DICT
DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

2016

CITIZEN'S
CHARTER

CITIZEN'S CHARTER FIRST EDITION 2022

DEPARTMENT OF INFORMATION AND COMMUNICATIONS TECHNOLOGY

The Department of Information and Communications Technology (DICT) was created through Republic Act 10844. It is mandated to be the executive government agency to provide necessary policies, plans, programs and coordinating and implementing mechanisms to promote the Philippine ICT agenda.

VISION

"An innovative, safe and happy nation that thrives through and is enabled by information and communications technology. "

DICT aspires for the Philippines to develop and flourish through innovation and constant development of ICT in the pursuit of a progressive, safe, secured, contented and happy Filipino nation.

MISSION

"DICT of the people and for the people."

The Department of Information and Communications Technology commits to:

- Provide every Filipino access to vital ICT infostructure and services
- Ensure sustainable growth of Philippine ICT-enabled industries resulting to creation of more jobs
- Establish a One Digitized Government, One Nation
- Support the administration in fully achieving its goals
- Be the enabler, innovator, achiever and leader in pushing the country's development and transition towards a world-class digital economy

SERVICE PLEDGE

We commit to:

- Ensure prompt, efficient, and quality delivery of service by having competent authorized personnel during official working hours (NO NOON BREAK)
- Promote transparency by having properly documented policies, services, activities and transactions which are readily available through our website: https://dict.gov.ph
- Support the fulfillment of the national ICT development goals through efficient implementation of programs, activities and projects, and proper administration and compliance to pertinent regulations
- Achieve continual improvement in our quality management system by closely monitoring the agency's performance, evaluating feedback and adopting best practices

DICT QUALITY POLICY

We, The Department of Information and Communications Technology, commit to lead in pushing the National ICT Development agenda in transitioning toward a world-class digital economy.

We support the achievement of national development goals through innovation and provision of quality information and communications technology (ICT) products and services compliant with pertinent regulatory and statutory requirements and international standards.

We adhere to the continual improvement of our Quality Management System by maintaining highly competent and committed public servants and by delivering quality services that exceed expectations of our stakeholder

DICT CENTRAL OFFICE

LIST OF EXTERNAL SERVICES

1. Application for Digital Certificates

The Philippine National Public Key Infrastructure (PNPKI) allows the use of digital certificates which enables secure communications among individuals and government agencies. The PNPKI issues two (2) types of digital certificates to individuals and/or organizations: (a) signing certificate, which is used for document signing and (b) authentication certificate, which is typically used for email signing and encryption. This way, the government's delivery of services to citizens and businesses becomes safer, faster and more efficient.

Office or Division:	Cybersecurity Bureau - Digital Certificate Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All Citizens
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
For Individual Certificate	
Registration via PNPKI Online Registration System (ORS) or PNPKI Individual Certificate Application form (for renewal and bulk applications)	https://bit.ly/ApplyPNPKI DICT Website: https://dict.gov.ph/pnpki
E-mail address owned by the individual or authorized by the owner for use by the subscriber	Applicant
Birth Certificate or valid Philippine passport (soft copy / scanned copy in PDF or JPG format for submission)	Philippine Statistics Authority (PSA)
UMID Card (soft copy / scanned copy in PDF or JPG format for submission) (In the absence of UMID-compliant card, ANY TWO of the following cards are allowed as valid IDs based on BSP Circular 608 series of 2008) - Passport - Driver's License - Professional Regulation Commission (PRC) ID - National Bureau of Investigation (NBI) Clearance - Police Clearance - Postal ID - Voter's ID - Government Service Insurance System (GSIS) e-Card	

- Social Security System (SSS) Card - Senior Citizen Card - Overseas Workers Welfare Administration (OWWA)/ OFW ID - Seaman's Book - Alien Certification of Registration/Immigrant Certificate of Registration - Government Office and GOCC ID, e.g. Armed Forces of the Philippines (AFP ID), Home Development Mutual Fund (HDMF ID) - Certification from the National Council for the Welfare of Disabled Persons (NCWDP) - Department of Social Welfare and Development (DSWD) Certification - Integrated Bar of the Philippines ID - Company IDs Issued by Private Entities or Institutions Registered with or Supervised or Regulated either by the BSP, SEC or IC *Note:* Original documents will be presented during the identity verification	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Agency Certificate	
PNPKI Agency Certificate Application Form	DICT Website: https://dict.gov.ph/pnpki-agency-certificate/
Birth certificate of the applicant printed on security paper for Filipino citizen or Alien Certificate of Registration (ACR) card for a foreigner	PSA
Tax Payer Identification Number (TIN)	BIR
Authorization Letter/Board Resolution naming the authorized representative/s to	Requesting Agency

apply for a digital certificate in behalf of the agency	
Consent to verify the information submitted	Requesting Agency
Verified e-mail address owned by the organization or authorized by the owner of the e-mail address to be used by the organization; and	Requesting Agency
Latest copy of a bill showing the physical address of the applicant, where the PIN which will be used to activate a digital certificate shall be mailed	Requesting Agency
Additional requirement for government agency: Government Service Insurance System (GSIS) registration number	GSIS
Additional requirements for non-government entities: Securities and Exchange Commission (SEC) business registration for corporation and partnership, DTI Certificate of Business Name Registration for single proprietorship or Cooperative Development Authority (CDA) registration for cooperatives; Business Permit Social Security System (SSS) Employer Clearance	SEC, DTI, CDA LGU SSS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Register via the Online Registration System (ORS) and submit all requirements	1 Receive and evaluate the registration and supporting documents of the applicant from the ORS	None	1 day	*Registration Authority Officer (RAO)*
	1.1 Scheduling and conduct of video call with	None	2 days	*Registration Authority Officer (RAO)*

	Access the PNPKI ORS portal thru: https://bit.ly/App lyPNPKI	the applicant through video conferencing platforms such as; Viber, Zoom, Skype and Hangouts			Digital Certificate Division PNPKI Support Team/Assigned personnel
		1.2 Adding user (including verification and add user into TMSRA from ORS) of the applicant into the PNPKI System 1.3 Once the add user request is approved by another RA Officer (RAO), the system sends an email to the subscriber with instructions on how to download and install digital certificates.	None	2 days	*Registration Authority Assistants (RAA)* Digital Certificate Division PNPKI Support Team/Assigned personnel
2	Request for digital certificates	2 Approve certificate request	None	(Depends on the subscriber's action)	*Subscriber/ Registration Authority Officer (RAO)*
3	Download and install digital certificates	3 Digital Certificate Division PNPKI Support Team/ assigned personnel, provides support and assistance as needed	None	(Depends on the subscriber's action)	*Subscriber/* Digital Certificate Division PNPKI Support Team/Assigned personnel
	TOTAL:		None	5 days	

*Registration Authority Officer varies

2. Provisioning of ICT Literacy and Competency Trainings

Capability building activities that will cater to the improvement of the ICT competency in the country, thus creating equal employment and economic opportunities. This service involves the development provision of ICT competency-based training and certification which includes:

- Conduct of competency needs assessment for NGAs, SUCs, LGUCs, and other government entities;

- Conduct of competency-based training; and

- Administration of competency-based ICT Certification

Office or Division:	ICT Literacy and Competency Development Bureau
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Government ICT Professionals and Private Individuals
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
General Requirements:	
Duly accomplished Application Form for Admission with one (1) piece 1"x1" ID Picture with name tag;	Registrar's Office ICT Literacy and Competency Development Bureau Km 13, Karuhatan, Valenzuela City
Certificate of Employment (for government employees to avail of the discount);	Applicant's Office
For eligibility courses: (additional):	
Photocopy of Transcript of Records (present original copy for validation)	Applicant's School
Certification of being an IT professional for at least six (6) months or training certificates on Program Logic Formulation or at least 40 hours of any programming language or other system development course	Training Provider of Applicant
Photocopy of birth certificate	Philippine Statistics Authority – National Statistician's Office
Requirements for ICT Proficiency Exam (Passers of Assessment):	

Duly accomplished Application for Admission Form with two (2) recent passport-sized pictures with name tag;	Registrar's Office ICT Literacy and Competency Development Bureau Km 13, Karuhatan, Valenzuela City
Certified true copy of Transcript of Records duly authenticated by the Registrar of the school or the HRD Manager of the Office;	Applicant's School/Office
Photocopy of birth certificate;	
**For those graduating before the examination date, a certification from the Dean that the applicant: 1. is a candidate for graduation before the exam date, and 2. has taken relevant ICT subjects in college.	Applicant's School
Requirements for International Computer Driving License	
Duly accomplished Application Form for Admission with one (1) piece 1"x1" ID Picture with name tag;	Registrar's Office ICT Literacy and Competency Development Bureau Km 13, Karuhatan, Valenzuela City

A. HOW TO APPLY FOR ILCDB COURSES AND SEMINAR (BY INVITATION)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Acknowledge invites and disseminate to Agency HR and other Bureaus	1 Prepare list of invites and disseminate calendar of courses	None	Two (2) months before the start of the semester	*Information Officer 1* *Training Assistant 1* *Registrar*
2 Prepare nominees to ILCDB courses/ seminars	2 Follow-up nominees / participant via email, phone and advise to pay the	None	Six (6) weeks before the start of the course / seminar	*Registrar Staff* *Training Assistant*

	respective training fee			
3 Finalize list of nominees / participants for the course and send to Registrar's Office	3 Accept list of participant from clients and include the final list of participants	None	Two (2) Weeks before the start of the course seminar	*Registrar Staff*

B. HOW TO APPLY FOR ILCDB COURSES AND SEMINAR (BY INVITATION)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Secure a copy of the Calendar of Courses	1 Provide calendar of courses and address inquiries	None	Same day	*Registrar Staff*
2 Accomplish application form and indicate the intended course	2 Assess qualifications and advise to submit requirements	None	Same day	*Registrar Staff*
TOTAL:		None	8 hours	

C. HOW TO REGISTER AND PAY

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Secure and accomplish application for Admission Form (ILCDB Form-1)	1 Provide forms and requirements	None	Ten (10) Minutes	*Registrar Staff / Registrar Office*
2 Submit accomplished application form and requirements	2 Review application and requirements submitted	None	Three (3) Minutes	*Registrar Staff*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 Get assessment and Order of Payment (OP) form	3 Assess payment	None	Five (5) Minutes	*Registrar Staff*
4 Secure approval of Order of Payment	4 Issue Order of Payment	None	Ten (10) Minutes	*Accounting Office Lower Ground Floor*
5 Pay the enrollment fee	5 Issue Official Receipt	See fees below	Twenty (20) Minutes	*Cashier's Office*
6 Present the Official Receipt and submit the processed enrollment form	6 Issue Confirmation of Enrollment slip	None	Five (5) Minutes	*Registrar's Staff*
TOTAL:		See fees below	53 minutes	

D. HOW TO APPLY FOR THE ICT PROFICIENCY TEST:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Secure and accomplish application for Admission Form (ILCDB Form-1)	1 Provide forms	None	Ten (10) Minutes	*Registrar Staff / Registrar Office*
2 Get confirmation of acceptance	2 Review application and requirements submitted	None	Two (2) Minutes	*Registrar Staff*
3 Take assessment exam	3 Conduct assessment exam	None	Two (2) Hours	*Action Officer, Competency, Certification and Course Dev't Division*

4	Get results of assessment exam	4	Provide results	None	For NCR - After Two (2) days For RCOs - Two (2) weeks upon C3D2's receipt of exam from RCO	*Registrar Staff / Registrar Office*
5	Secure and accomplish the application for admission form (ILCDB Form 2)* *for passers of Diagnostic Exam	5	Provide Form	None	Ten (10) minutes	*Registrar Staff / Registrar Office*
6	Submit accomplished application form and requirements	6	Review application and requirements submitted	None	Three (3) Minutes	*Registrar Staff / Registrar Office*
7	Get Assessment and Order of Payment (OP) form	7	Assess payment	None	Five (5) Minutes	*Registrar Staff / Registrar Office*
8	Secure approval of OP	8	Issue order of Payment	None	Ten (10) Minutes	*Accounting Office Lower Ground Floor*
9	Pay the examination fee	9	Issue official receipt (OR)	Php 300 (graduating) Php 500 (professionals)	Twenty (20) Minutes	*Cashier Office Ground Floor*
10	Get exam permit	10	Issue Examination Permit slip	None	Three (3) Minutes	*Registrar*

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11	Present exam permit and a valid ID	11	Conduct Examination	None	Six (6) Hours	*ILCDB Proctor* *Action Officer, Competency, Certification, and Course Dev't Division*
TOTAL:				None	For NCR: 2 days, 9 hours, 3 minutes For RCOs: 2 weeks, 9 hours, 3 minutes	

E. HOW TO APPLY FOR THE ICDL EXAM:

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and accomplish application for Admission Form (ILCDB Form-3)	1	Provide forms and requirements	None	Ten (10) Minutes	*Registrar Staff / Registrar Office*
2	Submit duly accomplished Application for Admission form personally at the ILCDB Registrar's office	2	Review and evaluate application form	None	Two (2) Minutes	*Registrar Staff*
3	Get assessment and Order of Payment (OP) form	3	Assess payment	None	Five (5) Minutes	*Registrar Staff*
4	Secure approval of Order of Payment (OP)	4	Issue Order of Payment	None	Ten (10) Minutes	*Accounting Office Lower Ground Floor*
5	Pay the examination fee	5	Issue Official Receipt (OR)	As provided	Twenty (20) Minutes	*Cashier Office Ground Floor*
6	Present the Assessment and Official Receipt to the Registrar's Office	6	Issue examination permit	None	Two (2) Minutes	*Registrar Staff / Registrar Office*

7 Present the exam permit and a valid ID	7 Conduct the test	None	45 min per module exam	*ICDL Invigilator*
TOTAL:		As provided	1 hour, 34 minutes (additional 45 minutes per module)	

INTERNATIONAL COMPUTER DRIVING LICENSE (ICDL) PRICING SCHEME
ICDL Module Pack

Number of Examinees	Exam Fee* per examinee	Inclusions
1	3,900	
2	3,200	
3	2,900	
4	2,800	Learning Materials (eLearning & eBooks)
5	2,700	Three Diagnostic Exams
6 to 8	2,600	One Module Certification Exam
9 to 20	2,500	One Resit Exam
21 and above	2,400	

Two (2) Module Packs

Number of Examinees	Exam Fee* per examinee	Inclusions
1	4,700	
2	4,000	
3	3,700	Learning Materials (eLearning & eBooks)
4	3,600	Three Diagnostic Exams
5	3,500	One Module Certification Exam

6 to 8	3,400	One Resit Exam
9 to 19	3,300	
20 and above	3,200	

Three (3) Module Packs

Number of Examinees	Exam Fee* per examinee	Inclusions
1	5,500	
2	4,700	
3	4,500	
4	4,400	Learning Materials (eLearning & eBooks)
5	4,300	Three Diagnostic Exams
6 to 8	4,200	One Module Certification Exam
9 to 18	4,100	One Resit Exam
19 and above	4,000	

Four (4) Module Packs

Number of Examinees	Exam Fee* per examinee	Inclusions
1	6,100	
2	5,300	
3	5,000	Learning Materials (eLearning & eBooks)
4	4,900	Three Diagnostic Exams
5	4,800	One Module Certification Exam
		One Resit Exam

Number of Examinees	Exam Fee* per examinee	
6	4,720	
7 to 10	4,700	
11 and above	4,600	

Five (5) Module Packs

Number of Examinees	Exam Fee* per examinee	Inclusions
1	6,600	
2	5,800	
3	5,500	Learning Materials (eLearning & eBooks)
4	5,400	Three Diagnostic Exams
5 - 6	5,300	One Module Certification Exam
7 - 12	5,200	One Resit Exam
13 and above	5,100	

*Exam fees are subject to change without prior notice and dependent on USD exchange rate

*Exam fees are as of November 2021 and are based on the ICDL Pricing Guide

MODE OF PAYMENT

via DICT Cashier
Location   : G/F DICT Bldg., C.P. Garcia Avenue, Diliman Quezon City

via BANK TRANSFER

BANK NAME   : LAND BANK OF THE PHILIPPINES
BRANCH   : QUEZON CITY CIRCLE BRANCH
ACCOUNT NAME   : DICT TRUST ACCOUNT
ACCOUNT NUMBER : 0702 – 1053 – 66

3. Application for Government E-mail Service (GovMail)

The **Government E-mail System (GovMail)** offers the government agencies their own user address which establishes official accounts and e-mails coming from the agencies. The GovMail system is in line with the e-Government Master Plan that aims to modernize government processes to improve the delivery of goods and services to the public and promote transparency. Citizens will also benefit in terms of confidence and peace of mind knowing that they are dealing with authentic government agencies.

