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

'22 JUL -7 P4 :56

SENATE
S. No. 194

RECEIVED BY: 

Introduced by Senator Christopher Lawrence "Bong" T. Go

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

EXPLANATORY NOTE

Long lines have been one of the most infamous symbols of government service for the longest time. People losing money, time, and energy just to get a single document, submit an application for a permit, or simply attend a pre-scheduled appointment.

During the pandemic, major government social services and programs were forced to shut down, limiting the public's accessibility to public services at a time when the same were needed the most. Limited workforce in different government offices due to forced self-isolation revealed the fact that indeed, there must be a way for public service to continue despite the lack or absence of physical manpower.

All over the world, several governments opted for a faster, safer, more efficient approach to deliver its services. This bill takes into consideration what we have learned from the recent pandemic, drawing from the experiences of technologically-advanced countries and the best practices of those who have started the push for e-governance, to initiate the country's first big step to an institutional and whole-of-government approach to digitizing governance for a better government and a safer future.

The new normal demands the government to consider and adopt, in a very radical but pragmatic way, the importance of digital transformation and use of electronic services and platforms to enable the government to serve the people better.

This bill mandates the government to establish an integrated, interconnected, and interoperable information and resource sharing and communications network spanning the entirety of the national and local government, an internal records management information system, an information database, and digital portals for the delivery of public services. It likewise pushes for the digitization of paper-based and other traditional modes of workflows for a more efficient and transparent public service.

Through this measure, the government will eliminate delays and other problems associated with the traditional way of governance in communications and resource and information sharing. More importantly, through this measure, the public – the pillars of the country’s life and economy – will feel that the government is actually and truly at their fingertips.

This should have been done a long time ago. Now, more than ever, is the time to do this.

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


SENATOR CHRISTOPHER LAWRENCE "BONG" T. GO 



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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 Act of
2 2022."

3
4 Sec. 2. *Declaration of policy.* – It is hereby declared the policy of the State to
5 recognize the vital role of communication and information in nation-building and the
6 necessity of harnessing the power of information and communications technology in
7 pursuit of national development and progress. The State hereby adopts a policy to
8 create, foster, and sustain a digitally empowered and integrated government that
9 provides responsive and transparent online citizen-centered services for a globally
10 competitive Filipino nation.

11
12 In pursuit of this policy, this Act shall have the following purposes:

- 13
14 a. Provide effective leadership of government efforts to develop and promote
15 electronic government services and processes by providing guidance to the
16 Department of Information and Communications Technology in accordance
17 with its mandate;

18

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

- 1 k. Provide enhanced access to government information and services in a manner
2 consistent with laws regarding protection of personal privacy, national security,
3 records retention, access for persons with disabilities, and other relevant laws.
4

5 Sec. 3. *Coverage.* – This Act shall apply to all government offices and agencies
6 including local government units and government-owned or -controlled corporations.
7

8 Sec. 4. *Definition of terms.* – As used in this Act, the following terms are defined
9 as follows:
10

- 11 a. “E-Governance” – refers to use of information and communications technology
12 by the government and the public to enhance the access to and delivery of
13 government services to bring about efficient, responsive, ethical, accountable
14 and transparent government service;
15
- 16 b. “Workflow” – refers to the sequence of industrial, administrative, or other
17 processes through which a piece of work passes from initiation to completion;
18
- 19 c. “Intranet” – refers to a secure and private enterprise network that shares data
20 or application resources via Internet Protocol; and
21
- 22 d. “Internet” – refers to a secure and public enterprise network that shares data
23 or application resources via Internet Protocol.
24
- 25 e. “ICT assets” – refers any data, device, equipment, infrastructure, system, or
26 component thereof, or property, owned or possessed by the DICT in
27 accordance with its mandate, utilized to ensure or support the proper and
28 efficient operation and implementation of ICT-related programs and delivery of
29 ICT services.
30
- 31 f. “ICT plan” – refers to the sum or set of goals, measures, strategies, agenda,
32 and programs for the implementation of ICT programs and projects and the

1 use of information and communications technology, including digital platforms,
2 to deliver public services or otherwise perform governmental functions.

3
4 **Chapter 1**

5 **Role of the Government**

6
7 *Sec. 5. Responsibilities of the heads of government agencies.* – The head of
8 each agency, office, and instrumentality of the national and local government shall be
9 responsible for:

- 10
- 11 a. Complying with the requirements of this Act, including related standards for all
12 ICT infrastructure, systems, equipment, designs, and all other technology,
13 which shall be promulgated by the Department of Information and
14 Communications Technology;
 - 15
 - 16 b. Complying with the standards and protocols for cybersecurity, resiliency,
17 privacy, and confidentiality, which shall also be promulgated by the Department
18 of Information and Communications Technology;
 - 19
 - 20 c. Ensuring that the information technology standards promulgated by the
21 Department of Information and Communications Technology are
22 communicated promptly and effectively to all relevant officials within their
23 agency; and
 - 24
 - 25 d. Supporting the efforts of the national and local government to develop,
26 maintain, and promote an integrated Internet-based system of delivering
27 Federal Government information and services to the public.

