



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

PHILIPPINES

26/04/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

National Government Portal (<https://www.gov.ph/>)

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

Links of 228 online services can be accessed here: <https://www.gov.ph/services>

- b. E-participation⁴:

- General feedback (suggestions, compliments, complaints): <https://www.officialgazette.gov.ph/feedback/idulog/#>
- File a complaint against a frontline agency: <https://www.officialgazette.gov.ph/feedback/idulog/#>
- "Help us improve gov.ph": <https://www.gov.ph/>
- Freedom of Information requests: <https://www.foi.gov.ph/>
- File Complaints on DSWD Disaster-related initiatives: <https://ereklamo.dswd.gov.ph/index.php>
- DOTr Online Complaint Form: <https://dotr.gov.ph/2014-09-03-03-24-50/on-line-complaint.html>
- File a complaint to the Ombudsman: <http://www.ombudsman.gov.ph/key-services/riss-online-filing/complaint-2/>
- Report corruption: <https://dotr.gov.ph/report-corruption.html>
- Contact Center ng Bayan (CCB): <http://contactcenterngbayan.gov.ph/>
- General feedback and complaint hotline for citizens: 8888 (Citizen's Complaint Hotline)

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

- *Existing social media pages and feedback forms (on websites) of various government agencies and affiliates

c. [Open government data:](#)

Open Data Philippines (<https://data.gov.ph/>)
 Freedom of Information Bill (<http://www.officialgazette.gov.ph/>)
 Freedom of Information website: <https://www.foi.gov.ph/>

d. Public procurement:

Philippine Government Electronic Procurement System (<https://www.philgeps.gov.ph/>)

e. Other major portals at the national level:

- <http://data.gov.ph/>
- <http://foi.gov.ph/>
- <https://www.officialgazette.gov.ph/>

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Department of Information and Communications Technology (<http://dict.gov.ph/>)

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

Yes, the DICT Secretary. Republic Act No. 10844 provides that the Department Secretary will serve as the CIO Chairman of the CIO Council that consists of CIOs from all national government agencies (NGAs), including constitutional offices, state universities and colleges (SUCs), government-owned and -controlled corporations (GOCCs), and government financial institutions (GFIs).

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

a. Planning and Development

National Economic and Development Authority (<http://www.neda.gov.ph/>)

b. Education

Department of Education (www.deped.gov.ph)
 Commission on Higher Education (www.ched.gov.ph)

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

Technical Education and Skills Development Authority (<https://www.tesda.gov.ph/>)

c. Health

Department of Health (www.doh.gov.ph)

d. Social Protection and Welfare

Department of Social Welfare and Development (www.dswd.gov.ph)

e. Employment and Decent Work

Department of Labor and Employment (<https://www.dole.gov.ph/>)

f. Environment

Department of Environment and Natural Resources (<https://www.denr.gov.ph/>)

g. Energy/Water

Department of Energy (<https://www.doe.gov.ph/>)

Department of Public Works and Highways - Metropolitan Waterworks and Sewerage System (<http://mwss.gov.ph/>)

National Water Resources Board (<http://www.nwrb.gov.ph/>)

h. Finance/Taxation

Department of Finance (<https://www.dof.gov.ph/>)

DOF-Bureau of Internal Revenue (<https://www.bir.gov.ph/>)

Department of Budget and Management (<https://www.dbm.gov.ph/>)

Banko Sentral ng Pilipinas (<http://www.bsp.gov.ph/>)

i. Industry/Trade

Department of Trade and Industry (<https://www.dti.gov.ph/>)

Securities and Exchange Commission (<http://www.sec.gov.ph/>)

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

(Maximum 250 words)

Yes. The AmBisyon Natin 2040 is the national framework which lays down the strategic and target outcomes towards achieving a *matatag, maginhawa, at panatag na buhay* by 2040. These strategies will be supported by a foundation of peace and security, balanced and strategic infrastructure development, and ecological integrity which is in line with the Sustainable Development Goals. The Philippine Development Plan (PDP) 2017-2022 is the medium-term plan of the Duterte Administration which is anchored on the 0-10 Point Socio-economic Agenda

As a response to the AmBisyon Natin 2040, the Department of Information and Communications Technology (DICT) recently launched the National ICT Ecosystem Framework (NICTEF) (www.ictecosystem.org.ph) that mapped its strategic thrusts against the national ICT agenda which are harmonized with the medium-term Philippine Development Plan 2017-2022, regional development plans (AIM 2020) and international frameworks (WSIS-SDGs).

Source: <http://2040.neda.gov.ph/about-ambisyon-natin-2040/>
<http://pdp.neda.gov.ph/wp-content/uploads/2017/01/PDP%202017-2022-06-06-2017.pdf>
<http://dict.gov.ph/ictstatistics/wp-content/uploads/2019/02/NICTEF.pdf>

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

The E-Government Master Plan (EGMP) 2013-2016 still exists until its successor version; the E-Government Masterplan (EGMP) 2022 is launched this year. The successor version also adopted the building blocks of the previous EGMP with provisions for new digital transformation strategy.