Office or Division:	Infrastructure Management Bureau (IMB) – Government Online Service Division (GOSD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	National Government Agencies (NGAs), Government-owned and Controlled Corporations (GOCCs) Government Financial Institutions (GFIs) Local Government Units (LGUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (LOI) Address Postal Mail to: **EMMANUEL REY R. CAINTIC** Acting Secretary Department of Information and Communications Technology DICT Building, C.P. Garcia Avenue, Diliman, Quezon City. 1101 Philippines +63 (02) 920 -0101 local 3001/3000 E-mail: govmailsupport@dict.gov.ph	
GovMail Account Template	http://dict.gov.ph/wp-content/uploads/2017/11/GovMailAccount.Template.20150703.xlsx ' or GOSD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit agency LOI with the accomplished GovMail account form via postal mail or e-mail: helpdesk@igov.ph	1 Receive and reviews the submitted documents	None	1 day	*Records staff* Records Division

GovMail staff Level 1 Support GOSD |
| 2 Wait for the account provisioning and validation process. | 2 The agency will be placed to the pipeline for the account provisioning.

2.1 Check availability of licenses

2.2 Provide HTML file for domain verification | None | 30 minutes | *GovMail staff Level 2 Support* GOSD |
| 3 Upload the HTML file that the GovMail team provided to verify the ownership of the domain. | 3 After ownership verification, the GovMail team will create accounts. | None | 4 hours | *GovMail staff* GOSD |
| 4 Coordinate to the DNS administrator for adding of MX and TXT to agency domain | 4 Configure the DNS entry of agency domain | None | 3 days | Requesting Agency

DNS Hosting provider GovMail staff GOSD |

		4.1 Activate client domain MX 4.2 Prepare Transmittal of Letter and List of Accounts to Agency 4.3 Prepare Letter of No License Available			
5 Wait for the List of Accounts prepared by the GovMail Team	5 Send transmittal letter and list of accounts to agency	None	5 days	*Records staff* GovMail staff	
6 Coordinate to GovMail team for the schedule of the GovMail training	6 GovMail team will set a schedule for the conduct of user's training and administration training	None	1 day	*Requesting Agency* *GovMail Staff* GOSD	
TOTAL:		None	10 days 4 hours and 30 minutes		

4. Application for Government Web Hosting Service (GWHS)

The DICT provides a web hosting service to government entities, including national government agencies, financial institutions, government-owned and -controlled corporations, and inter-agency collaborations, programs, and projects. This allows government websites to be housed under one roof.

Office or Division:	Government Online Service Division (GOSD)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	National Government Agencies (NGAs) Government-Owned and Controlled Corporations (GOCCs) Government Financial Institutions (GFIs) Local Government Units (LGUs) State Universities and Colleges (SUCs)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Intent (LOI) Address to: **EMMANUEL REY R. CAINTIC** Acting Secretary Department of Information and Communications Technology DICT Building, C.P. Garcia Avenue, Diliman, Quezon City. 1101 Philippines +63 (02) 920 -0101 local 3001/3000	
Government Web Hosting Application Form	http://i.gov.ph/gwhs/avail/or GOSD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the LOI, together with the accomplished application form scanned in pdf format via e-mail: helpdesk@igov.ph or ticket: https://helpdesk.i.gov.ph	1 Receive and forward the documents/r equirements submitted 1.1 Review and validate the documents submitted and upload to the system	None	1 day	*Helpdesk GOSD* GWHS Level 2 Support GOSD
2 Wait for the provision of staging cPanel account	2 Facilitate provision of staging cPanel	None	1 day	*GWHS Level 3 Support* GOSD
3 Upload and develop website to the staging cPanel	3 Conduct of assessment of website	None	2 days	*GWHS Level 2 Support* GOSD
4 Request for migration to production **VIA E-MAIL:** helpdesk@igov.ph or **TICKET:** https://helpdesk.i.gov.ph	4 Conduct assessment of website	None	1 day (Time may vary depending on the compliance of the requesting agency)	*GWHS Level 2 Support* GOSD
5 Wait for the e-mail confirmation of the migrated website and the cPanel account	5 Website migration to production server 5.1 Point the DNS to hosting A Record	None	2 days	*GWHS Level 3 Support* GOSD
TOTAL:		None	7 days	

5. Application for DNS Hosting Service

The DICT provides a DNS hosting service to government entities, including government agencies, financial institutions, government-owned and -controlled corporations, Local Government Units and inter-agency collaborations, programs, and projects. This allows government websites and DNS to be housed under one roof.

Office or Division:	Government Online Service Division (GOSD)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	National Government Agencies (NGAs) Government-Owned and Controlled Corporations (GOCCs) Government Financial Institutions (GFIs) Local Government Units (LGUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent Address to: **EMMANUEL REY R. CAINTIC** Acting Secretary Department of Information and Communications Technology DICT Building, C.P. Garcia Avenue, Diliman, Quezon City. 1101 Philippines +63 (02) 920 -0101 local 3001/3000	
DNS Service Application Form	http://i.gov.ph/gwhs/avail/ or GOSD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the LOI, together with the accomplished application form scanned in pdf format via e-mail: helpdesk@igov.ph	1 Receive and process documents submitted	None	1 day	*Helpdesk* GOSD
	1.1 Assess and validate all entries indicated in the application			*DNS Support personnel* GOSD
2 Wait for the assessment and validation results	2 Verify and validate registration with gov.ph registry 2.1 Create DNS zone file and the corresponding entries in the DNS Server	None	1 day	*DNS Support Personnel* GOSD
3 Wait for the approval of DNS hosting	3 E-mail agency regarding the approval of DNS hosting	None	1 day	*DNS Support Personnel* GOSD
TOTAL:		None	3 days	

6. Application for Government Video Conferencing Service

The Government Video Conferencing Service (GVCS) is a service that offers video and web conferencing software provided by DICT.

Office or Division:	Government Online Service Division (GOSD)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	National Government Agencies (NGAs) Government-Owned and Controlled Corporations (GOCCs) Government Financial Institutions (GFIs) Local Government Units (LGUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GVCS Form	https://dict.gov.ph/government-video-conferencing-service-gvcs/

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit a request by filling out the GVCS Form	1 Create a meeting request 1.1 The following details are to be accomplished by clients/end-users: ▪ Email address of requester ▪ Full Agency Name	None	1 day	*Designated GVCS Technical Person*

		▪ Full Name of Technical Person/Host ▪ .gov.ph Email Address of Technical Person/Host ▪ Designation /Position of Technical Person/Host ▪ Mobile Number of Technical Person/Host ▪ Meeting Description ▪ Meeting Start Time ▪ Meeting Length/Durati on ▪ Registration (If needed)			
2 Wait for the GVCS Meeting Details	2 Clients/end-u sers will receive an email containing their requested meeting details and meeting link	None	1 day	*Designated GVCS Technical Person*

3	Transfer of GVCS Meeting Host	3	Upon the date of the requested meeting, the designated GVCS Technical Person will transfer the host to the registered technical person of the requesting agency	None	1 hour	*Designated GVCS Technical Person*
	TOTAL:			None	2 days and 1 hour	

7. Application for .gov.ph Registration

The .gov.ph domain is for the registration of Philippine Government agencies on the national level as stated in the Philippine Government Internet Domain Names Policy.

Office or Division:	Government Online Service Division (GOSD)	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	National Government Agencies (NGAs) Government-Owned and Controlled Corporations (GOCCs) Government Financial Institutions (GFIs) Local Government Units (LGUs)	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Letter of Intent Address Postal Mail to: **.gov.ph Administrator** Department of Information and Communications Technology DICT Bldg., C.P. Garcia, Diliman, Quezon City PHILIPPINES 1101		http://dns.gov.ph/ or GOSD Office
.gov.ph Domain Application Form		http://dns.gov.ph/ or GOSD Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit a letter of intent with a copy of the	1 Receive and process documents/re	None	1 day	*.gov.ph Registrar* GOSD

accomplished form via e-mail through helpdesksupport@dict.gov.ph or dns@dict.gov.ph	quirements submitted 1.1 Assess and validate all entries indicated in the application			
2 Wait for the assessment and validation results	2 Verify and validate if the domain name to be registered is still available 2.1 Create DNS zone file and the corresponding entries in the DNS Server	None	1 day	*.gov.ph Administrator* GOSD
3 Wait for the approval of .gov.ph Registration	3 Inform agency of the approval and successful registration of their .gov.ph domain thru e-mail	None	1 day	*.gov.ph Registrar* GOSD
TOTAL:		None	3 days	

8. Processing of Application for New Authority to operate PEMEDES

Pursuant to Section 1, Rule 4 of Department of Transportation and Communications (DOTC) Department Circular (DC) No. 2001-01 as adopted by DICT via Department Order No. 001, series of 2017, the application for new Authority to operate PEMEDES may be filed by, to wit, any Filipino citizen or a corporation or partnership duly registered with the Securities and Exchange Commission (SEC) with at least sixty percent (60%) of whose capital stock or shares is owned by Filipino Citizen/s.

Office or Division:	Postal Regulation Division (PRD)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Entities Seeking to Register as Authorized Private Express and/or Messenger Delivery Service (PEMEDES) or Courier Service Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Verified Petition stating among others the required manifestations enumerated in Section 2, Rule 4 of DOTC DC No. 2001-01 as adopted by DICT via DO No. 001, s. 2017	Applicant/Petitioner
Copy of SEC Registration, Articles of Incorporation(AOI)/Partnership, and By-Laws for corporations or partnerships OR Certificate of Business Name Registration for Single Proprietorships OR Certificate of Cooperation for Cooperatives	SEC Department of Trade and Industry (DTI) Cooperative Development Authority (CDA)

Complete address of the management offices and operating stations and the Land Title(s) if the place is owned by the Petitioner or the Contract(s) of Lease if the place is rented	Applicant/Petitioner
Notarized Letters of Intent of at least five (5) prospective clients who may be summoned to attest personally to the truthfulness of the statements in the Letters of Intent	Applicant's/Petitioner's Prospective and/or Existing Clients
A Feasibility Study containing, among others, the organizational structure, standards for operations and recruitment of personnel, most specially the messengers, and at least three (3) years projection of the volume of deliveries, income, and expenses and cash flows	Applicant/Petitioner
A notarized and updated deposit statement/certification of the bank where the required paid up capital, of at least Three Hundred Thousand (Php 300,000.00) Pesos if the petitioner desires to operate within one (1) region only or Five Hundred Thousand (Php 500,000.00) Pesos if to operate in two (2) or more regions or nationwide, is deposited	Applicant's/Petitioner's Depository Bank/s
An undertaking under oath that the applicant shall not cause the withdrawal of said bank deposit during the pendency of the processing of the application/Petition	Applicant/Petitioner
A written waiver of the confidentiality of the applicant's bank deposit specifying the account number or an exemption in writing from the Bank Secrecy Law	Applicant/Petitioner
A list of office equipment, furniture, fixtures and motor vehicles with their	Applicant/Petitioner

corresponding actual valuation and the corresponding current official receipts of registration and certificates of registration in case of motor vehicles		
Sketch of office location and office lay-out	Applicant/Petitioner	
Bio-data of the President and/or the General Manager and/or Operations Manager	Applicant/Petitioner	
Copy of Original Receipts (ORs) for the payment of Filing Fee	DICT Cashier	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the Petition for New Authority with the documentary requirements to the DICT Central Receiving Unit (CRU) *The soft copies of the Petition for the Renewal with the documentary requirements must also be submitted to the CRU and the Postal Regulation Division via e-mail at: cru@dict.gov.ph, copy furnished: inquiry.peme	1 Receive and collate submission and forward to the Postal Regulation Division 1.1 Issue acknowledgement receipt	None	10 minutes	*Designated Officer of the Day Central Receiving Unit*

	des@dict.gov.ph					
2	Request for Billing Assessment via:

Tel: +63 2 8920 0101 loc. 1130 or 1131

OR

E-mail: inquiry.pemedes@dict.gov.ph

OR

Walk-in

*Note: The PRD may also send the Billing Assessment Motu Proprio | 2 | Attend to the billing assessment request

2.1 Verify the record and assess the corresponding fees

2.2 Prepare the billing statement | None | 10 minutes | *Designated Officer of the Day Postal Regulation Division*

Designated Account Staff/Division Head

Postal Regulation Division |
3	Receive the billing statement via personally or through e-mail	3	Issue the billing statement with the checklist of requirements for new application	None	2 minutes	Designated Account Staff/Division Head Postal Regulation Division
4	Present the billing statement	4	Review the billing statement and prepare the entry of the Order of the Payment via electronic official receipt (e-OR) system	None	3 minutes	*Reviewer/ Approver DICT Accounting*
5	Pay the Filing Fee and claim the Official Receipt (OR)	5	Receive payment and issue the OR	See table of fees below	5 minutes	*Cashier Staff DICT Cashier*

6	Wait for the result of documentary evaluation and if passed, the schedule of ocular visit	6	Conduct documentary evaluation	None	1 day *Schedule: within 5 days (NCR) 9 days (outside NCR)	*Designated Reviewing Officer* Postal Regulation Division
7	Coordinate and assist the visiting team	7	Conduct ocular inspection 7.1 Assess the findings and deliberate result after ocular visit 7.2 Check the veracity, authenticity, and validity of the documentary requirements submitted	None	1 day	*Visiting Staff/Team* Postal Regulation Division
8	Wait for the PRD Evaluation Report and Recommendation	8	Prepare the PRD Evaluation Report and Recommendation for the Legal Service (LS)	None	4 hours	Designated Reviewing Officer Postal Regulation Division
			8.1 Review and prepare the LS Recommendation for the Committee on Postal Regulation (CPR) as provided by DICT DC No. 13, s. 2020.		2 days	Designated Reviewing Officer Legal Service
			8.1.1 If deemed necessary, prepare the LS Letter Request for Additional Documentation/ Clarification/Justi fication		2 days	Designated Reviewing Officer Legal Service

9	Wait for the LS Recommendation for the Committee on Postal Regulation (CPR)	9	Review, deliberate, and decide on Recommendation pursuant to powers, functions, and responsibilities indicated in DICT DC No. 13, s. 2020	None	7 days	Committee on Postal Regulation (CPR)
			9.1 Issue Notice of Hearing to the Petitioner/Applicant			
10	Comply with jurisdictional requirement pursuant to Section 4, Rule 4 of DOTC DC No. 2001-01 as adopted by DICT via DO No. 001, s. 2017	10	Review, deliberate, and decide on Memoranda of Petitioner/applicant, and Oppositor/s, if any, pursuant to powers, functions, and responsibilities indicated in DICT DC No. 13, s. 2020	None	30 days	Committee on Postal Regulation (CPR)
			10.1 Issue Order/s for Compliance/Clarification/Documentation/Answer and/or Reply to the Petitioner/Applicant and/or Oppositor/s, if applicable			
			10.2 Prepare Recommendation to the Approving Authority		7 days	Supervising Undersecretary
			10.3 Review, Recommend, and Decide			*Office of the Secretary*

11	Receive the decision over the Petition for New Authority	11	Release the Decision, whether denial or grant of the New Authority via e-mail and physical document through the CRU	See table of fees below	1 day	*Releasing Officer Postal Regulation Division* *Designated Officer of the Day Central Receiving Unit*
	TOTAL: Note: This is exclusive of the number of days that the clients may spend in complying with additional requirements or compliance with noted deficiencies or settlement of the assessed penalty or additional filing fees, or periods that may be necessary to file an Answer or Reply, should the Petition be Opposed by any entity with vested interest in the operation or non-operation of the Applicant/Petitioner. Additional five (5) days max for applicants located within NCR, and nine (9) days max outside NCR for the ocular inspection				51 days, 4 hours, and 30 minutes	

TABLE OF FEES

FEE	AMOUNT
Filing Fee	Php 3,000.00 per region
Branch Extension Fee	Php 500.00 per branch
Registration Fee (upon issuance of Provisional Authority)	Php 4,100.00

MODE OF PAYMENT
via DICT Cashier

Location   : G/F DICT Bldg., C.P. Garcia Avenue, Diliman Quezon City
via BANK TRANSFER

BANK NAME   : LAND BANK OF THE PHILIPPINES
BRANCH   : QUEZON CITY CIRCLE BRANCH
ACCOUNT NAME   : DICT TRUST ACCOUNT
ACCOUNT NUMBER   : 0702 – 1053 – 66

9. Processing of Application for Expansion of Authority to operate PEMEDES

Pursuant to Section 1, Rule 4 of Department of Transportation and Communications (DOTC) Department Circular (DC) No. 2001-01 as adopted by DICT via Department Order (DO) No. 001, series of 2017, the application for Expansion of Authority to operate PEMEDES may be filed by, to wit, any Filipino citizen or a corporation or partnership duly registered with the Securities and Exchange Commission (SEC) with at least sixty percent (60%) of whose capital stock or shares is owned by Filipino Citizen/s who is expanding its operations to an additional region or nationwide.