28
29 To these ends:

- 1 a. Agencies shall develop performance measures that demonstrate how electronic
2 government enables progress toward agency objectives, strategic goals, and
3 statutory mandates;
4
- 5 b. In measuring performance, agencies shall rely on existing data collections to
6 the extent practicable. Areas of performance measurement that agencies
7 should include customer service; agency productivity; and adoption of
8 innovative information technology, including the appropriate use of commercial
9 best practices;
10
- 11 c. Agencies shall link their performance goals, as appropriate, to key groups,
12 including citizens, businesses, and other governments;
13
- 14 d. As appropriate, agencies shall work collectively in linking their performance
15 goals to key groups and shall use information technology in delivering
16 government information and services to those groups.
17

18 *Sec. 6. Role of the Department of Information and Communications Technology*
19 *(DICT).* – The Department of Information and Communications Technology (DICT)
20 shall, in addition to its mandates and functions under Republic Act No. 10844:
21

- 22 a. Harmonize and coordinate all national ICT plans and initiatives to ensure
23 knowledge, information and resource-sharing, database-building, and
24 agency networking linkages among government agencies, consistent with
25 E-Government objectives in particular, and national objectives in general;
26
- 27 b. Ensure the development and protection of integrated government ICT
28 infrastructures and designs, taking into consideration the inventory of
29 existing manpower, plans, programs, software, hardware, and installed
30 systems;
31

- 1 c. Assist and provide technical expertise to government agencies in the
2 development of guidelines in the enforcement and administration of laws,
3 standards, rules, and regulations governing ICT;
4
- 5 d. Assess, initiate, review and support ICT research and development
6 programs of the government; and
7
- 8 e. Prescribe, in accordance with applicable civil service laws and rules, the
9 creation of ICT-related government positions and corresponding
10 compensation rates aligned with the personnel needs of a digitalized
11 government, as well as the qualifications, standards, duties, and functions
12 essential to the effective development and operation of government ICT
13 infrastructures and systems.
14

15 *Sec. 7. DICT to act as the primary implementing body.* – The DICT shall be the
16 primary implementing body and principal administrator of this Act. All ICT projects in
17 the Philippines shall be done in accordance with the National ICT Development
18 Agenda. For this purpose, the DICT shall establish measures to implement policies
19 under this Act and ensure that all ICT projects in the Philippines, whether national or
20 local are harmonized with the overall ICT plans and in compliance with applicable
21 standards. Accordingly, the DICT shall be responsible for the following:
22

- 23 a. Adopting a national policy and process that would facilitate the entry and
24 adoption of technologies consistent with the goals of this Act;
25
- 26 b. Ensuring the quality, security, reliability, and interoperability of all ICT
27 infrastructure and services in accordance with international or industrial
28 standards, specifications, and best practices;
29
- 30 c. Tapping into the private sector and entering into partnerships and joint
31 ventures in accordance with the goals of this Act;
32

1 d. Mandate and supervise the adoption of policies and processes to ensure the
2 implementation of this Act;

3
4 e. Mandate and supervise the interconnection or interoperability of ICT
5 infrastructure, systems, and facilities when necessary to achieve the goals of
6 this Act; and

7
8 f. Regulate and supervise the operations of ICT infrastructure, systems, and
9 facilities, and in the exercise of such functions, in accordance with applicable
10 laws and rules, charge reasonable administrative and operational fees as may
11 be necessary.

12
13 *Sec. 8. The DICT-Project Management Office.* – Within one year from the
14 effectivity of this Act, the DICT shall establish a government-wide Project Management
15 Office, which shall cater to and address to the portfolio, program, and project
16 management needs of government agencies, with the end goal of ensuring that ICT
17 projects across the government are managed with efficiency and agility following
18 international best practices and standards, to deliver successful projects, with the goal
19 of delivering lasting benefits and value through new or enhanced ICT services.

20
21 The DICT shall provide guidelines on the operation of the PMO and as to the
22 qualifications of personnel under the PMO, who shall, at the minimum obtain
23 internationally-recognized certifications and a required number of units on Project
24 Management, Program Management, IT Service Management ITIL, The Open Group
25 Enterprise Architecture, Risk Management, and other similar fields or specializations.
26 For this purpose, the ICT Academy shall ensure that courses, multimodal training, and
27 certifications to develop this human resource are regularly offered.

