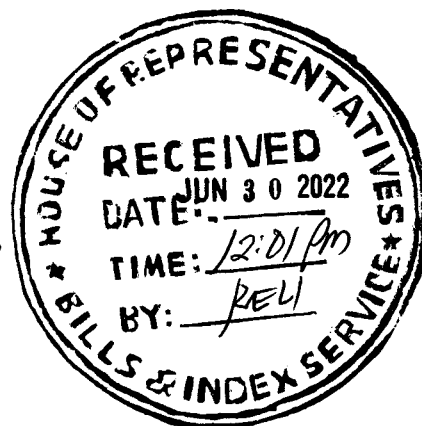




Republic of the Philippines  
HOUSE OF REPRESENTATIVES  
Quezon City, Metro Manila



NINETEENTH CONGRESS  
First Regular Session

HOUSE BILL NO. 3

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Introduced by Representatives FERDINAND MARTIN G. ROMUALDEZ,  
YEDDA MARIE K. ROMUALDEZ, FERDINAND ALEXANDER A. MARCOS  
and JUDE A. ACIDRE

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#### EXPLANATORY NOTE

The shift to digital platforms has been long time coming. The COVID-19 pandemic only expedited the need for its execution. The policies in the "new normal" must be responsive to the needs of the populace and allow them to truly feel a sense of normalcy, rather than burden them with inevitable but avoidable restrictions. Digitalization of services is evidently the most efficient solution to the gap in the delivery of government services. It is high time to enact a law that would require all government agencies to transition to digital platforms.

This bill seeks to establish an integrated, interconnected, and interoperable information, resource sharing and communications network which shall include internal records, management information system, information database, and digital portals spanning the entirety of the national and local government for the delivery of public services.

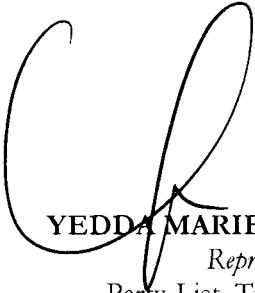
The proposal will promote the use of the internet, intranet, and emerging technologies within and across government agencies and be able to provide citizen-centric government information and services. It likewise pushes for the digitization of paper-based and other traditional modes of workflows for a more efficient and transparent public service.

Moreover, the bill encourages government cooperation with the private sector in providing resources, assets, and services, and transforms agency operations by utilizing best practices from public and private sector organizations, both local and international. It seeks to provide enhanced access to government information and services in a manner consistent with laws regarding protection of personal privacy, national security, records retention, access for persons with disabilities, and other relevant laws.

Further, we acknowledge former Rep. Weslie Gatchalian for filing this bill during the 18<sup>th</sup> Congress.

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

  
**FERDINAND MARTIN G. ROMUALDEZ**  
*Representative*  
First District, Leyte

  
**YEDDA MARIE K. ROMUALDEZ**  
*Representative*  
Party-List, Tingog Sinirangan

  
**FERDINAND ALEXANDER A. MARCOS**  
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First District, Ilocos Norte

  
**JUDE A. ACIDRE**  
*Representative*  
Party-List, Tingog Sinirangan



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**HOUSE OF REPRESENTATIVES**  
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Introduced by Representatives **FERDINAND MARTIN G. ROMUALDEZ,**  
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**JUDE A. ACIDRE**

---

**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 Act of  
2       2022.”

3  
4       **SEC. 2. *Declaration of Policy and Purposes.*** – It is hereby declared the policy of the  
5       State to 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 pursuit of  
7       national development and progress. The State hereby adopts a policy to create, foster, and  
8       sustain a digitally empowered and integrated government that provides responsive and  
9       transparent online citizen-centered services for a globally competitive Filipino nation.

10  
11       In pursuit of this policy, this Act shall have the following purposes:

- a. Provide effective leadership of government efforts to develop and promote electronic government services and processes by providing guidance to the Department of Information and Communications Technology in accordance with its mandate;
- b. Promote use of the Internet, Intranet, and other information and communications technologies to provide increased opportunities for citizen participation in government;
- c. Promote inter-agency collaboration in providing electronic government services, where this collaboration would improve the service to citizens by integrating related functions, and in the use of internal electronic government processes, where this collaboration would improve the efficiency and effectiveness of the processes;
- d. Improve the ability of the government to achieve agency missions and program performance goals;
- e. Promote the use of the Internet, Intranet, and emerging technologies within and across government agencies to provide citizen-centric government information and services;
- f. Reduce costs and burdens for businesses and other government entities;
- g. Promote better informed and data-driven decision making by policy makers, taking into consideration data analytics results;
- h. Promote access to high quality government information and services across multiple channels;
- i. Make the national and local governments more transparent and accountable;
- j. Transform agency operations by utilizing, where appropriate, best practices from public and private sector organizations, both local and international; and
- k. Provide enhanced access to government information and services in a manner consistent with laws regarding protection of personal privacy, national security, records retention, access for persons with disabilities, and other relevant laws.