Office or Division:	Postal Regulation Division (PRD)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Entities Seeking to Register as Authorized Private Express and/or Messenger Delivery Service (PEMEDES) or Courier Service Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Verified Petition stating among others the required manifestations enumerated in Section 2, Rule 4 of DOTC DC No. 2001-01 as adopted by DICT via DO No. 001, s. 2017	Applicant/Petitioner
Copy of SEC Registration, Articles of Incorporation/Partnership and By-Laws for corporations or partnerships OR Certificate of Business Name Registration for Single Proprietorships OR Certificate of Cooperation for Cooperatives	Securities and Exchange Commission Department of Trade and Industry Cooperative Development Authority
Complete address of the management offices and operating stations and the Land Title(s) if the place is owned by the petitioner or the Contract(s) of Lease if the place is rented	Applicant/Petitioner

Notarized Letters of Intent of at least five (5) prospective clients who may be summoned to attest personally to the truthfulness of the statements in the Letters of Intent	Applicant's/Petitioner's Prospective and/or Existing Clients
A Feasibility Study containing, among others, the organizational structure, standards for operations and recruitment of personnel, most specially the messengers, and at least three (3) years projection of the volume of deliveries, income, and expenses and cash flows	Applicant/Petitioner
A notarized and updated deposit statement/certification of the bank where the required paid up capital of at least Three Hundred Thousand Pesos (Php 300,000.00) if the petitioner desires to operate within one (1) region only or Five Hundred Thousand Pesos (Php 500,000.00) if the Petitioner intends to operate in two (2) or more regions or nationwide, is deposited	Applicant's/Petitioner's Depository Bank/s
An undertaking under oath that the applicant shall not cause the withdrawal of said bank deposit during the pendency of the processing of the application/Petition	Applicant/Petitioner
A written waiver of the confidentiality of the applicant's bank deposit specifying the account number or an exemption in writing from the Bank Secrecy Law	Applicant/Petitioner
A list of office equipment, furniture, fixtures, and motor vehicles with their corresponding actual valuation and the corresponding current official receipts of registration and certificates of registration in case of motor vehicles	Applicant/Petitioner

Sketch of office location and office lay-out	Applicant/Petitioner
Bio-data of the President and/or the General Manager and/or Operations Manager	Applicant/Petitioner
Copy of Original Receipts (ORs) for the payment of Filing Fee	DICT Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the Petition for Expansion of Authority to Operate with the documentary requirements to the DICT Central Receiving Unit (CRU) **The soft copies of the Petition for the Expansion to Authority to Operate with the documentary requirements must also be submitted to the CRU and the Postal Regulation Division via e-mail at:cru@dict.gov.ph, copy furnished: inquiry.peme	1 Receive and collate submission and forward to the Postal Regulation Division 1.1 Issue acknowledgement receipt	None	10 minutes	*Designated Officer of the Day Central Receiving Unit*

	des@dict.gov.ph					
2	Request for Billing Assessment via: Tel: +63 2 8920 0101 loc. 1130 or 1131 OR E-mail: inquiry.pemedes@dict.gov.ph OR Walk-in *Note: The PRD may also send the Billing Assessment Motu Proprio	2	Attend to the billing assessment request 2.1 Verify the record and assess the corresponding fees 2.2 Prepare the billing statement	None	10 minutes	*Designated Officer of the Day Postal Regulation Division* *Designated Account Staff/Division Head* *Postal Regulation Division*
3	Receive the billing statement via personally or through e-mail	3	Issue the billing statement with the checklist of requirements for new application	None	2 minutes	Designated Account Staff/Division Head Postal Regulation Division
4	Present the billing statement	4	Review the billing statement and prepare the entry of the Order of the Payment via electronic official receipt (e-OR) system	None	3 minutes	*Reviewer/ Approver DICT Accounting*
5	Pay the Filing Fee and claim the Official Receipt (OR)	5	Receive payment and issue the OR	See table of fees below	5 minutes	*Cashier Staff DICT Cashier*

6	Wait for the result of documentary evaluation and if passed, the schedule of ocular visit	6	Conduct documentary evaluation	None	1 day *Schedule: within 5 days (NCR) 9 days (outside NCR)	*Designated Reviewing Officer* Postal Regulation Division
7	Coordinate and assist the visiting team	7	Conduct ocular inspection 7.1 Assess the findings and deliberate result after ocular visit 7.2 Check the veracity, authenticity, and validity of the documentary requirements submitted	None	1 day	*Visiting Staff/Team* Postal Regulation Division
8	Wait for the PRD Evaluation Report and Recommendation	8	Prepare the PRD Evaluation Report and Recommendation for the Legal Service (LS) 8.1 Review and prepare the LS Recommendation for the Committee on Postal Regulation (CPR) as provided by DICT DC No. 13, s. 2020. 8.1.1 If deemed necessary, prepare the LS Letter Request for Additional Documentation/ Clarification/Justi fication	None	4 hours 2 days 2 days	Designated Reviewing Officer Postal Regulation Division Designated Reviewing Officer Legal Service Designated Reviewing Officer Legal Service

9	Wait for the LS Recommendation for the Committee on Postal Regulation (CPR)	9	Review, deliberate, and decide on Recommendation pursuant to powers, functions, and responsibilities indicated in DICT DC No. 13, s. 2020 9.1 Issue Notice of Hearing to the Petitioner/Applicant	None	7 days	Committee on Postal Regulation (CPR)
10	Comply with jurisdictional requirement pursuant to Section 4, Rule 4 of DOTC DC No. 2001-01 as adopted by DICT via DO No. 001, s. 2017	10	Review, deliberate, and decide on Memoranda of Petitioner/applicant, and Oppositor/s, if any, pursuant to powers, functions, and responsibilities indicated in DICT DC No. 13, s. 2020 10.1 Issue Order/s for Compliance/Clarification/Documentation/Answer and/or Reply to the Petitioner/Applicant and/or Oppositor/s, if applicable 10.2 Prepare Recommendation to the Approving Authority	None	30 days	Committee on Postal Regulation (CPR)

			10.3 Review, Recommend, and Decide		7 days	*Supervising Undersecretary* *Office of the Secretary*
11	Receive the decision over the Petition for Expansion of Authority to Operate	11	Release the Decision, whether denial or grant of the Expansion of Authority to Operate via e-mail and physical document through the CRU	None	1 day	*Releasing Officer Postal Regulation Division* *Designated Officer of the Day Central Receiving Unit*
	TOTAL: Note: This is exclusive of the number of days that the clients may spend in complying with additional requirements or compliance with noted deficiencies or settlement of the assessed penalty or additional filing fees, or periods that may be necessary to file an Answer or Reply, should the Petition be Opposed by any entity with vested interest in the operation or non-operation of the Applicant/Petitioner. Additional five (5) days max for applicants located within NCR, and nine (9) days max outside NCR for the ocular inspection				51 days, 4 hours, and 30 minutes	

TABLE OF FEES

FEE	AMOUNT
Filing Fee	Php 3,000.00 per region
Branch Extension Fee	Php 500.00 per branch

MODE OF PAYMENT
via DICT Cashier

Location   : G/F DICT Bldg., C.P. Garcia Avenue, Diliman Quezon City

10. Processing of Additional PEMEDES Branch/es

Pursuant to Section 3, Rule 4 of Department of Transportation and Communications (DOTC) Department Circular (DC) No. 2001-01 as adopted by DICT via Department Order (DO) No. 001, series of 2017, a fee of Five Hundred Pesos (Php 500.00) for every PEMEDES branch shall be collected.

Office or Division:	Postal Regulation Division (PRD)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Entities Seeking to Register as Authorized Private Express and/or Messenger Delivery Service (PEMEDES) or Courier Service Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Updated List of Branches with Complete Addresses	Applicant/Petitioner
Contract of Lease for the Additional Branches	Applicant/Petitioner
Copy of Original Receipts (ORs) for the payment of Application to Operate Additional PEMEDES Branch	DICT Cashier

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the Updated List of Branches to the DICT Central Receiving Unit (CRU)	1	Receive and collate submission and forward to the Postal Regulation Division 1.1 Issue acknowledgement receipt	None	10 minutes	*Designated Officer of the Day Postal Regulation Division*
2	Request for Billing Assessment via: Tel: +63 2 8920 0101 loc. 1130 or 1131 OR	2	Attend to the billing assessment request 2.1 Verify the record and assess the	None	10 minutes	*Designated Officer of the Day Postal Regulation Division*

					Designated Account Staff/Division Head
	E-mail: inquiry.pemedes@dict.gov.ph OR Walk-in *Note: The PRD may also send the Billing Assessment Motu Proprio		corresponding fees 2.2 Prepare the billing statement			Postal Regulation Division
3	Receive the billing statement via personally or through e-mail	3	Issue the billing statement with the checklist of requirements for new application	None	2 minutes	Designated Account Staff/Division Head Postal Regulation Division
4	Present the billing statement	4	Review the billing statement and prepare the entry of the Order of the Payment via electronic official receipt (e-OR) system	None	3 minutes	*Designated Reviewer/ Approver* DICT Accounting
5	Pay the Filing Fee and claim the Official Receipt (OR)	5	Receive payment and issue the OR	See table of fees below	5 minutes	*Cashier Staff* DICT Cashier
6	Wait for the result of documentary evaluation and if passed, the schedule of ocular visit	6	Conduct documentary evaluation	None	1 day *Schedule: within 5 days (NCR) 9 days (outside NCR)	*Designated Reviewing Officer* Postal Regulation Division
7	Coordinate and assist the visiting team	7	Conduct ocular inspection 7.1 Assess the findings and	None	1 day	*Visiting Staff/Team* Postal Regulation Division

			deliberate result after ocular visit 7.2 Check the veracity, authenticity, and validity of the documentary requirements submitted			
8	Wait for the PRD Evaluation Report and Recommendation	8	Updating of PRD PEMEDES Database 8.1 If deemed necessary, prepare the LS Letter Request for Additional Documentation/ Clarification/Justification	None	2 hours 2 days	Designated Reviewing Officer Postal Regulation Division Designated Reviewing Officer Legal Service
9	Receive the decision over the operation of additional branch/es	9	Release the Decision, whether denial or grant of operation of additional branch/es via e-mail	None	1 day	*Releasing Designated Releasing Officer Postal Regulation Division*
	TOTAL: Note: This is exclusive of the number of days that the clients may spend in complying with additional requirements or compliance with noted deficiencies or settlement of the assessed penalty or additional filing fees, or periods that may be necessary to file an Answer or Reply, should the Petition be Opposed by any entity with vested interest in the operation or non-operation of the Applicant/Petitioner. Additional five (5) days max for applicants located within NCR, and nine (9) days max outside NCR for the ocular inspection				5 Days 2 Hours 30 minutes	

TABLE OF FEES

FEE	AMOUNT
Branch Extension Fee	Php 500.00 per branch

MODE OF PAYMENT
via DICT Cashier

Location   : G/F DICT Bldg., C.P. Garcia Avenue, Diliman Quezon City

11. Processing of Application for Renewal of Authority to operate PEMEDES

Pursuant to Section 3, Rule 4 of DOTC DC No. 2001-01 as adopted by DICT via DO No. 001, s. 2017, the application for renewal/extension of Authority to operate PEMEDES shall be filed on or before the expiration date of the issued Authority to entitle the operator concerned to continue the operation of the messenger delivery service pending the approval of the said application. Those who fail to apply for renewal/extension on time shall be considered "colorum" operators in which case they shall be charged the amount of ONE THOUSAND PESOS (P1,000.00) as penalty for every month of delay or a portion thereof, with three (3) months grace period reckoned from the expiration date of the Authority. Application for renewal/extension after the said three (3) months grace period shall no longer be accepted by the Department.

Office or Division:	Postal Regulation Division (PRD)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Authorized Private Express and/or Messengerial Delivery Service (PEMEDES) or Courier Service Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Verified Petition stating among others the required manifestations enumerated in Section 2, Rule 4 of DOTC DC No. 2001-01 as adopted by DICT via DO No. 001, s. 2017	Applicant/Petitioner
Copy of SEC Registration, Articles of Incorporation/Partnership and By-Laws for corporations or partnerships OR	Securities and Exchange Commission
Certificate of Business Name Registration for Single Proprietorships OR	Department of Trade and Industry
Certificate of Cooperation for Cooperatives	CDA
Complete address of the management offices and operating stations and the Land Title(s) if the place is owned by the Petitioner or the	Applicant/Petitioner

Contract(s) of Lease if the place is rented	
Notarized Letters of Intent of at least five (5) prospective clients who may be summoned to attest personally to the truthfulness of the statements in the Letters of Intent	Applicant's/Petitioner's Prospective and/or Existing Clients
A Feasibility Study containing, among others, the organizational structure, standards for operations and recruitment of personnel, most specially the messengers, and at least three (3) years projection of the volume of deliveries, income, and expenses and cash flows	Applicant/Petitioner
A notarized and updated deposit statement/certification of the bank where the required paid up capital, of at least Three Hundred Thousand (Php 300,000.00) Pesos if the petitioner desires to operate within one (1) region only or Five Hundred Thousand (Php 500,000.00) Pesos if to operate in two (2) or more regions or nationwide, is deposited	Applicant's/Petitioner's Depositary Bank/s
An undertaking under oath that the applicant shall not cause the withdrawal of said bank deposit during the pendency of the processing of the application/Petition	Applicant/Petitioner
A written waiver of the confidentiality of the applicant's bank deposit specifying the account number or an exemption in writing from the Bank Secrecy Law	Applicant/Petitioner
A list of office equipment, furniture, fixtures and motor vehicles with their corresponding actual valuation and the corresponding current official receipts of registration and certificates of registration in case of motor vehicles	Applicant/Petitioner
Sketch of office location and office lay-out	Applicant/Petitioner

Bio-data of the President and/or the General Manager and/or Operations Manager			Applicant/Petitioner		
Copy of Original Receipts (ORs) for the payment of Renewal Fee and penalty, as the case may be and Annual Supervision Fee for CY immediately preceding the filing of the Petition			DICT Cashier		

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the Petition for Renewal of Authority with the documentary requirements to the DICT Central Receiving Unit (CRU) *The soft copies of the Petition for the Renewal with the documentary requirements must also be submitted to the CRU and the Postal Regulation Division via e-mail at: cru@dict.gov.ph, copy furnished: inquiry.pemedes@dict.gov.ph	1	Receive and collate submission and forward to the Postal Regulation Division 1.1 Issue acknowledgement receipt	None	10 minutes	*Designated Officer of the Day Central Receiving Unit*

2	Request for Billing Assessment via: Tel: +63 2 8920 0101 loc. 1130 or 1131 OR E-mail: inquiry.pemedes@dict.gov.ph OR Walk-in *Note: The PRD may also send the Billing Assessment Motu Proprio	2	Attend to the billing assessment request	None	10 minutes	*Designated Officer of the Day Postal Regulation Division*
		2.1	Verify the record and assess the corresponding fees			*Designated Account Staff/Division Head Postal Regulation Division*
		2.2	Prepare the billing statement			
3	Receive the billing statement via personally or through e-mail	3	Issue the billing statement with the checklist of requirements for the renewal of application	None	2 minutes	*Designated Account Staff/Division Head Postal Regulation Division*
4	Present the billing statement	4	Review the billing statement and prepare the entry of the Order of the Payment via electronic official receipt (e-OR) system	None	3 minutes	*Designated Reviewer/ Approver DICT Accounting*
5	Pay the Renewal Fee and claim the Official Receipt (OR)	5	Receive payment and issue the OR	See table of fees below	5 minutes	*Cashier Staff DICT Cashier*

