



DICT
DEPARTMENT OF INFORMATION AND
COMMUNICATIONS TECHNOLOGY

CITIZEN'S CHARTER

2025

1st EDITION

CITIZEN'S CHARTER

2025 1st Edition

Department of Information and Communications Technology
DICT Building, C.P. Garcia Avenue, Diliman,
Quezon City 1101 Philippines

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
I. VISION.....	5
II. MISSION.....	5
III. SERVICE PLEDGE.....	6
IV. FUNCTIONAL STATEMENTS.....	6
(EXTERNAL SERVICE).....	13
CONSUMER COMPLAINT CENTER.....	14
1. FILING A COMPLAINT FOR DICT CONCERNS.....	14
CYBERSECURITY BUREAU.....	17
1. APPLICATION FOR DIGITAL CERTIFICATES.....	17
2. REQUEST FOR INCIDENT RESPONSE SERVICE.....	24
3. REQUEST FOR PENETRATION TESTING SERVICE.....	28
4. REQUEST FOR VULNERABILITY ASSESSMENT SERVICE.....	33
5. REQUEST FOR SOURCE CODE ASSESSMENT.....	37
GOVERNMENT DIGITAL TRANSFORMATION BUREAU.....	42
1. INTEGRATION IN EGOVPH APPLICATION.....	42
2. PROVISIONING OF ELGU SYSTEM.....	47
3. REVIEW AND ENDORSEMENT OF INFORMATION SYSTEMS STRATEGIC PLAN (ISSP).....	53
ICT LITERACY AND COMPETENCY DEVELOPMENT BUREAU.....	61
1. PROCESSING OF APPLICATION TO TAKE THE ICT DIAGNOSTIC EXAMINATION.....	61
2. ISSUANCE OF VERIFIED ICT DIAGNOSTIC EXAMINATION RESULTS.....	63
3. PROCESSING OF APPLICATION TO TAKE THE ICT PROFICIENCY HANDS ON EXAMINATION.....	64
4. ISSUANCE OF ICT PROFICIENCY HANDS ON EXAMINATION RESULTS.....	67
5. APPLICATION TO ILCDB REGULAR TRAINING COURSES.....	68
6. ISSUANCE OF CERTIFICATES FOR REGULAR ILCDB COURSES.....	70
7. APPLICATION TO ILCDB ELIGIBILITY PROGRAMMING TRAINING COURSES.....	71
8. ISSUANCE OF ILCDB ELIGIBILITY CERTIFICATE THROUGH PROGRAMMING TRAINING COURSES.....	74
INFOSTRUCTURE MANAGEMENT BUREAU.....	76
1. APPLICATION FOR .gov.ph DOMAIN REGISTRATION.....	76
2. APPLICATION FOR .gov.ph DOMAIN MODIFICATION (Sub-Service).....	81
3. APPLICATION FOR .gov.ph DOMAIN DEACTIVATION (Sub-Service).....	86
4. GOVERNMENT DNS SERVICE APPLICATION.....	91
5. GOVERNMENT DNS SERVICE UPDATE (Sub-Service).....	95
6. APPLICATION FOR GOVERNMENT E-MAIL SERVICE (GovMail).....	98
7. APPLICATION FOR GOVERNMENT WEB HOSTING SERVICES (GWHS).....	102
8. APPLICATION FOR UPDATING OF GOVERNMENT WEB HOSTING SERVICES (GWHS) ACCOUNT INFORMATION (Sub-Service).....	106
9. WITHDRAWAL OF GOVERNMENT WEB HOSTING SERVICES (GWHS) (Sub-Service).....	109
10. APPLICATION FOR GOVERNMENT NETWORK (GOVNET) INTERNET CONNECTIVITY.....	112
LEGAL SERVICE.....	117
1. PROCESSING OF APPLICATIONS FOR ACCREDITATION AS A SATELLITE SYSTEMS PROVIDER OR OPERATOR.....	117

2. PROCESSING OF APPLICATIONS FOR REGISTRATION OF AN INDEPENDENT TOWER COMPANY.....	131
POSTAL REGULATION DIVISION.....	142
1. PROCESSING OF ADDITIONAL PRIVATE EXPRESS AND/OR MESSENGERIAL DELIVERY SERVICE (PEMEDES) BRANCH/ES.....	142
2. PROCESSING OF APPLICATION FOR EXPANSION OF AUTHORITY TO OPERATE PRIVATE EXPRESS AND/OR MESSENGERIAL DELIVERY SERVICE (PEMEDES).....	145
3. PROCESSING OF APPLICATION FOR NEW AUTHORITY TO OPERATE PRIVATE EXPRESS AND/OR MESSENGERIAL DELIVERY SERVICE (PEMEDES).....	150
4. PROCESSING OF APPLICATION FOR RENEWAL OF AUTHORITY TO OPERATE (PEMEDES).....	156
5. PAYMENT FOR THE RENEWAL/ANNUAL SUPERVISION/ REGULATORY FEES.....	162
6. SUBMISSION OF QUARTERLY AND/OR SEMI-ANNUAL REPORTS.....	164
7. PAYMENT OF PENALTIES.....	166
(INTERNAL SERVICES).....	168
ADMINISTRATIVE SERVICE.....	169
1. LEAVE APPLICATION PROCESS.....	169
2. PROCESSING OF REQUEST FOR HUMAN RESOURCE MANAGEMENT RELATED DOCUMENTS.....	170
3. REQUEST FOR HUMAN RESOURCE DEVELOPMENT RELATED DOCUMENTS.....	172
4. PROCESSING OF EMPLOYEE SEPARATION - CLEARANCE.....	174
5. RELEASE OF COMMON-USE SUPPLY ITEMS.....	175
6. PREPARATION AND ISSUANCE OF THE PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR) FOR NEWLY ACQUIRED OR PROCURED PROPERTY, PLANT, AND EQUIPMENT (PPES).....	177
7. TRANSFER OF PROPERTY, PLANT, AND EQUIPMENT (PPES) THROUGH THE PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR).....	180
8. PREPARATION AND ISSUANCE OF THE INVENTORY CUSTODIAN SLIP (ICS) FOR NEWLY ACQUIRED OR PROCURED SEMI-EXPENDABLE PROPERTY.....	183
9. TRANSFER OF SEMI-EXPENDABLE PROPERTY THROUGH THE INVENTORY CUSTODIAN SLIP (ICS).....	189
10. REQUEST FOR CLEANING OR DISINFECTION SERVICES.....	192
11. FACILITIES BOOKING AND OTHER GENERAL SERVICES REQUEST.....	194
12. PROVISION OF TRANSPORTATION SERVICE.....	196
13. TRANSFER OF NON-CURRENT RECORDS TO THE RECORDS CENTER.....	198
14. REQUEST FOR CERTIFIED TRUE COPY OF RECORDS OR ARCHIVES.....	200
CENTRAL RECEIVING AND RELEASING UNIT.....	202
1. CENTRALIZED RECEIVING OF INCOMING DOCUMENTS FROM EXTERNAL SOURCE/RECIPIENTS	202
2. CENTRALIZED RELEASE OF DOCUMENTS.....	204
FINANCE SERVICE.....	206
1. PROCESSING OF OBLIGATION REQUEST AND STATUS (ORS).....	206
2. PROCESSING OF DISBURSEMENT VOUCHER (DV).....	208
3. LIQUIDATION OF CASH ADVANCE (CA).....	210
LEGAL SERVICE.....	215
1. PROCESSING OF REQUESTS FOR LEGAL REVIEW/OPINION OR REVIEW OF LEGAL DOCUMENTS/ CONTRACTS/ AGREEMENTS.....	215
2. HANDLING OF ADMINISTRATIVE PROCEEDINGS.....	221
3. ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE.....	231
4. LITIGATION OF CASES INVOLVING THE DICT.....	238
MANAGEMENT INFORMATION SYSTEMS SERVICES.....	243

1. DICT ACCOUNT AND PERMIT PROCEDURES.....	243
2. TECHNICAL SUPPORT (ICT EQUIPMENT AND SOFTWARE INSTALLATION).....	247
3. OFFICE PRODUCTIVITY REQUEST.....	250
4. GOVMAIL ACCOUNTS CREATION, BACKUP, AND ARCHIVING.....	256
5. DOMAIN NAME SYSTEM HOSTING APPROVAL.....	259
6. VIDEO CONFERENCING, LIVE STREAMING REQUEST.....	262
7. INTERNET CONNECTIVITY REQUEST.....	266
8. SECURITY MANAGEMENT: CREATION OF VPN ACCOUNT.....	270
9. SECURITY MANAGEMENT: SECURITY INCIDENT RESPONSE AND MANAGEMENT.....	274
10. TECHNICAL INSPECTION OF RETURNED ICT EQUIPMENT.....	279
11. INTERNAL SYSTEM USER ACCOUNT REQUEST.....	283
12. INTERNAL SYSTEM CHANGE REQUEST.....	286
13. INTERNAL SYSTEM DATA REQUEST.....	289
PROCUREMENT SERVICE.....	292
1. CONDUCT OF ALTERNATIVE METHODS OF PROCUREMENT.....	292
2. PROCUREMENT UNDER COMPETITIVE BIDDING.....	301
3. PAYMENT OF DULY AWARDED CONTRACTS - HIGHLY TECHNICAL.....	311
4. PAYMENT OF DULY AWARDED CONTRACTS - COMPLEX.....	328
5. PAYMENT OF DULY AWARDED CONTRACTS - SIMPLE.....	343
REGIONAL OFFICES.....	347
LIST OF EXTERNAL SERVICES.....	348
1. APPLICATION FOR DIGITAL CERTIFICATES.....	349
2. PROCESSING OF APPLICATION TO TAKE THE ICT DIAGNOSTIC EXAMINATION.....	357
3. ISSUANCE OF VERIFIED ICT DIAGNOSTIC EXAMINATION RESULTS.....	359
4. PROCESSING OF APPLICATION TO TAKE THE ICT PROFICIENCY HANDS ON EXAMINATION..	360
5. ISSUANCE OF ICT PROFICIENCY HANDS ON EXAMINATION RESULTS.....	363
6. PROCESSING OF REQUEST FOR ICT TECHNICAL ASSISTANCE AND SERVICES.....	364
LIST OF INTERNAL SERVICES.....	367
1. DISSEMINATION/DISPATCHING OF OUTGOING COMMUNICATIONS.....	368
2. PROCESSING OF CASH COLLECTION.....	370
3. PROCESSING OF CASH DISBURSEMENT.....	372
4. PROCESSING OF DISBURSEMENT VOUCHER.....	375
5. PROCESSING OF OBLIGATION REQUEST AND STATUS FOR ALL DISBURSEMENT VOUCHERS, CONTRACTS, AND OTHER TRANSACTIONS.....	377
6. PROCESSING OF REQUEST FOR CERTIFICATE OF EMPLOYMENT OR CERTIFICATE OF COMPLETION FOR ON-THE-JOB (OTJ) TRAINING/IMMERSION STUDENTS.....	379
7. PROCESSING OF REQUEST FOR SERVICE RECORDS.....	380
8. PROCESSING OF REQUEST FOR REGIONAL CLEARANCE.....	381
9. PROCESSING OF REQUEST FOR CERTIFICATE OF LEAVE CREDITS FOR CLAIMS FOR TERMINAL LEAVE BENEFITS.....	383
10. PROCESSING OF MONETIZATION FOR LEAVE CREDITS.....	385
11. RECEIVING OF INCOMING COMMUNICATIONS.....	387
12. REQUEST FOR TRIP TICKET AND OFFICIAL VEHICLE.....	389
FEEDBACK AND COMPLAINTS MECHANISM.....	391
LIST OF OFFICES (CENTRAL OFFICE).....	393
LIST OF OFFICES (REGIONAL OFFICES).....	394

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, and programs and coordinate and implement mechanisms to promote the Philippine ICT agenda.

I. 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.

II. 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 infrastructure and services
- Ensure sustainable growth of Philippine ICT-enabled industries resulting in the creation of more jobs
- Establish 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

III. 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
- Foster a culture of privacy awareness through educating employees about the importance of data privacy and their role in protecting sensitive information of clients
- Ensures that ICT infrastructure and services are designed and implemented in a gender-responsive manner, taking into account the specific needs and preferences of all genders

IV. FUNCTIONAL STATEMENTS

The **Office of the Secretary (OSec)** shall be responsible for the overall management of the Department and the provision of the executive direction and administration of its attached agencies.

The offices and corresponding Undersecretary and Assistant Secretary positions are lodged in OSec to provide flexibility to the DICT Secretary in assigning specific duties and supervision over functional clusters, bureaus, services, and attached agencies according to the Department's priorities and strategic directions.

- a. The **Legislative Liaison Division (LLD)** shall formulate reports, comments, and position papers on ICT-related legislation, propose legislative measures, and coordinate with concerned legislative bodies.
- b. The **Postal Regulation Division (PRD)** shall perform the mandated regulatory function related to the operation and maintenance of a

nationwide postal system (e.g., courier, delivery, and money order services), pursuant to EO No. 269 (Creating the Commission on Information and Communications Technology).

- c. The **Information and Strategic Communications Division (ISCD)** shall manage and oversee the communications, marketing, media affairs, and public relations activities of the Department.
- d. The **Chief Information Officer (CIO) Corps** shall comprise a pool of CIOs to be deployed to key government agencies to provide technology transfer and services related to capacity building on ICT, optimization of delivery of ICT services to the public, adoption of ICT-based solutions and the formulation and management of Information Systems Strategic Plan (ISSP) and other projects and processes.

This office shall likewise coordinate directly with the Development, Test, and Project Management Teams under the Government Digital Transformation Bureau for the project plans, operational guidelines and other key processes to be used by the CIO Corps in their respective government agencies.

- e. The **International Cooperation Division (ICD)** shall coordinate ICT-related activities in fulfillment of the Department's commitments and arrangements to international organizations.

The **Internal Audit Service (IAS)** shall develop and implement the comprehensive internal control system and audit processes for the Department in compliance with applicable laws and regulations

- a. The **Operations Audit Division (OAD)** shall evaluate the effectiveness, efficiency, and economy of operations, including the appraisal of the operating systems and their subsystems
- b. The **Management Audit Division (MAD)** shall conduct the evaluation of the effectiveness of the internal control of management systems such as the Human Resource Management System, Financial Management System, Quality Management System, Risk Management System, and their subsystems.

The **National ICT Planning, Policy, and Standards Bureau (NIPPSB)** shall handle the formulation of government-wide policies, plans, programs, and standards on ICT matters.