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

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

- a. “E-Governance” – refers to use of information and communications technology by the government and the public to enhance the access to and delivery of government services

1 to bring about efficient, responsive, ethical, accountable and transparent government  
2 service;

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

21

22 **CHAPTER 1**

23 **ROLE OF THE GOVERNMENT**

24

25 **SEC. 5. *Responsibilities of the Heads of Government Agencies.*** – The head of each  
26 agency, office, and instrumentality of the national and local government shall be responsible for:

27

- 28 a. Complying with the requirements of this Act, including related standards for all ICT  
29 infrastructure, systems, equipment, designs, and all other technology, which shall be  
30 promulgated by the Department of Information and Communications Technology;
- 31
- 32 b. Complying with the standards and protocols for cybersecurity, resiliency, privacy, and  
33 confidentiality, which shall also be promulgated by the Department of Information and  
34 Communications Technology;

- 1
- 2 c. Ensuring that the information technology standards promulgated by the Department of
- 3 Information and Communications Technology are communicated promptly and
- 4 effectively to all relevant officials within their agency; and
- 5 d. Supporting the efforts of the national and local government to develop, maintain, and
- 6 promote an integrated Internet-based system of delivering Federal Government
- 7 information and services to the public.

8

9 To these ends:

- 10
- 11 a. Agencies shall develop performance measures that demonstrate how electronic
- 12 government enables progress toward agency objectives, strategic goals, and statutory
- 13 mandates;
- 14
- 15 b. In measuring performance, agencies shall rely on existing data collections to the extent
- 16 practicable. Areas of performance measurement that agencies should include customer
- 17 service; agency productivity; and adoption of innovative information technology,
- 18 including the appropriate use of commercial best practices;
- 19
- 20 c. Agencies shall link their performance goals, as appropriate, to key groups, including
- 21 citizens, businesses, and other governments;
- 22
- 23 d. As appropriate, agencies shall work collectively in linking their performance goals to key
- 24 groups and shall use information technology in delivering government information and
- 25 services to those groups.
- 26

27 **SEC. 6. *Role of the Department of Information and Communications Technology***

28 **(DICT).** – The Department of Information and Communications Technology (DICT) shall, in

29 addition to its mandates and functions under Republic Act No. 10844:

- 30
- 31 a. Harmonize and coordinate all national ICT plans and initiatives to ensure knowledge,
- 32 information and resource-sharing, database-building, and agency networking linkages
- 33 among government agencies, consistent with E-Government objectives in particular,
- 34 and national objectives in general;

1  
2 b. Ensure the development and protection of integrated government ICT  
3 infrastructures and designs, taking into consideration the inventory of existing  
4 manpower, plans, programs, software, hardware, and installed systems;

5  
6 c. Assist and provide technical expertise to government agencies in the development of  
7 guidelines in the enforcement and administration of laws, standards, rules, and  
8 regulations governing ICT;

9  
10 d. Assess, initiate, review and support ICT research and development programs of the  
11 government; and

12  
13 e. Prescribe, in accordance with applicable civil service laws and rules, the creation of  
14 ICT-related government positions and corresponding compensation rates aligned  
15 with the personnel needs of a digitalized government, as well as the qualifications,  
16 standards, duties, and functions essential to the effective development and operation  
17 of government ICT infrastructures and systems.

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

26  
27 a. Adopting a national policy and process that would facilitate the entry and adoption of  
28 technologies consistent with the goals of this Act;

29  
30 b. Ensuring the quality, security, reliability, and interoperability of all ICT infrastructure and  
31 services in accordance with international or industrial standards, specifications, and best  
32 practices;

- 1 c. Tapping into the private sector and entering into partnerships and joint ventures in  
2 accordance with the goals of this Act;  
3  
4 d. Mandate and supervise the adoption of policies and processes to ensure the  
5 implementation of this Act;  
6 e. Mandate and supervise the interconnection or interoperability of ICT infrastructure,  
7 systems, and facilities when necessary to achieve the goals of this Act; and  
8  
9 f. Regulate and supervise the operations of ICT infrastructure, systems, and facilities, and  
10 in the exercise of such functions, in accordance with applicable laws and rules, charge  
11 reasonable administrative and operational fees as may 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 Office,  
15 which shall cater to and address to the portfolio, program, and project management needs of  
16 government agencies, with the end goal of ensuring that ICT projects across the government are  
17 managed with efficiency and agility following international best practices and standards, to  
18 deliver successful projects, with the goal of delivering lasting benefits and value through new or  
19 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 internationally-  
23 recognized certifications and a required number of units on Project Management, Program  
24 Management, IT Service Management ITIL, The Open Group Enterprise Architecture, Risk  
25 Management, and other similar fields or specializations. For this purpose, the ICT Academy shall  
26 ensure that courses, multimodal training, and certifications to develop this human resource are  
27 regularly offered.  
28