6	Wait for the result of documentary evaluation and if passed, the schedule of ocular visit	6	Conduct documentary evaluation	None	1 day *Schedule: within 5 days (NCR) 9 days (outside NCR)	*Designated Reviewing Officer Postal Regulation Division*
7	Coordinate and assist the visiting team	7	Conduct ocular inspection 7.1 Assess the findings and deliberate result after ocular visit 7.2 Check the veracity, authenticity, and validity of the documentary requirements submitted	None	1 day	*Visiting Staff/Team Postal Regulation Division*
8	Wait for the PRD Evaluation Report and Recommendation	8	Prepare the PRD Evaluation Report and Recommendation for the Legal Service (LS) 8.1 Review and prepare the LS Recommendation for the Committee on Postal Regulation (CPR) as provided by DICT DC No. 13, s. 2020. 8.1.1 If deemed necessary, prepare the LS Letter Request for Additional Documentation/ Clarification/Justification	None	4 hours 2 days 2 days	*Designated Reviewing Officer* *Postal Regulation Division* *Designated Reviewing Officer Legal Service* *Designated Reviewing Officer Legal Service*

9	Wait for the LS Recommendation for the Committee on Postal Regulation (CPR)	9	Review, deliberate, and decide on Recommendation pursuant to powers, functions, and responsibilities indicated in DICT DC No. 13, s. 2020	None	30 days	*Committee on Postal Regulation (CPR)*
			9.1 Prepare Recommendation to the Approving Authority		7 days	*Supervising Undersecretary*
			9.2 Review, Recommend, and Decide			*Office of the Secretary*
10	Receive the decision over the Petition for Renewal of Authority	10	Release the Decision, whether denial or grant of the Renewal via e-mail and physical document through the CRU	None	1 day	*Releasing Officer Postal Regulation Division* *Designated Officer of the Day Central Receiving Unit*
	TOTAL: Note: This is exclusive of the number of days that the clients may spend in complying with additional requirements or compliance with noted deficiencies or settlement of the assessed penalty or additional filing fees. Additional five (5) days max for applicants located within NCR, and nine (9) days max outside NCR for the ocular inspection					44 days, 4 hours and 30 minutes	

TABLE OF FEES

FEE	AMOUNT
Renewal Fee	Php 3,000.00
Branch Extension Fee	Php 500.00 per branch
Penalty Fee	Php 1,000.00/month of delay or a portion thereof

MODE OF PAYMENT
via DICT Cashier

Location   : G/F DICT Bldg., C.P. Garcia Avenue, Diliman Quezon City

via BANK TRANSFER

BANK NAME   : LAND BANK OF THE PHILIPPINES
BRANCH   : QUEZON CITY CIRCLE BRANCH
ACCOUNT NAME   : DICT TRUST ACCOUNT
ACCOUNT NUMBER   : 0702 – 1053 – 66

12. Submission of Quarterly and/or Semi-Annual Reports

Pursuant to DOTC AO 2001-1 as adopted by DICT via DO No. 001, s. 2017, failure to submit Quarterly Production Reports within thirty (30) days after the end of the quarter and Semi-Annual Management Report including a list of company's employees furniture and fixtures and equipment within thirty (30) days after the close of the corresponding semester is considered a light offense and shall be subject to payment of penalty.

Office or Division:	Postal Regulation Division (PRD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Authorized Private Express and/or Messengerial Delivery Service (PEMEDES) or Courier Service Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PEMEDES Form No. 1 (Quarterly Report) PEMEDES Form No. 2 (Semi-Annual Report)	Postal Regulation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 PEMEDES Operator submits Quarterly and/or Semi-Annual Report to the Central Receiving Unit *The soft copies of the Quarterly and/or Semi-Annual Reports must also be submitted to the CRU and the Postal Regulation Division via e-mail at: cru@dict.gov.ph, copy furnished: inquiry.pemedes @dict.gov.ph	1 Receive and collate submission and forward to the Postal Regulation Division 1.1 Receive and Record submission of Quarterly and/or Semi-Annual Reports.	Failure to submit within 30 days after the end of the quarter and semester. See table of fees below	5 minutes	*Designated Officer of the Day* Central Receiving Unit *Records Officer* Postal Regulation Division

TABLE OF FEES

FEE	AMOUNT
First Offense	Php 1,000.00
Second Offense	Php 1,500.00
Third Offense	Php 2,000.00

13. Processing of Request for Billing Assessment and Payment for the Annual Supervision/Regulatory Fees

Pursuant to Section 8 of DOTC DC No. 2001-01 as adopted by DICT via DO No. 001, s. 2017, an operator is under obligation to pay an annual supervision and regulation fee of THREE THOUSAND PESOS (P3,000.00) plus Five Hundred Pesos (P500.00) for every branch on or before January 31 of each year. Failure of the operator to pay the annual supervision and regulation fee on the due date makes the operator liable for a penalty equivalent to Twenty-Five Percent (25%) of said fee, and a surcharge of One Percent (1%) for every month of delay.

Office or Division:	Postal Regulation Division (PRD)	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Authorized Private Express and/or Messengerial Delivery Service (PEMEDES) or Courier Service Operators	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
None		None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Request for Billing Assessment either via: Tel: +63 2 8920 0101 loc. 1130 or 1131 E-mail: inquiry.pemedes @dict.gov.ph *Note: The PRD may also send the Billing Assessment Motu Proprio	1 Attend to the billing assessment request 1.1 Verify the record and assess the corresponding fees 1.2 Prepare the billing statement	None	10 minutes	*Designated Officer of the Day* Postal Regulation Division
2 Receive the billing statement via personal or e-mail	2 Issue the billing statement with the checklist of requirements for	None	2 minutes	*Division Head or designated staff*

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	the renewal of application			Postal Regulation Division
3 Present the billing statement	3 Review the billing statement and prepare the entry of the Order of the Payment	None	3 minutes	*Designated Reviewer/ Approver* DICT Accounting
4 Pay the Renewal Fee and Claim the Official Receipt (OR)	4 Receive payment and issue the OR	See table of fees below	5 minutes	*Cashier Staff* DICT Cashier
TOTAL:		**None**	**20 minutes**	

TABLE OF FEES

FEE	AMOUNT
Annual Supervision Fee	Php 3,000.00
Additional Supervision Fee for Branch Extension	Php 500.00 per branch
Penalty Fee	25% of the Annual Supervision Fee and 1% surcharge every one month of delay

MODE OF PAYMENT
via DICT Cashier

Location : G/F DICT Bldg., C.P. Garcia Avenue, Diliman Quezon City

via BANK TRANSFER

BANK NAME : LAND BANK OF THE PHILIPPINES
BRANCH : QUEZON CITY CIRCLE BRANCH
ACCOUNT NAME : DICT TRUST ACCOUNT
ACCOUNT NUMBER : 0702 – 1053 – 66

14. Provisioning of iBPLS Software

A cloud-based system provided by DICT that enables local government units (LGUs) and its constituents to apply and process business permits, building permits, certificates of occupancy, barangay clearances and other related permits, and licenses electronically or online.

Office or Division:	Government Digital Transformation Bureau – Development, Test and Project Management Teams (GDTB-DTPMT)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Local Government Units (Cities and Municipalities)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Mayor's Letter of Intent addressed to the Secretary (LOI) (1 original) Indicate the system module to avail: a. Business Permit* b. Building Permit and Certificate of Occupancy *With integrated processing of Barangay Clearance	Local Government Unit concerned
Sanggunian Resolution authorizing the Mayor to enter into MOA with DICT (1 original and 1 certified true copy) (Sangguniang Panlungsod Resolution for City; Sangguniang Bayan Resolution for Municipality)	Local Government Unit concerned
Accomplished Designation Form of LGU Key Officers (1 original)	DICT Regional Cluster Office (RCO)
Accomplished eReadiness Profile Form	https://ereadiness.azurewebsites.net/site/login
Signed and Notarized QR-code Memorandum of Agreement with Data Sharing Agreement** (7 original copies) **Accomplished during the process	DICT Regional Cluster Office (RCO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submits the following documents to the concerned DICT Regional Cluster Office: ● Mayor's Letter of Intent*** ● Sanggunian Bayan/ Sangguniang Panglungsod Resolution ● Accomplished Designation Form of LGU Key Officers ● Accomplished eReadiness Profile Form ***If the LOI and other documents are sent to the Office of the Secretary or the Project Management Team (PMT), the PMT endorses the LOI to the RCO	1 Receives the submitted documents by the client LGU	None	2 days	*Executive Assistant Office of the Regional Director (RCO)*
	1.1 Logs and forwards the documents to the Regional Director			*Executive Assistant* Office of the Regional Director

	1.2 Forward the documents to the iBPLS Project Team			*Executive Assistant Office of the Regional Director (RCO)*
	1.3 Receives and reviews the completeness of submitted documents and forward to Focal Person. If document are incomplete, the submission will not be accepted. Project staff shall inform the client LGU about the insufficiency or 1.3 Receives the submitted documents of the LGU. Assigns LGU to project staff for appropriate action			*Project Development Officer, iBPLS Project Team, (RCO)* *Focal Person,* iBPLS Project Team (RCO)
	1.4 Reviews the eReadiness		2 hours	*Systems Analyst, iBPLS Project Team*

	of the LGU. If insufficient data, a site visit/ meeting with the LGU is scheduled			*(RCO)*
	1.5 Prepares the reply letter and forward to the Office of the Regional Director			*Project Development Officer*, iBPLS Project Team (RO)
	1.6 Reviews and signs the reply letter; forwards documents to the iBPLS Project Team			*Regional Director* Regional Office iBPLS Project Team (RCO)
	1.7 Forwards reply letter to Records Office for transmittal to the LGU			*Project Development Officer*, iBPLS Project Team (RCO)
2 Signs and notarizes MOA with DSA**** ****The signing and notarization of both parties may be completed in parallel during the process due to the nature and complexities of the	2 Provides the required information to generate the MOA with DSA to the DICT Regional Cluster Office (RCO)	None	1 day	*Local Government Unit concerned*

legal review and signing of both parties (DICT and Client LGUs) and notarial acts.	2.1 Generates and sends QR-coded MOA with DSA to the LGU			*Project Development Officer, iBPLS Project Team (RCO)*
	2.2 Signs and notarize MOA with DSA and send back complete set of documents to the DICT Regional Cluster Office (RCO)			Local Government Unit concerned
	2.3 Furnishes copies of the submitted documents to the iBPLS Project Management Team in the Central Office (CO) as basis for the creation of cloud instance			*Project Development Officer,* iBPLS Project Team (RCO)
3 Attend Users Training	3 Coordinates the training schedule with the LGU	None	2 hours	*Project Development Officer,* iBPLS Project Team (RCO)
	3.1 Requests the creation of the LGU's cloud instance to the Project Management Team in the			*Project Development Officer,* iBPLS Project Team (RCO)

		Central Office (CO)				
		3.2 Creates the LGU's iBPLS cloud instance				*Cloud Administrator,* iBPLS Project Management Team (CO)
		3.3 Conducts the Users Training to the LGU participants			5 days	iBPLS Project Team (RCO)
4	Prepares the required files in coordination with the iBPLS Project Team (RO) (e.g., Local Revenue Code, data migration files, PSIC reference tables, etc.) in preparation for data build-up	4	Provides the assistance in the review of the assessment business rules and provide copies of data migration templates	None	3 days	*Systems Analyst* eBPLS Project Team (RCO) Local Government Unit concerned
5	Completes the data build-up in the iBPLS	5	Initiates and provides technical assistance during data build-up in the system until completion ● One (1) month for 3 rd to 6th income class LGU ● Two (2) months for 1 st to 2nd and Special income class	None		Local Government Unit concerned *Systems Analyst*, IBPLS Project Team (RCO) - Level 1 Technical Support *Developers and Systems Analysts,* Project Management Team (CO) - Level 2 Technical Support, if needed

6 Pilot tests the iBPLS Software	6 Provides technical assistance to the LGU	None		*Systems Analyst,* IBPLS Project Team (RCO) - Level 1 Technical Support *Developers and Systems Analysts, Project Management Team (CO) -* Level 2 Technical Support, if needed Local Government Unit concerned
7 Launches (online or on LGU-premise) the iBPLS Software	7 Provides support/ assistance in the organization of the launching event	None	4 hours	*LGU Mayor, DICT* iBPLS Project Team, (RCO), GDTB Director, and iBPLS Project Manager/ Representative
	7.1 Attends the launching			
TOTAL:		None	11 days and 8 hours	

15. Review and Endorsement of Information Systems Strategic Plan (ISSP)

As a prerequisite in the acquisition of Information and Communications Technology (ICT) resources in the government, all National Government Agencies (NGAs), Government Owned and Controlled Corporations (GOCCs) and State Universities and Colleges (SUCs) are required to formulate/prepare their 3-year ISSPs and submit this to the Department of Information and Communications Technology (DICT) for review and evaluation, prior to its endorsement to the Department of Budget and Management (DBM) for budgetary allocation.

Office or Division:	Government Systems Strategic Program Division (GSSPD) – Government Digital Transformation Bureau (GDTB)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Agency ISSP	DICT Website: https://dict.gov.ph/wp-content/uploads/2018/01/ISSP-Template.pdf
Transmittal Letter	Requesting Agency
Existing ICT Infrastructure Inventory	Requesting Agency
Endorsement Letter	OSEC, DICT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Transmits hard copy of the ISSP (with signed cover page) to CRU for official logging and recording purposes with attachments: Transmittal Letter signed by the Head of the Agency, ICT Infrastructure Inventory 1.1 Sends an advance copy to	1 Receives/logs Agency ISSP and forwards to OSEC, OUDP, GDTB/GSSPD 1.1 Acknowledges receipt of the ISSP 1.2 Assigns Agency ISSP to Evaluator	None	1 day	DICT Central Receiving Unit (CRU) OSEC OUDP DC, GSSPD

	issp@dict.gov.ph with attachments.				
2	Coordinates with GSSPD regarding the results of the review	2 Performs initial review and evaluation 2.1 Prepare Initial Evaluation Report *Note: All ISSPs received are queued-up for review. GSSPD review comes on a first-come-first-serve basis.*	None	5 days	GSSPD *Evaluator*
		2. 2 Performs collegial review 2.3 Finalizes the ER, signs and sends it through email to the agency IS Planner		5 days	GSSPD Evaluator Team Lead DC, GSSPD
		2.4 Conducts meeting, consultation, online discussion, coaching with the agency IS planner (as needed)		1 day	GSSPD Evaluator Team Lead DC, GSSPD
3	Agency submits their revised ISSP	3 Perform review and evaluation of the revised ISSP** ***Assists/coordinates with the agency in revising the plan.	None	10 days	GSSPD Evaluator
4	Submit final copy of the ISSP: 2 original copies with signed cover page, transmittal letter; soft copy in CD or flash drive (doc and pdf format)	4 Verifies if the content of the final soft copy with the hard copy is the same. 4.1 Prepares Endorsement	None	2 days	GSSPD Evaluator

	Letter (EL), Memo for the Secretary (MFS), and final ER				
	4.2 Signs the ER and forwards the EL, MFS, and other attachment/s to the GDTB Directors, OASDCT, OUDP, OULAPPF, OSEC for their comments/ approval/ signature	None	3 days	GSSPD Evaluator Team Lead DC, GSSPD Directors, GDTB OASDCT OUDP OULAPPF OSEC
5 Receive original Endorsement Letter and the stamped endorsed ISSP 5.1 Provide the DBM a copy of the Endorsement Letter and the endorsed ISSP	5 Stamps endorsed the agency ISSP 5.1 Email advance copy of the signed EL to the agency 5.2 Prepares documents for pick up by the agency inclusive of original copy of the EL, ISSP duty stamped endorsed per page	None	1 day	GSSPD Evaluator GSSPD Administrative Officer
TOTAL:		None	28 days	

** If the ISSP is compliant and complete with all the substantial information, the ISSP is recommended for endorsement.
*** If during the review, there are still items in the ISSP that were not addressed, then this may entail another round of meeting with the agency ISSP focal persons until the ISSP is compliant.