- a. The **Plans and Policy Development Division (PPDD)** shall handle the formulation and development of long-term and annual plans,

- programs, and their related policies and standards for national or government-wide adoption and implementation.
- b. The **Policy Research and Analysis Division (PRAD)** shall handle the research, review, development, updating, adoption, implementation, and assessment of ICT policies and standards for national and/or government-wide adoption and implementation.
 - c. The **Plans and Policy Management, Coordination & Advocacy Division (PPMCAD)** shall manage the adoption, coordination, and advocacy of developed plans, policies, and standards with stakeholders or development partners.
 - d. The **Plans and Policy Monitoring and Evaluation Division (PPMED)** shall develop and apply strategic monitoring and evaluation tools in the implementation of all national ICT plans, and the applicable of policies/standards of DICT and all relevant stakeholders

The **ICT Industry Development Bureau (IIDB)** shall be responsible for the development and promotion of the ICT industry in the country

- a. The **ICT Industry Ecosystem Development Division (IIEDD)** shall take charge of the development and management of strategic programs for the enhancement of the ICT industry value chain
- b. The **ICT Industry Benchmarking and Promotions Division (IIBPD)** shall facilitate the promotion of ICT Trade and investment opportunities, alliances, and linkages.

The **Government Digital Transformation Bureau (GDTB)** shall be responsible for the development and innovation of government-shared ICT and digital services

- a. The **Government Systems Strategic Program Division (GSSPD)** shall administer systems-related programs for the government including but not limited to the Information Systems Strategic Plan (ISSP) through the Medium-Term Information and Communications Technology Harmonization Initiative (MITHI) appraisal process and ensure such be aligned with government ICT master plan.
- b. The **eGovernment Program Management Division (e GPMD)** shall steer portfolio management with government agencies, manage ICT technology solutions, and develop/innovate data management schema, national government portal, application systems, open data registries, and shared services.

- c. The **ICT Infostructure and Connectivity Division (IICD)** shall develop standards, ensure innovation strategies, determine appropriate technology, and implement ICT infostructure and connectivity measures such as the National Broadband Plan.
- d. The **Development, Test and Project Management Teams (DTPMT)** shall develop project implementation plans and operational guidelines for key government ICT programs as well as facilitate related ICT services such as consulting, research, and systems/applications development.

The **ICT Literacy and Competency Development Bureau (ILCDB)**

- a. The **Educational Program Management Division (EPMD)** shall develop, manage, coordinate, and monitor the standards, technology research, and capacity building of ICT educational programs.
- b. The **Competency, Certification and Courseware Development Division (C3D2)** shall develop and manage the ICT competency standards, certification processes, and courseware design.
- c. The **Training Management Division (TMD)** shall promote, manage, monitor, and evaluate the ICT training programs, courses, and seminars of the Department.

The **Infostructure Management Bureau (IMB)** shall handle the operation and maintenance of government-wide ICT infostructure, applications, networks, and other related interventions of the Department.

- a. The **Core ICT Infrastructure Management Division (CIIMD)** shall manage and administer the government's core ICT infrastructure and services including Free Wifi, National Broadband Network, ICT core network, and support facilities
- b. The **Data Center Management Division (DCMD)** shall maintain, administer, and operate the government data center and its corresponding services
- c. The **Government Online Services Division (GOSD)** shall manage, secure, operate, and maintain the government's main online services including web hosting services, email systems, and related technical support concerns of all client government agencies
- d. The **Disaster Risk Reduction Management Division (DRRMD)** shall take charge of the Emergency Telecommunications Cluster of the National Disaster Risk Reduction Management Council and coordinate activities and facilities for emergency communications systems and other disaster risk reduction measures

The **Cybersecurity Bureau (CSB)** shall perform activities related to cybersecurity, particularly the formulation and implementation of the National Cybersecurity Plan, operationalization of the Computer Emergency Response Team (CERT), issuance of digital certificates and their relevant capacity building measures.

- a. The **National Computer Emergency Response Team Division (NCERT)** shall operate and maintain the national CERT by responding to real-time cybersecurity incidents and securing its developed processes.
- b. The **Critical Infostructure Evaluation and Cybersecurity Standards Division (CIECSD)** shall continuously develop the National Cybersecurity Plan and its corresponding issuances as well as enhance the resilience of critical infostructures and government networks against sophisticated attacks.
- c. The **Digital Certificate Division (DCD)** shall develop relevant policies and administer the Philippine National Public Key Infrastructure (PNPKI) program that governs the issuance of digital signatures and certificates in the country.

The **Administrative Service (AS)** shall provide economical, effective, and efficient support services on property management, cash management, personnel management and development, general services, and other related concerns for the Department.

- a. The **Cash Division** shall take charge of the cash management and related transactions of the Department.
- b. The **Human Resource Management Division (HRMD)** shall facilitate activities related to human resource management such as attendance/leave monitoring, payroll, liaison, and the recruitment, selection, and placement of its personnel, among others.
- c. The **Human Resource Development Division (HRDD)** shall provide human resource development programs related to the learning and development, training, and performance management of the personnel.
- d. The **General Services Division (GSD)** shall provide services related to the maintenance of buildings, plants, and facilities, transportation, and records management.

The **Finance Service (FS)** shall provide the economical, effective, and efficient services in budgeting and financial services for the Department.

- a. The **Accounting Division** shall undertake accounting-related activities.
- b. The **Budget Division** shall manage matters related to budgeting and resource allocation.

The **Legal Service (LS)** shall provide legal advice, and legal assistance to interpretation of rules, regulations, contracts, and related instruments; review and comment on proposed legislations; and handle litigation of cases involving the Department.

- a. The **Legal Affairs Division (LAD)** shall formulate legal opinions, management advisories, reviews of internal policies and issuances, and other legal-related communications and documents for the Department.
- b. The **Litigation and Enforcement Division (LED)** shall handle litigation of cases involving the Department, and provide representation for the settlement of ICT-related concerns such as privacy, security, and confidentiality, among others.

The **Regional Operations Coordination Service (ROCS)** shall exercise functional coordination of the standards, policies, and procedures of the Department at the regional level.

- a. The **Major Programs Management Division (MPMD)** shall manage the rollout of the national flagship programs with respective capability development strategies to be cascaded to the regions.
- b. The **Regional Development Support Division (RDSD)** shall institute systems, policies, standards, and procedures in coordinating the implementation of the Department's programs and projects at the regional level. In addition, RDSD shall coordinate with DRRMD (under IMB) for specific disaster risk reduction management activities which concern the regions.

The **Procurement Service (PS)** shall undertake all activities pertaining to procurement planning, purchasing, contract management and monitoring.

- a. The **Procurement Planning and Management Division (PPMD)** shall be responsible for the management, coordination, and monitoring of the procurement activities and processes of the Department.

- b. The **Bids and Awards Committee (BAC)** Secretariat (BACSEC) shall provide administrative support and other necessary arrangements for the BAC and Technical Working Groups.
- c. The **Procurement Contract Management Division (PCMD)** shall be responsible for all post-award contract management and administration activities.

The **Corporate Planning and Management Service (CPMS)** shall provide the internal planning and knowledge management for the Department and its attached agencies.

- a. The **Planning and Evaluation Division (PED)** shall manage the internal planning, monitoring and evaluation of the Department and its attached agencies.
- b. The **Knowledge Management Division (KMD)** shall manage the Department's knowledge and quality management frameworks.

The **Management Information Systems Service (MISS)** shall manage, operate, maintain, and secure the management information systems internal to the Department.

- a. The **Network Administration and Security Division (NASD)** shall design and manage the network infrastructure, network security, access authority, and other internal ICT resources
- b. The **Data Warehouse and Analytics Division (DWAD)** shall manage the Department's data warehouse and analytics, including the conduct of systems development; and audit and management of the internal information systems including emails, Human Resource and Personnel System, and other related operations and processes.

DICT CENTRAL OFFICE

(EXTERNAL SERVICE)

CONSUMER COMPLAINT CENTER

1. FILING A COMPLAINT FOR DICT CONCERNS

The Consumer Complaint Center (CCC) serves as the primary contact point of the public where all consumer-related complaints and concerns under the jurisdiction and control of the Department of Information and Communications Technology (DICT) and its attached agencies may be properly logged, addressed, and referred to the appropriate organizational unit.

Office or Division:	Office of the Assistant Secretary for Upskilling and Consumer Protection (OASUCP), Consumer Complaint Center (CCC)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	Any individual or organization who has concerns related to DICT may file a complaint.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Fully accomplished Consumer Complaint Form (1) Electronic Copy Remarks: Duly accomplished Complaint Form which can be access through DICT Website.	Applicant / Client
Pertinent documentation (1) Electronic Copy Remarks: Shall submit relevant documentation or evidence to support the complaint.	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a fully accomplished Consumer Complaint Form via online or offline Portals: 1. DICT Website 2. Consumer Protection Email: consumer.protection@dict.gov.ph 3. DICT Central Office Location: DICT Central Office or through online Portals (DICT Website and Consumer Protection email).	1.1. Responsible for receiving complaints from multiple channels, including phone calls, emails, walk-ins, and online portals.	None	20 minute/s	Administrative Officer II; Consumer Complaint Center (CCC)
2. Must provide additional information as deemed necessary and shall submit relevant documentation or evidence to support the complaint. Location: DICT Central Office or through online Portals (DICT Website and Consumer Protection email).	2.1 Thoroughly reviews, assesses, and evaluates the nature of each concern to identify the appropriate Delivery Unit (DU) or Organization responsible for addressing the issue.	None	1 hour/s	Administrative Officer II; Consumer Complaint Center (CCC)
3. Receives an email acknowledgment or status updates regarding the complaint filed with the Agency Location: DICT Central Office or through online Portals (DICT Website and Consumer Protection email).	3.1 Endorse the consumer complaint to the correspondence to address the issue, while also updating the complainant on the latest action taken.	None	7 hour/s	Administrative Officer II; Consumer Complaint Center (CCC)
4. Receives a specific and concrete action	4.1 Closely monitor the complaint	None	7 hour/s	Administrative Officer II; Consumer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
from the service provider Location: DICT Central Office or through online Portals (DICT Website and Consumer Protection email).	filed until the issue has been fully resolved.			Complaint Center (CCC)
5. Receives the resolution in relation to the complaint. Location: DICT Central Office or through online Portals (DICT Website and Consumer Protection email).	5.1 Responsible for closing the complaint filed once the concern has been resolved.	None	7 hour/s	Administrative Officer II; Consumer Complaint Center (CCC)
6. Provide feedback on the service received to help improve the complaint process. Location: DICT Central Office or through online Portals (DICT Website and Consumer Protection email).	6.1 Provide feedback form via email once the concern has been resolved.	None	20 minute/s	Administrative Officer II; Consumer Complaint Center (CCC)
Total		None	2 day/s, 6 hour/s, 40 minute/s	

CYBERSECURITY BUREAU

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:	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	
1.Registration via PNPKI Online Registration System (ORS) or PNPKI Individual Certificate Application form (for renewal and bulk applications) (1) Original Copy Or (1) Electronic Copy Remarks: Apply via https://bit.ly/ApplyPNPKI or download the application form from the DICT Website: https://dict.gov.ph/pnpki	Applicant / Client
2.E-mail address owned by the individual or authorized by the owner for use by the subscriber (Sample: 1 email)	Applicant / Client
3.Valid Government-issued Identification Philippine National ID (PhilID) (soft copy/ scanned copy in PDF or JPG format for submission) - Philippine Statistics Authority (PSA)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
or combination of the following: - Birth Certificate or valid Philippine passport (soft copy/ scanned copy in PDF or JPG format for submission)- Philippine Statistics Authority (PSA)/Department of Foreign Affairs (DFA) - and - UMID Card (soft copy / scanned copy in PDF or JPG format for submission) - Social Security System (SSS) (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 Remarks: Original documents will be presented during the identity verification	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. One (1) passport size photo taken within the last six (6) months (1) Original Copy	Applicant / Client
For Agency Certificate	
1. PNPKI Agency Certificate Application Form (1) Original Copy Remarks: Obtain via the DICT Website: https://dict.gov.ph/pnpki-agency-certificate/	Applicant / Client
2. Valid Government-issued Identification Philippine National ID (PhilID) (soft copy/scanned copy in PDF or JPG format for submission) - Philippine Statistics Authority (PSA) or combination of the following: - Birth certificate of the applicant printed on security paper for Filipino citizen or Alien Certificate of Registration (ACR) card for a foreigner or valid passport (soft copy/scanned copy in PDF or JPG format for submission) - Philippine Statistics Authority (PSA)/Department of Foreign Affairs (DFA) -and- UMID Card (soft copy / scanned copy in PDF or JPG format for submission) - Social Security System (SSS) (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	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- 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 Remarks: Original documents will be presented during the identity verification.	
3. One (1) passport size photo taken within the last six (6) months (Sample: 1 Passport Size Photo)	Applicant / Client
4. Tax Payer Identification Number (TIN) (Sample: 1 Tax Identification Number)	Applicant / Client
5. Authorization Letter/Board Resolution naming the authorized representative/s to apply for a digital certificate in behalf of the agency (1) Original Copy (1) Original Copy	Applicant / Client
6. Consent to verify the information submitted (1) Electronic Copy	Applicant / Client
7. The process is done via Zoom or Google Meet. (Sample: 1 Email Address)	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Additional Requirement for Government Agency	
1. Government Service Insurance System (GSIS) registration number (Sample: 1 GSIS registration number)	Applicant / Client
Additional Requirements for Non-Government Entities	
1. 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; (1) Electronic Copy	Applicant / Client
2. Business Permit (1) Electronic Copy	Applicant / Client
3. Social Security System (SSS) Employer Clearance (1) Electronic Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>1. Register via the Online Registration System (ORS) and submit all requirements.</i> Location: <i>Home-based or via the DICT Provincial or Regional Office</i> Notes/Instruction: <i>Access the PNPKI ORS portal thru: https://bit.ly/ApplyPNPKI.</i>	1.1. Receive and evaluate the registration and supporting documents of the applicant from the ORS	None	1 day/s	Registration Authority Officer (RAO);

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Scheduling of online verification.		1 day/s	Registration Authority Officer (RAO);
	1.3. Conduct of video call with the applicant through video conferencing platforms such as: Viber, Zoom, and Hangouts		1 day/s	Registration Authority Officer (RAO); Digital Certificate Division PNPKI Support Team/ Assigned Personnel;
	1.4. Adding user (including verification and add user into TMSRA from ORS of the applicant) into the PNPKI System.		1 day/s	Registration Authority Assistants (RAA); Digital Certificate Division PNPKI Support Team/ Assigned Personnel;
	1.5. Once the add user request is approved by another RA Officer (RAO), the system sends an email to the subscriber with instructions		1 day/s	Registration Authority Assistants (RAA); Digital Certificate Division PNPKI Support Team/ Assigned Personnel;

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on how to download and install digital certificates.			
2. Request for digital certificates. Location: Home-based or via the DICT Provincial or Regional Office	2. Approve certificate request.	None	1 day/s	Registration Authority Officer (RAO)
3. Download and install digital certificates. Location: Location: Home-based or via the DICT Provincial or Regional Office	3. Digital Certificate Division PNPKI Support Team/assigned personnel, provides support and assistance as needed.	None	1 day/s	Digital Certificate Division PNPKI Support Team/ Assigned personnel;
Total		None	7 days	

2. REQUEST FOR INCIDENT RESPONSE SERVICE

The Incident Response Service 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 Critical Information Infrastructure (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)	1.1 Receive and acknowledge the Incident Report Form and other Supporting documents and for event verification, evaluation and confirmation (Event VEC)	None	1 day	NCERT Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 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. Assigned analyst will assign a ticket number and will start documenting the incident.	None	1 day	CERT-PH Incident Responder/ Analyst
	1.3 The assigned analyst will perform incident scoping, inquiries and investigation that may help with the incident report	None	5 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
	1.4 The escalation of the reported incident will depend on the incident's threat, impact and prioritization level. Incidents that require higher	None	1 day (Submission of additional information/ evidence may vary depending on the stakeholder's process of gathering or generating an	CERT-PH Incident Responder/ Analyst

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	escalation will be assigned to the next tier for further investigation.		evidence)	
	1.5 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 the CERT-PH will schedule a debriefing meeting or conference call to discuss the lessons learned in relation to the incident.	None	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/ Analyst

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Provide Actions Taken Report	2.1 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)	CERT-PH Incident Responder/ Analyst
	2.2 Once the assigned analyst received the Action Taken Report from the affected stakeholder, they will now close the ticket assigned to the incident and document all the details given in the Action Taken Report	None	1 day	CERT-PH Incident Responder/ Analyst
TOTAL:		None	19 days	

3. REQUEST FOR PENETRATION TESTING SERVICE

Penetration testing is a process that is carried out by security experts to find vulnerabilities in a target environment, which can then be exploited by attackers in order to penetrate into the web application and network assets. CERT-PH makes use of best practices in order to identify vulnerabilities in government agencies and submit a report detailing the findings to the government agency in order to help them improve their security posture.