29 **SEC. 9. *Inclusivity.*** – In accordance with the provisions of this Act on the Philippine  
30 CitizenConnect Program, when promulgating policies and implementing programs regarding the  
31 provision of government information and services over the internet and other platforms or  
32 channels, agency heads shall consider the impact on persons without access to such platforms or  
33 channels, and shall, to the extent practicable, ensure that the availability of government  
34 information and services has not been or will not be diminished for individuals and entities who

1 lack access to the internet; and pursue alternate modes of delivery that make government  
2 information and services more accessible to individuals who do not own computers or lack  
3 access to the internet or other platforms and channels.

## 4 CHAPTER 2

### 5 THE INTEGRATED GOVERNMENT NETWORK

6  
7 **SEC. 10. *Establishment of the Integrated Government Network.*** – The DICT shall  
8 establish an integrated, interconnected, and interoperable internal government network, to be  
9 known as the “Integrated Government Network” (IGN), which shall act as the primary means  
10 for the sharing and communication of resources, information, and data through and on digital  
11 and electronic platforms across all of the government. The IGN shall also act as the  
12 government’s primary and focal information management tool and communications network.  
13

14 **SEC. 11. *Scope and Coverage of the IGN.*** – The IGN shall cover all branches,  
15 agencies, instrumentalities, and offices of the national and local government, including  
16 government-owned and controlled corporations.  
17

18 **SEC. 12. *Interconnectivity and Interoperability of the IGN to Existing***  
19 ***Government Networks.*** – All internal networks already established and maintained by any  
20 government agency, office, or instrumentality, including local governments, shall upon the  
21 effectivity of this Act, enact measures to establish interconnection to and interoperability with  
22 the IGN.  
23

24 **SEC. 13. *Internal Records Management Information System.*** – The government  
25 shall establish, maintain, and support a records management system for the systematic, efficient,  
26 and cost-effective management of all government and public documents and records. All paper-  
27 based documents and records shall be digitized, migrated to, and managed through this system.  
28

29 The government shall establish a framework to allow efficient interoperability among  
30 agencies, offices, and instrumentalities of the national and local government when using  
31 electronic signatures, including processing of digital signatures.  
32

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

**SEC. 15. *Migration, Digitization, and Automation of Paper-Based Workflows.*** – All paper-based government and bureaucratic workflows involving internal communications, information dissemination and sharing, coordination, feedback, and other similar and related purposes shall be migrated, digitized, and, as far as practicable, automated.

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

## 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.

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

5  
6           All government agencies, offices, and instrumentalities with access to the database shall  
7 maintain a record of all the instances when, where, and how such agency, office, or  
8 instrumentality, or its duly authorized representatives, had accessed any information or data  
9 stored on the database and the purposes of such access, including the identity of the actual  
10 person or persons gaining access to the said database.

11  
12           Notwithstanding the provisions of this Act, access to and use of the resources,  
13 information, and data on the database shall be in accordance with all relevant domestic and  
14 international laws, rules, and regulations on data and information privacy and the pertinent rules  
15 on confidentiality of government information.

16  
17           **SEC. 18. *Integration with the Philippine Identification System.*** – The current  
18 Philippine Identification System, including its existing and planned mechanisms for collecting,  
19 storing, and accessing data and information, shall be fully integrated with the database, in  
20 accordance with existing laws, rules, and regulations.

21  
22           **SEC. 19. *Automatic and Real Time Updating of Information.*** – The government  
23 shall establish and maintain measures to ensure that information stored on the database shall  
24 automatically and in real time be updated across the entire government network, regardless of  
25 when and where the change in such data or information was first made or submitted, with the  
26 end view that an update made at any access point in the government network shall automatically  
27 be reflected and accessible across all access points in real time.

28  
29           **SEC. 20. *Creation of Data Exchange Protocols.*** — The DICT shall establish a data  
30 exchange protocol between and among agencies and private sector which shall ensure legitimacy  
31 of access to data, security of information, and compliance with applicable domestic and  
32 international laws on data privacy.

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## CHAPTER 4

### THE PUBLIC SERVICE DIRECTORY

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

**SEC. 22. *Access To and Use of the Directory.*** – The directory shall be accessible, through digital platforms such as intranet and internet, to all citizens of the Philippines and foreign nationals who have entered the Philippines through legitimate channels for legitimate and valid purposes consistent with civil service rules and the right of the public to information.