16. Request for Vulnerability Assessment Service

Vulnerability Assessment is one of the frontline services being offered by the Department of Information and Communications Technology (DICT) thru the Cybersecurity Bureau, National Computer Emergency Response Team (NCERT / CERT-PH) Division to help the client/government agency identify vulnerabilities on its networked computing devices and web application services. The results of the vulnerability scans help inform management and network and system administrators of known and potential vulnerabilities so those vulnerabilities can be addressed and managed.

Office or Division:	Cybersecurity Bureau - National Computer Emergency Response Team (NCERT) Division / CERT-PH
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	National Government Agencies (NGAs) Government-Owned and Controlled Corporations (GOCCs) Local Government Units (LGUs) Government Financial Institutions (GFIs) State Universities and Colleges (SUCs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (LOI) indicating the requested service/s Addressed to: **ARNOLD P. DE CASTRO** OIC-Director III, Cybersecurity Bureau Department of Information and Communications Technology E-mail: arnold.decastro@dict.gov.ph cert-ph@dict.gov.ph	
Vulnerability Assessment Request Form	Upon request from CERT-PH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Send letter of request addressed to the DICT Cybersecurity Bureau Director through mail or email (cert-ph@dict.gov.ph)	1 The Director of Cybersecurity Bureau will approve the request	None	Within 1 day	NCERT / CERT-PH

2 Coordinate with the CERT-PH in scheduling a technical and administrative meeting	2 Facilitate the meeting 2.1 Discuss Rules of Engagement and Procedure of the Assessment	None	Within 1 day	NCERT / CERT-PH
	2. 2 Provide Request Form			
	2.4 Assist the requesting agency in filling out the request form			
3 Duly accomplished and submit the vulnerability assessment request form	3 Receive and evaluate completeness of submitted vulnerability assessment request form	None	Within 1 day	NCERT / CERT-PH
4 Prepare necessary resources and logistics before the assessment	4 None	None	Within 1 day	Requesting Agency
5 Assist in the conduct of Vulnerability Assessment	5 Perform actual vulnerability assessment	None	2 Days (3-10 Days; Assessment time may vary depending on the size of the organization's network / number of assets to be assessed)	NCERT / CERT-PH

6 -	6 Analyze the result of the assessment 6.1 Provide recommendations to the requesting agency 6.2 Generate a vulnerability assessment report 6.3 Submit the vulnerability assessment report with the assessment results and post-assessment form to the requesting agency 6.4 Brief the agency about the assessment that was conducted and constantly coordinate with them regarding the progress of their remediation process	None	5 Days (6 to 10 Days; Processing time for analyzing the result may vary depending on the size of the organization's network/number of assets assessed and vulnerabilities detected)	NCERT / CERT-PH
7 Remediate / Patch / Mitigate Issues found 7.1 Once the remediation process is complete, fill up post-assessment form detailing the remediations / actions taken on the vulnerabilities detected	7 -	None	15 Days 16 to 30 days; (depending on the criticality of detected vulnerability) beyond this period, the agency shall	Requesting Agency

				provide the assessors a document stating the reason of period of extension and shall reschedule the date of re-scan	
7.2 Submit Post-assessment and the Vulnerability Assessment Request Form					
8 Prepare necessary resources and logistics before the assessment	8 -	None	Within 1 day	Requesting Agency
9 Assist in the conduct of Vulnerability Re-Assessment	9 Perform actual vulnerability re-assessment	None	2 Days (3-10 Days; Assessment time may vary depending on the size of the organization's network / number of assets to be assessed)	NCERT / CERT-PH
[1] -	Analyze the result of the re-assessment 10.1 Provide recommendations to the requesting agency	None	5 Days (6 to 10 Days; Processing time	NCERT / CERT-PH

	10.2 Generate a vulnerability re-assessment report 10.3 Submit the generated report with the Vulnerability Assessment results and post-assessment form to the requesting agency 10.4 Brief the agency about the assessment that was conducted and constantly coordinate with them regarding the progress of their remediation process		for analyzing the result may vary depending on the size of the organization's network/number of assets assessed and vulnerabilities detected)	
Remediate / Patch / Mitigate Issues found 11.1 Submit Post-assessment Form detailing the remediations / actions taken on the vulnerabilities detected on the re-assessment	-	None	15 Days 16 to 30 days; (depending on the criticality of detected vulnerability) beyond this period, the agency shall provide the CERT-PH a document stating the reason of period of extension and	Requesting Agency

			shall reschedule the date of re-scan	
TOTAL:		None	49 days	

17. Government Network (GovNet) Agency Provisioning Procedure

The DICT has established the Government Network (GovNet) to enable faster communication, better coordination, easier access to online services, and simplified processes among government entities in the country, including national government agencies, state universities and colleges, government hospitals, government-owned and controlled corporations, local government units, and government financial institutions.

Office or Division:	Core ICT Infrastructure Management Division (CIIMD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	National Government Agencies (NGAs) Government Hospitals Government-Owned and Controlled Corporations (GOCCs) Local Government Units (LGUs) Government Financial Institutions (GFIs) State Universities and Colleges (SUCs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal request letter from the requesting party Memorandum of Agreement between DICT and requesting party	CIIMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Formal request letter must be sent by the requesting party addressed to DICT Secretary.	1 The Office of Secretary will refer the request letter to Supervising Undersecretary /Assistant Secretary to IMB to CIIMD.	None	1 day	*Requesting Agency, Office of the Secretary / Undersecretary/ Assistant Secretary*
	1.1 CIIMD will conduct assessment and evaluation on the submitted letter		1 day	*CIIMD GovNet Team*

	1.2 If viable, CIIMD will coordinate with the requesting agency for scheduling of site survey			*CIIMD GovNet Team*
	If not, the request letter will be endorsed to free wifi project office			
	1.3 The DICT Third Party Contractor will prepare the Fiber Layout Plan including a list of materials that will be used		1-2 days	*DICT Third Party Contractor*
	1.4 The fiber layout plan will be approved by the CIIMD Division Chief			*CIIMD Division Chief*
	1.5 Submission of Fiber Layout Plan to the requesting agency for their approval		1 day	*CIIMD GovNet Team*
2 Client will approve the fiber layout plan	2 If approved, CIIMD will coordinate with the requesting agency for scheduling of installation of FOC and start MOA preparation and signing	None	1 day	*CIIMD GovNet Team*

	If not, the DICT Third-Party Contractor will revise the Layout Plan			
	2.1 Preparation of necessary documents such as Outgoing Gatepass and Property Acknowledgement Receipt		1 day	*CIIMD GovNet Team*
	2.2 Approval of supervising Usec/Asec for the installation		1 day	*CIIMD GovNet Team*
	2.3 Installation, configuration and testing of FOC and Network Equipment (Media Converter and SFP)		1 day	*DICT Third Party Contractor and CIIMD GovNet Team*
	2.4 . Turnover of Installed Network Equipment to the Newly Provisioned GovNet Agency		1 day	*CIIMD GovNet Team*

18. Request for Penetration Testing Service

The Penetration Testing is one of the frontline services being offered by the Department of Information and Communications Technology (DICT) thru the Cybersecurity Bureau, National Computer Emergency Response Team (NCERT / CERT-PH) Division that performs security assessments on government agencies to further improve their security posture.

CERT-PH uses best practices in performing penetration testing on government agencies focused on finding security vulnerabilities in a target environment that could be used by attackers as entry points to penetrate their network.

CERT-PH then submits a report including all vulnerabilities and techniques used to serve as reference for the government agency to understand security risk in their organization and serve as a guide in fixing the vulnerabilities.

Office or Division:	Cybersecurity Bureau - National Computer Emergency Response Team (NCERT) Division / CERT-PH
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	National Government Agencies (NGAs) Government-Owned and Controlled Corporations (GOCCs) Local Government Units (LGUs) Government Financial Institutions (GFIs) State Universities and Colleges (SUCs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (LOI) indicating the requested service/s Addressed to: ARNOLD P. DE CASTRO OIC-Director III, Cybersecurity Bureau Department of Information and Communications Technology E-mail: arnold.decastro@dict.gov.ph cert-ph@dict.gov.ph	
Penetration Testing Request Form	Upon request from CERT-PH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Send letter of request addressed to the DICT Cybersecurity Bureau Director through mail or email cert-ph@dict.gov.ph	1 The Director of Cybersecurity Bureau will approve the request	None	Within 1 day	*NCERT / CERT-PH*
2 Coordinate with the CERT-PH in scheduling a technical and administrative meeting	2 Facilitate the meeting Discuss Rules of Engagement and Procedure of the Assessment Provide Request Form Assist the requesting agency in filling out the request form	None	Within 1 day	*NCERT / CERT-PH*
3 Duly accomplished and submit the penetration testing request form	3 Receive and evaluate completeness of submitted penetration testing request form	None	Within 1 day	*NCERT / CERT-PH*
4 Prepare necessary resources and logistics before the assessment	4 None	None	Within 1 day	*Requesting Agency*

5 Assist in the conduct of Penetration Testing	5 Perform actual penetration testing	None	2 Days (3-10 Days; Assessment time may vary depending on the size of the organization's network / number of assets to be assessed)	*NCERT / CERT-PH*
6 None	6 Analyze the result of the assessment Provide recommendations to the requesting agency Generate a vulnerability assessment report Submit the vulnerability assessment report with the assessment results and post-assessment form to the requesting agency Brief the agency about the assessment that was conducted and constantly coordinate with them regarding the progress of	None	5 Days (6 to 10 Days; Processing time for analyzing the result may vary depending on the size of the organization's network/number of assets assessed and vulnerabilities detected)	*NCERT / CERT-PH*

	their remediation process			
7 Remediate / Patch / Mitigate Issues found Once the remediation process is complete, fill up post-assessment form detailing the remediations / actions taken on the vulnerabilities detected Submit Post-assessment and the Penetration Testing Request Form	7 None	None	15 Days 16 to 30 days; (depending on the criticality of detected vulnerability) beyond this period, the agency shall provide the assessors a document stating the reason of period of extension and shall reschedule the date of re-scan	*Requesting Agency*
8 Prepare necessary resources and logistics before the assessment	8 None	None	Within 1 Day	*Requesting Agency*
9 Assist in the conduct of re-assessment	9 Perform actual vulnerability re-assessment	None	2 Days (3-15 Days; Assessment time may vary depending on the size of the organization's network / number of assets to be assessed)	*NCERT / CERT-PH*

| 10 | None | Analyze the result of the re-assessment

Provide recommendations to the requesting agency

Generate a vulnerability re-assessment report

Submit the generated report with the Assessment results and post-assessment form to the requesting agency

Brief the agency about the assessment that was conducted and constantly coordinate with them regarding the progress of their remediation process | None | 5 Days

(6 to 15 Days; Processing time for analyzing the result may vary depending on the size of the organization's network/ number of assets assessed and vulnerabilities detected) | *NCERT / CERT-PH* |
| 11 | Remediate / Patch / Mitigate Issues found

Submit Post-assessment Form detailing the remediations / actions taken on the vulnerabilities detected | None | None | 15 Days

16 to 30 days; (depending on the criticality of detected vulnerability) beyond this period, the agency shall provide the | *Requesting Agency* |

on the re-assessment			CERT-PH a document stating the reason of period of extension and shall reschedule the date of re-assessment	
TOTAL:		None	49 days	

19. Request for Incident Response Service

Incident Response is one of the frontline services being offered by the Department of Information and Communications Technology (DICT) through the Cybersecurity Bureau, CERT-PH Division that provides technical assistance in handling a cyber-related incident in a way that limits damage and reduces recovery time and costs.

Office or Division:	Cybersecurity Bureau - National Computer Emergency Response Team (NCERT) Division / CERT-PH
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2B – Government to Business
Who may avail:	Identified Critical Government Agencies, Government Agencies, CII Sectors, External Organizations /other stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CERT-PH Incident Report or Technical Assistance Request form	NCERT Website: (https://www.ncert.gov.ph/download-cert-manual/)
Supporting Incident Documents (e.g., log files, computer images etc.)	Stakeholder

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out the required information in the Incident Report Form/Technical Assistance Request Form Submit all the accomplished forms together with all the relevant evidence such as log files, computer images, etc. through email. (cert-ph@dict.gov.ph)	1 Receive and acknowledge the Incident Report Form and other Supporting documents and for event verification, evaluation and confirmation (Event VEC)	None	Within 1 day	*Stakeholder*

*Important: Sensitive and personal information submitted and inputted through the forms are collected and handled according to and in compliance with the Republic Act 10173 – Data Privacy Act of 2012				
2 None	2 The assigned analyst will process the submitted forms together with all the evidence provided by the stakeholder. These documents and artifacts will be verified and evaluated before considering it as an incident. Once the incident is confirmed through Event VEC, the assigned analyst will assign a ticket number and will start documenting all the important information about the incident.	None	Within 1 business day	*CERT-PH Incident Responder/ Analyst*

| 3 None | 3 The associated team will now perform its initial investigation to determine the incidents' scope such as which networks, systems, or applications are affected; who or what originated the incident; and how an incident is occurring.

The assigned analyst will provide the agency a definite amount of time depending on the severity of the incident for the priority agency to address the incident and come up with an incident report.

The assigned analyst may request additional evidence and information from the affected stakeholder or agency that may also help with the investigation | None | Within 5 business days

(Conduct of investigation may vary depending on the submitted supporting documents and evidence of the stakeholder. The assigned analyst may request additional information for further investigation) | *CERT-PH Incident Responder/ Analyst* |
|---|---|---|---|---|

| 4 Submit all the requested additional information and evidence | 4 The assigned analyst will conduct further investigation and perform appropriate action once the requested additional information/evidence was already provided by the affected stakeholder. | None | Within 1 day

(Submission of additional information/ evidence may vary depending on the stakeholder's process of gathering or generating an evidence) | *Stakeholder* |
|---|---|---|---|---|
| 5 None | 5 After the investigation, an incident response report is created by the assigned analyst. It includes all the information gathered by the incident responders as well as the process that they have performed and all the incident findings and recommendations.

The Incident response report will be submitted to the affected stakeholder for the remediation phase.

Along with the process of creating an incident report | None | Within 5 business days

(Creation of incident report may vary depending on the timeframe when the requested additional information and evidence are submitted) | *CERT-PH Incident Responder/An alyst* |

	the CERT-PH will schedule a debriefing meeting or conference call to discuss the lessons learned in relation to the incident.			
6 Once the affected stakeholder received the Incident Response Report, followed the recommendations given by the assigned analyst and already remediated the incident, they should create an Action Taken Report which is to be submitted again to NCERT. Submit Action Taken Report through email. (cert-ph@dict.gov.ph)	6 Receive the action taken report from the affected stakeholder	None	5 Days (Creation of Action Taken Report may vary depending on how long the affected stakeholder does can take actions on the specific incident that they are handling)	*Stakeholder*
7 None	7 Once the assigned analyst received the Action Taken Report from the affected stakeholder, they will now close the ticket assigned to the incident and	None	Within 1 business day	*CERT-PH Incident Responder/ Analyst*

	document all the details given in the Action Taken Report			
TOTAL:		None	19 days	

LIST OF INTERNAL SERVICES

1. Receiving of Incoming Communications

Office or Division:	Central Receiving Unit
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Incoming Documents	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Incoming Documents	1 Receive incoming documents from internal and external customers I Issue certificate of appearance or acknowledgement receipt 2 Review of documents 3 Endorse documents to Office/Division concerned	None	15 minutes	*Administrative Officer* Records Division
TOTAL:		None	15 minutes	

2. Dissemination/Dispatching of Outgoing Communications

Office or Division:	Central Receiving Unit
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letters/Documents approved by the Regional Director or Head of Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents with transmittal letter signed by the authorized official	1 Receive outgoing documents/communication from the office concerned 1.2 Log the information of the outgoing document and assign a control number 1.3 Provide an acknowledgement stating the title of document, and attachments, if any.	None	15 minutes	*Administrative Officer* Records Division
2 *Receive the acknowledgement*	2 Prepare the document for dispatch		15 minutes	*Administrative Officer* Records Division
TOTAL:		None	30 minutes	

3. Processing of Request for trip ticket and official vehicle

Office or Division:	Administrative Service – General Services Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vehicle Request Form (VRF)	General Services Division
Travel Order (if travel is outside metro manila)	Office of the Regional Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Vehicle Request Form (VRF)	1 Submit VRF to GSD motorpool 1.1 Check completeness and correctness of VRF 1.2 Check availability of driver and vehicle 1.3 Prepare and forward trip ticket 1.4 Approve ticket and provide driver with a copy	None	15 minutes	*Dispatch Officer* Motorpool
2 *Accomplish trip ticket*	2 Conducts trip	None	-	*Driver* Motorpool
TOTAL:		None	15 minutes	

