



"Making ICT Serve the People"

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NCC MEMORANDUM CIRCULAR NO. 2003-01

FOR : ALL HEADS OF THE NATIONAL GOVERNMENT DEPARTMENTS/AGENCIES/BUREAUS, GOVERNMENT-OWNED AND -CONTROLLED CORPORATIONS, GOVERNMENT FINANCIAL INSTITUTIONS, STATE COLLEGES AND UNIVERSITIES, LOCAL GOVERNMENT UNITS, CONSTITUTIONAL OFFICES, HOUSE OF REPRESENTATIVES, THE SENATE AND THE JUDICIARY

SUBJECT : GUIDELINES ON COMPLIANCE TO THE E-COMMERCE ACT (R.A. 8792) AND STAGE TWO AND THREE OF THE UN-ASPA FIVE STAGES OF E-GOVERNMENT

RATIONALE : On 11 July 2002, NCC issued Memorandum Circular No. 2002-01 prescribing the initial guidelines on the creation of government agency website, which would enable agencies to comply with Stage One of the UN-ASPA Five Stages of e-Government. In April 2002, there were 266 (66%) agencies with websites monitored out of 399 national government agencies. After a year of extending technical assistance and creating web templates for NGAs and LGUs, NCC reports that there are now 373 (98.4%) agencies with websites while 6 (1.6%) remain without any web presence as of 30 June 2003. The data for LGUs are even more encouraging. From 51% of the total number of provinces and cities in 2002, all 79 provinces and 115 cities in the country are now with web presence. And from 3% of the total municipalities nationwide, a total of 966 out of 1,496 or 64.6%, are also online. The SUCs have 100% web presence as of 30 April 2003. The UN-ASPA Five Stages of e-Government is described in "Annex A".

Thus, this NCC Memorandum Circular No. 2003-01 is being issued to guide government agencies to progress to Stage 2 and 3 of the UN-ASPA Five Stages of e-Government.

Further, this Circular aims to guide government agencies to comply with the provisions of Section 27 (*"Government Use of Electronic Data Messages, Electronic Documents and Electronic Signatures"*) of the E-Commerce Act.

Quoting some parts of the provision: *"xxx ...all departments, bureaus, offices and agencies of the government, as well as all government-owned and -controlled corporations, that pursuant to law, require or accept the filing of documents, require that documents be created, or retained and/or submitted, issue permits, licenses or certificates of registration or approval, or provide for the method and manner of payment or settlement of fees and other obligations to the*

government, shall - (a) accept the creation, filing or retention of such documents in the form of electronic data messages or electronic documents; (b) issue permits, licenses, or approval in the form of electronic data messages or electronic documents; (c) require and/or accept payments, and issue receipts acknowledging such payments through systems using electronic data messages or electronic documents; or (d) transact the government business and/or perform governmental functions using electronic data messages or electronic documents ... xxx"

SECTION 1. WEBSITE FEATURES FOR STAGE ONE COMPLIANCE

Section 1 of NCC Memorandum Circular No. 2002-01, issued last 11 July 2002, prescribed the Basic Content of the Official Agency Website for compliance to Stage One of the UN-ASPA Five Stages of e-Government. They are as follows:

1. Philippine national flag graphics image
2. Agency Name and Logo
3. Mandate and Main Functions
4. Organizational Aims and Objectives (Vision, Mission, Objectives)
5. Write Up About the Agency (historical background)
6. Organizational Structure and the Responsibilities of Each Unit
7. List of Key Officials and their Responsibilities
8. Plans / Programs / Projects
9. Policy Pronouncements / Official Statements / Rules and Regulations Issued
10. Products, Services, Reports, Publications and Statistical Information
11. Agency Contact Details - postal and e-mail addresses, telephone and fax numbers
12. A Link to Philippine Government Portal and Other Government Offices

SECTION 2. WEBSITE FEATURES FOR STAGE TWO COMPLIANCE

In addition to the Basic Content of the Official Agency Website listed above, agencies are hereby advised to include the following features for their official agency website to progress to Stage Two of the UN-ASPA Five Stages of e-Government:

1. Accessible information at the website, which will be regularly updated (at least once a month);
2. Forms, Publications, Newsletters and other documents that can be made available for downloading (it may be in html, doc, zip, pdf, txt, rtf or other generally acceptable format) or may be ordered online;
3. Announcements of Procurement/Bid Activities, Bulletins of vacant positions;

4. Links to all Regional/Field Offices with separately hosted websites;
5. Search features and a Sitemap;
6. Use of e-mail and feedback form for posting comments and other inquiries; and
7. Privacy, Security and other intellectual property protection statements.