The EGMP 2022 is meant to achieve “One Digitized Government” for the country. This entails developing a roadmap towards an integrated and interoperable government ICT network for the country. In the end, it expects to deliver on improved organizational and inter-governmental coordination, address personnel and capability issues in utilizing ICTs for more efficient operations, public service delivery, and support businesses to perform more effectively.

E-Government Master Plan (EGMP) 2013-2016

(https://drive.google.com/open?id=1SL31nbCVbHdKquC_QqVBiX4EXZ8DQ8XQ)

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to ‘leave no one offline’ or to ‘leave no one behind’; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

(If any checked, please explain further. Maximum 250 words)

In a nutshell, the development of the national e-government strategy is captured in the socio-economic framework (PDP 2017-2022) of the country to provided direction to the ICT sector and the other services sector on the use and application of ICTs for the efficient delivery of public goods and services, especially, in achieving the overarching goal of bridging the digital divide. Bridging the digital divide initiatives effectively respond to the universal service program addressing the subnational/local digital development strategy, the vulnerable groups and other sectors of the society, thus aligned with SDGs.

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
- digital identity
- digital certification/signature

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

- e-procurement
- digitally publishing government expenditure⁸
- data interoperability
- digital government as a right

(If any checked, please provide name of the legislation and links. Maximum 250 words)

Freedom of Information (<https://www.foi.gov.ph/> and <https://www.officialgazette.gov.ph/2016/07/23/executive-order-no-02-s-2016/>)

R.A. 10173 Data Privacy Act (<https://www.officialgazette.gov.ph/2012/08/15/republic-act-no-10173/>)

Cybersecurity Related Policies (<http://dict.gov.ph/cybersecurity/>)

2011-2016 National Security Policy (<https://www.officialgazette.gov.ph/2011/08/18/national-security-policy-2011-2016/>)

R.A. 8792 E-Commerce Act (<https://www.officialgazette.gov.ph/2000/06/14/republic-act-no-8792-s-2000/>)

R.A. 9775 Anti-Child Pornography Act of 2009 (<https://www.officialgazette.gov.ph/2009/11/17/republic-act-no-9775-s-2009/>)

R.A. 9995 Anti-Photo and Video Voyeurism Act of 2009 (<http://www.dict.gov.ph/wp-content/uploads/2014/10/RA-9995-Anti-Photo-and-Video-Voyeurism-Act.pdf>)

R.A. 10175 Cybercrime Prevention Act of 2012 (<https://www.officialgazette.gov.ph/2012/09/12/republic-act-no-10175/>)

Executive Order No. 43 s. 2011 (<https://www.officialgazette.gov.ph/2011/05/13/executive-order-no-43-s-2011/>)

Executive Order No. 2, s. 2016 (<https://www.officialgazette.gov.ph/2016/07/23/executive-order-no-02-s-2016/>) - however, this is not a law, that is why it only applies to the executive branch of the government

Government Procurement Reform Act (RA 9184),(https://www.gppb.gov.ph/laws/laws/RA_9184.pdf)

Annual General Appropriations Act, (<https://www.dbm.gov.ph/index.php/about-us/philippine-transparency-seal>)

Philippine Identification System Act (https://psa.gov.ph/system/files/kmcd/RA11055_PhilSys.pdf)

Philippine E-Government Inter-Operability Framework (<http://i.gov.ph/pegif/>)

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

- Yes No

The checking of the usage statistics of e-government services is done per agency basis.

In addition, the 2015 Survey on Information and Communication Technology - Information Economy collects information on establishments' access of information from government organizations.

⁸ Related to SDG Indicator 16.6.1

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<https://psa.gov.ph/content/2015-survey-information-and-communication-technology-information-economy-preliminary-results>

The ongoing National ICT Household Survey will also collect household and individual data on whether or not e-government services are being accessed. The survey will also identify which online services are being accessed. Results are expected by December 2019. (<https://dict.gov.ph/ictstatistics/?p=5388>)

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

The 2015 Survey on Information and Communication Technology - Information Economy is published online with statistics on government services being accessed by enterprises.

<https://psa.gov.ph/content/2015-survey-information-and-communication-technology-information-economy-preliminary-results>

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

National helpdesks (as enumerated in item I.2.b.), such as the Contact Center ng Bayan (<http://contactcenterngbayan.gov.ph/>) and 8888 Citizens' Complaint Center share the results on public institutions concerned via electronic mail.

A pilot survey on user feedback of the Free Wifi Service of the DICT is ongoing. (<https://dict.gov.ph/ictstatistics/?p=5388>)

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

Almost all government agencies have social media accounts to interact with the public, answer their queries and respond to their needs. The DICT, with other agencies, had drafted an Administrative Order governing the use of social media of government agencies and employees. The draft was submitted to the Office of the President on October 2018 for approval and signature. The draft is still pending at the Office of the President as of this writing.