4. Processing of Obligation Request and Status for all Disbursement Vouchers, Contracts and Other Transactions

Office or Division:	Finance Service – Budget Division, Accounting Division
Classification:	Simple
Type of Transaction:	Internal
Who may avail:	DICT Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request and Status Form	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the accomplished obligation request and status	1 Receive, acknowledge and log the transactions needing Obligations and forward documents to the concerned Processor 1.1 Review, verify availability of allotment, determine the breakdown of expenses and indicating the account codes of the expenses, assign obligation number and record the transaction in the appropriate registries maintained and initial ORS	None	3 days	*Administrative Officer* Budget Division

	1.2 Review and sign Box B of ORS			
	1.3 Forward the documents to Accounting			
TOTAL:		None	3 days	

5. Processing of Disbursement Voucher

Office or Division:	Finance Service – Accounting Division
Classification:	Complex
Type of Transaction:	Internal
Who may avail:	DICT Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher (DV) - 1 original, 3 duplicate Supporting Documents (SD) -1 original copy for COA, 1 duplicate copy with CTC or certified copy for Acctg. Copy	Requesting Party
Approved Obligation Request and Status (2 original)	Requesting Party and Budget Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the accomplished DV (with signed or approved Box A) with complete supporting documents to Accounting Unit	1 Receive, acknowledge and log the transaction, assign DV number, and forward the DV with complete supporting documents to concerned Accounting Staff 1.1 Process DV as to completeness of supporting documents, validity and correctness of claims. *If incomplete, releasing staff	None	1 day Note: Processing time will depend on the nature of transaction so processing time is usually 3-7 days	*Administrative Officer / Accounting Staff* Accounting Division *Accounting Staff* Accounting Division

	logs and returns documents to the concerned party for compliance.			
	1.2 Compute and deduct applicable taxes.		1 day	*Accounting Officer* Accounting Division
	1.3 Prepare Certificate of Tax Withheld and record particulars of DV in Individual Index Card.		1 day	
	1.4 Prepare Journal Entry Voucher and affix initial in DV in Box C.			
	1.6 Forward to Chief Accountant for review and approval		1 day	
	1.7 Review DV, verify availability of NCA and sign Box C of DV, and forward to Receiving/ Releasing Clerk.		1 day	
	1.8 Release DV and other		1 day	*Accounting Disbursing Head*

	documents to approving authority 1.9 Upon approval, return the DV to the accounting division for the preparation of LDDAP-ADA. 1.10 Forward to Cash Division		1 day	Accounting Division
TOTAL:		None	7 days	

6. Processing of LLDAP-ADA

Office or Division:	Finance Service - Accounting Division
Classification:	Simple
Type of Transaction:	
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Disbursement Voucher (DV) - 1 original, 3 duplicate Supporting Documents (SD) -1 original copy for COA, 1 duplicate copy with CTC or certified copy for Acctg. Copy	Requesting Party
Approved Obligation Request and Status (2 original)	Requesting Party and Budget Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the approved ORS, DV, and Supporting Documents	1 Receive, acknowledge and log the transaction		1-2 days	*Accounting Staff/officer* Accounting Division
	1.1 Check the signatories in the DV if complete and in accordance to their signatory limit			*Accounting Staff/officer* Accounting Division
	1.2 Prepare the LDDAP-ADA			*Accounting Staff/officer* Accounting Division
	1.3 Check if the correctness of amount and the account number			*Accounting Staff/officer* Accounting Division

	encoded in the LDDAP form.			
	1.4 Affix and initial under the Certified correction portion in the form, then submits to Accounting Disbursement Head for approval.			*Accounting Staff/officer* Accounting Division
	1.5 Receive LDDAP-ADA and its supporting documents			*Accounting Staff/officer* Accounting Division
	1.6 Sign the Certified Correct by portion of the form and forward the LDDAP-ADA and supporting documents to Accounting Assistant			*Division Head* Accounting Division
	1.7 Receive approved LDDAP-ADA and its supporting documents			*Accounting Staff/officer* Accounting Division
	1.8 Retain one copy of DV and SDs for filing			*Accounting Staff/officer* Accounting Division
	1.9 Log the approved LDDAP in the			*Accounting Staff/officer*

	logbook for out to cashier 1. 10. Endorse the LDDAP-ADA and its supporting documents to cashier			Accounting Division *Accounting Staff/officer* Accounting Division
TOTAL:		None	2 days	

7. Processing of Payment

Office or Division:	Finance Service – Accounting Division, Cash Division
Classification:	Simple
Type of Transaction:	Government to Citizen Government to Business Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Disbursement Voucher (1 original, 3 duplicate) with signed LDDAP-ADA by Accountant	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 *Submit the Disbursement Voucher (DV) with signed* LDDAP-ADA *by accountant*	1 Receive, acknowledge and log the transaction 1.1 Prepare Advice of Checks Issued and Cancelled (ACIC) (for LBP Accounts), Financial Data Entry System (FDES) (for other accounts), Billers Data Entry System (Biller DES)(for utilities) and Summary of LDDAP-ADA Issued and Invalidated ADA entries (SLIIE) 1.2 Review documents	None	3 days	*Administrative Officer* Cashier Office *Administrative Officer* Cashier Office

	1.3 Sign the ACIC, LDDAP-ADA, FINDES/BILLER DES and SLIIE			*Administrative Officer* Cashier Office *Division Chief* Cash Division
	1.4 Approve ACIC, LDDAP-ADA, FINDES/BILLER DES and SLIIE			Approving Authority
	1.5 Endorse documents to Cash Division			*Staff* Approving Authority
	1.6 Deliver documents to servicing bank for debit to DICT account and for credit to account of payee/claimant			*Administrative Officer* Cashier Office
	1.6 Inform payee/claimant to sign the DV			*Administrative Officer* Cashier Office
	1.7 Prepare reports for submission to Accounting Division			*Administrative Officer* Cashier Office
TOTAL:		None	3 days	

8. Processing of Collection

Office or Division:	Finance Service, Cash Division
Classification:	Simple
Type of Transaction:	Government to Citizen Government to Business Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Statement of Account	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present the Order of Payment	1 Receive, acknowledge and log the transaction in to the eOR System 1.1 Verify if Order of Payment has been approved and transmitted by the Accounting Division	None	15 minutes	*Administrative Officer* Cashier Office
2 Pay the amount presented in the Order of Payment	2 Receive Payment 2.1 Print eOR 2.2 Issue eOR	None	15 minutes	*Administrative Officer* Cashier Office
3 Receive eOR	3 Prepare list of collections and deposit slips 3.1 File eOR	None	30 minutes	*Administrative Officer* Cashier Office
TOTAL:		None	1 hour	

9. Processing of Request for Small Value Procurement

Office or Division:	Procurement Planning and Management Division
Classification:	Simple
Type of Transaction:	Internal Transaction
Who may avail:	Delivery Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request (3 copies)	Requesting Party
Supporting Document, such as, technical specifications of item being procured	Requesting Party
Annual Procurement Plan (APP) (1 copy)	Requesting Party/BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Purchase Request (PR) and a copy of APP	1 Receive, acknowledge and log the transaction 1.1 Assign Control No. of PR 1.2 Forward PR to the Budget Division to certify availability of funds 1.3a If the Approved Budget of the Contract (ABC) is greater than Php 50,000, post to PhilGEPS,		1 day 1 day	*Receiving Staff* Procurement Service *Administrative Officer* Procurement Service *Administrative Officer* Procurement Service

	1.3b If ABC is less than Php 50,000 prepare canvass for at least three (3) qualified prospective bidders		1 day	
	1.4 Prepare the Abstract of Price Quotations who responded in the RFQ and send it to DICT BAC fir approval and declaration of Single Calculated Responsive Bid or Lowest Calculated Responsive Bid			*Administrative Officer* Procurement Service
	1.5 If approved, prepare ORS and PO, then route to the end user, Budget Division, Accounting Division and Approving Authority for Processing and Approval			
	1.6 Signatories to review and sign the documents			*Approving Authority* Requesting Unit and Authorized Signatories
	1.7 Transmit approved PO to			*Administrative Officer*

	supplier and request to deliver based on the approved delivery period			Procurement Service
	1.8 Post the copy of approved PO in PhilGEPS and DICT Website			*Administrative Officer* Procurement Service
TOTAL:		None	3 days	

10. Processing of Request for Quick Response Audit

Office or Division:	Internal Audit Service
Classification:	Simple
Type of Transaction:	Internal Transaction
Who may avail:	Delivery Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter with Endorsement from the Office of the Secretary	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit request letter with the endorsement from Office of the Secretary	1 Receive, acknowledge and log the request letter with endorsement from the Office of the Secretary		30 minutes	*Administrative Assistant* Internal Audit Service
	1.2 Determine the need for Quick Response Audit and draft audit engagement form and audit plan		1 day	*Internal Auditor* Internal Audit Service
	1.3 Prepare authority to conduct audit and endorse to the IAS Director		1 day	*Internal Auditor* Internal Audit Service
	1.4 Approve the request and provide guidance to the audit team leader			*Director* Internal Audit Service

2	Sign the audit engagement form and wait for the approval and schedule of audit	2	Conduct briefing and coordinate with the management for the conduct of audit		4 hours	*Audit Team Leader* Internal Audit Service
Total					2 days, 4 hours, 30 minutes	

REGIONAL CLUSTER OFFICES

- **LUZON CLUSTER 1**
- **LUZON CLUSTER 2**
- **LUZON CLUSTER 3**

- **VISAYAS CLUSTER 1**
- **VISAYAS CLUSTER 2**

- **MINDANAO CLUSTER 1**
- **MINDANAO CLUSTER 2**
- **MINDANAO CLUSTER 3**

LIST OF EXTERNAL SERVICES

SERVICES	PAGE NUMBER
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Processing of Request for Access to ICT services through Tech4ED Centers	128 – 130
Processing of Request for ICT Technical Assistance and Services to LGUs and SUCs	131-132
Provisioning of iBPLS Software	133-139

1. Application for Digital Certificates

The Public Key Infrastructure (PKI), is an infrastructure that secures communications among individuals and government agencies. This way, the government's delivery of services to citizens and businesses becomes safer, faster, and more efficient.

Office or Division:	Technical Operations Division and Provincial Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Individual Certificate	
Registration via PNPKI Online Registration System (ORS) or PNPKI Individual Certificate Application form (for renewal and bulk applications)	https://bit.ly/ApplyPNPKI DICT Website: https://dict.gov.ph/pnpki
E-mail address owned by the individual or authorized by the owner for use by the subscriber	Applicant
Birth Certificate or valid Philippine passport (soft copy / scanned copy in PDF or JPG format for submission)	Philippine Statistics Authority (PSA)
UMID Card (soft copy / scanned copy in PDF or JPG format for submission) (In the absence of UMID-compliant card, ANY TWO of the following cards are allowed as valid IDs based on BSP Circular 608 series of 2008) - Passport - Driver's License - Professional Regulation Commission (PRC) ID - National Bureau of Investigation (NBI) Clearance - Police Clearance - Postal ID - Voter's ID - Government Service Insurance System (GSIS) e-Card - Social Security System (SSS) Card - Senior Citizen Card	

- Overseas Workers Welfare Administration (OWWA)/ OFW ID - Seaman's Book - Alien Certification of Registration/Immigrant Certificate of Registration - Government Office and GOCC ID, e.g. Armed Forces of the Philippines (AFP ID), Home Development Mutual Fund (HDMF ID) - Certification from the National Council for the Welfare of Disabled Persons (NCWDP) - Department of Social Welfare and Development (DSWD) Certification - Integrated Bar of the Philippines ID - Company IDs Issued by Private Entities or Institutions Registered with or Supervised or Regulated either by the BSP, SEC or IC *Note:* Original documents will be presented during the identity verification	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Agency Certificate	
PNPKI Agency Certificate Application Form	DICT Website: https://dict.gov.ph/pnpki-agency-certificate/
Birth certificate of the applicant printed on security paper for Filipino citizen or Alien Certificate of Registration (ACR) card for a foreigner	PSA
Tax Payer Identification Number (TIN)	BIR
Authorization Letter/Board Resolution naming the authorized representative/s to apply for a digital certificate in behalf of the agency	Requesting Agency

Consent to verify the information submitted	Requesting Agency
Verified e-mail address owned by the organization or authorized by the owner of the e-mail address to be used by the organization; and	Requesting Agency
Latest copy of a bill showing the physical address of the applicant, where the PIN which will be used to activate a digital certificate shall be mailed	Requesting Agency
Additional requirement for government agency: Government Service Insurance System (GSIS) registration number	GSIS
Additional requirements for non-government entities: Securities and Exchange Commission (SEC) business registration for corporation and partnership, DTI Certificate of Business Name Registration for single proprietorship or Cooperative Development Authority (CDA) registration for cooperatives; Business Permit Social Security System (SSS) Employer Clearance	SEC, DTI, CDA LGU SSS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Register via the Online Registration System (ORS) and submit all requirements	1 Receive and evaluate the registration and supporting documents of the applicant from the ORS	None	1 day	*Registration Authority Officer (RAO)*
	1.1 Scheduling and conduct of video call with	None	2 days	*Registration Authority Officer (RAO)*

	Access the PNPKI ORS portal thru: https://bit.ly/ApplyPNPKI	the applicant through video conferencing platforms such as; Viber, Zoom, Skype and Hangouts			Digital Certificate Division PNPKI Support Team/Assigned personnel
		1.2 Adding user (including verification and add user into TMSRA from ORS) of the applicant into the PNPKI System 1.3 Once the add user request is approved by another RA Officer (RAO), the system sends an email to the subscriber with instructions on how to download and install digital certificates.	None	2 days	*Registration Authority Assistants (RAA)* Digital Certificate Division PNPKI Support Team/Assigned personnel
2	Request for digital certificates	2 Approve certificate request	None	(Depends on the subscriber's action)	*Subscriber/ Registration Authority Officer (RAO)*
3	Download and install digital certificates	3 Digital Certificate Division PNPKI Support Team/ assigned personnel, provides support and	None	(Depends on the subscriber's action)	*Subscriber/* Digital Certificate Division PNPKI Support Team/Assigned personnel

	assistance as needed			
TOTAL:		None	5 days	

You may e-mail your application for Digital Certificate to the following:

Luzon Cluster 1	lc1.support.pnpki@dict.gov.ph
Luzon Cluster 2	lc2.support.pnpki@dict.gov.ph
Luzon Cluster 3	lc3.support.pnpki@dict.gov.ph
Visayas Cluster 1	vc1.support.pnpki@dict.gov.ph
Visayas Cluster 2	vc2.support.pnpki@dict.gov.ph
Mindanao Cluster 1	mc1.support.pnpki@dict.gov.ph
Mindanao Cluster 2	mc2.support.pnpki@dict.gov.ph
Mindanao Cluster 3	mc3.support.pnpki@dict.gov.ph

2. Provisioning of ICT Literacy and Competency Trainings

Capability building activities that will cater to the improvement of the ICT competency in the country, thus creating equal employment and economic opportunities. This service involves the development provision of ICT competency-based training and certification which includes:

- Conduct of competency needs assessment for NGAs, SUCs, LGUCs, and other government entities;

- Conduct of competency-based training; and

- Administration of competency-based ICT Certification

Office or Division:	ICT Literacy and Competency Development Bureau
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Government ICT Professionals and Private Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
Duly accomplished Application Form for Admission with one (1) piece 1"x1" ID Picture with name tag;	Registrar's Office ICT Literacy and Competency Development Bureau Km 13, Karuhatan, Valenzuela City
Certificate of Employment (for government employees to avail of the discount);	Applicant's Office
For eligibility courses: (additional):	
Photocopy of Transcript of Records (present original copy for validation)	Applicant's School
Certification of being an IT professional for at least six (6) months or training certificates on Program Logic Formulation or at least 40 hours of any programming language or other system development course	Training Provider of Applicant
Photocopy of birth certificate	Philippine Statistics Authority – National Statistician's Office