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 (1) Original Copy Remarks: Letter of Intent (LOI) indicating the requested service/s addressed to: The Director, Cybersecurity Bureau Department of Information and Communications Technology Send to e-mail: cert-ph@dict.gov.ph	Applicant / Client
Penetration Testing Request Form (1) Original Copy Or (1) Photo Copy Remarks: Form will provide during or after the pre-assessment meeting that will be schedule by our team	DICT - National Computer Emergency Response Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent (LOI) indicating the requested service/s Location: Physical or Via Online	1.1 Receive and evaluate letter of intent	None	1 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT)
	1.2 Cybersecurity Bureau Director to approve the conduct of the requested Penetration Testing service		1 day/s	Information Officer; Cybersecurity Bureau (CSB)
	1.3 Coordinate with requesting agency once approved by the bureau director		1 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT)
2. Coordinate with the NCERT in scheduling a technical and administrative meeting Location: Physical or Via Online	2.1 Facilitate the meeting to discuss the Rules of Engagement and assessment procedure, provide the VAPT request form, and address any queries	None	1 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT) VAPT Analyst; National Computer Emergency Response Team Division (NCERT)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 Duly accomplish and submit the VAPT request form Location: Physical or Via Online	3.1 Receive and evaluate the completeness of the submitted VAPT Request Form, and assist the requesting agency if there are unfilled fields.	None	1 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT) VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
	3.2 Create ticket and schedule Penetration Testing activity		1 day/s	VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
4 Preparation of resources and/or Logistics before the Penetration Testing activity Location: Via Online	4.1 Coordinate with the client and ensure all necessary preparations are completed before conducting the Penetration Testing.		1 day/s	VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
	4.2 Conduct Penetration Testing Activity		5 day/s	VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
5 Closely coordinate with	5.1 Analysis of	None	5 day/s	VAPT Analyst;

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NCERT during the conduct of the penetration testing. Location: Via Online	Vulnerabilities / Issues found			National Computer Emergency Response Team Division (NCERT)
	5.2 Generation of Penetration Testing report		1 day/s, 16 hour/s	VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
	5.3 Transmittal of Penetration Testing Report to requesting agency		1 day/s	VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
6 Submit VAPT Transmittal Form Location: Physical or Via Online	6.1 Provide the password for the encrypted file with the authorized personnel	None	2 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT) VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
7 Remediate / Patch / Mitigate issues found stated in the Penetration Testing	7.1 Provide support to the requesting agency through a Post-Assessment	None	1 day/s	Web Analyst; National Computer Emergency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report Location: Via Online	Meeting, if necessary.			Response Team Division (NCERT)
8 Submit the Post-Assessment Form Location: Physical or Via Online	8.1 Review the submitted Post-Assessment Form to identify the requesting agency's options for moving forward.	None	1 hou/s	Information Officer; National Computer Emergency Response Team Division (NCERT) VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
TOTAL:		None	16 day/s	

4. REQUEST FOR VULNERABILITY ASSESSMENT SERVICE

Vulnerability Assessment is the process of identifying vulnerabilities in devices and systems. The results of the assessment can help inform management and system administrators of known and potential 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 (1) Original Copy Remarks: Letter of Intent (LOI) indicating the requested service/s addressed to: The Director, Cybersecurity Bureau Department of Information and Communications Technology Send to our e-mail: cert-ph@dict.gov.ph	Applicant / Client
Vulnerability Assessment Request Form (1) Original Copy Or (1) Photo Copy Remarks: Form will provide during or after the pre-assessment meeting that will be scheduled by our team	DICT - National Computer Emergency Response Team
VAPT Transmittal Form (1) Original Copy Or (1) Electronic Copy Remarks: The VAPT Transmittal Form will be provided alongside the Vulnerability Assessment Report.	DICT - National Computer Emergency Response Team

Post Assessment Form (1) Original Copy Or (1) Electronic Copy Remarks: The Post Assessment Form will be provided alongside the Vulnerability Assessment Report.	DICT - National Computer Emergency Response Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Letter of Intent (LOI) indicating the requested service/s Location: Physical or Via Online	1.1 Receive and evaluate letter of intent	None	1 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT)
	1.2 Cybersecurity Bureau Director to approve the conduct of the requested Vulnerability Assessment service		1 day/s	Information Officer; Cybersecurity Bureau (CSB)
	1.3 Coordinate with requesting agency once approved by the bureau director		1 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT)
2 Coordinate with the NCERT in scheduling a technical and administrative meeting Location: Physical or Via Online	2.1 Facilitate the meeting to discuss the Rules of Engagement and assessment procedure, provide the VAPT request form, and address any queries	None	1 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT) VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
3 Duly accomplish and submit the VAPT request	3.1 Receive and evaluate the completeness of	None	1 hour/s	Information Officer; National Computer Emergency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
form Location: Physical or Via Online	the submitted VAPT Request Form, and assist the requesting agency if there are unfilled fields.			Response Team Division (NCERT) VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
	3.2 Create ticket and schedule Vulnerability Assessment activity		1 day/s	VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
4 Preparation of resources and/or Logistics before the Vulnerability Assessment engagement Location: Via Online	4.1 Coordinate with the client and ensure all necessary preparations are completed before conducting the Vulnerability Assessment	None	1 day/s	VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
	4.2 Conduct Vulnerability Assessment activity		3 day/s	VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
5 Closely coordinate with NCERT during the conduct of the Vulnerability Assessment. Location: Via Online	5.1 Analysis of Vulnerabilities / Issues found	None	2 day/s	VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
	5.2 Generation of Vulnerability Assessment report		16 hour/s	
	5.3 Transmittal of Vulnerability Assessment Report to requesting		1 day/s	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	agency			
6 Submit VAPT Transmittal Form Location: Physical or Via Online	6.1 Provide the password for the encrypted file with the authorized personnel	None	1 hour/s	VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
7 Remediate / Patch / Mitigate issues found stated in the Vulnerability Assessment Report Location: Via Online	7.1 Provide support to the requesting agency through a Post-Assessment Meeting, if necessary.	None	2 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT) VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
8 Submit the Post-Assessment Form Location: Physical or Via Online	8.1 Review the submitted Post-Assessment Form to identify the requesting agency's options for moving forward.	None	1 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT) VAPT Analyst; National Computer Emergency Response Team Division (NCERT)
TOTAL:		None	10 day/s	

5. REQUEST FOR SOURCE CODE ASSESSMENT

Source Code Review checks code for vulnerabilities and helps to minimize the risk of systems being developed by government organizations. CERT-PH then submits a report to help the government agency understand security risks in their organization and to guide them 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 (1) Original Copy Remarks: Letter of Intent (LOI) indicating the requested service/s addressed to: The Director, Cybersecurity Bureau Department of Information and Communications Technology Send to our e-mail: cert-ph@dict.gov.ph	Applicant / Client
Source Code Assessment Request Form (1) Original Copy Or (1) Photo Copy Remarks: Form will provide during or after the pre-assessment meeting that will be scheduled by our team	DICT - National Computer Emergency Response Team
SCA Transmittal Form (1) Original Copy And (1) Electronic Copy Remarks: The SCA Transmittal Form will be provided alongside the Source Code Assessment Report.	Department of Information and Communications Technology - National Computer Emergency Response Team (NCERT)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Post Assessment Form (1) Original Copy Or (1) Electronic Copy Remarks: The Post Assessment Form will be provided alongside the Source Code Assessment Report.	Department of Information and Communications Technology - National Computer Emergency Response Team (NCERT)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Letter of Intent (LOI) indicating the requested service/s Location: Physical or Via Online	1.1 Receive and evaluate letter of intent	None	1 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT)
	1.2 Cybersecurity Bureau Director to approve the conduct of the requested Source Code Assessment service		1 day/s	Information Officer; Cybersecurity Bureau (CSB)
	1.3 Coordinate with requesting agency once approved by the bureau director		1 hour/s	Information Officer; National Computer Emergency Response Team Division (NCERT)
2 Coordinate with the NCERT in scheduling a technical and administrative meeting Location: Physical or Via	2.1 Facilitate the meeting to discuss the Rules of Engagement and assessment procedure, provide the SCA Request Form,	None	1 hour/s	Information Officer/ Source Code Analyst; National Computer Emergency Response Team Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online	and address any queries			(NCERT)
3 Duly accomplish and submit the SCA request form Location: Physical or Via Online	3.1 Receive and evaluate the completeness of the submitted SCA Request Form, and assist the requesting agency if there are unfilled fields.	None	1 hour/s	Information Officer / SCA Analyst; National Computer Emergency Response Team Division (NCERT)
	3.2 Create ticket and schedule Source Code Assessment activity		1 day/s	SCA Analyst; National Computer Emergency Response Team Division (NCERT)
4 Preparation of resources before the Source Code Assessment activity Location: Via Online	4.1 Coordinate with the client and ensure all necessary preparations are completed before conducting the Source Code Assessment.	None	1 day/s	SCA Analyst; National Computer Emergency Response Team Division (NCERT)
	4.2 Conduct Source Code Assessment Activity		5 day/s	SCA Analyst; National Computer Emergency Response Team Division (NCERT)
5 Closely coordinate with NCERT during the conduct of the Source Code	5.1 Analysis of Vulnerabilities / Issues found	None	5 day/s	SCA Analyst; National Computer Emergency Response

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assessment Location: Via Online				Team Division (NCERT)
	5.2 Generation of Source Code Assessment report		1 day/s, 16 hour/s	SCA Analyst; National Computer Emergency Response Team Division (NCERT)
	5.3 Transmittal of Source Code Assessment Report to requesting agency		1 day/s	SCA Analyst; National Computer Emergency Response Team Division (NCERT)
6 Submit SCA Transmittal Form Location: Physical or Via Online	6.1 Provide the password for the encrypted file with the authorized personnel	None	1 hour/s	SCA Analyst; National Computer Emergency Response Team Division (NCERT)
7 Remediate / Patch / Mitigate issues found stated in the Source Code Assessment Report	7.1 Provide support to the requesting agency through a Post-Assessment Meeting, if necessary.	None	2 hour/s	Information Officer / SCA Analyst; National Computer Emergency Response Team Division (NCERT)
8 Submit the Post-Assessment Form Location: Physical or Via Online	8.1 Review the submitted Post-Assessment Form to identify the requesting agency's options for moving	None	1 hour/s	Information Officer / SCA Analyst; National Computer Emergency Response

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	forward.			Team Division (NCERT)
TOTAL:		None	16 days	

GOVERNMENT DIGITAL TRANSFORMATION BUREAU

1. INTEGRATION IN EGOVPH APPLICATION

The eGovPh Application is a one-stop shop mobile application that simplifies transactions between the government and citizens: covering both national and local government levels in a single avenue

Office or Division:	Undersecretary for e-Government - Government Digital Transformation Bureau - Development, Test and Project Management Teams
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)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Letter of Intent (1) Electronic Copy Or (1) Original Copy Remarks: Letter of Intent addressed to the DICT Secretary Indicate intent to integrate the client's website or system to the eGovPH App and the Client's contact details	Applicant / Client
eGovPH Request Form (1) Electronic Copy Remarks: Fill-out the eGovPH Request Form on this link: https://bit.ly/eGovPHRequestForm	Department of Information and Communications Technology - Government Digital Transformation Bureau - Development, Test and Project Management Team
Memorandum of Understanding (1) Original Copy Remarks:	Department of Information and Communications Technology - Government Digital Transformation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Duly accomplished Memorandum of Understanding	Bureau - Development, Testing and Project Management Team

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submits Letter of Intent Location: For emails: Development, Test, and Project Management Teams at dtgmt@dict.gov.ph or Regional Offices For Courier: Department of Information and Communications Technology Central Office, Carlos P. Garcia, Diliman, Quezon City, Manila	1.1 Receive and forward the document to the Development, Test, and Project Management Teams	None	1 day/s	DICT's Receiving Unit, DICT Regional Offices or DTPMT-eGov PMT
	1.2 Sends an email of acknowledgement to the contact details included in the Letter of Intent, request to accomplish the eGovPH Request Form, and arrange an initial coordination meeting.	None	4 hour/s	Project Development Officer; Development, Test and Project Management Teams (CTPMT)
2 Accomplishes the eGovPH Request Form and participates in the initial coordination meeting requested by Development, Test, and Project Management Teams Location: Through online video conferencing	2.1 Development, Test, and Project Management Teams conducts initial coordination meeting with the requesting client to discuss the following: Overview, eGovPh App Services, Single-Sign On, Onboarding process, and	None	2 hour/s	Project Development Officer; Development, Test and Project Management Teams (CTPMT)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
with Development, Test, and Project Management Teams Fill-out the eGovPH Request Form on this link: https://bit.ly/eGovPHRequestForm	Steps moving forward			
	2.2 Development, Test, and Project Management Teams shall assess the client's request if the initial assessment indicates that SSO integration is required, the Development, Test, and Project Management Teams shall provide the MOU template to the client.		2 hour/s	Project Development Officer; Development, Test and Project Management Teams (CTPMT)
3 Reviews and submits the signed Memorandum of Understanding Location: Development, Test, and Project Management Teams	3.1 Forwards the signed Memorandum of Understanding to the Legal Service	None	1 hour/s	Project Development Officer; Development, Test and Project Management Teams (CTPMT)
	3.2 Legal Service shall review, approve, sign and notarize the Memorandum of Understanding	None	4 day/s, 6 hour/s	Legal Officer; Legal Service (LS)
	3.3 Forwards the complete set of documents to the client	None	1 hour/s	Project Development Officer; Development, Test and Project Management

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Teams (CTPMT)
4 Participates in the integration activities. Location: Development, Test and Project Management Teams Notes/Instruction : The actual date of the start of integration depends on the readiness of the client.	4.1 Provides assistance to the client in the integration and set-up of the requested systems integration	None	4 day/s	Information Technology Officer; Development, Test and Project Management Teams (CTPMT)
	4.2 Shall proceed with the integration process at the backend. This includes the internal testing before proceeding to the UAT.		5 day/s	Information Technology Officer; Development, Test and Project Management Teams (CTPMT)
5 Participates in the User Acceptance Testing (UAT) Location: Development, Test and Project Management Teams	5.1 Development, Test and Project Management Teams conducts the acceptance testing	None	1 day/s	Information Technology Officer; Development, Test and Project Management Teams (CTPMT)
6 Participates in the deployment Location: Development, Test and Project Management Teams	8.1 Deploys the agency's service in the eGovPH App	None	1 day/s	Information Technology Officer; Development, Test and Project Management Teams (CTPMT)
TOTAL:		None	18 day/s	

2. PROVISIONING OF ELGU SYSTEM

The eLGU is an online platform that serves as a centralized hub for LGU System Automation and e-Services. The eLGU allows the public to avail various local government services.