28
29 *Sec. 9. Inclusivity.* – In accordance with the provisions of this Act on the
30 Philippine CitizenConnect Program, when promulgating policies and implementing
31 programs regarding the provision of government information and services over the
32 internet and other platforms or channels, agency heads shall consider the impact on

1 persons without access to such platforms or channels, and shall, to the extent
2 practicable, ensure that the availability of government information and services has
3 not been or will not be diminished for individuals and entities who lack access to the
4 internet; and pursue alternate modes of delivery that make government information
5 and services more accessible to individuals who do not own computers or lack access
6 to the internet or other platforms and channels.

7

8

Chapter 2

9

The Integrated Government Network

10

11 *Sec. 10. Establishment of the Integrated Government Network.* – The DICT
12 shall establish an integrated, interconnected, and interoperable internal government
13 network, to be known as the “Integrated Government Network” (IGN), which shall act
14 as the primary means for the sharing and communication of resources, information,
15 and data through and on digital and electronic platforms across all of the government.
16 The IGN shall also act as the government’s primary and focal information management
17 tool and communications network.

18

19 *Sec. 11. Scope and coverage of the IGN.* – The IGN shall cover all branches,
20 agencies, instrumentalities, and offices of the national and local government, including
21 government-owned and controlled corporations.

22

23 *Sec. 12. Interconnectivity and interoperability of the IGN to existing*
24 *government networks.* – All internal networks already established and maintained by
25 any government agency, office, or instrumentality, including local governments, shall
26 upon the effectivity of this Act, enact measures to establish interconnection to and
27 interoperability with the IGN.

28

29 *Sec. 13. Internal Records Management Information System.* – The government
30 shall establish, maintain, and support a records management system for the
31 systematic, efficient, and cost-effective management of all government and public

1 documents and records. All paper-based documents and records shall be digitized,
2 migrated to, and managed through this system.

3

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

7

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

14

15 *Sec. 15. Migration, digitization, and automation of paper-based workflows.* –
16 All paper-based government and bureaucratic workflows involving internal
17 communications, information dissemination and sharing, coordination, feedback, and
18 other similar and related purposes shall be migrated, digitized, and, as far as
19 practicable, automated.

20

21 Notwithstanding the provisions of this Act, communication, information
22 dissemination and sharing, coordination, and feedback which deals with critical and
23 sensitive information as may be determined by the head of the agency shall be allowed
24 to be conducted through traditional and non-digital means as may be deemed
25 appropriate for the purpose by the head of the agency.

26

27

Chapter 3

28

The Philippine Information Database

29

30 *Sec. 16. The Philippine Individual Information Database and Civil Registration*
31 *System.* – The government shall establish, maintain, and support an individual
32 information database which shall act as a national repository and directory of

1 information and data on citizens of the Philippines, whether residing in the Philippines
2 or not, and foreign nationals who enters the Philippines through legal channels.

3
4 Information and data to be stored on the database shall include names,
5 addresses, whether permanent or temporary, national identification numbers, dates
6 and places of birth, citizenship, civil status, biometric data and information, and other
7 associated information: *provided*, that the acquisition and storage of data and
8 information on the database shall not in any way violate any applicable domestic and
9 international laws and rules on privacy of data and information.

10
11 *Sec. 17. Access to and use of the database.* – The database shall be accessible,
12 through digital platforms such as intranet and internet, to all agencies, offices, and
13 instrumentalities of the government for purposes consistent with legitimate and valid
14 public purposes, subject to the Data Privacy Act (Republic Act 10173).

15
16 All government agencies, offices, and instrumentalities with access to the
17 database shall maintain a record of all the instances when, where, and how such
18 agency, office, or instrumentality, or its duly authorized representatives, had accessed
19 any information or data stored on the database and the purposes of such access,
20 including the identity of the actual person or persons gaining access to the said
21 database.

22
23 Notwithstanding the provisions of this Act, access to and use of the resources,
24 information, and data on the database shall be in accordance with all relevant
25 domestic and international laws, rules, and regulations on data and information
26 privacy and the pertinent rules on confidentiality of government information.

27
28 *Sec. 18. Integration with the Philippine Identification System.* – The current
29 Philippine Identification System, including its existing and planned mechanisms for
30 collecting, storing, and accessing data and information, shall be fully integrated with
31 the database, in accordance with existing laws, rules, and regulations.

1 Sec. 19. *Automatic and real time updating of information.* – The government
2 shall establish and maintain measures to ensure that information stored on the
3 database shall automatically and in real time be updated across the entire government
4 network, regardless of when and where the change in such data or information was
5 first made or submitted, with the end view that an update made at any access point
6 in the government network shall automatically be reflected and accessible across all
7 access points in real time.

8

9 Sec. 20. *Creation of data exchange protocols.* — The DICT shall establish a
10 data exchange protocol between and among agencies and private sector which shall
11 ensure legitimacy of access to data, security of information, and compliance with
12 applicable domestic and international laws on data privacy.