The government uses social media as a two-way engagement tool, both for information dissemination and for receiving feedback, complaints, reports, and requests for assistance from the public. The platform is most commonly used for marketing and for public advisories. Insights from comments and engagement data are also used to get a picture of audience interests and sentiments.

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

Artificial Intelligence (AI) Blockchain Big data Smart cities

Robotics Internet of Things (IOT) Quantum computing Virtual reality

Augmented reality Other: Fourth Industrial Revolution, Cloud Computing, Intelligent Transport, Financial Technology, Health Informatics, Cyber Resilience, and Future Skills

(Please explain further including relevant links. Maximum 250 words)

The National ICT Ecosystem Framework (NICTEF), www.ictecosystem.org.ph, though still a live document, and the under developed E-Government Masterplan (EGMP) 2022 consider the emerging trends and technologies in providing watershed moment to the implementation of digital transformation strategies of the country.

Does your government have any government body⁹ at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

The Department of Science and Technology has a Research and Development (R&D) arm that works on new technologies, the Advanced Science and Technology Institute (<https://www.asti.dost.gov.ph>).

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?
(Max. 250 words)

No data available

18. What percentage of your GDP is allocated for ICT investment in the public sector? *(Max. 250 words)*

ICT consists of .8% of the total GAA*

*Based on the 2018 General Appropriations Act (GAA) <https://www.dbm.gov.ph/index.php/budget-documents/2018/general-appropriations-act-fy-2018>

19. What is the proportion of persons employed in central government organizations routinely using ICTs?
(Max. 250 words)

The percentage of government employees routinely using ICT is 96.31% (Excluding agencies without an ISSP submission or with incomplete submissions)

Note:

Extracted data from Annex A-5 of the ISSP. Use the number of existing laptops and desktops and measured against the total no. of personnel as indicated in Annex A-5 or the total filled permanent position (source is GAA 2018 Staffing Summary) if total personnel is not indicated in Annex A-5

Annex A-5 of ISSP (<http://www.dict.gov.ph/wp-content/uploads/2018/01/Annex-A5.pdf>)
2018 GAA (<https://www.dbm.gov.ph/index.php/budget-documents/2018/general-appropriations-act-fy-2018>)

20. What is the proportion of persons employed in central government organizations routinely using the Internet? *(Max. 250 words)*

The percentage of government employees routinely using the internet is 78.71% (Excluding agencies without an ISSP submission or with incomplete submissions)

Note:

Extracted data from Annex A-5 of the ISSP. Use the data generated from the answer of a specific question asking the number of personnel using the internet and measured against the total no. of personnel as indicated in Annex A-5 or the total filled permanent position (source is GAA 2018 Staffing Summary) if total personnel is not indicated in Annex A-5.

Annex A-5 of ISSP (<http://www.dict.gov.ph/wp-content/uploads/2018/01/Annex-A5.pdf>)
2018 GAA (<https://www.dbm.gov.ph/index.php/budget-documents/2018/general-appropriations-act-fy-2018>)

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

2018)

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

Department of Education
Skills Assess in Media and Information Literacy: Basic Education Exit Assessment (BEEA)
(please see attachment)

Commission on Higher Education
<https://ched.gov.ph/wp-content/uploads/2018/07/Higher-Education-Indicators.pdf>

Total number of graduates under IT Related Discipline
Total number of PhD graduates in the fields of IT, ICT and related disciplines
No information on indicators in K-12; however ALS curriculum list competency areas than can be monitored later on. (<http://www.deped.gov.ph/wp-content/uploads/2019/01/LS-6-Digital-Literacy.pdf>)

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government? (Max. 250 words)

Association of Southeast Asian Nation (ASEAN)

- The ASEAN Chief Information Officers Association (ACIOA) is an association under the ASEAN that involves cooperation, but not limited to e-government. It annually holds the ASEAN CIO Forum (ACIO) that aims at being a platform of promotion of innovation and collaboration amongst government, businesses and other institutions to be a medium for the exchange of best practices between ASEAN CIOs, and to serve as an opportunity for networking and relationship building amongst ASEAN ICT players.
- There is a sectoral body called the ASEAN Cooperation on Civil Service Matters (ACCSM) which has a Strategic Action Plan 2016-2020 that covers the e-government/e-governance
- ASEAN Single Window (<http://asw.asean.org/events/category/philippines>)

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

None at the moment

24. Are there any ongoing public-private partnerships and multi-stakeholder partnerships, focusing on e-government? (Max. 250 words)

Civil Registry System – Information Technology Project (Phase II)
https://ppp.gov.ph/ppp_projects/civil-registry-system-information-technology-project-phase-ii/?wppa-occur=1&wppa-cover=0&wppa-album=93.90&wppa-photo=1280

X. Contact and Additional Information

Name:	Denis F. Villorente
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Organization:	Department of Information and Communications Technology

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

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1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other: *(Max. 250 words)*

This questionnaire was circulated and collectively responded to among relevant bureaus and units within the DICT. The Commission on Higher Education and the Department of Education responded to related queries as well.

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: *(Max. 250 words)*

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.