b. Determining the levels of information security appropriate to  
19 protect such information and information systems and  
20 implementing the same;

21  
22 c. Periodically testing and evaluating information security  
23 controls and techniques to ensure that they are effectively  
24 implemented;

25 d. Complying with the requirements of pertinent laws on  
26 information security and privacy, related policies, procedures,  
27 standards, and guidelines, including information security  
28 standards promulgated

29 by the Department of Information and Communications  
30 Technology; and information security standards and guidelines for  
31 national security systems issued in accordance with law and as  
32 directed by the President; and

33  
34 e. Ensuring that information security management processes are  
35 integrated with agency strategic and operational planning  
36 processes.

37  
38  
39 **CHAPTER 9**

40 **PARTICIPATION OF THE PRIVATE SECTOR**



1 d. Determine its operating policies, and to issue such rules and  
2 regulations as may be necessary to achieve its main purpose;

3  
4 e. Adopt, alter and use a corporate seal;

5  
6 f. Acquire and own real and personal property, and to sell,  
7 mortgage or otherwise dispose of the same;

8  
9 g. Sue and be sued, enter into contracts, and borrow money  
10 from both local and foreign sources; provided, that such loans  
11 shall be incurred only upon favorable recommendation of the  
12 DICT and approval by the President of the Philippines;

13  
14 h. Hold, own, purchase, acquire, sell or otherwise invest, or  
15 reinvest in stocks, bonds or other securities capable of giving  
16 the PIMC a reasonably assured income sufficient to support its  
17 activities; and

18  
19 i. Provide ICT counseling and technical services to  
20 government and private entities; provided, that for this purpose,  
21 the PIMC may contract the services of private consultants.

22  
23 **SEC. 45. Board of Trustees.** - The corporate powers and  
24 functions of the PIMC shall be vested in and exercised by a Board  
25 of Trustees that shall be composed of the following:

26  
27 a. The Secretary of the Department of Information and  
28 Communications Technology, as the *ex officio* Chairman and Chief  
29 Executive Officer;

30  
31 b. The Undersecretary of the Department of Information and  
32 Communications Technology, as the *ex officio* Executive Vice  
33 Chairman;

34  
35 c. The Commissioner of the National Telecommunications  
36 Commission, or his/her duly designated undersecretary, as *ex*  
37 *officio* member;



1 d. The Undersecretary of the Department of Budget and  
2 Management, or his/her duly designated undersecretary, as *ex*  
3 *officio* member;

4  
5 e. One (1) representative from the private sector from the  
6 Information Technology and Business Process Outsourcing  
7 Industry;

8  
9 f. One (1) representative from the private sector from the  
10 Telecommunications Industry; and

11  
12 g. One (1) representative from the local government units.

13  
14 The representatives from the private sector and the local  
15 government units shall be appointed by the President. The  
16 representatives from the private sector shall be appointed only  
17 upon a favorable recommendation from the DICT and the  
18 Government Commission on GOCCs. The representatives from the  
19 private sector shall be persons of accepted integrity, probity, and  
20 intellect, at least thirty-five years of age, possessed of  
21 demonstrated administrative skill and ability in the field of ICT, and  
22 with a minimum of ten (10) years of professional experience in the  
23 field of JCT. The representative from the local government units  
24 shall be appointed only upon a favorable recommendation from the  
25 DICT, the GCG, and the Department of Interior and Local  
26 Government.

27  
28  
29 The Chief Executive Officer of the Corporation shall execute and administer the  
30 policies and resolutions approved by the Board of Trustees, prepare its agenda,  
31 and direct and supervise the operations and management of the Corporation.  
32 He shall have direct control and supervision of the business of the PIMC in all  
33 matters which are not by this Act or by the by-laws of the Bank specifically  
34 reserved to be done by the Board of Trustees. He shall, subject to the approval  
35 of the Board in case of approval of appointments to managerial positions and  
36 above, and the confirmation of the Board in appointments to below that of  
37 manager level, appoint the personnel of the Corporation, remove, suspend or  
38 otherwise discipline them for cause, and prescribe their duties and  
39 qualifications, in accordance with existing civil service laws, rules and  
40 regulations, to the end that only competent and qualified personnel may be  
41 employed.

42  
43 All members of the Board shall serve for a term of seven years.

1  
2 The Chairman and the members of the Board shall act as the heads of such  
3 operating departments as may be set up by the Board. The Chairman shall  
4 have authority, exercisable at his discretion, to determine from time to time the  
5 organizational divisions to be headed by each member serving full time and to  
6 make the corresponding shifts in designations pursuant thereto. The  
7 compensation of the Chairman and the members of the Board of Trustees shall  
8 be in accordance with applicable laws and rules on compensation in the civil  
9 service.