Requirements for ICT Proficiency Exam (Passers of Assessment):	
Duly accomplished Application for Admission Form with two (2) recent passport-sized pictures with name tag;	Registrar's Office ICT Literacy and Competency Development Bureau Km 13, Karuhatan, Valenzuela City
Certified true copy of Transcript of Records duly authenticated by the Registrar of the school or the HRD Manager of the Office;	Applicant's School/Office
Photocopy of birth certificate;	
**For those graduating before the examination date, a certification from the Dean that the applicant: 3. is a candidate for graduation before the exam date, and 4. has taken relevant ICT subjects in college.	Applicant's School
Requirements for International Computer Driving License	
Duly accomplished Application Form for Admission with one (1) piece 1"x1" ID Picture with name tag;	Registrar's Office ICT Literacy and Competency Development Bureau Km 13, Karuhatan, Valenzuela City

A. HOW TO APPLY FOR ILCDB COURSES AND SEMINAR (BY INVITATION)

	CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Acknowledge invites and disseminate to Agency HR and other Bureaus	1	Prepare list of invites and disseminate calendar of courses	None	Two (2) months before the start of the semester	*Information Officer 1* *Training Assistant 1* *Registrar*
2	Prepare nominees to ILCDB courses/ seminars	2	Follow-up nominees / participant via email, phone and advise to pay the	None	Six (6) weeks before the start of the course / seminar	*Registrar Staff* *Training Assistant*

		respective training fee				
3	Finalize list of nominees / participants for the course and send to Registrar's Office	3	Accept list of participant from clients and include the final list of participants	None	Two (2) Weeks before the start of the course seminar	*Registrar Staff*

B. HOW TO APPLY FOR ILCDB COURSES AND SEMINAR (BY INVITATION)

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure a copy of the Calendar of Courses	1	Provide calendar of courses and address inquiries	None	Same day	*Registrar Staff*
2	Accomplish application form and indicate the intended course	2	Assess qualifications and advise to submit requirements	None	Same day	*Registrar Staff*
TOTAL:				None	8 hours	

C. HOW TO REGISTER AND PAY

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and accomplish application for Admission Form (ILCDB Form-1)	1	Provide forms and requirements	None	Ten (10) Minutes	*Registrar Staff / Registrar Office*
2	Submit accomplished application form and requirements	2	Review application and requirements submitted	None	Three (3) Minutes	*Registrar Staff*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 Get assessment and Order of Payment (OP) form	3 Assess payment	None	Five (5) Minutes	*Registrar Staff*
4 Secure approval of Order of Payment	4 Issue Order of Payment	None	Ten (10) Minutes	*Accounting Office Lower Ground Floor*
5 Pay the enrollment fee	5 Issue Official Receipt	See fees below	Twenty (20) Minutes	*Cashier's Office*
6 Present the Official Receipt and submit the processed enrollment form	6 Issue Confirmation of Enrollment slip	None	Five (5) Minutes	*Registrar's Staff*
TOTAL:		See fees below	53 minutes	

D. HOW TO APPLY FOR THE ICT PROFICIENCY TEST:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Secure and accomplish application for Admission Form (ILCDB Form-1)	1 Provide forms	None	Ten (10) Minutes	*Registrar Staff / Registrar Office*
2 Get confirmation of acceptance	2 Review application and requirements submitted	None	Two (2) Minutes	*Registrar Staff*
3 Take assessment exam	3 Conduct assessment exam	None	Two (2) Hours	*Action Officer, Competency, Certification and Course Dev't Division*

					None	For NCR - After Two (2) days For RCOs - Two (2) weeks upon C3D2's receipt of exam from RCO	*Registrar Staff / Registrar Office*
4	Get results of assessment exam	4	Provide results	None	For NCR - After Two (2) days For RCOs - Two (2) weeks upon C3D2's receipt of exam from RCO		*Registrar Staff / Registrar Office*
5	Secure and accomplish the application for admission form (ILCDB Form 2)* *for passers of Diagnostic Exam	5	Provide Form	None	Ten (10) minutes		*Registrar Staff / Registrar Office*
6	Submit accomplished application form and requirements	6	Review application and requirements submitted	None	Three (3) Minutes		*Registrar Staff / Registrar Office*
7	Get Assessment and Order of Payment (OP) form	7	Assess payment	None	Five (5) Minutes		*Registrar Staff / Registrar Office*
8	Secure approval of OP	8	Issue order of Payment	None	Ten (10) Minutes		*Accounting Office Lower Ground Floor*
9	Pay the examination fee	9	Issue official receipt (OR)	Php 300 (graduating) Php 500 (professionals)	Twenty (20) Minutes		*Cashier Office Ground Floor*
10	Get exam permit	10	Issue Examination Permit slip	None	Three (3) Minutes		*Registrar*

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11	Present exam permit and a valid ID	11	Conduct Examination	None	Six (6) Hours	*ILCDB Proctor* *Action Officer, Competency, Certification, and Course Dev't Division*
TOTAL:				None	For NCR: 2 days, 9 hours, 3 minutes For RCOs: 2 weeks, 9 hours, 3 minutes	

E. HOW TO APPLY FOR THE ICDL EXAM:

CLIENT STEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure and accomplish application for Admission Form (ILCDB Form-3)	1	Provide forms and requirements	None	Ten (10) Minutes	*Registrar Staff / Registrar Office*
2	Submit duly accomplished Application for Admission form personally at the ILCDB Registrar's office	2	Review and evaluate application form	None	Two (2) Minutes	*Registrar Staff*
3	Get assessment and Order of Payment (OP) form	3	Assess payment	None	Five (5) Minutes	*Registrar Staff*
4	Secure approval of Order of Payment (OP)	4	Issue Order of Payment	None	Ten (10) Minutes	*Accounting Office Lower Ground Floor*
5	Pay the examination fee	5	Issue Official Receipt (OR)	As provided	Twenty (20) Minutes	*Cashier Office Ground Floor*
6	Present the Assessment and Official Receipt to the Registrar's Office	6	Issue examination permit	None	Two (2) Minutes	*Registrar Staff / Registrar Office*

7 Present the exam permit and a valid ID	7 Conduct the test	None	45 min per module exam	*ICDL Invigilator*
TOTAL:		As provided	1 hour, 34 minutes (additional 45 minutes per module)	

INTERNATIONAL COMPUTER DRIVING LICENSE (ICDL) PRICING SCHEME
ICDL Module Pack

Number of Examinees	Exam Fee* per examinee	Inclusions
1	3,900	Learning Materials (eLearning & eBooks)
2	3,200	
3	2,900	Three Diagnostic Exams
4	2,800	
5	2,700	One Module Certification Exam
6 to 8	2,600	
9 to 20	2,500	One Resit Exam
21 and above	2,400	

Two (2) Module Packs

Number of Examinees	Exam Fee* per examinee	Inclusions
1	4,700	Learning Materials (eLearning & eBooks)
2	4,000	
3	3,700	Three Diagnostic Exams
4	3,600	
5	3,500	One Module Certification Exam
6 to 8	3,400	
9 to 19	3,300	One Resit Exam
20 and above	3,200	

Three (3) Module Packs

Number of Examinees	Exam Fee* per examinee	Inclusions
1	5,500	Learning Materials (eLearning & eBooks)
2	4,700	
3	4,500	Three Diagnostic Exams
4	4,400	
5	4,300	One Module Certification Exam
6 to 8	4,200	
9 to 18	4,100	One Resit Exam

19 and above	4,000	

Four (4) Module Packs

Number of Examinees	Exam Fee* per examinee	Inclusions
1	6,100	Learning Materials (eLearning & eBooks)
2	5,300	
3	5,000	Three Diagnostic Exams
4	4,900	
5	4,800	One Module Certification Exam
6	4,720	
7 to 10	4,700	One Resit Exam
11 and above	4,600	

Five (5) Module Packs

Number of Examinees	Exam Fee* per examinee	Inclusions
1	6,600	Learning Materials (eLearning & eBooks)
2	5,800	
3	5,500	Three Diagnostic Exams
4	5,400	
5 - 6	5,300	One Module Certification Exam
7 - 12	5,200	
13 and above	5,100	One Resit Exam

*Exam fees are subject to change without prior notice and dependent on USD exchange rate
*Exam fees are as of November 2021 and are based on the ICDL Pricing Guide

You may e-mail your application to ICT Courses and Seminars to the following:

Luzon Cluster 3	lc3.records@dict.gov.ph
Visayas Cluster 1	foo.visayascluster1@dict.gov.ph
Visayas Cluster 2	dictvisayascluster2@dict.gov.ph
Mindanao Cluster 1	foo.mindanaocluster1@dict.gov.ph
Mindanao Cluster 2	mindanaocluster2@dict.gov.ph
Mindanao Cluster 3	mc3recordsunit@dict.gov.ph / jing.soliman@dict.gov.ph

MODE OF PAYMENT

For Luzon Cluster 3

via DICT Cashier   DICT Compound, Telecom Road, Capital Site
                            Kumintang Ibaba, Batangas City,Batangas

Bank Deposit or Transfer : Bank: Land Bank of the Philippines
Account name: Department of Information and
Communications Technology
Trust Account Number: 0302-1154-60
Branch: Batangas City Branch, Pastor-Talambiras Bldg. Padre
Burgos St., Batangas City

For Mindanao Cluster 1

via DICT Cashier   Second Floor**,** DICT Building
Port Area, Zamboanga City

Bank Deposit or Transfer : Bank: Land Bank of the Philippines
Account name: Department of Information and
Communications Technology
Trust Account Number: 0192-0319-82
Branch: Cor. F. Marcos and Valderosa Sts. Pettit Barracks
Branch, Zamboanga City

For Mindanao Cluster 2

via DICT Cashier   Second Floor**,** DICT Building
Villarin St., Carmen, Cagayan de Oro City

Bank Deposit or Transfer : Bank: Land Bank of the Philippines
Account name: Department of Information and
Communications Technology
Trust Account Number: 0152-1012-10
Branch: Land Bank of the Philippines- Capistrano Branch

3. Processing of Request for Access to ICT services through Tech4ED Centers

The Regional Office offers free usage of computer facility for individuals of various sectors through its Tech4ED Centers. The Tech4ED center is a shared facility with Tec4ED platform which is an aggregation of available online content for education, skills, development, government services, agriculture and entrepreneurship, among others.

Some Tech4ED centers, known as Digital Hub, also serve as a 24/7 free co-working space for potential online workers and small-scale rural business process outsourcing.

Office or Division:	Technical Operations Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

For Basic ICT Services: None
 	
For Digital Hub:
    a. Request Letter
    b. Proof of business and/or contract
	
	Requesting Party
	Requesting Party

For Basic ICT Services				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the site and register at the record's log sheet	1. Inquire about the needs of the person availing the service	None	10 minutes	*Tech4ED Staff/Focal* Tech4ED Center or *Provincial Staff/Officer* Provincial Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Use the computer unit assigned to the requesting party	2 Assign computer unit based on the needs of the user and availability of the unit 2.1 Log the time start and end of use of computer	None	10 minutes	*Tech4ED Staff/Focal or Center Manager* Tech4ED Center *Provincial Staff/Officer* Provincial Office
Total			**20 minutes**	

For Digital Hub				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 Fill out the Request form online and send to email (see table below)	1 Receive and acknowledge the request with assigned unique number	None	15 minutes	*Tech4ED Staff* Tech4ED Center
1 Receive acknowledgement and wait for the approval of the request 2.1 Confirm Schedule of the Approved use of facility	2 Check the schedule of availability of computer units 2,1 Forward to Hub Manager or Regional Director for Confirmation and Approval	None	4 hours	*Center Manager* Tech4ED Center
3 Receive approval of request and schedule	3 Assign computer facility	None	4 hours	*Tech4ED Staff* Tech4ED Center

Total			1 day, 25 minutes	

You may e-mail your Request for Access to ICT Services to the following:

Luzon Cluster 1	luzoncluster1@dict.gov.ph
Luzon Cluster 2	luzoncluster2@dict.gov.ph
Luzon Cluster 3	lc3.records@dict.gov.ph
Visayas Cluster 1	foo.visayascluster1@dict.gov.ph
Visayas Cluster 2	dictvisayascluster2@dict.gov.ph
Mindanao Cluster 1	foo.mindanaocluster1@dict.gov.ph
Mindanao Cluster 2	mindanaocluster2@dict.gov.ph
Mindanao Cluster 3	albert.gabriel@dict.gov.ph

4. Processing of Request for ICT Technical Assistance and Services to LGUs and SUCs

The Regional Office provides ICT-related technical assistance to LGUs and SUCs, such as provisioning of online meeting platforms, conduct of trainings and webinars, and review of Information Systems Strategic Plan, among others

Office or Division:	Technical Operations Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Forward request letter indicating the specific technical assistance needed via e-mail (see table below)	1 Receive, log and acknowledge request letter	None	15 minutes	*Provincial Officers/Project Focal* Provincial/Regional Office
	1.1 Forward the request letter to the office concerned		15 minutes	*Provincial Officers./Project Focal* Provincial/Regional Office
	1.2 Endorse the recommendation to the Provincial		2 days	*Project Focal* Technical Operations Division

		Officer or Regional Director for Approval			
2 Wait for the reply letter, whether the request is approved or disapproved	2 Send a reply letter	None	15 minutes	*Project Focal* Technical Operations Division	
Total				2 days 45 minutes	

You may e-mail your Request ICT Technical Assistance to the following:

Luzon Cluster 1	luzoncluster1@dict.gov.ph
Luzon Cluster 2	luzoncluster2@dict.gov.ph
Luzon Cluster 3	lc3.records@dict.gov.ph
Visayas Cluster 1	foo.visayascluster1@dict.gov.ph
Visayas Cluster 2	dictvisayascluster2@dict.gov.ph
Mindanao Cluster 1	foo.mindanaocluster1@dict.gov.ph
Mindanao Cluster 2	mindanaocluster2@dict.gov.ph
Mindanao Cluster 3	mc3recordsunit@dict.gov.ph albert.gabriel@dict.gov.ph

5. Provisioning of iBPLS Software

A cloud-based system provided by DICT that enables local government units (LGUs) and its constituents to apply and process business permits, building permits, certificates of occupancy, barangay clearances and other related permits, and licenses electronically or online.

Office or Division:	Government Digital Transformation Bureau – Development, Test and Project Management Teams (GDTB-DTPMT)	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Local Government Units (Cities and Municipalities)	
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**	
Mayor's Letter of Intent addressed to the Secretary (LOI) (1 original) Indicate the system module to avail: a. Business Permit* b. Building Permit and Certificate of Occupancy *With integrated processing of Barangay Clearance*	Local Government Unit concerned	
Sanggunian Resolution authorizing the Mayor to enter into MOA with DICT (1 original and 1 certified true copy) (Sangguniang Panlungsod Resolution for City; Sangguniang Bayan Resolution for Municipality)	Local Government Unit concerned	
Accomplished Designation Form of LGU Key Officers (1 original)	DICT Regional Cluster Office (RCO)	
Accomplished eReadiness Profile Form	https://ereadiness.azurewebsites.net/site/login	
Signed and Notarized QR-code Memorandum of Agreement with Data Sharing Agreement** (7 original copies)	DICT Regional Cluster Office (RCO)	

**Accomplished during the process

	CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1	Submits the following documents to the concerned DICT Regional Cluster Office: ● Mayor's Letter of Intent*** ● Sanggunian Bayan/ Sangguniang Panglungsod Resolution ● Accomplished Designation Form of LGU Key Officers ● Accomplished eReadiness Profile Form ****If the LOI and other documents are sent to the Office of the Secretary or the Project Management Team (PMT), the PMT endorses the LOI to the RCO*	1	Receives the submitted documents by the client LGU	None	2 days	*Executive Assistant Office of the Regional Director (RCO)*
		1.1	Logs and forwards the documents to the Regional Director			*Executive Assistant* Office of the Regional Director