13

14

Chapter 4

15

The Public Service Directory

16

17 Sec. 21. *The Public Service Directory.* – The government shall establish,
18 maintain, and support a directory, to be known as the “Philippine Public Service
19 Directory,” of all civil and public officials and servants throughout the country,
20 including names, titles, telephone and facsimile numbers, departmental names, office
21 locations, and e-mail addresses. Any changes to the information stored on and
22 accessed through the directory shall be reflected in real time.

23

24 Sec. 22. *Access to and use of the directory.* – The directory shall be accessible,
25 through digital platforms such as intranet and internet, to all citizens of the Philippines
26 and foreign nationals who have entered the Philippines through legitimate channels
27 for legitimate and valid purposes consistent with civil service rules and the right of the
28 public to information.

29

30 Notwithstanding the provisions of this Act, access to and use of the resources,
31 information, and data on the directory shall be in accordance with all relevant laws,

1 rules, and regulations on data and information privacy and the pertinent rules on
2 confidentiality of government information.

3
4 **Chapter 5**
5 **The Government E-Portals**
6

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

14
15 The online portal shall also serve as centralized contact point where all
16 communications from the public through such portal may be routed, logged,
17 responded to, and ultimately distributed to the different government agencies for
18 proper handling and resolution, and follow through if necessary.

19
20 *Sec. 24. Access to and use of the online public service portal.* – The portal shall
21 be accessible, through digital platforms such as the intranet and internet, to citizens
22 of the Philippines, foreign nationals who have entered the Philippines through
23 legitimate channels, and businesses organized and existing or operating under the
24 laws and rules of the Philippines for purposes consistent with the efficient delivery of
25 public services.

26
27 Notwithstanding the provisions of this Act, access to and use of the resources,
28 information, and data through the portal shall be in accordance with all relevant laws,
29 rules, and regulations on data and information privacy and the pertinent rules on
30 confidentiality of government information.

1 Sec. 25. *Government frontline services through the portal.* – All government
2 agencies, offices, and instrumentalities which provide frontline services, as defined
3 under Republic Act No. 9485, as amended, shall establish and maintain measures to
4 ensure that such services are accessible and capable of delivery to the public through
5 the portal.

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

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

- 14
15 a. *Acceptance of applications and request.* – All officers or employees shall accept
16 written applications, requests, and/or documents being submitted by clients of
17 the office or agencies through the portal.

18
19 The responsible officer or employee shall acknowledge receipt of such
20 application and/or request by writing or printing clearly thereon, through the
21 portal, his/her name, the unit where he/she is connected with, and the time
22 and date of receipt.

23
24 The receiving officer or employee shall perform a preliminary assessment of
25 the request so as to promote a more expeditious action on requests.

- 26
27 b. *Action of offices.* – All applications and/or requests submitted through the portal
28 shall be acted upon by the assigned officer or employee during the period
29 stated in the Citizen's Charter which shall not be longer than five working days
30 in the case of simple transactions and ten (10) working days in the case of
31 complex transactions from the date the request or application was received.
32 Depending on the nature of the frontline services requested or the mandate of

1 the office or agency under unusual circumstances, the maximum time
2 prescribed above may be extended. For the extension due to nature of frontline
3 services or the mandate of the office or agency concerned the period for the
4 delivery of frontline services shall be indicated in the Citizen's Charter. The
5 office or agency concerned shall notify the requesting party in writing of the
6 reason for the extension and the final date of release for the extension and the
7 final date of release of the frontline service/s requested.

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

15
16 c. *Denial of request for access to government service.* – Any denial of request for
17 access to government service shall be fully explained in writing and through
18 the portal, stating the name of the person making the denial and the grounds
19 upon which such denial is based. Any denial of request is deemed to have been
20 made with the permission or clearance from the highest authority having
21 jurisdiction over the government office or agency concerned.

22
23 d. *Access to progression of frontline service requests through the online portal.* –
24 All offices, agencies, and instrumentalities shall make accessible through the
25 portal the progress of all frontline service requests in real time.

26
27 e. *Adoption of working schedules to serve clients through the online portal.* –
28 Heads of offices and agencies which render frontline services shall adopt
29 appropriate working schedules to ensure that all clients have requested for
30 public services through the portal are attended to and served even during lunch
31 break and after regular working hours, in accordance with pertinent civil service
32 rules.