Office or Division:	Development, Test and Project Management Teams (CTPMT), Government Digital Transformation Bureau (GDTB), Office of the Undersecretary for E-Government (e-Gov), Regional Offices, Legal Service (LS)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Local Government Units (LGUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Letter of Intent (1) Original Copy Or (1) Electronic Copy Remarks: The Letter of Intent must be addressed to the Secretary of the Department of Information and Communications Technology. Indicate in the letter the intent to avail the eLGU and/ or other e-government systems.	Applicant / Client
Digital E-Readiness Survey (1) Original Copy	DICT - Development, Test and Project Management Teams / eLGU Project Management Team / DICT - Regional Offices
Sangguniang Bayan Resolution (1) Original Copy	Applicant / Client
Memorandum of Understanding (MOU) (7) Original Copy	DICT - Development, Test and Project Management Teams / eLGU Project Management Team / DICT - Regional Offices
User Acceptance Testing Documents (1) Original Copy Or (1) Electronic Copy Remarks: Includes the User Acceptance Sign-Off Documents and Issues Log	
Go Live Checklist Document (1) Original Copy Or (1) Electronic Copy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Sends Letter of Intent	1.1 Acknowledges the request via email	None	1 hour/s	Project Development Officer; Regional Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Project Development Officer; Development , Test and Project Management Teams (CTPMT)
2 Participates in the initial meeting set by the Development, Test and Project Management Teams or the Department of Information and Communications Technology - Regional Office	2.1 Conducts initial meeting to discuss the following: eLGU Overview; Onboarding process; Documentary Requirements; and Steps moving forward	None	1 hour/s	Project Development Officer; Regional Offices Project Development Officer; Development , Test and Project Management Teams (CTPMT)
3 Submits duly accomplished documentary requirements	3.1 Reviews the completeness of the submitted documents. If found complete, proceeds to the review of the Digital E-Readiness Survey and provides instruction to the client about the sending of MOU to the DICT Central Office. If incomplete, the DICT RO provides feedback to the requesting client	None	1 working day/s	Project Development Officer ; Regional Offices Project Development Officer ; Development , Test and Project Management Teams (CTPMT)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 DICT CO Legal Division to review the Memorandum of Understanding (MOU). Signs and notarizes MOU. Sends back the complete set of documents to the client through the RO		5 working day/s	Legal Officer; Legal Service (LS)
4 Participates in the validation of Digital E-Readiness Survey	4.1 Conducts Digital E-Readiness validation		1 working day/s	Information Systems Analyst; Development, Test and Project Management Teams (CTPMT) Information Systems Analyst; Regional Offices
5 Participates in the eLGU Admin Training	5.1 Coordinates the training schedule with the client	None	2 hour/s	Information Systems Analyst; Regional Offices Information Systems Analyst; Development, Test and Project Management Teams (CTPMT)
	5.2 Conducts training to familiarize the eLGU Admin Core System		2 working day/s	Information Systems Analyst; Regional Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	features and its use.			Information Systems Analyst; Development, Test and Project Management Teams (CTPMT)
6 Participates in the eLGU system set-up	6.1 Endorses the eLGU website links and system administrator credentials	None	2 working day/s	Information Systems Analyst / Information Technology Officer; Development, Test and Project Management Teams (CTPMT)
	6.2 Provides assistance in the data build up and system set-up activities.		3 working day/s	Information Systems Analyst / Information Technology Officer; Development, Test and Project Management Teams (CTPMT)
				Information Systems Analyst / Information Technology Officer; Regional Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7 Participates in the User Acceptance Testing (UAT)	7.1 Conducts the acceptance testing	None	2 working day/s, 4 hour/s	Information Systems Analyst / Information Technology Officer; Regional Offices Information Systems Analyst / Information Technology Officer; Development , Test and Project Management Teams (CTPMT)
8 Participates in the Users Training	8.1 Conducts training to familiarize the eLGU features and process	None	2 working day/s	Information Systems Analyst / Information Technology Officer; Regional Offices Information Systems Analyst / Information Technology Officer; Development , Test and Project Management Teams (CTPMT)
9 Review and sign the Go Live Checklist Document	9.1 Accomplish the Go Live Checklist	None	4 hour/s	Information Systems Analyst / Information Technology Officer; Regional Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Information Systems Analyst / Information Technology Officer; Development, Test and Project Management Teams (CTPMT)
10 Participates in the public release of the system	10.1 Provides live access to the citizen (*eLGU System Launching of LGU)	None	4 hour/s	Information Systems Analyst / Information Technology Officer/ Project Development Officer; Development, Test and Project Management Teams (CTPMT) Information Systems Analyst / Information Technology Officer/ Project Development Officer; Regional Offices
TOTAL:		None	20 Days	

3. REVIEW AND ENDORSEMENT OF INFORMATION SYSTEMS STRATEGIC PLAN (ISSP)

The government requires that all National Government Agencies (NGAs), Government Owned and Controlled Corporations (GOCCs), and State Universities and Colleges (SUCs) formulate 3-year information security plans before acquiring any ICT resources. The plans must be reviewed and approved by the Department of Information and Communications Technology before being included in the Department of Budget and Management's (DBM) financial plans.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
ISSP and Annexes (1) Original Copy Remarks: Requesting agency transmits its ISSP: a. Physical ISSP Document as received by the Central Receiving and Releasing Unit (CRRU); or b. Electronic copy of ISSP sent through email addresses issp@dict.gov.ph and/ or gsspd@dict.gov.ph Electronic copy received by GSSPD will be forwarded to CRRU for official logging. c. ISSP Cover Page should be duly signed by the Information Systems (IS) Planner and Agency Head.	Applicant / Client
Official ISSP / Transmittal Letter of Agency's ISSP as signed by the Agency's Head (1) Original Copy Remarks: A copy of formal transmittal letter signed by the Head of the requesting agency addressed to: Secretary Department of Information and Communications Technology DICT Building, C.P. Garcia Avenue,	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Diliman, Quezon City. 1101 Philippines +63 (02) 920 -0101 local 3001/3000	
ISSP Submission A. ISSP Initial Submission - Initial ISSP (1) Original Copy Remarks: Requesting agency transmits its ISSP: - Physical ISSP Document as received by the Central Receiving and Releasing Unit (CRRU); or - Electronic copy of ISSP sent through email addresses issp@dict.gov.ph and/ or gsspd@dict.gov.ph Electronic copy received by GSSPD will be forwarded to CRRU for official logging. - ISSP Cover Page should be duly signed by the Information Systems (IS) Planner and Agency Head.	Applicant / Client
B. ISSP Revised Submission - Revised ISSP (1) Electronic Copy Remarks: The number of submissions of the revised ISSP depends on the compliance and completeness of the needed information. - ISSP PowerPoint Presentation (1) Electronic Copy Remarks: This will be used during the ISSP Executive Panel Review.	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
C.ISSP Final Submission 1. Final Copy (3) Original Copy Remarks: Cover page should be duly signed by the head of the agency and IS planner. Softcopies saved in the USB. 2. Transmittal Letter (1) Original Copy Remarks: A copy of transmittal letter from the requesting party addressed to: 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	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Requesting agency transmits its ISSP: a. Physical ISSP Document as received by the Central Receiving and Releasing Unit (CRRU); or b. Electronic copy of ISSP sent through email addresses	1.1 Receives/logs receipt of letter and ISSP	None	2 hour/s	Admin; Central Receiving and Releasing Unit (CRRU)
	1.2 Assigns CRRU Control No. and forwards documents to OSEC		5 hour/s	Admin; Central Receiving and Releasing Unit (CRRU)
	1.3 OSEC assigns documents to GSSPD through GDTB and returns the documents to CRRU.		1 hour/s	Admin; Office of the Secretary Admin; Central Receiving and Releasing Unit (CRRU)
	1.4 CRRU forwards the documents to GDTB-GSSPD.		1 hour/s	Admin; Central Receiving and Releasing Unit (CRRU)
	1.5 GSSPD-Admin Officer receives/		5 minute/s	Admin Officer; Government

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
issp@dict.gov.ph and/ or gsspd@dict.gov.ph <i>Electronic copy received by GSSPD will be forwarded to CRRU for official logging.</i>	logs letter/ISSP.			Systems Strategic Program Division (GSSPD)
	1.6 GSSPD Division Chief (DC) assigns the ISSP to a designated Evaluator		1 hour/s	Division Chief; Government Systems Strategic Program Division (GSSPD)
	1.7 Performs initial ISSP review and Evaluation		4 day/s	ISSP Evaluator; Government Systems Strategic Program Division (GSSPD)
	1.8 Performs collegial review with the Senior Evaluator		2 hour/s	ISSP Evaluator; Government Systems Strategic Program Division (GSSPD) ISSP Team Lead Evaluator; Government Systems Strategic Program Division (GSSPD)
	1.9 Finalizes the Evaluation Report (ER) and submit to GSSPD-DC for approval and signature	None	2 hour/s	ISSP Evaluator; Government Systems Strategic Program Division (GSSPD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Division Chief; Government Systems Strategic Program Division (GSSPD)
	1.10 Sends the ER through email including the Panel presentation template to the agency IS Planner.		5 minute/s	ISSP Evaluator; Government Systems Strategic Program Division (GSSPD)
2 Prepares the presentation and participates in the conduct of the ISSP Panel Review. Location: DICT Central Office or Online Notes/ Instruction: On Premise: The agency will go to the DICT Central Office. The Panel Meeting will be conducted inside the Office of the GDTB Bureau Director.	2.1 Evaluator prepares the ISSP briefer to be used during the ISSP Panel Review.	None	1 day/s	Assigned Evaluator GSSPD Admin Division Chief ISSP Review Committee
	2.2 Evaluator sends the ISSP briefer and filled-up Panel presentation template to GSSPD-AO for scheduling. Schedule Panel meeting.		3 day/s	
	2.3 Conducts ISSP Panel review with the Agency and the ISSP Executive Review Committee.		1 day/s	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online: GSSPD will provide a Google Meet link for the meeting.				
3 The Requesting Agency submits the revised ISSP through email or physical documents. Location: DICT Central Office or Online through Email Notes/ Instruction: The requesting agency will submit the revised ISSP based on the comments reflected in the evaluation report provided by the ISSP evaluator.	3.1 Performs revised ISSP review and evaluation. Prepares Evaluation Report (ER)	None	4 Day/s	ISSP Evaluator; Government Systems Strategic Program Division (GSSPD)
	3.2 Performs collegial review with the Senior Evaluator. Assists/coordinates with the agency in revising the ISSP, if needed		1 Day/s	ISSP evaluator; Government Systems Strategic Program Division (GSSPD) ISSP Team Lead Evaluator; Government Systems Strategic Program Division (GSSPD)
4 Requesting agency submits the Final copy of the ISSP (2 Hard copies, Soft Copy (in	4.1 <i>(Refer to Agency Action 1.1 to 1.4)</i> Verifies the content of the final soft copy with the hard copy if the same.	None	4 hour/s	ISSP evaluator; Government Systems Strategic Program Division (GSSPD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PDF & .docx file), Transmittal letter Location: DICT Central Office	4.2 Prepares the final ER, Endorsement Letter (EL), and other pertinent documents.		1 day/s	
	4.3 GSSPD-DC signs the ER. The EL and other pertinent documents are routed to the GDTB Executive Officials for comments and approval.		2 day/s 4 hour/s	Division Chief; Government Systems Strategic Program Division (GSSPD) Admin Officer; Government Systems Strategic Program Division (GSSPD)
5 Receives original Endorsement Letter and the Stamped Endorsed ISSP. Location: DICT Central Office	5.1 Stamps endorsed the agency's final ISSP.	None	2 days	Admin Officer; Government Systems Strategic Program Division (GSSPD) ISSP evaluator; Government Systems Strategic Program Division (GSSPD)
	5.2 Emails an advance copy of the signed EL to the agency.		1 hour/s	OBD Staff; Government Digital Transformation Bureau (GDTB)
	5.3 Prepares documents for pick up by the agency (original copy of the EL and one		1 hour/s	Admin Officer; Government Systems Strategic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	copy of the stamped-endorsed ISSP).			Program Division (GSSPD)
	5.4 Routes the stamped-endorsed ISSP and signed EL to CRRU for logging and clearance.		2 hour/s	Admin Officer; Government Systems Strategic Program Division (GSSPD) Admin Officer; Central Receiving and Releasing Unit (CRRU)
	5.5 The agency shall be informed that the Endorsed ISSP and EL are ready for pickup.		2 hour/s	Representative; Any of requesting office / division Admin Officer; Government Systems Strategic Program Division (GSSPD)
TOTAL:		None	20 day/s, 6 hour/s, 10 minute/s	