10  
11 The Chairman of the Board shall be assisted by an Executive Vice-Chairman and  
12 one or more Vice-Chairmen who shall be chosen and may be removed by the  
13 Board of Trustees. The salaries of the Vice-Chairmen shall be fixed by the  
14 Board of Trustees with the approval of the President of the Philippines.

15  
16 **SEC. 46. *Authorized capital stock.*** - The PIMC shall have an authorized capital  
17 stock of Five Billion pesos (PHP 5,000,000,000.00), divided into Five Million  
18 (5,000,000) shares of common stock with a par value of One Thousand  
19 Philippine Pesos (PHP 1,000.00) per share, which shall be fully subscribed by  
20 the government.

21  
22 Of the total capital subscribed by the government, One Billion Philippine Pesos  
23 (PHP 1,000,000,000.00) shall be paid by the Government within one year from  
24 the effectivity of this Act, and One Billion Philippine Pesos (PHP  
25 1,000,000,000.00) every year thereafter for four (4) years for which purpose  
26 the amount of One Billion Philippine Pesos (PHP 1,000,000,000.00) is hereby  
27 appropriated upon the effectivity of this Act, and One Billion Philippine Pesos  
28 (PHP 1,000,000,000.00) every year for the next four (4) years thereafter, out of  
29 the funds in the National Treasury not otherwise appropriated for the purpose.

30  
31 **SEC. 47. *Personnel; cost of administration.*** - The Board of Trustees shall  
32 provide for an organization and staff of officers and employees necessary to  
33 carry out the functions of the PIMC, fix their compensation, and appoint and  
34 remove such officers and employees for cause. The PIMC officers and  
35 employees shall be subject to the rules and regulations issued by the Civil  
36 Service Commission but shall not fall under the Salary Standardization Law. The  
37 Board of Trustees shall recommend to the Civil Service Commission rules and  
38 regulations for the recruitment, appointment, compensation, administration,  
39 conduct, promotion and removal of all PIMC officers and employees under a  
40 strict merit system and prepare and conduct examinations under the  
41 supervision of said Commission.

42  
43 The administrative expenses of the PIMC during any single fiscal year shall not  
44 in any case exceed five percent (5%) of its total assets.  
45

1           **SEC. 48. *Legal Counsel.*** - The Secretary of Justice shall be *ex-officio* legal  
2           adviser of the PIMC. Any provision of law to the contrary notwithstanding, the  
3           PIMC shall have its own Legal Department, the chief and members of which  
4           shall be appointed by the Board of Trustees. The composition, budget and  
5           operating expenses of the Office of the Legal Counsel and the salaries and  
6           traveling expenses of its officers and employees shall be fixed by the Board of  
7           Trustees and paid by the PIMC.

8  
9           **SEC. 49. *Removal of members.*** -The President of the Philippines may, at any  
10          time, remove the Chairman or any member of the Board appointed by him for,  
11          in addition to any and all recognized causes for termination under applicable  
12          civil service laws and rules, any of the following causes:

13  
14  
15          a.    Mismanagement, grave abuse of discretion, infidelity in the conduct of  
16          fiduciary relations, or gross neglect in the performance of duties;

17  
18          b.    Dishonesty, corruption, or any act involving moral turpitude;

19  
20  
21          c.    Any act or performance tending to prejudice or impair the substantial rights  
22          of the government and the corporation's stockholders.

23  
24          The Chairman or member may, in any of the above cases, be civilly liable for  
25          any damage that may have been suffered by the corporation.

26  
27          **SEC. 50. *Timeline of organization of the PIMC.*** - The PIMC shall be  
28          instituted and organized within one (1) year from effectivity of this Act.  
29  
30

31   **CHAPTER 11**  
32   **THE JCT ACADEMY**  
33

34          **SEC. 51. *Establishment of the JCT Academy and its purposes.*** -The DICT shall  
35          establish and develop rules and policies for the operations of an ICT Academy  
36          that shall have the following purposes:

37  
38          a.    To foster and support the strategic goals of the national ICT development  
39          agenda through data collection and globally competitive  
40          ICT skills development programs and for other purposes;  
41



1 b. To promote the education and training of citizens in ICT skills, for purposes  
2 of enhancing the nation's labor capacity in relation to the most relevant and  
3 updated data on local and international skills supply and demand;  
4

5 c. To promote the development of globally competitive skills and drive an  
6 inclusive economic growth;  
7

8 d. To promote, foster, and nurture the right of all citizens to quality education  
9 in ICT;  
10

11 e. To lead the country in setting standards in the development of JCT  
12 curriculum and training;  
13

14 f. Create and foster partnerships with different persons, entities,  
15 and institutions for purposes of developing and updating the Academy's  
16 resources, its JCT curriculum, modules, pedagogical approaches; and  
17

18 g. To regularly assess the state of the country in terms of comparative JCT  
19 skills and performance, and suggest responsive policies to address concerns.  
20