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

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

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

13 Sec. 31. *Minimum operating standards.* – The Center, including its sub-
14 operational units, shall have the following minimum operating standards:
15

16 a. *Communications channels.* – The Center shall provide communications
17 channels which include but are not limited to the following:
18

19 1. Telephone;
20

21 2. Short message service (SMS) or text message service;
22

23 3. Electronic mail (email);
24

25 4. Social media; or
26

27 5. Other emerging communications media which can reasonably be used
28 to fulfill the purposes of the Center.
29

30 b. *Operating hours.* – The Center shall operate, through any of its communications
31 channels, twenty-four (24) hours a day, seven (7) days a week, including
32 national holidays and days in which work is suspended for whatever reason, for

1 which purpose the Center may establish effective measures and hire the
2 necessary personnel;

3
4 c. *Process flow.* – A citizen’s concern received through any of the communications
5 channels shall immediately be encoded onto the Philippine Information
6 Database and referred, directly or indirectly, in real time, to the concerned
7 agency, office, or instrumentality for appropriate action through the internal
8 government network. The complainant shall be given advice or feedback on
9 the status of the concern until its resolution;

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

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

25
26 **Chapter 6**
27 **The Philippine CitizenConnect Program**
28

29 Sec. 33. *The Philippine CitizenConnect Program.* – The government shall
30 establish a program, to be known as the “Philippine CitizenConnect,” to assist and help
31 the public to who does not have access to, or need help with using computers, the

1 internet, and other analogous means to transact with and request the delivery of
2 public services from the government in their localities.

3
4 *Sec. 34. Free access to the internet for the public.* – Pursuant to Republic Act
5 No. 10929 or the Free Internet Access in Public Places Act, the government, through
6 the DICT, shall establish a program that will provide free access to internet service in
7 public places, with particular focus on unserved or underserved areas, throughout the
8 country, to enable access to the online portals, promote knowledge-building among
9 citizens, and enable them to participate and compete in the evolving information and
10 communication age.

11
12 *Sec. 35. Provision and maintenance of internet-capable devices in all barangay*
13 *centers.* – All barangay centers in the country shall provide and maintain internet-
14 capable devices such as but not limited to computers and tablets for the purpose of
15 enabling efficient and timely access to government services.

16
17 *Sec. 36. Staffing requirement for internet access.* – All barangay centers shall
18 ensure that there will be government staff present to help the public access the
19 government portal and perform online transactions with government agencies, offices,
20 and instrumentalities.

21 22 **Chapter 7**

23 **The Government Websites and E-Bulletin Boards**

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

30
31 *Sec. 38. Information dissemination through the website and board.* – All
32 government offices, agencies, and instrumentalities which are mandated by the laws

1 or rules to publish or otherwise disseminate notices, documents, or other information
2 intended for public consumption and information shall, in addition to the traditional
3 modes therefor, publish such notices, documents, or other information on the website
4 and e-bulletin board.

5

6 Notwithstanding the provisions of this Act and other relevant laws, publication
7 of notices, documents, or any other information on the website and e-bulletin board
8 shall be construed as sufficient notice to the public for purposes of compliance with
9 laws and rules requiring publication; *provided*, that such website or e-bulletin board
10 is accessible at such point in time where accessibility is claimed. For purposes of this
11 provision, the start of publication shall be the date on which the notice, document, or
12 information was first uploaded and made accessible to the public.

13

14 *Sec. 39. Minimum standards for government websites and information portals.*

15 – The following shall be the minimum standards for government websites and
16 information portals:

17

18 a. It shall include direct and easily identifiable links to (i) description of the
19 mission, statutory authority, and the organizational structure of the agency;
20 and (ii) commonly asked questions and the corresponding answers, and other
21 common matters of public concern; and

22

23 b. It shall include direct and easily identifiable links to the relevant and applicable
24 portals for the delivery of public services.

25

26

Chapter 8

27

Security and Privacy

28

29 *Sec. 40. Data and information security.* – All resources, information, or data
30 stored on or transmitted through the IGN and all networks interconnected to and
31 interoperable with it, the Philippine Information Database, the Public Service Directory,
32 the portals, and websites shall be kept secure and free from interference or

1 unauthorized access that can hamper or otherwise compromise the integrity of the
2 information and communication technology assets.

3
4 Access to and use of the resources, information, and data on the IGN shall be
5 limited to the government and its duly authorized officers and agents, in accordance
6 with all relevant laws, rules, and regulations on data and information privacy and the
7 pertinent rules on confidentiality of government information.

8
9 Any person who shall knowingly commit an act which results to the compromise
10 of the security and integrity of the IGN and all networks interconnected to and
11 interoperable with it to the detriment of the government and the public shall incur
12 criminal liability in accordance with the provisions of applicable and/or relevant penal
13 laws.

14
15 *Sec. 41. Responsibility of the national and local government.* – All agencies,
16 offices, and instrumentalities of the national and local government under this Act shall
17 be responsible for:

- 18
19 a. Providing information security protections commensurate with the risk and
20 magnitude of the harm resulting from unauthorized access, use, disclosure,
21 disruption, modification, or destruction of information collected or maintained
22 by or on behalf of the agency; and information systems used or operated by
23 an agency or by a contractor of an agency or other organization on behalf of
24 an agency;
- 25
26 b. Determining the levels of information security appropriate to protect such
27 information and information systems and implementing the same;
- 28
29 c. Periodically testing and evaluating information security controls and techniques
30 to ensure that they are effectively implemented;
- 31

- 1 d. Complying with the requirements of pertinent laws on information security and
2 privacy, related policies, procedures, standards, and guidelines, including
3 information security standards promulgated by the Department of Information
4 and Communications Technology; and information security standards and
5 guidelines for national security systems issued in accordance with law and as
6 directed by the President; and
7
8 e. Ensuring that information security management processes are integrated with
9 agency strategic and operational planning processes.