ICT LITERACY AND COMPETENCY DEVELOPMENT BUREAU

1. PROCESSING OF APPLICATION TO TAKE THE ICT DIAGNOSTIC EXAMINATION

The ICT Proficiency Certification Examination is designed to evaluate the competence of an individual to perform programming or systems analysis and design functions. This is pursuant to PD 1408, which directs the National Computer Center (now DICT) and the Civil Service Commission (CSC) to devise ways of determining the fitness of individuals in occupying highly technical ICT positions and through which the awarding of appropriate ICT (EDP) Specialist Eligibility will be based. DICT and CSC therefore conduct tests in the areas of Computer Programming and System Analysis and Design. The ICT Diagnostic Exam is a prerequisite for the ICT Proficiency Hands on Exam.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Accomplished Application Form (1) Electronic Copy Remarks: Access the form through this link: https://tinyurl.com/DiagExamRegForm	DICT - ILCDB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Accomplish the ILCDB Online Registration Form. Location: Access the form through this link: https://tinyurl.com/DiagExamRegForm	1.1 Receive accomplished registration form.	None	5 minutes	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Receive confirmation accepting the registration form Location: An auto-reply will be displayed upon completion of the registration through this link: https://tinyurl.com/DiagExamRegForm	2.1 Review and Evaluate Online Registration Form and prepare list of examinees.	None	5 minutes	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
TOTAL:		None	10 minutes	

2. ISSUANCE OF VERIFIED ICT DIAGNOSTIC EXAMINATION RESULTS

The ICT Proficiency Certification Examination is designed to evaluate the competence of an individual to perform programming or systems analysis and design functions. This is pursuant to PD 1408, which directs the National Computer Center (now DICT) and the Civil Service Commission (CSC) to devise ways of determining the fitness of individuals in occupying highly technical ICT positions and through which the awarding of appropriate ICT (EDP) Specialist Eligibility will be based. DICT and CSC therefore conduct tests in the areas of Computer Programming and System Analysis and Design. The ICT Diagnostic Exam is a prerequisite for the ICT Proficiency Hands on Exam.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Accomplished Application Form (1) Electronic Copy Remarks: Access the form through this link: https://tinyurl.com/DiagExamRegForm	DICT - ILCDB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive confirmation of acceptance. Location: An email confirmation will be sent through this email address: ilcdb.registrar@dict.gov.ph	1.1 Send results of Diagnostic Exam via Email	None	5 minutes	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
TOTAL:		None	5 minutes	

3. PROCESSING OF APPLICATION TO TAKE THE ICT PROFICIENCY HANDS ON EXAMINATION

The ICT Proficiency Certification Examination is designed to validate the competence of an individual in programming and system analysis and design functions. This is pursuant to PD 1408, which directs the National Computer Center (now DICT) and the Civil Service Commission (CSC) to devise ways of determining the fitness of individuals in highly technical ICT positions. DICT and CSC therefore conduct tests in these areas.

Office or Division:	ICT Literacy and Competency Development Bureau
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	ICT Professionals and Individuals who passed the Diagnostic Examination

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Accomplished Application Form (1) Electronic Copy Remarks: Access the application form through this link: https://tinyurl.com/HandsOnExamRegForm	DICT - ILCDB
Diagnostic Result (Notification) (1) Electronic Copy	DICT - ILCDB
Transcript of Records (TOR) (1) Electronic Copy And (1) Photo Copy	Applicant's School - School Registrar
Original Birth Certificate (NSO or PSA) (1) Electronic Copy And (1) Original Copy	Philippine Statistics Authority - Regional Statistical Services Office (RSSO)
Passport Size ID Picture (1) Electronic Copy And (1) Original Copy Remarks: With handwritten name tag containing the following: (LAST NAME, FIRST NAME MI)	Any photo studio - Any photo studio
Official Receipt (1) Original Copy	DICT – Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Accomplish the Online Registration Form and submit the required documents. Location: Access the form through the link: https://tinyurl.com/HandsOnExamRegForm .	1.1 Review the Online Registration Form and its attached documentary requirements.	None	1 day/s	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
	1.2 Send confirmation of application and request for submission of physical documentary requirements		5 minutes	
2 Receive confirmation of application and submit physical documentary requirements. Location: An auto-reply will be displayed upon completing the form through this link: https://tinyurl.com/HandsOnExamRegForm . Another confirmation email will be sent through ilcdb.registrar@dict.gov.ph for instructions on submitting physical copies.	2.1 Review the submitted documents.	None	1 day/s	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
	2.2 Prepare the Order of Payment Form	None	5 minutes	Preparation: Registrar's Office Staff Signing: Accounting Head

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 Receive Order of Payment Form and pay the necessary fees Location: Ground Floor, DICT Building, C.P. Garcia Avenue, Diliman, Quezon City	3.1 Issue signed Order of Payment	Possible Fees: For Pro: PHP 500 For Graduating students: PHP 300	30 minutes	Chief Administrative Officer; Accounting Division Supervising Administrative Officer; Accounting Division
	3.2 Receive payment and issue Official Receipt (OR)		30 minutes	Chief Administrative Officer ; Cash Division Supervising Administrative Officer ; Cash Division
4 Receive the OR from the Cash Division and present the same to the ILCDB. Location: Registrar's Office, 2nd Floor, DICT Valenzuela, Karuhatan, Valenzuela City	4.1 Validate the OR and issue the Examination Permit.	None	10 minutes	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
TOTAL:		PRO: Php 500 GS: Php 300	2 day/s, 1 hour/s, 20 minutes	

MODE OF PAYMENT

via DICT Cashier
 Location

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

4. ISSUANCE OF ICT PROFICIENCY HANDS ON EXAMINATION RESULTS

The ICT Proficiency Certification Examination is designed to validate the competence of an individual in programming and system analysis and design functions. This is pursuant to PD 1408, which directs the National Computer Center (now DICT) and the Civil Service Commission (CSC) to devise ways of determining the fitness of individuals in highly technical ICT positions. DICT and CSC therefore conduct tests in these areas

Office or Division:	ICT Literacy and Competency Development Bureau
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	ICT Professionals and Individuals who passed the Diagnostic Examination

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Email notification (1) Electronic Copy	DICT - ILCDB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Receive email notification that certificates are ready for claiming. Location: A confirmation email through ilcdb.registrar@dict.gov.ph	1.1 Send email notification to examinees.	None	5 minutes	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
	1.2 Prepare notification slip and certificates.		10 minute/s	
2 Present the notification email to ILCDB. Location: An email from ilcdb.registrar@dict.gov.ph	2.1 Issue certificate and notification slip	None	15 minute/s	
TOTAL:		None	30 minute/s	

5. APPLICATION TO ILCDB REGULAR TRAINING COURSES

The DICT provides quality ICT education and training to both government and private individuals through its courses and seminars on Information and Communications Technology (ICT).

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Accomplished Online Registration Form (1) Electronic Copy Remarks: An email will be sent to the selected participants from ilcdb.registrar@dict.gov.ph. containing the online application form.	DICT - ILCDB
Nomination Form (1) Electronic Copy Remarks: The form will be sent through this email address: ilcdb.registrar@dict.gov.ph.	DICT - ILCDB
Signed ILCDB Commitment Letter (1) Electronic Copy Remarks: An email will be sent through this email address: ilcdb.registrar@dict.gov.ph.	DICT - ILCDB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Receive the ILCDB Training Calendar, Invitation Letter, Nomination Form, and Commitment	1.1 Send invitation package to Human resource offices of different government agencies	None	1 hour/s	Training Specialist III, Training Management Division; ICT Literacy and Competency Development

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Letter Template. Location: An email containing the documents will be sent through ilcdb.registrar@dict.gov.ph				Division (ILCDB)
2 Send the signed and accomplished Nomination Form per training and Commitment Letters per individual per training Location: Submit the requirements to ilcdb.registrar@dict.gov.ph.	2.1 Receive and review the submitted required documents.	None	1 day/s	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
	2.2 Prepare final list of participants and send confirmation email.		1 hour/s	
3 Receive confirmation email. Location: An email will be sent through ilcdb.registrar@dict.gov.ph.	3.1 Prepare and send details of the training course to training participants.	None	1 days	Preparation: Registrar's Office Signing: Registrar and TMD Head
TOTAL:		None	2 day/s, 2 hour/s	

6. ISSUANCE OF CERTIFICATES FOR REGULAR ILCDB COURSES

The DICT provides quality ICT education and training to both government and private individuals through its courses and seminars on Information and Communications Technology (ICT).

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Accomplished Application Form (1) Electronic Copy	DICT - ILCDB
Remarks: An email from the ilcdb.registrar@dict.gov.ph will be sent to the successful participant who completed the training.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Receive email e-certificates. Location: An e-mail will be sent through ilcdb.registrar@dict.gov.ph.	1.1 Send email of e-certificates to training participants.	None	30 minute/s	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
TOTAL:		None	30 minute/s	

7. APPLICATION TO ILCDB ELIGIBILITY PROGRAMMING TRAINING COURSES

The DICT provides quality ICT education and training to both government and private individuals through its courses and seminars on Information and Communications Technology (ICT). The ILCDB Eligibility Programming Training Courses is designed to validate the competence of an individual in programming and system analysis and design functions. This is pursuant to PD 1408, which directs the National Computer Center (now DICT) and the Civil Service Commission (CSC) to devise ways of determining the fitness of individuals in highly technical ICT positions. DICT and CSC therefore conduct tests in these areas.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Accomplished Application Form (1) Electronic Copy Remarks: Access the application form through this link: https://tinyurl.com/ILCDBProgRegForm	DICT - ILCDB
Diploma or Transcript of Records (TOR) (1) Electronic Copy And (1) Photo Copy	Applicant's School - School Registrar
Original Birth Certificate (NSO or PSA) (1) Electronic Copy And (1) Original Copy	Philippine Statistics Authority - Regional Statistical Services Office (RSSO)
Passport Size ID picture (1) Electronic Copy And (1) Original Copy Remarks: With handwritten name tag containing the following: (LAST NAME, FIRST NAME MI)	Any photo studio - Any photo studio
Official Receipt (1) Original Copy	Department of Information and Communications Technology - Cash Division
Certificate of Employment (1) Original Copy And (1) Electronic Copy	Applicant's Agency/Company - Applicant's Agency/Company
Additional requirements for graduates of Non-IT related courses	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Additional requirements for graduates of Non-IT related courses Certification of being an IT Professional for at least six (6) months, or Training certificates on Program Logic Formulation or at least forty (40) hours of training on any programming language or other system development course from applicant's agency or training company.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Accomplish the Online Registration Form. Location: Access the form through the link: https://tinyurl.com/ILCDBProgRegForm	1. Review the Online Registration Form and its attached documentary requirements.	None	1 day/s	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
	1.2 Send confirmation of application and request for submission of physical documentary requirements.		5 minute/s	
2 Receive confirmation of application and submit physical documentary requirements. Location: An auto-reply will be displayed upon completing the form through this link: https://tinyurl.com/ILCDBProgRegForm . Another confirmation email	2.1 Review the submitted documents.	None	1 day/s	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
	2.2 Prepare the Order of Payment Form		5 minute/s	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
will be sent through ilcdb.registrar@dict.gov.ph for instructions on submitting physical copies.				
3 Receive Order of Payment Form and pay the necessary fees Location: Ground Floor, DICT Building, C.P. Garcia Avenue, Diliman, Quezon City	3.1 Issue signed Order of Payment	Possible Fees For Private Individuals: PHP 9000 For Government Employees: PHP 7500	30 minute/s	Chief Administrative Officer; Accounting Division Supervising Administrative Officer; Accounting Division
	3.2 Receive payment and issue Official Receipt (OR)		30 minute/s	Chief Administrative Officer ; Cash Division Supervising Administrative Officer ; Cash Division
4 Receive the OR from the Cash Division and present the same to the ILCDB. Location: Registrar's Office, 2nd Floor, DICT Valenzuela, Karuhatan, Valenzuela City	4.1 Validate the OR and issue the Examination Permit..	None	10 minute/s	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
TOTAL:		None	2 days, 1 hours and 20 minutes	

8. ISSUANCE OF ILCDB ELIGIBILITY CERTIFICATE THROUGH PROGRAMMING TRAINING COURSES

The ICT Proficiency Certification Examination is designed to validate the competence of an individual in programming and system analysis and design functions. This is pursuant to PD 1408, which directs the National Computer Center (now DICT) and the Civil Service Commission (CSC) to devise ways of determining the fitness of individuals in highly technical ICT positions. DICT and CSC therefore conduct tests in these areas.

Office or Division:	ICT Literacy and Competency Development Bureau - Educational Program Management Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	ICT Professionals and Individuals who passed the ILCDB Eligibility Programming Training Courses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Email notification (1) Electronic Copy Remarks: An email from the ilcdb.registrar@dict.gov.ph	DICT - ILCDB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Receive email notification that certificates are ready for claiming. Location: A confirmation email through ilcdb.registrar@dict.gov.ph	1.1 Notify examinees that certificates are ready for claiming.	None	15 minute/s	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
2 Present the notification email to ILCDB. Location: An email from ilcdb.registrar@	2.1 Issue certificate, notification slip, and grade slip.	None	15 minute/s	Training Specialist III, Training Management Division; ICT Literacy and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
dict.gov.ph				Competency Development Division (ILCDB)
TOTAL:		None	30 minute/s	

