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Respondent

175 Anonymous

78:57

Time to complete

1. Country name *

Philippines

Contact information

2. Your name *

David L. Almirol Jr.

3. Title *

Undersecretary for eGovernment

4. Organization *

Department of Information and Communications Technology

5. Email *

david.almirol@dict.gov.ph, gdtb.odt@dict.gov.ph, odnippsb@dict.gov.ph, ppmed.nippsb@dict.gov.ph

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Department's concerned Services/Bureaus responded to the questionnaire collectively.

A. Institutional / Organizational Framework

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

Note: E-government and digital government are used interchangeably in this Questionnaire.

The eGovPH Super App, also known as the e-Government Philippines, is a mobile application that simplifies transactions between the government and citizens. With a vision to build a connected nation, this platform integrates the multi-sectoral government through a one-stop online system that will minimize economic cost for the citizens.
<https://e.gov.ph/>

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

E-Government Philippines (mobile app) <https://e.gov.ph/#home>

9. - E-participation or similar *

8888 Citizens' Complaint Center <https://8888.gov.ph/> Contact Center ng Bayan <https://contactcenterngbayan.gov.ph/> eGovPH Super App ("eReport" portal) <https://e.gov.ph/>

10. - Open government data

Open Data Philippines (ODPh) <https://data.gov.ph/index/about-us>

11. - Public procurement

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

12. - Others (if any)

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Department of Information and Communications Technology
<https://dict.gov.ph/>

14. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

David L. Almirol Jr

16. Title *

Undersecretary for eGovernment

17. Organization *

Department of Information and Communications Technology

18. Email *

david.almirol@dict.gov.ph, gdtb.odt@dict.gov.ph, odnipsb@dict.gov.ph, ppmed.nipsb@dict.gov.ph

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

National Economic and Development Authority
<https://neda.gov.ph>
Department of Science and Technology
<http://www.dost.gov.ph/>

Sectoral agencies/departments/ministries

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

21. Planning/development *

National Economic and Development Authority <https://neda.gov.ph>

22. Education *

Department of Education <https://www.deped.gov.ph> Commission on Higher Education <https://ched.gov.ph/programs-and-projects/> Technical Education and Skills Development Authority <http://www.tesda.gov.ph/>

23. Health *

Department of Health <https://www.doh.gov.ph/>

24. Social Welfare (social inclusion, social protection, etc.) *

Department of Social Welfare and Development <https://www.dswd.gov.ph/>

25. Employment and Labour *

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

26. Environment *

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

27. Justice *

Department of Justice <https://www.doj.gov.ph> Supreme Court of the Philippines www.sc.judiciary.gov.ph

28. Economy/finance *

National Economic and Development Authority <https://neda.gov.ph/> Department of Finance <https://www.dof.gov.ph/> Department of Budget and Management <http://www.dbm.gov.ph/>

29. Industry/trade *

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

30. Sustainable Development Goals (SDGs) [NEW] *

National Economic and Development Authority
<https://sdg.neda.gov.ph/>
Philippine Statistics Authority
<https://psa.gov.ph/>

31. Climate Change [NEW] *

Climate Change Commission
<https://climate.gov.ph/>

32. Others (Please specify) *

Official Gazette www.officialgazette.gov.ph Department of the Interior and Local Government www.dilg.gov.ph Department of Foreign Affairs www.dfa.gov.ph Congress of the Philippines www.congress.gov.ph
Department of Agrarian Reform <http://dar.gov.ph/> Department of Agriculture <http://www.da.gov.ph/> Department of Energy <https://www.doe.gov.ph/> Department of National Defense <http://www.dnd.gov.ph/>
Department of Public Works and Highways <http://www.dpwh.gov.ph/> Department of Science and Technology <http://www.dost.gov.ph/> Department of Tourism <http://www.tourism.gov.ph/>

B. Crisis/Emergency Response and Recovery [NEW]**33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]**

*

- Yes
- No
- Other

34. Please provide links and details. *

The DICT is currently developing the National Emergency Communications Plan (NECP) which envisions an equipped, safe, and resilient Philippines through reliable and interoperable emergency communications. The Plan shall then establish strategies to maximize the use of ICT to aid in the consistent flow of information across all relevant stakeholders related to the different phases of all potential hazards the Philippines may be exposed to.