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

## CHAPTER 5

### THE GOVERNMENT E-PORTALS

**SEC. 23. *Establishment of Online Public Service Portal for Individuals and Business.*** – In accordance with the policy of the government to maintain and promote an integrated internet-based system of providing the public with access to government information and services, the government, through the DICT, shall 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.

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

1  
2       **SEC. 24. Access To and Use of the Online Public Service Portal.** – The portal shall

3 be accessible, through digital platforms such as the intranet and internet, to citizens of the  
4 Philippines, foreign nationals who have entered the Philippines through legitimate channels, and  
5 businesses organized and existing or operating under the laws and rules of the Philippines for  
6 purposes consistent with the efficient delivery of public services.

7  
8       Notwithstanding the provisions of this Act, access to and use of the resources,  
9 information, and data through the portal shall be in accordance with all relevant laws, rules, and  
10 regulations on data and information privacy and the pertinent rules on confidentiality of  
11 government information.

12  
13       **SEC. 25. Government Frontline Services Through the Portal.** – All government  
14 agencies, offices, and instrumentalities which provide frontline services, as defined under  
15 Republic Act No. 9485, as amended, shall establish and maintain measures to ensure that such  
16 services are accessible and capable of delivery to the public through the portal.

17  
18       All offices and agencies which provide frontline services are hereby mandated to  
19 regularly undertake time and motion studies, undergo evaluation and improvement of their  
20 transaction systems and procedures and re-engineer the same if deemed necessary to maximize  
21 the use of the portal for efficiency and transparency.

22  
23       **SEC. 26. Access to Frontline Services.** – The following shall be adopted by all  
24 government offices and agencies covered in the immediately preceding paragraph:

- 25  
26       a. *Acceptance of applications and request.* – All officers or employees shall accept written  
27 applications, requests, and/or documents being submitted by clients of the office or  
28 agencies through the portal.

29  
30       The responsible officer or employee shall acknowledge receipt of such application  
31 and/or request by writing or printing clearly thereon, through the portal, his/her name,  
32 the unit where he/she is connected with, and the time and date of receipt.

1 The receiving officer or employee shall perform a preliminary assessment of the request  
2 so as to promote a more expeditious action on requests.  
3

- 4 b. *Action of offices.* – All applications and/or requests submitted through the portal shall be  
5 acted upon by the assigned officer or employee during the period stated in the Citizen's  
6 Charter which shall not be longer than five working days in the case of simple  
7 transactions and ten (10) working days in the case of complex transactions from the date  
8 the request or application was received. Depending on the nature of the frontline  
9 services requested or the mandate of the office or agency under unusual circumstances,  
10 the maximum time prescribed above may be extended. For the extension due to nature  
11 of frontline services or the mandate of the office or agency concerned the period for the  
12 delivery of frontline services shall be indicated in the Citizen's Charter. The office or  
13 agency concerned shall notify the requesting party in writing of the reason for the  
14 extension and the final date of release for the extension and the final date of release of  
15 the frontline service/s requested.  
16

17 No application or request shall be returned to the client without appropriate action. In  
18 case an application or request is disapproved, the officer or employee who rendered the  
19 decision shall send a formal notice to the client within five working days from the receipt  
20 of the request and/or application, stating therein the reason for the disapproval including  
21 a list of specific requirement/s which the client failed to submit.  
22

- 23 c. *Denial of request for access to government service.* – Any denial of request for access to  
24 government service shall be fully explained in writing and through the portal, stating the  
25 name of the person making the denial and the grounds upon which such denial is based.  
26 Any denial of request is deemed to have been made with the permission or clearance  
27 from the highest authority having jurisdiction over the government office or agency  
28 concerned.  
29

- 30 d. *Access to progression of frontline service requests through the online portal.* – All offices, agencies,  
31 and instrumentalities shall make accessible through the portal the progress of all frontline  
32 service requests in real time.  
33

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

6  
7 f. *Identification of public employees.* – All employees transacting with the public shall be  
8 provided with an official identification card which should be publicly accessible through  
9 the online portal.

10  
11 Government agencies, offices, and instrumentalities mandated under this Act to provide  
12 and deliver public services through the portal shall not in any way require the person requesting  
13 for such public service to physically go and report to the physical office of such agency, office, or  
14 instrumentality where the purpose of such physical presence may be reasonably accomplished  
15 through the online portal.