INFOSTRUCTURE MANAGEMENT BUREAU

1. APPLICATION FOR .gov.ph DOMAIN 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:	Infostructure Management Bureau - 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
For Standard Requirement 1. Letter of Intent (1) Electronic Copy Or (1) Original Copy Remarks: Addressed to: [Head of the Agency's Name] Secretary Department of Information and Communications Technology Postal Mail: DICT Building, C.P. Garcia Avenue, Diliman, Quezon City. 1101 Philippines +63 (02) 920 -0101 local 3001/3000 Email: dns@dict.gov.ph Letter of Intent must be written on the agency's letterhead, and also stating that you are given permission to register the particular domain name for that agency. The letter should be duly signed by any of the following: Agency Head, Chief Information Officer, or the MIS Head.	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
2. GOV.PH Domain Application Form (1) Electronic Copy Or (1) Original Copy Remarks: To grab the form through online, please refer to this link (https://dict.gov.ph/govph-domain-registration) or ask for a copy from DICT Office (2nd floor, GOSD - DNS, IMB Office, DICT Building, CP Garcia Ave., Diliman, Quezon City) INSTRUCTION ON HOW TO FILL UP THE .GOV.PH DOMAIN FORMS: A. Nameservers A minimum of two (2) Nameservers are needed for a domain. Kindly indicate the Host names and IP addresses of your nameservers. If the agency intends to apply for the Government DNS Hosting Service (GovDNS). Please indicate 'DICT' as the Name servers Information in the .GOV.PH Domain Form. image.png B. Authorized Contact Person Authorized Contact Person/s should consist of 1 Technical Contact and 1 Admin Contact. *The Authorized Contact should be computer literate and can deal with technical matters. In addition, since the domain being managed is owned by a government entity, it should follow that the Authorized Contact Person must come from the entity itself. (Authorized Contact Person SHOULD be an employee of the <Insert Agency Name> and NOT from private entities/third parties). C. Signatories Please be informed that since your domain is owned by a government entity, the primary	Agency - Division: Department of Information and Communications Technology - Government Online Service Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
authorized signatory of the .GOV.PH Domain Forms should be the Head of Agency. In case that can't be accommodated, the MIS Head/Head of IT Department should sign.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of requirements via email at dns@dict.gov.ph or post mail at Department of Information and Communications Office (a. Letter of Intent, signed by the head of the agency b. Accomplished .GOV.PH Domain Application form) Location: Government Online Service Division (Government DNS Team) Notes/Instruction: If disapproved, the DNS Administrator shall provide details on the reason and recommendation to the gov.ph Registrar. The gov.ph Registrar will provide details and reason for disapproval and if applicable, recommendations regarding the client's application.	1.1 Creation of Ticket. Acknowledgement of receipt of request.	None	1 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review and inspect requirements to ensure that documents and information are correct and complete. Additional verification may be conducted through email or call to the authorized contact personnel. *Revision or compliance requirements are endorsed to the client as needed.	None	1 day/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.3 Endorsement of gov.ph Domain New Application to the DNS Administrator for verification.		1 day/s	Information Technology Officer I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.4 Review requests that passed the initial screening are endorsed to the DNS Administrator for approval and processing through email, add the entry to the Zone File, and notify .gov.ph		1 hour/s	Information Technology Officer I (.gov.ph Registrar); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Registrar about the approval of client's application.			
	1.5 The gov.ph Registrar will inform the client regarding the approval of their application and on the turnaround time to process the application.		1 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.6 Record the approved request, update the database, and close the ticket		1 hour/s	Information Technology Officer I (.gov.ph Registrar); Government Online Service Division (GOSD)
TOTAL:		None	2 day/s, 4 hour/s	

2. APPLICATION FOR .gov.ph DOMAIN MODIFICATION (Sub-Service)

The gov.ph Domain Modification Sub-service is a service offered to the existing gov.ph domain owners to be able to modify their corresponding Name Server(s) and/or designated Contact Person Information.

Office or Division:	Infostructure Management Bureau - Government Online Service Division (GOSD)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	With existing domain names from the following: National Government Agencies (NGAs) Government-Owned and Controlled Corporations (GOCCs) Government Financial Institutions (GFIs) Local Government Units (LGUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement GOV.PH Domain Modification Form (1) Electronic Copy Or (1) Original Copy Remarks: To grab the form through online, please refer to this link (https://dict.gov.ph/govph-domain-registration) or ask for a copy from DICT Office (2nd floor, GOSD - DNS, IMB Office, DICT Building, CP Garcia Ave., Diliman, Quezon City) INSTRUCTION ON HOW TO FILL UP THE .GOV.PH DOMAIN FORMS: A. Nameservers A minimum of two (2) Nameservers are needed for a domain. Kindly indicate the Host names and IP addresses of your nameservers. If the agency intends to apply for the Government DNS Hosting Service (GovDNS). Please indicate 'DICT' as the Name servers Information in the .GOV.PH Domain Form.	Department of Information and Communications Technology - Government Online Service Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
image.png B. Authorized Contact Person Authorized Contact Person/s should consist of 1 Technical Contact and 1 Admin Contact. *The Authorized Contact should be computer literate and can deal with technical matters. In addition, since the domain being managed is owned by a government entity, it should follow that the Authorized Contact Person must come from the entity itself. (Authorized Contact Person SHOULD be an employee of the <Insert Agency Name> and NOT from private entities/third parties). C. Signatories Please be informed that since your domain is owned by a government entity, the primary authorized signatory of the .GOV.PH Domain Forms should be the Head of Agency. In case that can't be accommodated, the MIS Head/Head of IT Department should sign.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of requirements via email at dns@dict.gov.ph or post mail at Department of Information and Communications Office (a. Letter of Intent, signed by the head of the agency b. Accomplished .GOV.PH Domain Application form) Location: Government Online Service Division (Government DNS Team) Notes/Instruction: If disapproved, the DNS Administrator shall provide details on the reason and recommendation to the gov.ph Registrar. The gov.ph Registrar will provide details and reason for disapproval and if applicable, recommendations regarding the client's application.	1.1 Creation of Ticket. Acknowledgement of receipt of request.	None	1 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.2 Review and inspect requirements to ensure that documents and information are correct and complete. Additional verification may be conducted through email or call to the authorized contact personnel.	None	1 day/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	*Revision or compliance requirements are endorsed to the client as needed.			
	1.3 Endorsement of gov.ph Domain New Application to the DNS Administrator for verification.		1 day/s	Information Technology Officer I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.4 Review requests that passed the initial screening are endorsed to the DNS Administrator for approval and processing through email, add the entry to the Zone File, and notify .gov.ph Registrar about the approval of client's application.		1 hour/s	Information Technology Officer I (DNS Administrator) ; Government Online Service Division (GOSD)
	1.5 The gov.ph Registrar will inform the client regarding the approval of their application and on the turnaround time to process the application.		1 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Record the approved request, update the database, and close the ticket		1 hour/s	Information Technology Officer I (DNS Administrator) ; Government Online Service Division (GOSD)
TOTAL:		None	2 day/s, 4 hour/s	

3. APPLICATION FOR .gov.ph DOMAIN DEACTIVATION (Sub-Service)

The gov.ph Domain Deactivation Sub-service is a service offered to the existing gov.ph domain owners to be able to deactivate their existing gov.ph domain name.

Office or Division:	Infostructure Management Bureau - Government Online Service Division (GOSD)
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	With existing domain names from the following: National Government Agencies (NGAs) Government-Owned and Controlled Corporations (GOCCs) Government Financial Institutions (GFIs) Local Government Units (LGUs)
Statute	Request For Comment (RFC) 1811, Request For Comment (RFC) 1816, General Appropriations Act of 1997 (Republic Act No. 8250)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement GOV.PH Domain Modification Form (1) Electronic Copy Or (1) Original Copy Remarks: To grab the form through online, please refer to this link (https://dict.gov.ph/govph-domain-registration) or ask for a copy from DICT Office (2nd floor, GOSD - DNS, IMB Office, DICT Building, CP Garcia Ave., Diliman, Quezon City) INSTRUCTION ON HOW TO FILL UP THE .GOV.PH DOMAIN FORMS: A. Nameservers A minimum of two (2) Nameservers are needed for a domain. Kindly indicate the Host names and IP addresses of your nameservers. If the agency intends to apply for the Government DNS Hosting Service (GovDNS). Please indicate 'DICT' as the Name servers Information in the .GOV.PH Domain Form.	Department of Information and Communications Technology - Government Online Service Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
B. Authorized Contact Person Authorized Contact Person/s should consist of 1 Technical Contact and 1 Admin Contact. *The Authorized Contact should be computer literate and can deal with technical matters. In addition, since the domain being managed is owned by a government entity, it should follow that the Authorized Contact Person must come from the entity itself. (Authorized Contact Person SHOULD be an employee of the <Insert Agency Name> and NOT from private entities/third parties). C. Signatories Please be informed that since your domain is owned by a government entity, the primary authorized signatory of the .GOV.PH Domain Forms should be the Head of Agency. In case that can't be accommodated, the MIS Head/Head of IT Department should sign.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of requirements via email at dns@dict.gov.ph or post mail at Department of Information and Communications Office (a. Letter of Intent, signed by the head of the agency b. Accomplished .GOV.PH Domain Application form) Location: Government Online Service Division (Government DNS Team) Notes/Instruction: If disapproved, the DNS Administrator shall provide details on the reason and recommendation to the gov.ph Registrar. The gov.ph Registrar will provide details and reason for disapproval and if applicable, recommendations regarding the client's application.	1.1 Creation of Ticket. Acknowledge ment of receipt of request.	None	1 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.2 Review and inspect requirements to ensure that documents and information are correct and complete. Additional verification may be conducted through email or call to the authorized contact	None	1 day/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	personnel. *Revision or compliance requirements are endorsed to the client as needed.			
	1.3 Endorsement of gov.ph Domain New Application to the DNS Administrator for verification.		1 day/s	Information Technology Officer I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.4 Review requests that passed the initial screening are endorsed to the DNS Administrator for approval and processing through email, add the entry to the Zone File, and notify .gov.ph Registrar about the approval of client's application.		1 hour/s	Information Technology Officer I (DNS Administrator) ; Government Online Service Division (GOSD)
	1.5 The gov.ph Registrar will inform the client regarding the approval of their		1 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	application and on the turnaround time to process the application.			Division (GOSD)
	1.6 Record the approved request, update the database, and close the ticket		1 hour/s	Information Technology Officer I (DNS Administrator) ; Government Online Service Division (GOSD)
TOTAL:		None	2 day/s, 4 hour/s	

4. GOVERNMENT DNS SERVICE APPLICATION

Government Domain Name System Hosting Service (GovDNS) is a service offered by the Department of Information and Communications Technology that provides a DNS hosting to the gov.ph top level domain owned by government entities, such as national government agencies, financial institutions, government-owned and –controlled corporations, Local Government Units and inter-agency collaborations, programs, and projects. The DNS Hosting Service runs an Authoritative Name Servers that provides DNS resolutions to agencies domain records for email, website and other web services.

Office or Division:	Infostructure Management Bureau - Government Online Service Division (GOSD)
Classification:	Complex
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 (1) Original Copy Or (1) Electronic Copy Remarks: Addressed to: [Head of the Agency Name] Secretary Department of Information and Communications Technology Postal Mail: DICT Building, C.P. Garcia Avenue, Diliman, Quezon City. 1101 Philippines +63 (02) 920 -0101 local 3001/3000 Email: dns@dict.gov.ph Letter of Intent must be written on the agency's letterhead, and also stating that you are given permission to register the particular domain name for that agency. The letter should be duly signed by any of the following: Agency Head, Chief Information Officer, or the MIS Head.	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DNS Hosting Service Application Form (1) Original Copy Or (1) Electronic Copy Remarks: INSTRUCTION ON HOW TO FILL UP THE DNS HOSTING SERVICE APPLICATION FORM: 1. Fill out the Agency Information. 2. Fill out the Technical Person Information. Two (2) Technical Person is required. 3. In the Domain Records, kindly indicate your domain name in the name/host/alias part. 4. Indicate the TTL, Record Type, Priority and Value. *If you have other entries, kindly indicate it in the form. 5. Lastly, tick the box and let the form be signed by any of the following, Agency Head/MIS Head.	Department of Information and Communications Technology - Government Online Service Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of requirements via email at dns@dict.gov.ph or post mail at Department of Information and Communications Office (Accomplished DNS Service Update form) Location: Government Online Service Division (Government DNS Service Team)	1.1 Creation of Ticket. Acknowledgement of receipt of request.	None	4 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.2 Review and inspect requirements to ensure that documents and information are correct and complete. Additional verification may be conducted through email or call to the authorized contact	None	4 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notes/Instruction: If disapproved, the DNS Administrator shall provide details on the reason and recommendation to the gov.ph Registrar. The gov.ph Registrar will provide details and reason for disapproval and if applicable, recommendations regarding the client's application.	personnel. *Revision or compliance requirements are endorsed to the client as needed.			
	1.3 Endorsement of DNS Hosting Service Application Form to the DNS Administrator.	None	4 hour/s	Information Technology Officer I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.4 Review requests that passed the initial screening are endorsed to the DNS Administrator for approval and processing through email, add the entry to the Zone File, and notify .gov.ph Registrar about the approval of client's application.	None	1 day/s	Information Technology Officer I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.5 The gov.ph Registrar will inform the client regarding the approval of their request and on the turnaround time to process their request.	None	1 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.6 Record the approved request, update the database, and close the ticket	None	1 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)
TOTAL:		None	2 day/s, 6 hour/s	

5. GOVERNMENT DNS SERVICE UPDATE (Sub-Service)

The DNS Hosting Update Sub-service is a service offered to the existing DNS Hosted Clients to be able to add, modify and/or delete their existing DNS records.

Office or Division:	Infostructure Management Bureau - Government Online Service Division (GOSD)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Domain is DNS hosted by the Department of Information and Communications Technology

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
DNS Service Update Form (1) Electronic Copy Or (1) Original Copy Remarks: INSTRUCTION ON HOW TO FILL UP THE DNS HOSTING SERVICE UPDATE FORM: A. Fill out the Agency Information. B. Indicate your entries. If it is a new entry, kindly put it in the New Entry part of the form. image.png *Signature portion in this part should be signed by the Primary Domain administrator (Main Authorized Contact Person indicated in the Domain Modification Form) of your primary domain (<insert name of top level .gov.ph domain>). If it is an existing entry, and you only want to update it, kindly put it and fill up the details needed in the Update Entry part of the form. If it is an existing entry and you want to delete it, kindly put it in and fill up the details needed in the Delete Entry part of the form. C. Lastly, tick the box and let the form be signed by any of the following, Agency Head/MIS Head/ Chief Information Officer. Kindly put the designation/position of the signatory please.	Department of Information and Communications Technology - Government Online Service Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of requirements via email at	1.1 Creation of Ticket. Acknowledgement	None	4 hour/s	Computer Maintenance Technologist I (.gov.ph

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
dns@dict.gov.ph or post mail at Department of Information and Communications Office (Accomplished DNS Service Update form) Location: Government Online Service Division (Government DNS Service Team) Notes/Instruction: If disapproved, the DNS Administrator shall provide details on the reason and recommendation to the gov.ph Registrar. The gov.ph Registrar will provide details and reason for disapproval and if applicable, recommendations regarding the client's application.	of receipt of request.			Registrar); Government Online Service Division (GOSD)
	1.2 Review and inspect requirements to ensure that documents and information are correct and complete. Additional verification may be conducted through email or call to the authorized contact personnel. *Revision or compliance requirements are endorsed to the client as needed.	None	4 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.3 Endorsement of DNS Hosting Service Application Form to the DNS Administrator.	None	4 hour/s	Information Technology Officer I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.4 Review requests that passed the initial screening are endorsed to the DNS Administrator for approval and processing through email, add the entry to the Zone File, and notify .gov.ph Registrar about the approval of client's application.	None	1 day/s	Information Technology Officer I (.gov.ph Registrar); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 The gov.ph Registrar will inform the client regarding the approval of their request and on the turnaround time to process their request.	None	1 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)
	1.6 Record the approved request, update the database, and close the ticket	None	1 hour/s	Computer Maintenance Technologist I (.gov.ph Registrar); Government Online Service Division (GOSD)
TOTAL:		None	2 day/s, 6 hour/s	