35. Is there a specific national portal addressing crisis/emergency? [NEW] *

- Yes
- No

36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]

National Disaster Risk Reduction and Management Council
<https://ndrmmc.gov.ph/>

C. Legal Framework**37. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? ***

- Yes
- No

38. If yes, please provide link and detail.

Executive Order no. 2 s. 2016 (Freedom of Information Philippines) - Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines therefor
<https://www.officialgazette.gov.ph/2016/07/23/executive-order-no-02-s-2016>

39. Is there any legislation, law or regulation on data privacy and/or protection? *

- Yes
 No

40. If yes, please provide link and detail.

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

41. Is there any legislation, law or regulation on cybersecurity or similar? *

- Yes
 No

42. If yes, please provide link and detail.

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

43. Is there any legislation, law or regulation on digital identity? *

- Yes
 No

44. If yes, please provide link and detail.

Republic Act No. 11055 - Philippine Identification System Act
<https://www.officialgazette.gov.ph/2018/08/06/republic-act-no-11055/>

45. Is there any legislation, law or regulation on digital signature? *

- Yes
 No

46. If yes, please provide link and detail.

Philippine National Public Key Infrastructure (PNPKI)
<https://dict.gov.ph/pnpki/>
https://dict.gov.ph/wp-content/uploads/2020/04/SIGNED_DEPARTMENT_CIRCULAR_NO_6_GUIDELINES_ON_THE_APPLICATION_AND.pdf
https://www.coa.gov.ph/wbfd_file/coa-circular-no-2021-006-september-6-2021/

47. Is there any legislation, law or regulation on e-procurement? *

- Yes
 No

48. If yes, please provide link and detail.

Republic Act No. 9184 - Government Procurement Reform Act.
<https://www.officialgazette.gov.ph/2003/01/10/republic-act-no-9184/>
PhilGEPS - Philippine Government Electronic Procurement System
<https://philgeps.gov.ph/>

49. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

National Budget Circular No. 542, s. 2012, Section 96: Transparency Seal
<https://www.dbm.gov.ph/wp-content/uploads/NEP2023/General-Provisions.pdf>

51. Is there any legislation, law or regulation on **national data governance**, including data sharing/exchange/interoperability across government agencies? *

Yes

No

52. If yes, please provide link and detail.

Memorandum Circular No. 2014-09001 - Approval of the Philippine Electronic Government Interoperability Framework (PeGIF) Version 1.0 for Implementation by Government Agencies
https://dict.gov.ph/wp-content/uploads/2020/06/Memorandum-Circular_No.2014-09001_PeGIF-Version-1.0-for-Implementation-by-Govt-Agencies.pdf
Memorandum Circular No. 2015- 003 - Approval of the Philippine Electronic Government Interoperability Framework (PeGIF) Part 2, otherwise known as the Information Interoperability Framework (IIF), for implementation by Government Agencies
<https://dict.gov.ph/wp-content/uploads/2020/06/APPROVAL-OF-THE-PHILIPPINE-ELECTRONIC-GOVERNMENT-INTEROPERABILITY-FRAMEWORK-PeGIF-PART-2-OTHERWISE-KNOWN-AS-THE-INFORMATION-INTEROPERABILITY-FRAMEWORK-IIF-FOR-IMPLEMENTATION-BY-GOVERNMENT-AGENCIES.pdf>
House Bill No. 7327, titled, "An Act institutionalizing the transition of the government to E-Governance in the digital age, creating for the purpose the Philippine Infostructure Management Corp. and appropriating funds therefor" is a pending bill related to national data governance. The bill seeks to promote the use of the internet, information and communications technology (ICT) and emerging technologies within and across government agencies to provide citizen-centric government information and services, and improve the public trust and citizen participation in the government.
<https://www.congress.gov.ph/press/details.php?pressid=12406>
Data Sharing Agreements Between Government Agencies
<https://privacy.gov.ph/wp-content/uploads/2022/01/Sgd-NPC-Circular-16-02-Data-Sharing-Agreements-Involving-Government-Agencies.pdf>

53. Is there any legislation, law or regulation on open government data? *

Yes

No

54. If yes, please provide link and detail.

Open Data Philippines is based on the following policies and agreements:
Executive Order No. 43 s. 2011 - Pursuing our Social Contract with the Filipino People through the Reorganization of the Cabinet Clusters
Republic Act 10173 - Data Privacy Act of 2012
Department of Budget and Management, Office of the Presidential Spokesperson (OPS), and Presidential Communications Development and Strategic Planning Office (PCDSPO) Joint Memorandum Circular 01 of 2014 - Open Data Philippines (ODP)
Department of Budget and Management, Office of the Presidential Spokesperson (OPS), and Presidential Communications Development and Strategic Planning Office (PCDSPO) Joint Memorandum Circular 01 of 2015
Executive Order No. 02 s. 2016 - Freedom of Information Program
The Open Data Philippines is also a commitment to the Open Government Partnership.

55. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

56. If yes, please provide link(s) and detail(s).

On blockchain, there is currently a pending bill at the House of Representatives: House Bill No. 658 - "Blockchain Technology Development Act", https://hrep-website.s3.ap-southeast-1.amazonaws.com/legisdocs/basic_19/HB00658.pdf. On AI, please refer to item 19 below.
Executive Order No 893 s2010
Promoting the Deployment and Use of INTERNET PROTOCOL VERSION 6 (IPv6)
<https://www.officialgazette.gov.ph/2010/06/18/executive-order-no-893/>
Cloud First Policy
https://dict.gov.ph/wp-content/uploads/2020/06/Department_Circular_No_10_Amendments_to_DC_No_2017_002_re_Prescribing.pdf

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

- Yes
- No

58. If yes, please provide link and detail.

Currently, there are pending bills at the House of Representatives on Artificial Intelligence:

- (1) House Bill No. 7396 - "Artificial Intelligence Development and Regulation Act of the Philippines", https://hrep-website.s3.ap-southeast-1.amazonaws.com/legisdocs/basic_19/HB07396.pdf;
- (2) House Bill No. 7913 - "Artificial Intelligence (AI) Regulation Act", https://hrep-website.s3.ap-southeast-1.amazonaws.com/legisdocs/basic_19/HB07913.pdf; and
- (3) House Bill No. 7983 - "Artificial Intelligence Development Act", https://hrep-website.s3.ap-southeast-1.amazonaws.com/legisdocs/basic_19/HB07983.pdf.

D. Strategy and Implementation**59. Is there a national e-government strategy or equivalent? ***

- Yes
- No

Please provide information where relevant:

60. How long is the period/cycle of the national e-government strategy or equivalent? *

- Two-year
- Three-year
- Five-year
- Ten-year
- Six-Year

61. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

*

- Yes
- No

62. If yes, please provide link and detail.

The Digital Government Program under the Government Digital Transformation Bureau had a total approved NEP of P1,000,000,000 for FY2023 and P675,430,000 for FY2024. Department's over-all approved budget for FY 2023 <https://www.dbm.gov.ph/wp-content/uploads/NEP2023/DICT/DICT.pdf>

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail including specific reference to an implementation roadmap. *

- Yes
- No

64. Please provide link and detail.

Yes, E-Government Masterplan (EGMP) 2022, the predecessor of the DGMP 2023-2028, is aligned with the national development strategy which is the Philippine Development Plan 2023-2028. It is a blueprint of the Department's plans for integrating an interoperable government ICT network and systems with the objective of promoting open governance through digital transformation of basic services. Digital Government Masterplan (DGMP) 2023-2028 is likewise aligned to the AmBisyon Natin 2040, a collective long-term vision and aspirations of the Filipino people for themselves and for the country in the next 25 years. It envisions Filipinos trusting its government that is free of corruption and provides service to all its citizens equally. It is also anchored to the Philippine Development Plan (PDP) 2023-2028 which seeks to accelerate digital transformation in government to optimize and integrate its services in improving efficiency and rightsizing of government. In line with the Digital Government Masterplan, the DICT developed the eGovPH Super App. The eGovPH Super App will jumpstart government digital transformation—with key priority areas on interoperability, security, accessibility, transparency, reliability, and conformity. (<https://e.gov.ph>) AmBisyon Natin 2040: <https://2040.neda.gov.ph/about-ambisyon-natin-2040/> Philippine Development Plan 2023-2028: <https://pdp.neda.gov.ph/philippine-development-plan-2023-2028/> E-Government Masterplan 2022: <https://dict.gov.ph/ictstatistics/wp-content/uploads/2020/03/EGMP-2022.pdf> Digital Government Masterplan (DGMP) 2023-2028 <https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/>

65. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

- Yes
- No

66. Please provide link and detail.

Yes, EGMP 2022 is aligned and guided by the Sustainable Development Goals. In the same light, the strategies laid out in the Digital Government Masterplan (DGMP) 2023-2028 are also anchored on the goals and objectives of the Sustainable Development Goals (SDGs) in which digital government plays a vital role in building effective, inclusive and accountable institutions to support policy making and service delivery for the SDGs. Further, digital government provides a responsive, efficient, effective and equitable delivery of public service to all people, building public trust and ensuring transparency, participation and collaboration in the development process. It allows promoting sustainable development, particularly in developing and in transition economies. E-Government Masterplan 2022: <https://dict.gov.ph/ictstatistics/wp-content/uploads/2020/03/EGMP-2022.pdf> Digital Government Masterplan (DGMP) 2023-2028 <https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/>

67. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

- Yes
- No

68. Please provide link and detail.

Taking off from the lessons learned especially during the pandemic, the Philippine Development Plan (PDP) 2023-2028 takes on the underlying theme of digitally transforming the government that will result in more efficient and faster service delivery to the people, more transparency, and fewer opportunities for corruption at various levels. With that, the DICT is developing the DGMP 2023-2028 which envisions a prosperous, inclusive and resilient society driven by a digitally transformed government that is citizen-centric, integrated, secured and transparent. Further, the DGMP 2023-2028 is aligned with the National ICT Development Agenda (NICTDA), the successor plan of the National ICT Ecosystem Framework (NICTEF) which serves as a blueprint in creating a vibrant ICT ecosystem through leveraging the power of information and communication technology in advancing nation-building, good governance, and global competitiveness. It aims to provide ICT Strategic direction aligned to the local and International Commitments of the country and the directives of the current administration. The NICTDA is currently in the development process and is set to be launched by the fourth quarter of 2023. Further, in order to promote inclusive, participatory, and responsive planning, the DGMP is also aligned with various Regional Development Plans. The e-government strategy for local development also includes the implementation and roll out of the Electronic Local Government Unit (eLGU). The eLGU is accessible through eGovPH Super App. It establishes a one-stop-shop system that combines all LGU services including, but not limited to: licenses, permits, certifications, clearances, dole outs, and authorizations into a single mobile application. Philippine Development Plan (PDP) 2023-2028 <https://pdp.neda.gov.ph/philippine-development-plan-2023-2028/> National ICT Development Agenda (NICTDA) <https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/>

69. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

- Yes
- No

70. Please provide link and detail.

The E-Government Masterplan (EGMP) 2022 attempted to stabilize the digital transformation as a platform of Direct Citizen Engagement to unlock insights to improve delivery of digital public services for greater connection and participation of the public to the government. This plan is about to be updated through the development of the Digital Government Masterplan (DMGP) 2023-2028. The DGMP 2023-2028 is composed of three strategic thrusts namely: (1) Digital Government Platforms and Services; (2) Digital Government Infrastructure and Resilience; and (3) Digital Government Workforce and Society. Under the third thrust, Digital Government Workforce and Society, it builds the capacities of government workforce and society amidst the implementation of digital transformation in the bureaucracy. It has four (4) strategies: (1) Strengthening the ICT Institutional Structure in Government; (2) Enhancing Digital Skills of Government Workforce; (3) Fostering Citizens' e-Participation; and (4) Promoting Ease of Doing Business E-Government Masterplan 2022: <https://dict.gov.ph/ictstatistics/wp-content/uploads/2020/03/EGMP-2022.pdf> Digital Government Masterplan (DGMP) 2023-2028 <https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/> <https://pia.gov.ph/news/2023/08/16/dict-champions-an-enabling-ict-environment-in-ilocos-region>

71. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

- Yes
 No

72. Please provide link and detail.

In the EGMP 2022, it seeks to optimize government operations by Integrating e-government systems, enabling knowledge, information and resource sharing as well as database building by expanding the operations of the National Government Data Center (NGDC) that provides unified servers and storage facilities for several government agencies. Meanwhile, in the updated version of the EGMP, which is the DGMP 2023-2028, encourages information and resource-sharing and database-building. A strategy on Enabling a Data-Driven Government which aims to accelerate data sharing across government. This strategy also aims to measure ICT readiness and performance of the government from the national government agencies and local government units.
E-Government Masterplan 2022: <https://dict.gov.ph/ictstatistics/wp-content/uploads/2020/03/EGMP-2022.pdf>
Digital Government Masterplan (DGMP) 2023-2028
<https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/>

73. Does the national e-government strategy make specific reference to national digital identity? *

- Yes
 No

74. Please provide link and detail.

The DGMP 2023-2028 seeks to establish a single national identification system for all citizens and resident aliens of the Republic of the Philippines as mentioned in the Republic Act 11055, otherwise known as the Philippine Identification System Act. Upon its implementation, the National ID will be utilized in all government transactions.
As of August 2023, the Philippine National ID is now available digitally (ePhilID) and can easily be accessed through the eGovPH Super App. This can now be used by citizens in government transactions.
Digital Government Masterplan (DGMP) 2023-2028
<https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/>
<https://www.officialgazette.gov.ph/2018/08/06/republic-act-no-11055/>

75. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

- Yes
 No

76. Please provide link and detail.

To support the implementation of the Republic Act 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the DGMP 2023-2028 promotes the ease of doing business with the government through the digitalization of administrative processes and procedures of all frontline services and back-end functions to provide efficient, effective and better services to the people.
<https://www.officialgazette.gov.ph/2018/05/28/republic-act-no-11032/>

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

- Yes
 No

78. Please provide link and detail.

In order to foster citizen and business e-participation, the DGMP 2023-2028 seeks to expand public access to information by establishing E-Bulletin Board in all verified official government social media accounts. Further, the DGMP pursues to intensify transparency and accountability by improving the Freedom of Information Portal (as cited in item no. 9) and the Open Data Philippines Portal (cited in item no. 17).
Likewise, in the House Bill No. 7327, the government is planning to establish a Records and Knowledge Management Information System. It intends to house common data sets, which include pricing data, demographic data, geospatial data, in order to improve publication, sharing and utilization of data across the government.
https://hrep-website.s3.ap-southeast-1.amazonaws.com/legisdocs/third_19/HBT7327.pdf

79. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

- Yes
 No

80. Please provide link and detail.

The DGMP 2023-2028 aims to promote green ICT initiatives in government by developing policies on promoting energy efficiency and conservation, and development of electronic waste management programs in the government. Further, the DICT will also develop the ASEAN Action Plan on the Promotion of Green Digital Initiatives to provide pragmatic and actionable insights, strategies, programs and projects that will help the ASEAN Member States (AMS) in ensuring sustainable development in the region through promotion of Green ICT.
 Digital Government Masterplan (DGMP) 2023-2028
<https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/>

81. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]

- Yes
 Maybe

82. Please provide link and detail.

The DGMP 2023-2028 also seeks to bridge the digital divide by establishing ICT Academy and Digital Transformation Centers to improve the digital literacy and skills of the public, and empower the vulnerable groups of society.
 Digital Government Masterplan (DGMP) 2023-2028
<https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/>

83. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

- Yes
 No

84. Please provide link and detail.

To ensure availability of online services to the public, the EGMP 2022 seeks to link various public services among common- and agency-specific websites for G2B, G2C, and G2 Non-Residents transactions through the identification, development and use of a seamless application in the National Government Portal. Upon the updating of the EGMP through the development of the DGMP, it aims to improve digital frontline services for businesses and citizens through the development of Citizen Frontline Delivery Services Platform and adoption of digital payment facility and gateway for easier transactions with the government. Further, the DICT recently launched the eGov PH, also known as the e-Government Philippines, which is a mobile application that simplifies transactions between the government and citizens.
 E-Government Masterplan 2022: <https://dict.gov.ph/ictstatistics/wp-content/uploads/2020/03/EGMP-2022.pdf>
 Digital Government Masterplan (DGMP) 2023-2028
<https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/>

85. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), **anticipatory, proactive services?**

Artificial intelligence (AI) - please provide link and detail:

AI enables government organizations to accomplish more within tight budgets, automate tedious tasks, enhance mission-critical capabilities, and enable research breakthroughs

86. Robotics - please provide link and detail:

87. Blockchains - please provide link and detail:

88. 5G - please provide link and detail:

The rollout of 5G mobile technologies and beyond is set to revolutionize the way we transact with the government by providing faster speeds, lower latency, and greater capacity.

89. Internet of Things (IoT) - please provide link and detail:

IoT can transform the way the government collects data by inducing technologies such as mobility, automation and data analytics

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

91. Others - please provide link and detail:

Cloud Computing provides the benefits of Security, Scalability according to changing demand or capacity and on-demand availability of storage and computing resources

92. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

93. Please provide link and detail.

The strategies laid out in both the EGMP 2022 and DGMP 2023-2028 are aligned with the goals and objectives of the following:
Based on the United Nations Sustainable Development Agenda for 2023, digital government can play a role in building effective, inclusive and accountable institutions to support policy making and service delivery for the SDGs; and
The ASEAN Digital Masterplan 2025 desires to increase the high quality and relevant digital services across the ASEAN region. The ASEAN Member States governments shall provide better e-government services and make government data available to the end users.
E-Government Masterplan 2022: <https://dict.gov.ph/ictstatistics/wp-content/uploads/2020/03/EGMP-2022.pdf>
Digital Government Masterplan (DGMP) 2023-2028
<https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/>

94. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

95. Please provide link and detail.

The National Academy of Science and Technology, Philippines (NAST PHL) of the Department of Science and Technology (DOST) developed the country's Science, Technology and Innovation (STI) Foresight document, aptly entitled PAGTANAW 2050, or LOOKING AHEAD 2050. It is the first DOST-funded inter-disciplinary and trans-disciplinary project on Philippine-focused STI Foresight and Strategic Plan that will impact on the aspirations of the Filipino people by 2050. <https://transactions.nast.ph/?p=1792>
In 2021, the Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development (PCAARRD) of the DOST conducted the first ever Philippine Futures Summit: Futures of Education, Work, and Technology. The virtual summit aimed to reveal, reframe, reimagine, and consolidate strategies and insights on the futures centered on human-focused, regenerative, nature-first, and indigenous perspectives. <https://pcaarrd.dost.gov.ph/index.php/quick-information-dispatch-qjd-articles/dost-pcaarrd-participates-in-the-first-ever-philippine-futures-summit>

96. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

97. Please provide link and detail.

Currently, the Bangko Sentral ng Pilipinas (BSP) is implementing a regulatory sandboxing framework to promote the development of transformative technologies under the "test-and-learn" approach which has been operational since 2022, in testing new products without risking the financial system's stability. Applicants assessed as eligible to participate in the regulatory sandbox must operate within predetermined testing parameters agreed upon by the BSP and the Participants.
Testing parameters include metrics to assess the viability of the solution being offered. The Regulatory Sandbox Framework contemplates that each regulatory sandbox shall undergo a four-stage process: the Application, Evaluation, Testing and Exit Stages which will be conducted for 12 months before evaluating whether it is "fit for broader or mass adoption" or not.
<https://www.bsp.gov.ph/Regulations/Issuances/2022/1153.pdf>

98. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]

Yes

No

99. Please provide link and/or details.

The DICT developed and monitored the results matrix of the E-Government Masterplan (EGMP) 2022 which are designed to be systematic in coverage and nature measured at the national level and have to factor in the transactions between respective government agencies and the public.
Moreover, the Department recently conducted the National Government Agency (NGA) and Local Government Units (LGU) ICT Readiness Survey which is a two-part survey that will determine the capacity of NGAs and LGUs in providing online services and state of ICT infrastructure. <https://dict.gov.ph/ictstatistics/nga-lgu-ict-readiness-survey-2022/>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

100. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

- Yes
 No

101. If yes, please provide link and detail.

The DICT's Digital Innovation for Women Advancement (DIWA) Project aims to harness the role of ICTs to advance gender equality and empower women to actively participate in building an inclusive and sustainable digital future. DIWA is one of the DICT's initiatives pursuant to the Philippines' commitment to the ITU as a council member.
<https://pia.gov.ph/news/2023/06/08/diwa-launched-for-young-women-in-ict>

102. Is there a national e-participation policy/strategy or similar? *

- Yes
 No

103. If yes, please provide link and detail.

Consultative process is followed in crafting national ICT plans and policies.
For the National ICT Development Agenda: <https://dict.gov.ph/ictstatistics/dict-kicks-off-regional-multistakeholders-consultations-on-the-national-ict-development-agenda-digital-government-master-plan-2023-2028-and-the-philippine-government-interoperability-framework/>
For the National Cybersecurity Plan
<https://dict.gov.ph/wp-content/uploads/2023/05/Draft-NCSP-2028-Public-Comments.pdf>
<https://elegal.ph/dict-calls-for-comments-on-draft-national-cybersecurity-plan/>
8888 Citizens' Complaint Center
<https://8888.gov.ph/>
The 8888 is a platform for reporting on complaints and grievances on graft and corruption, slow process of government functions or request for government assistance and to give commendations or suggestions, intended for government agencies, officers, and employees
Contact Center ng Bayan
<https://contactcenterngbayan.gov.ph/>
The Contact Center ng Bayan receives public feedback on the quality of service the public receives.
eReport thru eGovPH Super App
<https://www.pna.gov.ph/articles/1205835>

104. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? *

- Yes
 No

105. If yes, please provide link and detail.

The DICT issued Memorandum Circular No. 2017-004, or the "Web Accessibility Policy" (<https://dict.gov.ph/wp-content/uploads/2017/10/DICT-MC-004-2017-PRESCRIBING-THE-PHILIPPINES-WEB-ACCESSIBILITY-POLICY-AND-ADOPTING-FOR-THIS-PURPOSE-ISO-IEC-405002012-INFORMATION-TECHNOLOGY-W3C-WEB-CONTENT-ACCESSIBILITY-GUIDELINES-WCAG-2.0-A.pdf>), to prescribe the guidelines on web accessibility and accessible ICT practices that will enable persons with disabilities to access government programs, products and services offered online through the websites of government agencies.
The DICT issued Department Circular No. 15, s. 2020, or the "Child Online Safeguarding Policy" (https://dict.gov.ph/wp-content/uploads/2021/03/Department_Circular_No_015_re_Safeguarding_Policy_for_the_Free_Internet.pdf), to prescribe the guidelines, mechanisms, and standards to promote safeguarding and protection of children and youth online in the implementation of the Free Internet Access in Public Places Program under Republic Act No. 10929.
DICT conducts the National ICT Household Survey (2019 and 2023) and the Women and ICT Development Index Survey with measures on women and childrens' connectivity and access to services:
NICTHS - https://dict.gov.ph/ictstatistics/wp-content/uploads/2021/06/IND_050.pdf
WIDI - <https://dict.gov.ph/ictstatistics/widi2022/>

106. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups? *

- Yes
 No

107. If yes, please provide link and detail.

The Philippines remains in its position as the leading Asian country in closing the gender gap, according to the recently released 2023 Global Gender Gap Index (GGGI) Report by the World Economic Forum (WEF). The Global Gender Gap Index measures the current state and progress of gender parity across four key dimensions, namely: Economic Participation and Opportunity, Educational Attainment, Political Empowerment, and Health and Survival. <https://pcw.gov.ph/ph-rises-to-16th-worldwide-remains-the-most-gender-equal-country-in-asia/>
The Philippines has a government agency dedicated to policy-making and oversight, successfully influencing development efforts towards gender equality and the empowerment of all women and girls.
Philippine Commission on Women - <https://pcw.gov.ph/>
Department of Social Welfare - <https://www.dswd.gov.ph/sectors/women/#:~:text=The%20Department%20of%20Social%20Welfare,rehabilitation%20programs%20and%20livelihood%20assistance.>
DICT -
<https://newsinfo.inquirer.net/1743335/dict-calls-for-inclusive-safer-digital-spaces-for-filipino-youth-and-women>

108. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? *

- Yes
 No

109. If yes, please provide link and detail.

110. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? *

- Yes
 No

111. If yes, please provide link and detail.

One of the key mandates of the Department is to cater and build digital literacy and skills with some initiatives targeting women; GAD segment is included in the Tech4ED Program
<https://www.facebook.com/ILCDBuDICT/>
In support, the Department of Information and Communications Technology (DICT) Region 9 has recently launched the first ever municipal-based Digital Transformation Center to be managed by the local government unit.
<https://pia.gov.ph/news/2023/03/07/dict-9-launches-first-municipal-based-digital-transformation-center-in-liloy-town>
The Department of Information and Communications Technology (DICT) was awarded for its cybersecurity education program and two other ICT projects during the World Summit on Information Society (WSIS) Prizes 2023 hosted by the International Telecommunications Union (ITU).
<https://mb.com.ph/2023/4/11/dict-s-cyber-education-program-is-wsis-winner>

112. Does the Government use any social media platform(s)? *

- Yes
 No

113. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Almost, if not, all government agencies have at least one social media platform used for the dissemination of information, rules, or sharing activities planned or conducted by the agency. For example, the DICT has Facebook (<https://www.facebook.com/DICTgovph/>), X or Twitter (<https://twitter.com/DICTgovph>), Instagram (<https://www.instagram.com/dictgovph/>), and Youtube (<https://www.youtube.com/channel/UCzN1OUfAcsO4tzzPtQ0Jxg>). The public uses the messaging features of these platforms to air their concerns with the agency.
DICT web presence report of government agencies that includes social media use;
(https://dict.gov.ph/ictstatistics/wp-content/uploads/2023/08/2022-2_Government-Web-Presence_1st-Sem-2022_Briefer.pdf)

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

The government has not yet adopted general guidelines for all agencies on their use of social media. However, a number of agencies issued separate guidelines for their own use. For example, the Department of Social Welfare and Development with its Administrative Order No. 16, s. 2021, prescribing the "Guidelines on Social Media Management and Use for the Department of Social Welfare and Development (DSWD) Social Media Managers and Users among DSWD Employees and Officials" (https://www.dswd.gov.ph/issuances/AOs/AO_2021-016.pdf).

115. Does the Government publish information on how people's voices, including those among women and/or the vulnerable groups, are included in policy decision-making? *

- Yes
 No

116. If yes, please provide link (URL) and detail.

Yes, in government Portals for example in the case of the DICT, call for inputs to draft plans and policies, e.g. National Cybersecurity Plan calling for comments:
<https://dict.gov.ph/dict-seeks-publics-inputs-on-draft-national-cybersecurity-strategy-2023-2028/>
Legislative Bills and Public Hearings are also published online:
<https://www.congress.gov.ph/commsched/>
<https://legacy.senate.gov.ph/committee/schedwk.asp>

F. Usage, User Satisfaction and Evaluation

117. Does the Government monitor/collect usage statistics of e-government services? *

- Yes
 No

118. If yes, please provide link and detail.

DICT NGA-LGU ICT Readiness Pilot Survey

The National Government Agency and Local Government Unit (NGA-LGU) ICT Readiness Survey is a partnership project between the DICT and the Development Academy of the Philippines (DAP) which aims to determine the capacities of NGAs and LGUs in providing online services and state of ICT infrastructure respectively. The NGA survey aimed to assess selected websites on their capacities to provide online services. The LGU was conducted on a sample of 3rd to 6th class barangays and/or municipalities in the Philippines. The survey sought to identify geographical areas not yet covered by key ICT infrastructure such as telecommunications towers, fibre optic cables, Free Wifi connectivity, among other infrastructure indicators.
[\(https://dict.gov.ph/ictstatistics/nga-lgu-ict-readiness-survey-2022/\)](https://dict.gov.ph/ictstatistics/nga-lgu-ict-readiness-survey-2022/)