16  
17 **SEC. 27. *The Government Online Payment System.*** – In conjunction with the online  
18 portals for the delivery of public services, the government shall establish an internet-based  
19 electronic payment system and facility to enable citizens and businesses to remit payments  
20 through digital platforms to the government agencies to which such payments are due. For this  
21 purpose, the government may engage the services of and interconnect with public and private  
22 payment systems and facilities, in accordance with applicable laws and rules.

23  
24 **SEC. 28. *The Citizens' Concerns Center.*** – There is hereby established a Citizens'  
25 Concerns Center, which shall serve as a mechanism where citizens may report their complaints,  
26 grievances, and concerns on acts of red tape, as defined under Republic Act No. 9485 and other  
27 relevant laws, and/or corruption or misconduct on the part of any government agency,  
28 government-owned or controlled corporation, government financial institution, and other  
29 instrumentalities of the government or any of its officers, officials, or employees.

30  
31 The Center shall be under the direction and supervision of the Office of the Cabinet  
32 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 agencies,  
3 offices, and instrumentalities, and local government units, shall be fully integrated with the  
4 Center. For this purpose and in accordance with the objectives of this Act, the Center may enter  
5 into such arrangements as are necessary for the interconnection, interoperability, and integration  
6 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 with the  
10 internal government network and database for real time updating of data and information.

11  
12       **SEC. 31. *Minimum Operating Standards.*** – The Center, including its sub-operational  
13 units, shall have the following minimum operating standards:

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

- 16           1. Telephone;
- 17           2. Short message service (SMS) or text message service;
- 18           3. Electronic mail (email);
- 19           4. Social media; or
- 20           5. Other emerging communications media which can reasonably be used to fulfill  
21 the purposes of the Center.

22  
23       b. *Operating hours.* – The Center shall operate, through any of its communications channels,  
24 twenty-four (24) hours a day, seven (7) days a week, including national holidays and days  
25 in which work is suspended for whatever reason, for which purpose the Center may  
26 establish effective measures and hire the necessary personnel;

27  
28       c. *Process flow.* – A citizen's concern received through any of the communications channels  
29 shall immediately be encoded onto the Philippine Information Database and referred,  
30 directly or indirectly, in real time, to the concerned agency, office, or instrumentality for  
31 appropriate action through the internal government network. The complainant shall be  
32 given advice or feedback on the status of the concern until its resolution;

1 d. *Period to take action.* – A citizen’s concern lodged and received through any of the  
2 communication channels shall have a concrete and specific action within seventy-two  
3 (72) hours from receipt by the proper government agency or instrumentality. For  
4 purposes of this provision, the period provided shall exclude such time outside the  
5 normal office hours of the agency or office concerned.  
6

7 **SEC. 32. *Cooperation of Government Agencies and Local Government Units.* –**

8 To ensure that the public is served efficiently and expeditiously in accordance with the objectives  
9 of this Act, all national government agencies, offices, and instrumentalities, government-owned  
10 and controlled corporations, government financial institutions, as well as the local government  
11 units, are enjoined to cooperate and coordinate with the Office of the Cabinet Secretary and  
12 each other to ensure prompt action on the concerns received through the communications  
13 channels of the Center.

14 **CHAPTER 6**

15 **THE PHILIPPINE CITIZENCONNECT PROGRAM**

16  
17 **SEC. 33. *The Philippine CitizenConnect Program.*** – The government shall establish  
18 a program, to be known as the “Philippine CitizenConnect,” to assist and help the public to who  
19 does not have access to, or need help with using computers, the internet, and other analogous  
20 means to transact with and request the delivery of public services from the government in their  
21 localities.  
22

23 **SEC. 34. *Free Access to the Internet for the Public.*** – Pursuant to Republic Act No.  
24 10929 or the Free Internet Access in Public Places Act, the government, through the DICT,  
25 shall establish a program that will provide free access to internet service in public places, with  
26 particular focus on unserved or underserved areas, throughout the country, to enable access to  
27 the online portals, promote knowledge-building among citizens, and enable them to participate  
28 and compete in the evolving information and communication age.  
29

30 **SEC. 35. *Provision and Maintenance of Internet-Capable Devices in all Barangay***  
31 ***Centers.*** – All barangay centers in the country shall provide and maintain internet-capable  
32 devices such as but not limited to computers and tablets for the purpose of enabling efficient  
33 and timely access to government services.  
34

1       **SEC. 36. *Staffing Requirement for Internet Access.*** – All barangay centers shall  
2 ensure that there will be government staff present to help the public access the government  
3 portal and perform online transactions with government agencies, offices, and instrumentalities.  
4

## 5                                   **CHAPTER 7**

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

7

8       **SEC. 37. *The Government E-Bulletin Board.*** – The government and all its agencies,  
9 offices, and instrumentalities, including local governments, shall each establish and maintain a  
10 website and an e-bulletin board for the purposes of information sharing and dissemination,  
11 which shall be structured and maintained to ensure accessibility and security.  
12