10
11 **Chapter 9**

12 **Participation of the Private Sector**

13
14 *Sec. 42. Government cooperation with the private sector.* – Nothing in this Act
15 shall prevent the government, both national and local, from entering into contracts,
16 agreements, or partnerships with the private sector to provide various resources,
17 assets, and services in order to comply or enhance compliance with the provisions of
18 this Act.

19
20 Any and all contracts or agreements with the private sector in the context of
21 this Act shall be subject to the laws and rules on public accountability and transparency
22 and good governance.

23
24 **Chapter 10**

25 **The Philippine Infostructure Management Corporation**

26
27 *Sec. 43. The Philippine Infostructure Management Corporation.* – For the
28 purpose of ensuring proper and efficient operations and management of the ICT
29 assets of the DICT, and a faster implementation of infrastructure programs related to
30 connectivity, data center and cloud infrastructure, there is hereby established a body
31 corporate to be known as Philippine Infostructure Management Corporation (PIMC),
32 which shall be an attached agency to the DICT. The legal existence of the DIC shall

1 be for a period of 50 years from the date of the approval of this Act. The PIMC shall
2 be subject to the rules and regulations as the DICT may impose from time to time.

3
4 *Sec. 44. Powers and functions.* – To carry out its main purpose and in
5 accordance with applicable laws and rules, the PIMC shall have, in addition to any and
6 all powers granted to a corporation under the general corporation code, the following
7 functions and powers:

- 8
- 9 a. Plan and implement infrastructure programs such as but not limited to the
10 National Broadband Plan, Free WiFi for All, and expansion of the National
11 Government Data Centers and Government Cloud;
 - 12
 - 13 b. Manage ICT assets of the DICT;
 - 14
 - 15 c. Prescribe, repeal, and alter its own by-laws;
 - 16
 - 17 d. Determine its operating policies, and to issue such rules and regulations as may
18 be necessary to achieve its main purpose;
 - 19
 - 20 e. Adopt, alter and use a corporate seal;
 - 21
 - 22 f. Acquire and own real and personal property, and to sell, mortgage or otherwise
23 dispose of the same;
 - 24
 - 25 g. Sue and be sued, enter into contracts, and borrow money from both local and
26 foreign sources; provided, that such loans shall be incurred only upon favorable
27 recommendation of the DICT and approval by the President of the Philippines;
 - 28
 - 29 h. Hold, own, purchase, acquire, sell or otherwise invest, or reinvest in stocks,
30 bonds or other securities capable of giving the PIMC a reasonably assured
31 income sufficient to support its activities; and
 - 32

- 1 i. Provide ICT counseling and technical services to government and private
2 entities; provided, that for this purpose, the PIMC may contract the services of
3 private consultants.
4

5 Sec. 45. *Board of Trustees.* — The corporate powers and functions of the PIMC
6 shall be vested in and exercised by a Board of Trustees that shall be composed of the
7 following:

- 8
- 9 a. The Secretary of the Department of Information and Communications
10 Technology, as the *ex officio* Chairman and Chief Executive Officer;
11
- 12 b. The Undersecretary of the Department of Information and Communications
13 Technology, as the *ex officio* Executive Vice Chairman;
14
- 15 c. The Commissioner of the National Telecommunications Commission, or his/her
16 duly designated undersecretary, as *ex officio* member;
17
- 18 d. The Undersecretary of the Department of Budget and Management, or his/her
19 duly designated undersecretary, as *ex officio* member;
20
- 21 e. One (1) representative from the private sector from the Information
22 Technology and Business Process Outsourcing Industry;
23
- 24 f. One (1) representative from the private sector from the Telecommunications
25 Industry; and
26
- 27 g. One (1) representative from the local government units.
28

29 The representatives from the private sector and the local government units
30 shall be appointed by the President. The representatives from the private sector shall
31 be appointed only upon a favorable recommendation from the DICT and the
32 Government Commission on GOCCs. The representatives from the private sector shall

1 be persons of accepted integrity, probity, and intellect, at least thirty-five years of age,
2 possessed of demonstrated administrative skill and ability in the field of ICT, and with
3 a minimum of ten (10) years of professional experience in the field of ICT. The
4 representative from the local government units shall be appointed only upon a
5 favorable recommendation from the DICT, the GCG, and the Department of Interior
6 and Local Government.