119. Does the Government collect usage data with dis-aggregation by gender? *

N/A

120. Does the Government measure user satisfaction of e-government services? *

- Yes
 No

121. If yes, please provide link and detail.

DICT National ICT Household Survey 2019

The National ICT Household Survey (NICTHS) aims to provide statistical information deemed essential in monitoring relevant dimensions of Information and Communications Technology (ICT) usage in household and by individuals. The survey project's objectives are to: (1) Gather ICT data at the household and individual levels to support the monitoring of performance indicators in the SDGs, PDP Results Matrix, DICT plans, and international benchmarking indexes; (2) Identify critical data on ICT demand towards improvement of public service delivery as well as growth of potential markets in the digital economy (e.g. e-commerce); (3) Provide a national baseline for core ICT household indicators; and (4) Utilize the collected data for national ICT planning and policy-making.
[\(https://dict.gov.ph/ictstatistics/nichs2019/\)](https://dict.gov.ph/ictstatistics/nichs2019/)

National ICT Household Survey 2023

<https://dict.gov.ph/ictstatistics/dict-holds-national-ict-household-survey-2023-preparatory-meeting-with-psa/>

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

DICT National ICT Household Survey 2019

Individual Questionnaire of the NICTHS 2019 was the questionnaire used to measure individual's knowledge, access, and usage of ICT, with the past three months as the reference period. This questionnaire covers a wide range of topics under ICT, such as an individual's ICT use, an individual's knowledge and attitude regarding digital economy, and an individual's experience on cyber incidents. Further, this questionnaire contained questions on e-commerce which is not only limited to whether respondents sell or purchase goods and services online, but also inquires on the respondents' adaptability to the advancing modes of financial transactions. All questions on e-commerce have a reference period of the past twelve months from the time of interview to better capture response that may be affected by seasonality. Overall, this questionnaire served as a comprehensive instrument used to assess and measure an individual's knowledge and behavior in the information society.

[\(https://dict.gov.ph/ictstatistics/nichs2019/\)](https://dict.gov.ph/ictstatistics/nichs2019/)

National ICT Household Survey 2023

<https://dict.gov.ph/ictstatistics/dict-holds-national-ict-household-survey-2023-preparatory-meeting-with-psa/>

G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW] ***

One of the ongoing digital cooperation of DICT with UNICEF is the upcoming "2023 ASEAN Forum on Child Online Protection: Strengthening Ties to Protect Children in Online Environments." It aims to strengthen collaborative solutions with the government to enhance the regional law enforcement and ensure the protection of the children on the digitization of education.

The Department of Information and Communications Technology (DICT) successfully hosted the Philippines Girls in ICT Day 2023 (GICT 2023) and the inaugural ASEAN Girls in ICT (GICT) Policy Summit on 8-9 June 2023 at Chardonay by Astoria, Pasig City as part of the activities of the Digital Innovation and Inclusion Week during the National ICT Month (NICTM) 2023.

The Philippines, through the DICT, also launched the first ever municipal-based Digital Transformation Centers (DTCs) in Liloay, Zamboanga del Norte. This initiative aims to serve as the Public's ICT Hub where incubation for start-ups happen, co-working space for innovative collaboration and knowledge-sharing, and training especially tailored to fit community needs. The DTC Initiative was launched in September 2019 by ITU, in partnership with Cisco with the objective of supporting countries to strengthen the digital capacities of citizens, particularly in the underserved communities.

<https://dict.gov.ph/dict-holds-historic-asean-girls-in-ict-policy-summit-ph-girls-in-ict-day-during-national-ict-month-2023/>

<https://pia.gov.ph/news/2023/03/07/dict-9-launches-first-municipal-based-digital-transformation-center-in-liloay-town>

124. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] *

The Philippines has finalised Memoranda of Understanding with the following countries where Digital Government is an Area of Cooperation: The People's Republic of China (Ministry of Industry and Information Technology) and the Republic of Singapore (Ministry of Communications and Information).
In addition, the Philippines and Japan signed the Memorandum of Cooperation between the Department of Information and Communications Technology and the Ministry of Internal Affairs and Communications in the Field of Information and Communications Technology. The Department of Foreign Affairs was given the authority to sign this agreement on behalf of the DICT.
The Association of Southeast Asian Nations (ASEAN), of which the Philippines is also a member, has ongoing agreements with the Republic of China and the International Telecommunications Union (ITU) which is set to expire by the end of 2023. Talks of its renewal are currently on-going through the meetings held at the ASEAN Digital Senior Officials Meeting (ADGSOM) level.
<https://www.pna.gov.ph/articles/1192927>
<https://newsinfo.inquirer.net/1716850/dict-chinas-miit-to-pursue-enhanced-digital-cooperation>
<https://www.pna.gov.ph/articles/1195279>

THANK YOU

125. Please provide any other information that will help us in understanding e-government development in your country. [NEW] *

An Act institutionalizing the transition of the government to E-Governance in the digital age
House Bill (HB) No. 7327
<https://www.congress.gov.ph/press/details.php?pressid=12406>

126. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

 Yes No

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.