13       **SEC. 38. *Information Dissemination through the Website and Board.*** – All  
14 government offices, agencies, and instrumentalities which are mandated by the laws or rules to  
15 publish or otherwise disseminate notices, documents, or other information intended for public  
16 consumption and information shall, in addition to the traditional modes therefor, publish such  
17 notices, documents, or other information on the website and e-bulletin board.  
18

19       Notwithstanding the provisions of this Act and other relevant laws, publication of  
20 notices, documents, or any other information on the website and e-bulletin board shall be  
21 construed as sufficient notice to the public for purposes of compliance with laws and rules  
22 requiring publication; *provided*, that such website or e-bulletin board is accessible at such point in  
23 time where accessibility is claimed. For purposes of this provision, the start of publication shall  
24 be the date on which the notice, document, or information was first uploaded and made  
25 accessible to the public.  
26

### 27       **SEC. 39. *Minimum Standards for Government Websites and Information Portals.***

28       – The following shall be the minimum standards for government websites and information  
29 portals:  
30

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

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

## CHAPTER 8

### SECURITY AND PRIVACY

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

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

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

**SEC. 41. *Responsibility of the National and Local Government.*** – All agencies, offices, and instrumentalities of the national and local government under this Act shall be responsible for:

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

- 1 b. Determining the levels of information security appropriate to protect such information  
2 and information systems and implementing the same;  
3  
4 c. Periodically testing and evaluating information security controls and techniques to ensure  
5 that they are effectively implemented;  
6  
7 d. Complying with the requirements of pertinent laws on information security and privacy,  
8 related policies, procedures, standards, and guidelines, including information security  
9 standards promulgated by the Department of Information and Communications  
10 Technology; and information security standards and guidelines for national security  
11 systems issued in accordance with law and as directed by the President; and  
12  
13 e. Ensuring that information security management processes are integrated with agency  
14 strategic and operational planning processes.

15 **CHAPTER 9**  
16 **PARTICIPATION OF THE PRIVATE SECTOR**  
17

18 **SEC. 42. *Government Cooperation with the Private Sector.*** – Nothing in this Act  
19 shall prevent the government, both national and local, from entering into contracts, agreements,  
20 or partnerships with the private sector to provide various resources, assets, and services in order  
21 to comply or enhance compliance with the provisions of this Act.  
22

23 Any and all contracts or agreements with the private sector in the context of this Act  
24 shall be subject to the laws and rules on public accountability and transparency and good  
25 governance.  
26

27 **CHAPTER 10**  
28 **THE PHILIPPINE INFOSTRUCTURE MANAGEMENT CORPORATION**  
29

30 **SEC. 43. *The Philippine Infostructure Management Corporation.*** – For the  
31 purpose of ensuring proper and efficient operations and management of the ICT assets of the  
32 DICT, and a faster implementation of infrastructure programs related to connectivity, data  
33 center and cloud infrastructure, there is hereby established a body corporate to be known as

1 Philippine Infostructure Management Corporation (PIMC), which shall be an attached agency to  
2 the DICT. The legal existence of the DIC shall be for a period of 50 years from the date of the  
3 approval of this Act. The PIMC shall be subject to the rules and regulations as the DICT may  
4 impose from time to time.  
5

6 **SEC. 44. *Powers and Functions.*** – To carry out its main purpose and in accordance  
7 with applicable laws and rules, the PIMC shall have, in addition to any and all powers granted to  
8 a corporation under the general corporation code, the following functions and powers:  
9

- 10 a. Plan and implement infrastructure programs such as but not limited to the National  
11 Broadband Plan, Free WiFi for All, and expansion of the National Government Data  
12 Centers and Government Cloud;  
13
- 14 b. Manage ICT assets of the DICT;  
15
- 16 c. Prescribe, repeal, and alter its own by-laws;  
17
- 18 d. Determine its operating policies, and to issue such rules and regulations as may be  
19 necessary to achieve its main purpose;  
20
- 21 e. Adopt, alter and use a corporate seal;  
22
- 23 f. Acquire and own real and personal property, and to sell, mortgage or otherwise dispose  
24 of the same;  
25
- 26 g. Sue and be sued, enter into contracts, and borrow money from both local and foreign  
27 sources; provided, that such loans shall be incurred only upon favorable  
28 recommendation of the DICT and approval by the President of the Philippines;  
29
- 30 h. Hold, own, purchase, acquire, sell or otherwise invest, or reinvest in stocks, bonds or  
31 other securities capable of giving the PIMC a reasonably assured income sufficient to  
32 support its activities; and  
33

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

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

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

28 The representatives from the private sector and the local government units shall be  
29 appointed by the President. The representatives from the private sector shall be appointed only  
30 upon a favorable recommendation from the DICT and the Government Commission on  
31 GOCCs. The representatives from the private sector shall be persons of accepted integrity,  
32 probity, and intellect, at least thirty-five years of age, possessed of demonstrated administrative  
33 skill and ability in the field of ICT, and with a minimum of ten (10) years of professional  
34 experience in the field of ICT. The representative from the local government units shall be

1 appointed only upon a favorable recommendation from the DICT, the GCG, and the  
2 Department of Interior and Local Government.