SECTION 3. WEBSITE FEATURES FOR STAGE THREE COMPLIANCE

As of 30 June 2003, there are 99 (26.1%) out of 379 national government agencies that have met the requirements of Stage Two of the UN-ASPA Five Stages of e-Government. The following features are being prescribed for government agencies so that their official agency website will progress to Stage Three of the UN-ASPA Five Stages of e-Government:

1. Users are able to log-in with password to official agency website;
2. Application forms that are downloadable may also be submitted online together with other electronic supporting documents;
3. Users can access specific databases through a secure transaction;
4. Website accessibility for people with disabilities by providing text-only website version, alternatives to auditory and visual content; and
5. Interactive communication through the use of online forum or discussion board.

All agencies with websites that have achieved Stage Two compliance are advised to make their websites carry the prescribed features enumerated above.

The legislative, judicial, constitutional offices and local government units are enjoined to consider the prescribed features in their respective websites.

SECTION 4. ELECTRONIC MAIL ADDRESSES

For efficient electronic communication, an official e-mail address should be utilized. No free e-mail address shall be considered as complying with this Circular. On the other hand, e-mail addresses that are packaged together with the agency internet subscription or website hosting are acceptable. Agencies are encouraged to support the following e-mail addresses, for which the associated function exists within their organizations:

MAILBOX NAME	AREA	USAGE
info	General Information	Package information about the organization, products and/or services, as appropriate
marketing	Marketing	Product marketing and marketing communications
sales	Sales	Product purchase information
support	Customer Service	Problems with product and/or service
webmaster	Agency Website	Send comments, report errors or other technical matters, dealing specifically with the website content
abuse	Customer Relations	Inappropriate public behavior
security	Network Security	Security bulletins or queries

The suggested format is:

mailbox_name@domain_name

Example:

info@ncc.gov.ph
webmaster@up.edu.ph

Agencies are not precluded from using other official e-mail addresses that correspond to their specific functions.

SECTION 5. NCC ASSISTANCE

NCC shall provide the following assistance to government agencies:

- (a) Use of an enhanced website template for UN-ASPA Stage 2 and 3 compliance,
- (b) Use of a modified Content Management Software (CMS) for upgrading the website,
- (c) Free workshop on the use of CMS and website template,
- (d) Distribution of source code for CMS, and
- (e) Conversion of database from the Stage 1 CMS to Stage 2 CMS.

All designated webmasters are required to attend the free workshop that NCC will conduct.

SECTION 6. SUBMISSION OF COMPLIANCE REPORT

The designated webmaster, as provided for in Section 3 of NCC Memorandum Circular No. 2002-01, shall submit a compliance report to NCC, noted by the Head of Agency, within six (6) months after the issuance of this Circular. Annex B shows the general format of the compliance report. All compliance reports shall be submitted in electronic format to policy@ncc.gov.ph.

SECTION 7. ADVANCEMENT TO HIGHER STAGES OF E-GOVERNMENT

Agencies with financial and technical capabilities to proceed to higher stages of the UN-ASPA Stages of e-Government are encouraged to advance ahead of the rest.

SECTION 8. FINANCIAL REQUIREMENT

For sustainability, agencies are hereby advised to include in their agency budget for Fiscal Year 2004 onwards, enough funds to maintain their website and internet subscription.

SECTION 9. EFFECTIVITY

This NCC Memorandum Circular No. 2003-01 shall take effect on the 31st day of July 2003.

(sgd.) **DR. IBARRA M. GONZALEZ**
Director General

UN-ASPAs Five Stages of E-Government

As detailed in the research paper "e-Government in the Philippines: Benchmarking Against Global Best Practices" prepared by the Digital Philippines Research Team - (Reprinted with permission from Digital Philippines Foundation, Inc. - <http://www.digitalphilippines.org>)