		1.2 Forward the documents to the iBPLS Project Team			*Executive Assistant Office of the Regional Director (RCO)*
		1.3 Receives and reviews the completeness of submitted documents and forward to Focal Person. If document are incomplete, the submission will not be accepted. Project staff shall inform the client LGU about the insufficiency or 1.3 Receives the submitted documents of the LGU. Assigns LGU to project staff for appropriate action			*Project Development Officer, iBPLS Project Team, (RCO)* *Focal Person,* iBPLS Project Team (RCO)
		1.4 Reviews the eReadiness		2 hours	*Systems Analyst, iBPLS Project Team*

	of the LGU. If insufficient data, a site visit/ meeting with the LGU is scheduled				*(RCO)*
	1.5 Prepares the reply letter and forward to the Office of the Regional Director				*Project Development Officer*, iBPLS Project Team (RO)
	1.6 Reviews and signs the reply letter; forwards documents to the iBPLS Project Team				*Regional Director* Regional Office iBPLS Project Team (RCO)
	1.7 Forwards reply letter to Records Office for transmittal to the LGU				*Project Development Officer*, iBPLS Project Team (RCO)
2 Signs and notarizes MOA with DSA**** *****The signing and notarization of both parties may be completed in parallel during the process due to the nature and complexities of the*	2 Provides the required information to generate the MOA with DSA to the DICT Regional Cluster Office (RCO)	None	1 day		*Local Government Unit concerned*

legal review and signing of both parties (DICT and Client LGUs) and notarial acts.	2.1 Generates and sends QR-coded MOA with DSA to the LGU			*Project Development Officer, iBPLS Project Team (RCO)*
	2.2 Signs and notarize MOA with DSA and send back complete set of documents to the DICT Regional Cluster Office (RCO)			Local Government Unit concerned
	2.3 Furnishes copies of the submitted documents to the iBPLS Project Management Team in the Central Office (CO) as basis for the creation of cloud instance			*Project Development Officer,* iBPLS Project Team (RCO)
3 Attend Users Training	3 Coordinates the training schedule with the LGU	None	2 hours	*Project Development Officer,* iBPLS Project Team (RCO)
	3.1 Requests the creation of the LGU's cloud instance to the Project Management			*Project Development Officer,* iBPLS Project Team (RCO)

	Team in the Central Office (CO)			
	3.2 Creates the LGU's iBPLS cloud instance			*Cloud Administrator,* iBPLS Project Management Team (CO)
	3.3 Conducts the Users Training to the LGU participants		5 days	iBPLS Project Team (RCO)
4 Prepares the required files in coordination with the iBPLS Project Team (RO) (e.g., Local Revenue Code, data migration files, PSIC reference tables, etc.) in preparation for data build-up	4 Provides the assistance in the review of the assessment business rules and provide copies of data migration templates	None	3 days	*Systems Analyst* eBPLS Project Team (RCO) Local Government Unit concerned
5 Completes the data build-up in the iBPLS	5 Initiates and provides technical assistance during data build-up in the system until completion ● One (1) month for 3 rd to 6th income class LGU ● Two (2) months for 1 st to 2nd and Special income class	None		Local Government Unit concerned *Systems Analyst*, IBPLS Project Team (RCO) - Level 1 Technical Support *Developers and Systems Analysts,* Project Management Team (CO) - Level 2 Technical Support, if needed

6 Pilot tests the iBPLS Software	6 Provides technical assistance to the LGU	None		*Systems Analyst,* IBPLS Project Team (RCO) - Level 1 Technical Support *Developers and Systems Analysts, Project Management Team (CO) -* Level 2 Technical Support, if needed Local Government Unit concerned
7 Launches (online or on LGU-premise) the iBPLS Software	7 Provides support/ assistance in the organization of the launching event	None	4 hours	*LGU Mayor, DICT* iBPLS Project Team, (RCO), GDTB Director, and iBPLS Project Manager/ Representative
	7.1 Attends the launching			
TOTAL:		None	11 days and 8 hours	

LIST OF INTERNAL SERVICES

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1. Receiving of Incoming Communications

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Incoming Documents	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Incoming Documents	1 Receive incoming documents from internal and external customers	None	30 minutes	*Receiving Clerk/ Administrative Officer* Administrative and Finance Division
	1.1 Issuance of certificate of appearance or acknowledgement receipt		30 minutes	
	1.2 Review documents and prepare routing slip to appropriate recipient		30 minutes	
	1.3 Endorse documents to Office/ Division			
TOTAL:		None	1 hour, 30 minutes	

2. Dissemination/Dispatching of Outgoing Communications

Office or Division:	Administrative and Finance Division				
Classification:	Simple				
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Letters/Documents approved by the Regional Director or Head of Office			Requesting Party		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1 Submit documents with transmittal letter signed by the authorized official	1 Receive outgoing documents/ from the office concerned 1.2 Log the basic information of the outgoing document and assign a control number 1.3 Provide acknowledgement stating the title of document/details	None	30 minutes	*Receiving Clerk/ Administrative Officer* Administrative and Finance Division	
2 *Receive the acknowledgement*	2 Prepare the document for dispatch		30 minutes	*Receiving Clerk/ Administrative Officer* Administrative and Finance Division	
TOTAL:		None	1 hour		

3. Request for Trip Ticket and Official Vehicle

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	Internal
Who may avail:	DICT personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Vehicle Request Form (VRF)		General Services Division
Gate Pass or Travel Order (if applicable)		Office of the Regional Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 *Submit Vehicle Request Form (VRF) and the Travel Order, if applicable*	1 Submit VRF to motorpool 1.1 Check completeness and correctness of VRF – 1.2 Check availability of driver and vehicle – 1.3 Prepare and forward trip ticket – 1.4 Approve ticket and provide driver with a copy	None	30 minutes	*Admin Staff/Dispatch Officer* Administrative and Finance Division
2 *Accomplish trip ticket*	2 Conducts trip	None	-	*Driver*
TOTAL:		None	30 minutes	

4. Processing of Request for Certificate of Employment, Completion, Leave Credits, and Regional Clearance

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	Internal
Who may avail:	Employees and interns

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter for issuance of either of the following: • Certificate of Employment • Leave Credits • Regional Clearance • Certificate of Completion for the on-the-job training students/immersion students	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 *Submit request for issuance of certificate, clearance or leave credits*	1 Receive, acknowledge and log the request and assign a control number 1.2 Provide an acknowledgement stating the title request	None	30 minutes	*Administrative Officer* Administrative and Finance Division
2 *Receive the acknowledgement*	2 Prepare the document		2 days	*Administrative Officer* Administrative and Finance Division
TOTAL:		None	2 days, 30 minutes	

5. Processing of Obligation Request and Status for all Disbursement Vouchers, Contracts and Other Transactions

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	DICT Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request and Status Form	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the accomplished obligation request and status	1 Receive, acknowledge and log the transactions needing Obligations and forward documents to the concerned Processor 1.1 Review, check fund availability and allotment, record and assign number in the ORS control book, and initial ORS 1.2 Review and sign Box B of ORS	None	3 days	*Administrative Officer* Administrative and Finance Division *Administrative Officer* Administrative and Finance Division

	1.3 Record and forward the documents to Accounting			*Administrative Officer* Administrative and Finance Division
TOTAL:		None	3 days	

6. Processing of Disbursement Voucher

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	DICT Officials

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Disbursement Voucher (1 original, 3 duplicate)	Requesting Party
Approved Obligation Request and Status (2 original)	Requesting Party and Budget Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the accomplished DV (with signed or approved Box A) with complete supporting documents to Accounting Unit	1 Receive, acknowledge and log the transaction, assign DV number, and forward the DV with complete supporting documents to concerned Accounting Staff 1.1 Process DV as to completeness of supporting documents, validity and correctness of claims. 1.2 Compute and deduct applicable taxes. 1.3 Prepare Certificate of Tax Withheld and	None	3 days	*Receiving Staff* Administrative and Finance Division *Administrative Officer* Administrative and Finance Division *Accounting Officer* Administrative and Finance Division

	record particulars of DV in Individual Index Card. 1.4 Prepare Journal Entry (Box B) and affix initial in DV. Forward to Chief Accountant for review and approval 1.5 Review DV and sign Box C of DV, and forward to Receiving/Releasing Clerk. 1.6 Release DV and other documents to approving authority			*Accounting Officer* Administrative and Finance Division *Accounting Officer* Administrative and Finance Division *Chief Accountant* Administrative and Finance Division *Accounting Officer* Administrative and Finance Division
TOTAL:		None	3 days	

7. Processing of Cash Collection

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	Government to Citizen Government to Business Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Disbursement Voucher (1 original, 3 duplicate)		Requesting Party
Approved Obligation Request and Status (2 original)		Requesting Party and Budget Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present the Order of Payment	1 Receive, acknowledge and log the transaction in to the eOR System 1.1 Verify if Order of Payment has been approved and transmitted by the Accounting Division	None	15 minutes	*Administrative Officer* Cashier Office
2 Pay the amount presented in the Order of Payment	2 Receive Payment 2.1 Print eOR 2.2 Issue eOR	None	15 minutes	*Administrative Officer* Cashier Office
3 *Receive eOR*	3 Prepare list of collections and deposit slips 3.1 File eOR	None	30 minutes	*Administrative Officer* Cashier Office
TOTAL:		None	1 hour	

8. Processing of Cash Disbursement

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	Government to Citizen Government to Business Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Disbursement Voucher (1 original, 3 duplicate) with signed LDDAP/LAD by Accountant	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 *Submit the Disbursement Voucher (DV) with signed LDDAP/LAD by accountant*	1 Receive, acknowledge and log the transaction 1.1 Prepare Advice of Checks Issued and Cancelled (ACIC) (for LBP Accounts), Financial Data Entry System (FDES) (for other accounts), Billers Data Entry System (Biller DES)(for utilities) and Summary of LDDAP-ADA Issued and Invalidated ADA entries (SLIIE) 1.2 Review documents	None	3 days	*Administrative Officer* Cashier Office

	1.3 Sign the ACIC, LDDAP-ADA, FINDES/BILLER DES and SLIIE			*Division Chief* Cash Division
	1.4 Approve ACIC, LDDAP-ADA, FINDES/BILLER DES and SLIIE			Approving Authority
	1.5 Endorse documents to Cash Division			*Staff* Approving Authority
	1.6 Deliver documents to servicing bank for debit to DICT account and for credit to account of payee/claimant			*Administrative Officer* Cashier Office
	1.6 Inform payee/claimant to sign the DV			*Administrative Officer* Cashier Office
	1.7 Prepare reports for submission to Accounting Division			*Administrative Officer* Cashier Office
TOTAL:		None	3 days	

9. Processing of Request for Small Value Procurement

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	Internal Transaction
Who may avail:	Delivery Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Request (3 copies)	Requesting Party
Supporting Document, such as, technical specifications of item being procured	Requesting Party
Annual Procurement Plan (APP) (1 copy)	Requesting Party/BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Purchase Request (PR) and a copy of APP	1 Receive, acknowledge and log the transaction 1.1 Assign Control No. of PR 1.2 Forward PR to the Budget Division to certify availability of funds 1.3a If the Approved Budget of the Contract (ABC) is greater than Php 50,000,		1 day 1 day	*Receiving Clerk* Administrative and Finance Division *Supply Officer BAC Secretariat/* Supply Unit

	post to PhilGEPS,		
	1.3b If ABC is less than Php 50,000 prepare canvass for at least three (3) qualified prospective bidders	1 day	
	1.4 Prepare the Abstract of Price Quotations who responded in the RFQ and send it to DICT BAC fir approval and declaration of Single Calculated Responsive Bid or Lowest Calculated Responsive Bid		*Supply Officer BAC Secretariat/* Supply Unit
	1.5 If approved, prepare ORS and PO, then route to the end user, Budget Division, Accounting Division and Approving Authority for Processing and Approval		*Supply Officer BAC Secretariat/* Supply Unit
	1.6 Signatories to review and sign the documents		

	1.7 Transmit approved PO to supplier and request to deliver based on the approved delivery period			*Supply Officer BAC Secretariat/* Supply Unit
	1.8 Post the copy of approved PO in PhilGEPS and DICT Website			*Supply Officer BAC Secretariat/* Supply Unit
TOTAL:		None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback:

Please let us know how we have served you by doing any of the following:

Accomplish our Feedback Form available in the offices and put this at the drop box located at the Public Assistance and Complaints Desk

Send your feedback through e-mail feedback@dict.gov.ph or complaints@dict.gov.ph copy furnished quality@dict.gov.ph

Talk to our Officer of the Day

How feedback is processed:

Client files feedback either through accomplishing Feedback Form available in the lobby or by sending their feedback through e-mail address: feedback@dict.gov.ph

Personnel assigned as Officer of the Day records, review the feedback and forward this to appropriate Services/Unit of the Office. All feedbacks recorded for the day will be submitted to Quality Management System Secretariat.

The Quality Management System Secretariat shall ensure that proper acknowledgment shall be given to those who filed their feedback within the fifteen (15) days upon receipt.

The Quality Management System Secretariat shall prepare a monthly summary of feedbacks received and forward the report to the Office of the Undersecretary for Legal Affairs, Policy, Planning and Finance (OULAPPF) for Central Office and Office of the Regional Director for Regional Office Clusters

Feedback inputs received from the Officer of the Day will be used as a reference for process/product/service improvements

How to file a complaint:	Answer the client Complaint Form and submit it to the Officer of the Day in the Receiving Area.

Complaints can also be filed via telephone. Make sure to provide the following information:

- Name of Person Being Complained
- Incident
- Evidence

How complaints are processed:

The Officer of the Day compiles the complaints on a daily basis and evaluates each complaint.

Upon evaluation, the Officer of the Day shall start the investigation and forward the complaint to the relevant office for their explanation.

The Officer of the Day will create a report after the investigation and shall submit it to the Head of Office for appropriate action.

Contact information of CCB, PCC:

ARTA: complaints@arta.gov.ph
PCC: 8888
CCB: 0908 881 6565 (SMS)

LIST OF OFFICES (CENTRAL OFFICE)

Office	Address	Contact Information
Government Digital Transformation Bureau – Development, Test and Project Management Teams	2/F DICT Bldg. C.P. Garcia Avenue, Diliman, Quezon City	892001001 ext. 1777
Government Digital Transformation Bureau – Government Systems Strategic Program Division	3/F DICT Bldg. C.P. Garcia Avenue, Diliman, Quezon City	89200101 ext. 3912 issp@dict.gov.ph secretariat@mithi.gov.ph

Infostructure Management Bureau – Government Online Services Division	2/F DICT Bldg. C.P. Garcia Avenue, Diliman, Quezon City	892001001 ext. 6113 gwhssupport@dict.gov.ph govmailsupport@dict.gov.ph

Helpdesk system https://helpdesk.i.gov.ph |
Infostructure Management Bureau – Data Center Management Division	2/F DICT Bldg. C.P. Garcia Avenue, Diliman, Quezon City	892001001 ext 1701 dc1support@dict.gov.ph
ICT Literacy and Competency Development Bureau	2/F DICT Bldg. C.P. Garcia Avenue, Diliman, Quezon City	892001001 ext. 2683 llcdb.registrar@dict.gov.ph
Cybersecurity Bureau – Digital Certificate Division	49 Don A. Roces Ave., Diliman Quezon City	892001001 ext 2530 info.pnpki@dict.gov.ph
Postal Regulations Division	49 Don A. Roces Ave., Diliman Quezon City	892001001 ext 2530 pemedes@dict.gov.ph
Cash Division	1/F DICT Bldg. C.P. Garcia Avenue, Diliman, Quezon City	892001001 ext 1623

LIST OF OFFICES (REGIONAL CLUSTER OFFICES)

Office	Address	Contact Information
Luzon Cluster 1	DICT Compound, Polo Field, St. Joseph Village, Baguio City	(074) - 442-4616 luzoncluster1@dict.gov.ph
Luzon Cluster 2	Narita Bldg., Garden Ville Subd., Brgy Pio Cruzcosa,McArthur Hway, Calumpit Bulacan	(044)-792-5841 luzoncluster2@dict.gov.ph
Luzon Cluster 3	DICT Compound, Telecom Road, Kumintang Ibaba, Batangas City	(043)-980-6440 (043)-773-0275 lc3.records@dict.gov.ph
Visayas Cluster 1	DICT Compound, Zamora St., Iloilo City	(033)337 7069

		(033)337 0583 foo.visayascluster1@dict.gov.ph
Visayas Cluster 2	DICT Bldg., A. Pigafetta St., San Roque, Cebu City	(032)-416-6902 , (032) 416-6591 dictvisayascluster2@dict.gov.ph
Mindanao Cluster 1	DICT Building, Corcuerra Extension, Port Area, Barangay Zone IV, Zamboanga City	(062)-991 - 2742 foo.mindanaocluster1@dict.gov.ph
Mindanao Cluster 2	DICT Building Villarin Street, Carmen, Cagayan de Oro City	(088)-880-2251, mindanaocluster2@dict.gov.ph
Mindanao Cluster 3	DICT Compound, F. Torres St., Davao City	(082)-2240646 mc3recordsunit@dict.gov.ph dict.mindanaocluster3@gmail.com