3

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

14

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

16

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

23

24 The Chairman of the Board shall be assisted by an Executive Vice-Chairman and one or  
25 more Vice-Chairmen who shall be chosen and may be removed by the Board of Trustees. The  
26 salaries of the Vice-Chairmen shall be fixed by the Board of Trustees with the approval of the  
27 President of the Philippines.

28

29 **SEC. 46. *Authorized Capital Stock.*** – The PIMC shall have an authorized capital stock  
30 of Five Billion pesos (PHP 5,000,000,000.00), divided into Five Million (5,000,000) shares of  
31 common stock with a par value of One Thousand Philippine Pesos (PHP 1,000.00) per share,  
32 which shall be fully subscribed by the government.

33

1           Of the total capital subscribed by the government, One Billion Philippine Pesos (PHP  
2 1,000,000,000.00) shall be paid by the Government within one year from the effectivity of this  
3 Act, and One Billion Philippine Pesos (PHP 1,000,000,000.00) every year thereafter for four (4)  
4 years for which purpose the amount of One Billion Philippine Pesos (PHP 1,000,000,000.00) is  
5 hereby appropriated upon the effectivity of this Act, and One Billion Philippine Pesos (PHP  
6 1,000,000,000.00) every year for the next four (4) years thereafter, out of the funds in the  
7 National Treasury not otherwise appropriated for the purpose.

8  
9           **SEC. 47. *Personnel; Cost of Administration.*** — The Board of Trustees shall provide  
10 for an organization and staff of officers and employees necessary to carry out the functions of  
11 the PIMC, fix their compensation, and appoint and remove such officers and employees for  
12 cause. The PIMC officers and employees shall be subject to the rules and regulations issued by  
13 the Civil Service Commission but shall not fall under the Salary Standardization Law. The Board  
14 of Trustees shall recommend to the Civil Service Commission rules and regulations for the  
15 recruitment, appointment, compensation, administration, conduct, promotion and removal of all  
16 PIMC officers and employees under a strict merit system and prepare and conduct examinations  
17 under the supervision of said Commission.

18  
19           The administrative expenses of the PIMC during any single fiscal year shall not in any  
20 case exceed five percent (5%) of its total assets.

21  
22           **SEC. 48. *Legal Counsel.*** — The Secretary of Justice shall be *ex-officio* legal adviser of  
23 the PIMC. Any provision of law to the contrary notwithstanding, the PIMC shall have its own  
24 Legal Department, the chief and members of which shall be appointed by the Board of Trustees.  
25 The composition, budget and operating expenses of the Office of the Legal Counsel and the  
26 salaries and traveling expenses of its officers and employees shall be fixed by the Board of  
27 Trustees and paid by the PIMC.

28  
29           **SEC. 49. *Removal of Members.*** — The President of the Philippines may, at any time,  
30 remove the Chairman or any member of the Board appointed by him for, in addition to any and  
31 all recognized causes for termination under applicable civil service laws and rules, any of the  
32 following causes:

- 1 a. Mismanagement, grave abuse of discretion, infidelity in the conduct of fiduciary  
2 relations, or gross neglect in the performance of duties;  
3  
4 b. Dishonesty, corruption, or any act involving moral turpitude;  
5  
6 c. Any act or performance tending to prejudice or impair the substantial rights of the  
7 government and the corporation's stockholders.  
8

9 The Chairman or member may, in any of the above cases, be civilly liable for any damage  
10 that may have been suffered by the corporation.  
11

12 **SEC. 50. *Timeline of Organization of the PIMC.*** — The PIMC shall be instituted  
13 and organized within one (1) year from effectivity of this Act.  
14

## 15 **CHAPTER 11**

### 16 **THE ICT ACADEMY**

17

18 **SEC. 51. *Establishment of the ICT Academy and its Purposes.*** – The DICT shall  
19 establish and develop rules and policies for the operations of an ICT Academy that shall have  
20 the following purposes:

- 21 a. To foster and support the strategic goals of the national ICT development agenda  
22 through data collection and globally competitive ICT skills development programs and  
23 for other purposes;  
24  
25 b. To promote the education and training of citizens in ICT skills, for purposes of  
26 enhancing the nation's labor capacity in relation to the most relevant and updated data  
27 on local and international skills supply and demand;  
28  
29 c. To promote the development of globally competitive skills and drive an inclusive  
30 economic growth;  
31  
32 d. To promote, foster, and nurture the right of all citizens to quality education in ICT;  
33

1 e. To lead the country in setting standards in the development of ICT curriculum and  
2 training;

3  
4 f. Create and foster partnerships with different persons, entities, and institutions for  
5 purposes of developing and updating the Academy's resources, its ICT curriculum,  
6 modules, pedagogical approaches; and

7  
8 g. To regularly assess the state of the country in terms of comparative ICT skills and  
9 performance, and suggest responsive policies to address concerns;

10  
11 **SEC. 52. *Satellite Units.*** – The ICT Academy shall have satellite units in particular  
12 regions, provinces or municipalities in the country if, upon determination of the DICT, in  
13 coordination with the Commission on Higher Education and the Technical Education and Skills  
14 Development Authority, it is found to be necessary to ensure broader access to quality ICT  
15 trainings and skills development, and to further enhance the Academy's capability to attain its  
16 purposes.

17  
18 **SEC. 53. *Access and Admission.*** – The Academy shall be accessible to all citizens  
19 regardless of skill, age, gender, religious belief, economic status, ethnicity, physical disability,  
20 political opinion or affiliation.

21 The DICT shall institute an admissions process to ensure that citizens shall have equal  
22 access to ICT education and that the broadest base of the citizenry shall have ICT education.

23  
24 **SEC. 54. *Finances.*** – The Academy's operations shall be financially supported by a  
25 budget from the DICT, reasonable fees and dues collected, as well as through donations, in  
26 accordance with applicable laws and rules.

27  
28 All income collected by the Academy shall be retained and disbursed for the for the  
29 benefit of the students, faculty, trainers, and advisers, to serve the acquisition, construction, and  
30 maintenance needs of the Academy, as well as the proper administration of its programs and,  
31 generally, the attainment of the purposes of the Academy; *provided*, that such retention and  
32 disbursement shall be subjected to applicable laws and rules on government audit and  
33 accountability.

1  
2 Donations and fees collected shall be held in a fund, to be administered in trust by a  
3 Committee created by the DICT for such purpose. The fund shall in no case be impaired.  
4 Donations received shall be used only for the purposes for which they were donated.  
5

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

## 14 **CHAPTER 12**

### 15 **MISCELLANEOUS PROVISIONS**

16

17 **SEC. 56. *Transitory Provisions.*** – In accordance with the objectives of this Act, the  
18 DICT, in coordination with relevant government agencies and instrumentalities, as well as  
19 private stakeholders and civic organizations, shall study, formulate, and implement a master plan  
20 for the transition of the government and its provision of services in the digital age.  
21

22 For purposes of this Act, until such time that the government shall have completed the  
23 transition in accordance with the objectives of this Act, all government activities covered under  
24 this Act shall be conducted in the manner provided for under existing laws and rules.  
25

26 The government shall complete the transition in a maximum of five (5) years from  
27 effectivity of this Act.  
28

29 **SEC. 57. *Regular Status Reports.*** – All agencies, offices, and instrumentalities of the  
30 national and local governments covered under this Act shall submit to the Congress, the  
31 President, and to the DICT, an annual report on the status of implementation of this Act. These  
32 reports shall likewise be made publicly available on and through the e-portals.  
33

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

6  
7           The amount necessary to implement this Act in the local government level shall be  
8 charged against the funds of the local government unit concerned.

9  
10           **SEC. 59. *Implementing Rules and Regulations.*** – The Department of Information  
11 and Communications Technology, in coordination with relevant offices, agencies, and  
12 instrumentalities of the national and local government, shall promulgate the necessary rules and  
13 regulations to properly and efficiently implement this Act within ninety (90) days from the  
14 effectivity of this Act.

15  
16           **SEC. 60. *Separability Clause.*** – If any provision of this Act shall be declared invalid or  
17 unconstitutional, such declaration shall not affect the validity of the remaining provisions of this  
18 Act.

19  
20           **SEC. 61. *Repealing clause.*** – All provisions of laws, presidential decrees, letters of  
21 instruction and other presidential issuances which are incompatible or inconsistent with the  
22 provisions of this Act are hereby deemed amended or repealed.

23  
24           **SEC. 62. *Effectivity.*** – This Act shall take effect within fifteen (15) days following its  
25 publication in the Official Gazette or in at least two (2) national newspapers of general  
26 circulation.

*Approved,*