STAGE	UN-ASPAs Stage Description	Specific Characteristics / Features To Look For
Stage One	Emerging Web Presence <ul style="list-style-type: none"> • Sites serve as a public information source • Static information on the government is provided • FAQs may be found • Contact information is provided 	<ul style="list-style-type: none"> <input type="checkbox"/> Telephone Numbers <input type="checkbox"/> Postal Address <input type="checkbox"/> Email Address <input type="checkbox"/> Services Offered <input type="checkbox"/> Mandate, Organizational Structure, FAQs, Related RAs
Stage Two	Enhanced Web Presence <ul style="list-style-type: none"> • Access to specific information that is regularly updated • A central government homepage may act as a portal to other department sites • Useful documents may be downloaded or ordered online • Search features, e-mail and areas for comments are accessible 	<ul style="list-style-type: none"> <input type="checkbox"/> Updated in the past 1.5 months <input type="checkbox"/> Forms are available (html, word, sometimes zip, pdf) <input type="checkbox"/> Search function / Site Map <input type="checkbox"/> Message Board / Feedback Form <input type="checkbox"/> Newsletters or Publications / Purchase Information
Stage Three	Interactive Web Presence <ul style="list-style-type: none"> • A National government website frequently acts as a portal • Users can search specialized databases • Forms can be downloaded and/or submitted online • Secure sites and passwords begin to emerge 	<ul style="list-style-type: none"> <input type="checkbox"/> Downloadable Forms (pdf, zip) <input type="checkbox"/> Specialized Databases <input type="checkbox"/> On-Line Forms Submission <input type="checkbox"/> Interactive Elements e.g. Chatroom / Forum / Discussion Board <input type="checkbox"/> User Log-in and Password (internal use or public)
Stage Four	Transactional Web Presence <ul style="list-style-type: none"> • Users will be able to conduct complete and secure transactions online • The government website will allow users to customize a portal in order to directly access services based on specific needs and priorities • Sites will be ultimately secure 	<ul style="list-style-type: none"> <input type="checkbox"/> Public Use Log-in and Password (NOT exclusive for internal use) <input type="checkbox"/> Secure¹ <input type="checkbox"/> On-Line Payment <input type="checkbox"/> Confirmation of request (e-mail confirmation / acknowledgment receipt) <input type="checkbox"/> Display of Security and Privacy Policy
Stage Five	Fully Integrated Web Presence <ul style="list-style-type: none"> • Country provides all services and links through a single portal • No defined demarcation between various agencies and departments • All transactional services offered by government will be available online 	<ul style="list-style-type: none"> <input type="checkbox"/> All Department Information and Services may be accessed through the Department Portal <input type="checkbox"/> Cohesive interface covering all attached agencies, concerned agencies and all services <input type="checkbox"/> Frontline Services are fully-transactional online <input type="checkbox"/> User may Customize his Department Portal page <input type="checkbox"/> Search Engine Encompasses attached websites

¹ Secure = padlock or solid key security icon appears at the bottom of browser; URL starts with https instead of http

Reference: Secure Sockets Layer - <http://www.webopedia.com/TERM/S/SSL.html>

GENERAL FORMAT - WEBSITE COMPLIANCE REPORT

Herewith is our Compliance Report as of _____ as required under Section 6 of NCC Memorandum Circular No. 2003-01.

Agency : _____

Website : _____

TABLE 1

WEBSITE FEATURES	STATUS			REMARKS
	Available	Not Available	Under Development	
STAGE ONE				
Philippine national flag graphics image				
Agency Name and Logo				
Mandate and Main Functions				
Organizational Aims and Objectives (Vision, Mission, Objectives)				
Write Up About the Agency (historical background)				
Organizational Structure and the Responsibilities of Each Unit				
List of Key Officials and their Responsibilities				
Plans / Programs / Projects				
Policy Pronouncements / Official Statements / Rules and Regulations Issued				
Products, Services, Reports, Publications and Statistical Information				
Agency Contact Details - postal and e-mail addresses, telephone and fax numbers				
A Link to Philippine Government Portal and Other Government Offices				

- ANNEX B -

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WEBSITE FEATURES	STATUS			REMARKS
	Available	Not Available	Under Development	
STAGE TWO				
Accessible information at the website, which will be regularly updated (at least once a month)				
Forms, Publications, Newsletters and other documents that can be made available for downloading (it may be in html, doc, zip, pdf, txt, rtf or other generally acceptable format) or may be ordered online				
Announcements of Procurement/Bid Activities, Bulletins of vacant positions				
Links to all Regional/Field Offices with separately hosted websites				
Search features and a Sitemap				
Use of e-mail and feedback form for posting comments and other inquiries				
Privacy, Security and other intellectual property protection statements				
STAGE THREE				
Users are able to log-in with password to official agency website				
Application forms that are downloadable may also be submitted online together with other electronic supporting documents				
Users can access specific databases through a secure transaction				
Website accessibility for people with disabilities by providing text-only website version, alternatives to auditory and visual content				
Interactive communication through the use of online forum or discussion board.				
OTHERS:				

TABLE 2

LIST OF OFFICIAL E-MAIL ADDRESSES (Pursuant to Section 4 of this Circular)		
E-Mail Address	Area	Usage

Prepared By:

Conforme:

Name of webmaster
Position
E-mail address

Name of Agency Head
E-mail address