6. APPLICATION FOR GOVERNMENT E-MAIL SERVICE (GovMail)

The Government Email System (GovMail) offers the government agencies their own user address which establishes official accounts and emails 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:	Infostructure 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 (1) Electronic Copy Or (1) Original Copy Remarks: Addressed to: [Head of Agency Name] Secretary Department of Information and Communications Technology Postal Mail: DICT Building, C.P. Garcia Avenue, Diliman, Quezon City. 1101 Philippines +63 (02) 920 -0101 local 3001/3000 Email: govmailsupport@dict.gov.ph Letter of Intent must be written on the agency's letterhead.	Applicant / Client
GovMail Account Template (1) Electronic Copy Or (1) Original Copy Remarks: To grab the form through online, please refer to this link (https://dict.gov.ph/services/govmail) or ask for a copy from DICT Office (2nd floor, GOSD - GOVMAIL, IMB Office, DICT Building, CP Garcia Ave., Diliman, Quezon City)	Department of Information and Communications Technology - Government Online Service Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GovMail Administrator Form (1) Electronic Copy Or (1) Original Copy Remarks: Note: a. To grab the form through online, please refer to this link (https://dict.gov.ph/services/gwhs) or ask for a copy from DICT Office (2nd floor, GOSD - GWHS Office, DICT Building, CP Garcia Ave., Diliman, Quezon City) b. Duly accomplished Govmail Account Template should be verified and signed by the HR Head c. Duly accomplished GovMail Administration Form should be signed by the Head of the Agency, Chief Information Officer, or MIS head.	Department of Information and Communications Technology - Government Online Service Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of requirements a. Letter of Intent b. Accomplished GovMail account form downloadable at https://dict.gov.ph/services/govmail/ Location: Government Online Service Division Notes/Instruction: *subject for the availability of resources.	1.1 Receive and review the submitted documents.	None	4 hour/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)
	1.2 Email client for the availability of accounts.		4 hour/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)
2 Domain Verification Location: Government Online Service Division Notes/Instruction:	2.1 Verify domain if it has an existing email.	None	1 day/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If the client does not have an existing domain name, proceed to step 2.3.	2.2 If the client has an existing email and is on the same platform, advise the client to rename the domain.	None	4 day/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)
	2.3 Upon verification, generate domain verification code and transmit to client MX, and TXT Records, and Validation.	None	2 day/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)
	2.4 Advise clients to add the MX, and TXT Records to their DNS provider.	None	3 day/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)
3 Provisioning of Accounts Location: Government Online Service Division	3.1 Create Domain	None	7 hour/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)
	2.2 Create GovMail Accounts	None	7 hour/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)
4 Transmittal of Accounts Location: Government Online Service Division	4.1 Generation of list of Accounts	None	1 day/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)
	4.2 Prepare Transmittal Letter and forward to Infostructure Management	None	1 day/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Bureau (Director IV) for signature.			Director IV; Infostructure Management Bureau (IMB)
	4.3 Transmission of List of Accounts (encrypted excel file), Transmittal Letter, and Manual.	None	1 day/s	Information Technology Officer I (GovMail Team); Government Online Service Division (GOSD)
TOTAL:		None	15 day/s, 6 hour/s	
General Remarks *Subject for the availability of resources				

7. APPLICATION FOR GOVERNMENT WEB HOSTING SERVICES (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 as per Administrative Order NO.39, s.2013.

Office or Division:	Infostructure Management Bureau (IMB) – Government Online Service Division (GOSD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Mandated: National Government Agencies (NGAs) Government-Owned and Controlled Corporations (GOCCs) Government Financial Institutions (GFIs) Inter-agency collaborations, programs, and projects Non-mandated but is encouraged: Local Government Units (LGUs) State Universities and Colleges (SUCs) Judicial Bodies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement Letter of Intent (1) Electronic Copy Or (1) Original Copy Remarks: Addressed to: [Head of the Agency name] Secretary Department of Information and Communications Technology Postal Mail: DICT Building, C.P. Garcia Avenue, Diliman, Quezon City. 1101 Philippines +63 (02) 920 -0101 local 3001/3000 Email: gwhssupport@dict.gov.ph	Applicant / Client
Web Hosting Service Application Form (1) Electronic Copy Or (1) Original Copy Remarks:	Department of Information and Communications Technology - Government Online Service Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement INSTRUCTION ON HOW TO FILL UP THE WEB HOSTING SERVICE APPLICATION FORM: A. To grab the form through online, please refer to this link (https://dict.gov.ph/services/gwhs) or ask for a copy from DICT Office (2nd floor, GOSD - GWHS Office IMB, DICT Building, CP Garcia Ave., Diliman, Quezon City) B. Accomplish the attached Web Hosting Services form. Details in the form should be specific and correct. 1. For the first page please provide your Agency Name, Agency Address, and Agency Telephone Number. 2. Designate at least 2 contact persons (1 main contact person and 1 alternate contact person). For the second page please input the same details as shown on the attached image file. 3. The signatory of your LOI should be the signatory of the Web Hosting Services Application form. 4. Please write legibly. Please be informed that we require all who want to avail of our Web and DNS Hosting service to use WordPress as their CMS Platform and GWT. WordPress has a more active community and every 3 months they always release a patch to fix the bugs.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of requirements via email at helpdesk@dict.gov.ph or gwhssupport@dict.gov.ph or post mail at DICT Office a. Letter of Intent, signed by the head of the agency b. Accomplished Web Hosting	1.1 Receive and review requirements, and endorse to Computer Maintenance Technologist I (GWHS Level 2 Team) for processing.	None	1 hour/s	Computer Maintenance Technologist I (Helpdesk Team); Government Online Service Division (GOSD)
	1.2 Acknowledge and review the endorsed application, and inform client	None	4 hour/s	Computer Maintenance Technologist I (GWHS Level 2 Team); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Service Application form Location: Government Online Service Division	that their application is now for processing.			
	1.3 Process the application and endorse to Computer Maintenance Technologist I (GWHS Level 3 Team) for the provisioning of cPanel.	None	1 day/s	Computer Maintenance Technologist I (GWHS Level 2 Team); Government Online Service Division (GOSD)
	1.4 Acknowledge the application entry and configure the staging cPanel.	None	4 hour/s	Computer Maintenance Technologist I (GWHS Level 3 Team); Government Online Service Division (GOSD)
	1.5 Email the cPanel staging account and GWT - WordPress Manual to the client's registered email address.	None	4 hour/s	Computer Maintenance Technologist I (GWHS Level 3 Team); Government Online Service Division (GOSD)
2 Develop/upload a website to the staging cPanel account provided. Location: Government Online Service Division	2.1 Provide technical assistance or helpdesk support ticket for the uploading and development of client's staging cPanel server.	None	12 day/s	Computer Maintenance Technologist (GWHS Level 1 Team); Government Online Service Division (GOSD)
3 Conduct website assessment (Security Assessment) Location:	3.1 Conduct website assessment, and send Security Assessment Report to client	None	3 day/s	Computer Maintenance Technologist (GWHS Level 1 Team); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Government Online Service Division				
4 Website migration from staging server to production server (coordination with the client's DNS Hosting Provider) Location: Government Online Services Division	4.1 Information Technology Officer I (DICT's GWHS team) will perform the website migration from staging to production server.	None	1 day/s	Information Technology Officer I (DICT's GWHS team) ; Government Online Service Division (GOSD)
TOTAL:		None	18 day/s, 5 hour/s	

8. APPLICATION FOR UPDATING OF GOVERNMENT WEB HOSTING SERVICES (GWHS) ACCOUNT INFORMATION (Sub-Service)

The purpose of Government Web Hosting Service - Account Modification is applicable for agencies with existing GWHS cPanel accounts in the servers of the DICT and want to update the account information indicated in the previously submitted application form.

Office or Division:	Infostructure Management Bureau (IMB) – Government Online Service Division (GOSD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All hosted domains under DICT's Government Web Hosting Service
Statute	Administrative Order 39 s. 2013, Memorandum Circular No. 2015 - 001

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement Account Modification Form (1) Electronic Copy Or (1) Original Copy Remarks: INSTRUCTION ON HOW TO FILL OUT THE ACCOUNT MODIFICATION APPLICATION FORM: A. To grab the form through online, please refer to this link (https://dict.gov.ph/government-web-hosting-service) or ask for a copy from DICT Office (2nd floor, GOSD - GWHS Office IMB, DICT Building, CP Garcia Ave., Diliman, Quezon City) B. Accomplish the attached Account Modification form. Details in the form should be specific and correct. 1. Entries in the form may be filled out by typing or by handwriting. If handwritten, please write legibly. 2. Indicate the COMPLETE name of your agency. DO NOT ABBREVIATE (e.g. Department of Information and Communications Technology). 3. Indicate the COMPLETE address of your agency (e.g. C.P Garcia Ave., Diliman, Quezon City). 4. Indicate the registered and hosted .gov.ph domain name of your Agency (e.g. dict.gov.ph) 5. There should be at least two (2) technical contact person and should be an employee of your agency. Technical contact from a third party is NOT allowed. Each technical contact	Department of Information and Communications Technology - Government Online Service Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement person should have different phone numbers and email addresses. 6. Tick the box "I hereby certify that the information provided above is true and correct." 7. The Agency Head, Chief Information Officer, or MIS head must affix his/her signature over printed name and indicate the date when the form was signed. 8. Submit the scanned copy (in PDF format) to gwhssupport@dict.gov.ph.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of requirements via email at helpdesk@dict.gov.ph or gwhssupport@dict.gov.ph or post mail at DICT Office a. Accomplished Web Hosting Service Application form Location: Government Online Service Division (Government Web Hosting Service Team) Notes/Instruction: *The Computer Maintenance Technologist I (GWHS Level 2) will notify the customer for compliance if the submitted Account	1.1 Receive and review requirements, and endorse to Computer Maintenance Technologist I (GWHS Level 2 Team) for processing.	None	4 hour/s	Computer Maintenance Technologist I (Helpdesk Team); Government Online Service Division (GOSD)
	1.2 Review, check, and process application	None	4 hour/s	Computer Maintenance Technologist I (GWHS Level 2 Team); Government Online Service Division (GOSD)
	1.3 Endorsement of processed application to Computer Maintenance Technologist I (GWHS Level 2 Team)	None	4 hour/s	Computer Maintenance Technologist I (GWHS Level 3 Team); Government Online Service Division (GOSD)
	1.4 Processing of endorsed GWHS account for modification/update: - Updating the GWHS Account	None	1 day/s	Computer Maintenance Technologist I (GWHS Level 3 Team); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Modification form has to be revised.	credentials - Adding the new registered contact person in the Mailing List			
	1.5 Send an email notification to the client that the account has been updated.	None	4 hour/s	Computer Maintenance Technologist I (GWHS Level 3 Team); Government Online Service Division (GOSD)
TOTAL:		None	3 day/s	

9. WITHDRAWAL OF GOVERNMENT WEB HOSTING SERVICES (GWHS) (Sub-Service)

The purpose of Government Web Hosting Service - Account Modification is applicable for agencies with existing GWHS cPanel accounts in the servers of the DICT and want to update the account information indicated in the previously submitted application form.

Office or Division:	Infostructure Management Bureau (IMB) – Government Online Service Division (GOSD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All hosted domains under DICT's Government Web Hosting Service
Statute	Administrative Order 39 s. 2013, Memorandum Circular No. 2015 - 001

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Letter of Intent (1) Electronic Copy Or (1) Original Copy Remarks: If from staging server address to: DENNIS E. MORALES Director IV Infostructure Management Bureau Department of Information and Communications Technology If from production server address to: [Head of the Agency] Secretary Department of Information and Communications Technology Post Mail: DICT Building, C.P. Garcia Avenue, Diliman, Quezon City. 1101 Philippines +63 (02) 920 -0101 local 3001/3000 Email: gwhssupport@dict.gov.ph	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of requirements via email at helpdesk@dict.gov.ph or gwhssupport@dict.gov.ph or post mail at DICT Office a. Accomplished Web Hosting Service Application form Location: Government Online Service Division (Government Web Hosting Service Team) Notes/Instruction: *The Computer Maintenance Technologist I (GWHS Level 2) will notify the customer for compliance if the submitted Account Modification form has to be revised.	1.1 Receive and review requirements, and endorse to Computer Maintenance Technologist I (GWHS Level 2 Team) for processing.	None	1 hour/s	Computer Maintenance Technologist I (Helpdesk Team); Government Online Service Division (GOSD)
	1.2 Review, check, and send an email notification to client for generation and securing of web files backup.	None	1 hour/s	Computer Maintenance Technologist I (GWHS Level 2 Team); Government Online Service Division (GOSD)
	1.3 Endorsement of Letter of Withdrawal to Computer Maintenance Technologist I (GWHS Level 3 Team)	None	1 hour/s	Computer Maintenance Technologist I (GWHS Level 2 Team); Government Online Service Division (GOSD)
	1.4 Check, and Update existing cPanel credentials, mailing lists and existing web files.	None	6 hour/s	Computer Maintenance Technologist III (GWHS Level 3 Team); Government Online Service Division (GOSD)
	1.5 Send an email notification with step-by-step procedure to client to generate and download their web files back up within 3 (three) working days.	None	1 hour/s	Computer Maintenance Technologist III (GWHS Level 3 Team); Government Online Service Division (GOSD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Notify the Government Web Hosting Service Team via email when the backup web files have been successfully generated and downloaded. Location: Government Online Services Division (Government Web Hosting Service)	2.1 Acknowledge, and check existing cPanel credentials, web files, and update Government Web Hosting Service records.	None	10 day/s	Computer Maintenance Technologist III (GWHS Level 3 Team); Government Online Service Division (GOSD)
	2.2 Endorsement of Letter of Withdrawal to the Infostructure Management Bureau Director or DICT Secretary	None	3 day/s	Computer Maintenance Technologist III (GWHS Level 3 Team); Government Online Service Division (GOSD)
	2.3 Send an email notification to client regarding the approval of the Withdrawal of the Web Hosting Service.	None	1 hour/s	Computer Maintenance Technologist III (GWHS Level 3 Team); Government Online Service Division (GOSD)
	2.4 Terminate existing client's cPanel accounts	None	1 day/s	Computer Maintenance Technologist III (GWHS Level 3 Team); 15 day/s, 3 hour/s Government Online Service Division (GOSD)
TOTAL:		None	3 day/s	