7

8 The Chief Executive Officer of the Corporation shall execute and administer the
9 policies and resolutions approved by the Board of Trustees, prepare its agenda, and
10 direct and supervise the operations and management of the Corporation. He shall
11 have direct control and supervision of the business of the PIMC in all matters which
12 are not by this Act or by the by-laws of the Bank specifically reserved to be done by
13 the Board of Trustees. He shall, subject to the approval of the Board in case of
14 approval of appointments to managerial positions and above, and the confirmation of
15 the Board in appointments to below that of manager level, appoint the personnel of
16 the Corporation, remove, suspend or otherwise discipline them for cause, and
17 prescribe their duties and qualifications, in accordance with existing civil service laws,
18 rules and regulations, to the end that only competent and qualified personnel may be
19 employed.

20

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

22

23 The Chairman and the members of the Board shall act as the heads of such
24 operating departments as may be set up by the Board. The Chairman shall have
25 authority, exercisable at his discretion, to determine from time to time the
26 organizational divisions to be headed by each member serving full time and to make
27 the corresponding shifts in designations pursuant thereto. The compensation of the
28 Chairman and the members of the Board of Trustees shall be in accordance with
29 applicable laws and rules on compensation in the civil service.

30

31 The Chairman of the Board shall be assisted by an Executive Vice-Chairman
32 and one or more Vice-Chairmen who shall be chosen and may be removed by the

1 Board of Trustees. The salaries of the Vice-Chairmen shall be fixed by the Board of
2 Trustees with the approval of the President of the Philippines.

3
4 *Sec. 46. Authorized capital stock.* – The PIMC shall have an authorized capital
5 stock of Five Billion pesos (PHP 5,000,000,000.00), divided into Five Million
6 (5,000,000) shares of common stock with a par value of One Thousand Philippine
7 Pesos (PHP 1,000.00) per share, which shall be fully subscribed by the government.

8
9 Of the total capital subscribed by the government, One Billion Philippine Pesos
10 (PHP 1,000,000,000.00) shall be paid by the Government within one year from the
11 effectivity of this Act, and One Billion Philippine Pesos (PHP 1,000,000,000.00) every
12 year thereafter for four (4) years for which purpose the amount of One Billion
13 Philippine Pesos (PHP 1,000,000,000.00) is hereby appropriated upon the effectivity
14 of this Act, and One Billion Philippine Pesos (PHP 1,000,000,000.00) every year for the
15 next four (4) years thereafter, out of the funds in the National Treasury not otherwise
16 appropriated for the purpose.

17
18 *Sec. 47. Personnel; cost of administration.* — The Board of Trustees shall
19 provide for an organization and staff of officers and employees necessary to carry out
20 the functions of the PIMC, fix their compensation, and appoint and remove such
21 officers and employees for cause. The PIMC officers and employees shall be subject
22 to the rules and regulations issued by the Civil Service Commission but shall not fall
23 under the Salary Standardization Law. The Board of Trustees shall recommend to the
24 Civil Service Commission rules and regulations for the recruitment, appointment,
25 compensation, administration, conduct, promotion and removal of all PIMC officers
26 and employees under a strict merit system and prepare and conduct examinations
27 under the supervision of said Commission.

28
29 The administrative expenses of the PIMC during any single fiscal year shall not
30 in any case exceed five percent (5%) of its total assets.

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 PIMC
3 shall have its own Legal Department, the chief and members of which shall be
4 appointed by the Board of Trustees. The composition, budget and operating expenses
5 of the Office of the Legal Counsel and the salaries and traveling expenses of its officers
6 and employees shall be fixed by the Board of Trustees and paid by the PIMC.

7
8 Sec. 49. *Removal of members.* — The President of the Philippines may, at any
9 time, remove the Chairman or any member of the Board appointed by him for, in
10 addition to any and all recognized causes for termination under applicable civil service
11 laws and rules, any of the following causes:

- 12
13 a. Mismanagement, grave abuse of discretion, infidelity in the conduct of fiduciary
14 relations, or gross neglect in the performance of duties;
- 15
16 b. Dishonesty, corruption, or any act involving moral turpitude;
- 17
18 c. Any act or performance tending to prejudice or impair the substantial rights of
19 the government and the corporation’s stockholders.

20
21 The Chairman or member may, in any of the above cases, be civilly liable for
22 any damage that may have been suffered by the corporation.

23
24 Sec. 50. *Timeline of organization of the PIMC.* — The PIMC shall be instituted
25 and organized within one (1) year from effectivity of this Act.