21 **SEC. 52. *Satellite units.*** - The ICT Academy shall have satellite units in  
22 particular regions, provinces or municipalities in the country if, upon  
23 determination of the DICT, in coordination with the Commission on Higher  
24 Education and the Technical Education and Skills Development Authority, it is  
25 found to be necessary to ensure broader access to quality ICT trainings and  
26 skills development, and to further enhance the Academy's capability to attain its  
27 purposes.  
28

29 **SEC. 53. *Access and admission.*** -- The Academy shall be accessible to all  
30 citizens regardless of skill, age, gender, religious belief, economic status,  
31 ethnicity, physical disability, political opinion or affiliation.  
32

33 The DICT shall institute an admissions process to ensure that citizens shall have  
34 equal access to ICT education and that the broadest base of the citizenry shall  
35 have ICT education.  
36

37 **SEC. 54. *Finances.*** - The Academy's operations shall be financially supported  
38 by a budget from the DICT, reasonable fees and dues collected, as well as  
39 through donations, in accordance with applicable laws and rules.  
40

41 All income collected by the Academy shall be retained and disbursed for the  
42 for the benefit of the students, faculty, trainers, and advisers, to serve the  
43 acquisition, construction, and maintenance needs of the Academy, as well as  
44 the proper administration of its programs and, generally, the attainment of the

1 purposes of the Academy; *provided*, that such retention and disbursement shall  
2 be subjected to applicable laws and rules on government audit and  
3 accountability.  
4

5 Donations and fees collected shall be held in a fund, to be administered in trust  
6 by a Committee created by the DICT for such purpose. The fund shall in no  
7 case be impaired. Donations received shall be used only for the purposes for  
8 which they were donated.  
9

10 **SEC. 55. *Partnerships.*** - The Academy may form partnerships with different  
11 educational institutions and private entities for purposes of achieving the goals  
12 of the Academy. Partnerships may be in the form of resource sharing, module  
13 and training development, faculty exchange, standard development, trainings  
14 collaboration, and other similar forms. All partnerships to be entered into by the  
15 Academy shall be in accordance with the law, approved by the DICT Secretary,  
16 and shall not require the disbursement of any funds by the Academy or the  
17 government.  
18

19  
20 **CHAPTER 12**  
21 **MISCELLANEOUS PROVISIONS**  
22

23  
24 **SEC. 56. *Transitory provisions.*** - In accordance with the objectives of this Act,  
25 the DICT, in coordination with relevant government agencies and  
26 instrumentalities, as well as private stakeholders and civic organizations, shall  
27 study, formulate, and implement a master plan for the transition of the  
28 government and its provision of services in the digital age.  
29

30 For purposes of this Act, until such time that the government shall have  
31 completed the transition in accordance with the objectives of this Act, all  
32 government activities covered under this Act shall be conducted in the manner  
33 provided for under existing laws and rules.  
34

35 The government shall complete the transition in a maximum of five (5) years  
36 from effectivity of this Act.  
37

38 **SEC. 57. *Regular status reports.*** - All agencies, offices, and instrumentalities of  
39 the national and local governments covered under this Act shall submit to the  
40 Congress, the President, and to the DICT, an annual report on the status of  
41 implementation of this Act. These reports shall likewise be made publicly  
42 available on and through the e-portals.  
43  
44

1       **SEC. 58. Appropriations and funding.** - The amount necessary to cover the  
2 initial implementation of this Act in the national government level shall be  
3 charged against the current year's appropriation of the national government  
4 agency, office, or instrumentality concerned. Thereafter, such sums as may be  
5 needed for its continued implementation shall be included in the annual General  
6 Appropriations Act.

7  
8       The amount necessary to implement this Act in the local government level shall  
9 be charged against the funds of the local government unit concerned.

10  
11       **SEC. 59. Implementing rules and regulations.** - The Department of Information  
12 and Communications Technology, in coordination with relevant offices,  
13 agencies, and instrumentalities of the national and local government, shall  
14 promulgate the necessary rules and regulations to properly and efficiently  
15 implement this Act within ninety (90) days from the effectivity of this Act.

16  
17  
18       **SEC. 60. Separability clause.** - If any provision of this Act shall be declared  
19 invalid or unconstitutional, such declaration shall not affect the validity of the  
20 remaining provisions of this Act.

21  
22       **SEC. 61. Repealing clause.** - All provisions of laws, presidential decrees, letters  
23 of instruction and other presidential issuances which are incompatible or  
24 inconsistent with the provisions of this Act are hereby deemed amended or  
25 repealed.

26  
27       **SEC. 62. Effectivity.** - This Act shall take effect within fifteen (15) days  
28 following its publication in the Official Gazette or in at least two (2) national  
29 newspapers of general circulation.

30  
31       *Approved,*