26
27 **Chapter 11**
28 **The ICT Academy**

29
30 Sec. 51. *Establishment of the ICT Academy and its purposes.* – The DICT shall
31 establish and develop rules and policies for the operations of an ICT Academy that
32 shall have the following purposes:

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- a. To foster and support the strategic goals of the national ICT development agenda through data collection and globally competitive ICT skills development programs and for other purposes;
- b. To promote the education and training of citizens in ICT skills, for purposes of enhancing the nation’s labor capacity in relation to the most relevant and updated data on local and international skills supply and demand;
- c. To promote the development of globally competitive skills and drive an inclusive economic growth;
- d. To promote, foster, and nurture the right of all citizens to quality education in ICT;
- e. To lead the country in setting standards in the development of ICT curriculum and training;
- f. Create and foster partnerships with different persons, entities, and institutions for purposes of developing and updating the Academy’s resources, its ICT curriculum, modules, pedagogical approaches; and
- g. To regularly assess the state of the country in terms of comparative ICT skills and performance, and suggest responsive policies to address concerns;

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

1 Sec. 53. *Access and admission.* -- The Academy shall be accessible to all citizens
2 regardless of skill, age, gender, religious belief, economic status, ethnicity, physical
3 disability, political opinion or affiliation.

4
5 The DICT shall institute an admissions process to ensure that citizens shall have
6 equal access to ICT education and that the broadest base of the citizenry shall have
7 ICT education.

8
9 Sec. 54. *Finances.* – The Academy’s operations shall be financially supported
10 by a budget from the DICT, reasonable fees and dues collected, as well as through
11 donations, in accordance with applicable laws and rules.

12
13 All income collected by the Academy shall be retained and disbursed for the for
14 the benefit of the students, faculty, trainers, and advisers, to serve the acquisition,
15 construction, and maintenance needs of the Academy, as well as the proper
16 administration of its programs and, generally, the attainment of the purposes of the
17 Academy; *provided*, that such retention and disbursement shall be subjected to
18 applicable laws and rules on government audit and accountability.

19
20 Donations and fees collected shall be held in a fund, to be administered in trust
21 by a Committee created by the DICT for such purpose. The fund shall in no case be
22 impaired. Donations received shall be used only for the purposes for which they were
23 donated.

24
25 Sec. 55. *Partnerships.* – The Academy may form partnerships with different
26 educational institutions and private entities for purposes of achieving the goals of the
27 Academy. Partnerships may be in the form of resource sharing, module and training
28 development, faculty exchange, standards development, trainings collaboration, and
29 other similar forms. All partnerships to be entered into by the Academy shall be in
30 accordance with the law, approved by the DICT Secretary, and shall not require the
31 disbursement of any funds by the Academy or the government.

1 **Chapter 12**
2 **Miscellaneous Provisions**
3

4 *Sec. 56. Transitory provisions.* – In accordance with the objectives of this Act,
5 the DICT, in coordination with relevant government agencies and instrumentalities, as
6 well as private stakeholders and civic organizations, shall study, formulate, and
7 implement a master plan for the transition of the government and its provision of
8 services in the digital age.
9

10 For purposes of this Act, until such time that the government shall have
11 completed the transition in accordance with the objectives of this Act, all government
12 activities covered under this Act shall be conducted in the manner provided for under
13 existing laws and rules.
14

15 The government shall complete the transition in a maximum of five (5) years
16 from effectivity of this Act.
17

18 *Sec. 57. Regular status reports.* – All agencies, offices, and instrumentalities of
19 the national and local governments covered under this Act shall submit to the
20 Congress, the President, and to the DICT, an annual report on the status of
21 implementation of this Act. These reports shall likewise be made publicly available on
22 and through the e-portals.
23

24 *Sec. 58. Appropriations and funding.* – The amount necessary to cover the
25 initial implementation of this Act in the national government level shall be charged
26 against the current year’s appropriation of the national government agency, office, or
27 instrumentality concerned. Thereafter, such sums as may be needed for its continued
28 implementation shall be included in the annual General Appropriations Act.
29

30 The amount necessary to implement this Act in the local government level shall
31 be charged against the funds of the local government unit concerned.
32

1 *Sec. 59. Implementing rules and regulations.* – The Department of Information
2 and Communications Technology, in coordination with relevant offices, agencies, and
3 instrumentalities of the national and local government, shall promulgate the necessary
4 rules and regulations to properly and efficiently implement this Act within ninety (90)
5 days from the effectivity of this Act.

6
7 *Sec. 60. Separability clause.* – If any provision of this Act shall be declared
8 invalid or unconstitutional, such declaration shall not affect the validity of the
9 remaining provisions of this Act.

10
11 *Sec. 61. Repealing clause.* – All provisions of laws, presidential decrees, letters
12 of instruction and other presidential issuances which are incompatible or inconsistent
13 with the provisions of this Act are hereby deemed amended or repealed.

14
15 *Sec. 62. Effectivity.* – This Act shall take effect within fifteen (15) days following
16 its publication in the Official Gazette or in at least two (2) national newspapers of
17 general circulation.

Approved,