10. APPLICATION FOR GOVERNMENT NETWORK (GOVNET) INTERNET CONNECTIVITY

The DICT has set up GovNet to speed up communication, improve coordination, allow simpler access to online services, and simplify processes among government entities in the country, such as national government agencies, state universities, hospitals, corporations, local governments, and financial institutions.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (1) Original Copy Remarks: A formal request letter from the requesting party shall be addressed to: [Head of the Agency's Name] 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	Department of Information and Communications Technology - Infostructure Management Bureau/Core ICT Infrastructure Management Division (CIIMD)
Application Form (1) Original Copy	Department of Information and Communications Technology - Infostructure Management Bureau/Core ICT Infrastructure Management Division (CIIMD)
Memorandum of Agreement (MOA) (1) Original Copy	Department of Information and Communications Technology - Infostructure Management Bureau/Core ICT Infrastructure Management Division (CIIMD)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Deed of Donations (DOD) (1) Original Copy	Department of Information and Communications Technology - Infostructure Management Bureau/Core ICT Infrastructure Management Division (CIIMD)
Final Acceptance and Completion Certificate (1) Original Copy	Department of Information and Communication Technology - Infostructure Management Bureau/Core ICT Infrastructure Management Division (CIIMD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Send or submit the Letter of Intent to the the Office of the Secretary Location: DICT Central Office Central Receiving and Releasing Unit (CRRU) or via email @ crru@dict.gov.ph	1.1 The CRRU will receive the request letter and will endorse to the Office of the Bureau Director for Infostructure Management Bureau	None	1 day/s	Senior Administrative Assistant V; Central Receiving and Releasing Unit (CRRU)
	1.2 The Office of Bureau Director will endorse the request to the Core ICT Infrastructure Management Division.		1 day/s	Director IV or Director III; Infostructure Management Bureau (IMB)
	1.3 The CIIMD will create a ticket and confirm the receipt of the request and will send the application form to the requesting agency.		1 day/s	Information Systems Analyst I (ISA I); Core ICT Infostructure Management Division (CIIMD) Information Systems Analyst II (ISA II); Core ICT Infostructure Management

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Division (CIIMD)
2 Fill out and submit the application form. Location: Accomplished application form to be submitted through email at govnetsupport@dict.gov.ph.	2.1 The accomplished application form will be validated, reviewed and identified the location and distance from the nearest splicing point and the availability of network Infrastructure.	None	1 day/s	Engineer I; Core ICT Infostructure Management Division (CIIMD) Engineer II; Core ICT Infostructure Management Division (CIIMD)
	2.2 The GovNet Support Team will coordinate with the requesting Agency for the schedule a site survey and create a work order ticket for the maintenance service provider.	None	1 day/s	Engineer I; Core ICT Infostructure Management Division (CIIMD) Engineer II; Core ICT Infostructure Management Division (CIIMD)
	2.3 The GovNet Team with the service maintenance provider will conduct a site survey and will formulate the Fiber Optic Network Layout and Installation Plan for review and approval.	None	5 day/s	Engineer II; Core ICT Infostructure Management Division (CIIMD) Engineer I; Core ICT Infostructure Management Division (CIIMD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Division Chief; Core ICT Infostructure Management Division (CIIMD)
	2.4 Recommendation and Approval of the accomplished application form.	None	5 day/s	Division Chief; Core ICT Infostructure Management Division (CIIMD) Director IV or Director III; Infostructure Management Bureau (IMB) Project Development Officer II; Office of the Assistant Secretary for Infostructure Management (OASIM)
	2.5 The approved application form will be transmitted to the requesting agency together with the Memorandum of Agreement.	None	1 day/s	Information Systems Analyst I; Core ICT Infostructure Management Division (CIIMD)
	2.6 Signing of Memorandum of Agreement (MOA) Note: This process is in parallel to process to 2.7 and 2.8	None	5 day/s	Supervising Administrative Officer V; Central Receiving and Releasing Unit (CRRU)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Preparation, Installation, Configuration, and Testing of Fiber Optic Cable Network, including permit processing as needed.	None	5 day/s	Engineer II; Core ICT Infostructure Management Division (CIIMD)
	2.8 Turnover of Installed Network Equipment, submission of the acceptance and completion certificate.	None	1 day/s	Engineer II; Core ICT Infostructure Management Division (CIIMD)
TOTAL:		None	27 day/s	

LEGAL SERVICE

1. PROCESSING OF APPLICATIONS FOR ACCREDITATION AS A SATELLITE SYSTEMS PROVIDER OR OPERATOR

The DICT Department Circular (DC) No. 002, series of 2021 states that a company must have a valid and current accreditation certificate from the DICT in order to provide satellite services in the Philippines. This certificate must be provided to the DICT to show that the company is allowed to be a Satellite Systems Provider or Operator (SSPO).

Office or Division:	Legal Service - Legal Affairs Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	All operators or providers of satellite systems desiring to provide satellite services in the Philippines by directly engaging with Authorized Entities under the provisions of Executive Order (EO) No. 467, s. 1998, as amended by EO No. 127, s. 2021, DC No. 002, s. 2021, and other existing laws.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly executed and notarized SSPO Accreditation Form, the contents of which shall be prescribed by the DICT (1) Original Copy Remarks: Form can be requested from the SSPO Group under the Legal Service – Legal Affairs Division (LS–LAD), hereinafter “SSPO Group” via email at application.sspo@dict.gov.ph	Applicant / Client
2. Dated Cover Letter duly signed by the Authorized Representative of the applicant (1) Original Copy	Applicant / Client
3. Board Resolution or notarized Secretary's Certificate designating an Authorized Representative to file the application for accreditation as an SSPO (1) Original Copy	Applicant / Client
4. Company Profile (1) Original Copy	Applicant / Client
5. Certificate of Registration duly issued/approved by the Securities and Exchange Commission (SEC) or the	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
equivalent government agency/instrumentality in the country of domicile of the applicant (1) Original Copy	
6.Articles of Incorporation (AOI) duly issued/approved by the SEC or the equivalent government agency/instrumentality in the country of domicile of the applicant (1) Original Copy	Applicant / Client
7.By-Laws duly issued/approved by the SEC or the equivalent government agency/instrumentality in the country of domicile of the applicant (1) Original Copy	Applicant / Client
8.Latest General Information Sheet (GIS) issued/approved by the SEC or the equivalent government agency/instrumentality in the country of domicile of the applicant (1) Original Copy	Applicant / Client
9.Latest Audited Financial Statements (AFS) issued/approved by the SEC or the equivalent government agency/instrumentality in the country of domicile of the applicant (1) Original Copy	Applicant / Client
10.Board Resolution or duly notarized Secretary's Certificate authorizing the filing of the application for accreditation as an SSPO stamped received by the SEC or the equivalent government agency/instrumentality in the country of domicile of the applicant (1) Original Copy	Applicant / Client
11.Acceptable documentary proof or evidence indicating that the applicant has established adequate digital presence in the Philippines such as link of the website which has sufficient content and information that is readily accessible online in the Philippines; (1) Original Copy	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
12. Acceptable documentary proof or evidence indicating that the applicant has established adequate local presence in the Philippines such as Certificate of Registration duly issued/approved by the SEC. If foreign or international applicants, Certificate of Registration issued/approved by the SEC of its branch office, representative office, institutional agent, official distributor, or a combination thereof, in the Philippines; (1) Original Copy	Applicant / Client
13. Acceptable documentary proof or evidence indicating that the applicant has the capacity, coverage, and satellite footprint to provide adequate service in the Philippines, or any area therein such as a briefer/narrative on the technical specifications of the applicant's satellites (e.g., a list of satellites providing services in the Philippines, types of satellites, list of teleports located in the Philippines, types of radio frequency bands, and available capacity). (1) Original Copy	Applicant / Client
14. Acceptable documentary proof or evidence indicating that the country of domicile of the applicant likewise does not prevent its citizens or residents to access Philippine satellite systems, such as a copy of the official publication of the relevant laws/issuances/treaties of the country of domicile of the applicant, indicating that it does not prevent its citizens or residents from accessing Philippine satellite systems. (1) Original Copy Remarks: If the applicant is a foreign or international applicant. Otherwise, the said requirement is not applicable	Applicant / Client
15. Acceptable documentary proof or evidence indicating that the country of domicile of the applicant likewise does not prevent Philippine satellites to operate	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
within its territories, such as a copy of the official publication of the relevant laws/issuances/treaties of the country of domicile of the applicant, indicating that it does not prevent Philippine satellites to operate within its territories. (1) Original Copy Remarks: If the applicant is a foreign or international applicant. Otherwise, the said requirement is not applicable.	
16.Official Receipt issued by the DICT on the payment for the application processing fees upon issuance of the same to the applicant (1) Original Copy Remarks: From the applicant, upon payment of application processing fees and upon issuance of the DICT	Applicant / Client
17.Such other documents as may be necessary or required by the DICT (1) Original Copy Remarks: As per Section 9 of DICT Department Circular (DC) No. 002, series of 2021	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 The applicant submits both soft and hard copies of its application documents for accreditation as an SSPO to the DICT. Location: Soft copies of the same shall be submitted to the SSPO Group through application.ssपो@dict.gov.ph, copy furnished the following units:	<i>1.1. Phase I review: The SSPO Group checks the completeness of the submitted application documents based on the relevant provisions of DC No. 002, s. 2021.</i>	None	4 Days	SSPO Personnel; Legal Affairs Division (LAD) OD-LS Records Officer (RO); Legal Service (LS)
(i) Central Receiving and Releasing Unit (CRRU); crru@dict.gov.ph (ii) Office of the Assistant Secretary for Legal Affairs (OASLA); legalaffairs@dict.gov.ph (iii) Office of the Director for Legal Service (OD – LS); legal@dict.gov.ph and	<i>1.2. If the application documents are deemed incomplete, the SSPO Group informs the applicant of the lacking documentary requirements/ information through a dated formal letter duly signed by the Service Director. The said dated formal letter shall, among others, request for the applicant to</i>		2 Days	SSPO Personnel; Legal Affairs Division (LAD) OD-LS RO; Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(iv) LS - LAD: LAD@dict.gov.ph Hard copies of the said application documents, on the other hand, may be submitted to the DICT CRRU which is located at the first floor of the DICT Central Office and serves as the “single entry and single exit” for all external DICT Communications in the Central Offices pursuant to DICT Department Order (DO) No. IEU – 001 dated 1 July 2022.	<i>submit the identified deficient documents/information within the prescribed deadline or within thirty-one (31) days through email. At this time, the period for purposes of compliance with the Ease of Doing Business Act (EODB) is suspended until such time when the applicant will comply with the requirements.</i>			
	<i>1.3. Should the received documentary submissions for the application for accreditation as an SSPO be deemed complete, the applicant is issued an Order of Payment and an Assessment Form by the SSPO Group via email at application.sspo@dict.gov.ph as processing fee</i>		15 Minutes	SSPO Personnel; Legal Affairs Division (LAD) OD-LS RO; Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>for Phase I review.</i>			
2 The applicant pays the processing fee for Phase I review at the DICT Cashier upon receipt of the Order of Payment and Assessment Form, and upon the advice of the SSPO Group. Location: DICT Cashier located at G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City	2. The DICT Cashier processes the payment for Phase I review of the applicant.	Standard Fees Breakdown: Processing fee : PHP 16000 Total: PHP 16000	15 Minutes	DICT Cashier; Cash Division
3 The applicant submits the duly issued proof of payment for Phase I review (Official Receipt) Location: Through email at application.sspo@dict.gov.ph and CRRU Office at G/F DICT Central Office	3.1. The SSPO Group confirms proof of payment through email at application.sspo@dict.gov.ph . An email confirmation shall be sent out to the applicant by the SSPO Group via the application.sspo@dict.gov.ph email regarding the same.	None	1 Day	SSPO Personnel; Legal Affairs Division (LAD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City Notes/Instructions: The 7-DAY PERIOD provided in Section 15 of Republic Act (RA) No. 9485, or the “<i>Anti-Red Tape Act of 2007</i>,” as amended by RA No. 11032, or the “<i>Ease of Doing Business and Efficient Government Service Delivery Act of 2018</i>,” and other relevant laws, circulars, issuances, rules and regulations, and issuances shall commence upon confirmation of payment of the SSPO Group under the LS – LAD of the necessary fees for Phase I review.	3.2. Phase II review: The SSPO Group conducts an in-depth review of the requirements and checks the compliance of the applicant with the relevant provisions of DC No. 002, s. 2021. The necessary documents (i.e., Memorandum for the Secretary on the action on the application for accreditation as an SSPO of the applicant and the SSPO Certificate of Accreditation are all drafted by the SSPO Group during the Phase II review should the application be deemed to be in order. The Department, through the SSPO Group, may send out a clarificatory email/s via application.sspo@dict.gov.ph or set a clarificatory meeting/s should there be any comments and/or queries on the received application for		4 Days	SSPO Personnel; Legal Affairs Division (LAD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	accreditation as an SSPO. This in turn shall effectively suspend the 7-day processing period.			
	3.3. If the received application documents are deemed noncompliant with the relevant provisions of DC No. 002, s. 2021, the SSPO Group informs the applicant of the same through a dated formal letter duly signed by the Department Secretary. The said dated formal letter shall, among others, stipulate the specific/exact reason for noncompliance of the applicant and that the Department is returning or denying its application documents for accreditation as an SSPO. Furthermore, the said dated formal letter shall also request for the applicant to		1 Day	SSPO Personnel; Legal Affairs Division (LAD) OD-LS Personnel; Legal Service (LS) Office of the Secretary (OSEC) Personnel; Legal Service (LS) CRRU Personnel; Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	resubmit its application documents for accreditation as an SSPO together with the identified deficient documents/information within the prescribed deadline or within ten (10) working days through the CRRU. We wish to note that the denial of applications for accreditation as an SSPO is without prejudice to any subsequent application for accreditation complete with all supporting documents, and upon showing that the applicant has complied with minimum qualifications and requirements set forth in DC No. 002, s. 2021.			
	3.4. The action document on the application for accreditation as an SSPO of the applicant, whether for return, denial, or approval, is duly reviewed and signed by the		5 Days	OSEC Personnel; Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Department Secretary.			
	3.5. On the other hand, if the application for accreditation as an SSPO is deemed compliant with the relevant provisions of DC No. 002, s. 2021, and is thereby approved, the applicant is issued an Order of Payment and Assessment Form by the SSPO Group via email at application.sspo@dict.gov.ph as processing fee for Phase II review.		1 Day	SSPO Personnel; Legal Affairs Division (LAD)
4 The applicant pays the processing fee for Phase II review at the DICT Cashier upon receipt of the Order of Payment and Assessment Form, and upon the advice of the SSPO Group. Location: DICT Cashier G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue,	4. The DICT Cashier processes the payment for Phase II review of the applicant.	Standard Fees Breakdown: Processing fee : PHP 38216.42 Total: PHP 38216.42	15 Minutes	DICT Cashier; Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Diliman, Quezon City				
5 The applicant submits the duly issued proof of payment for Phase II review (Official Receipt) Location: email: application.sspo@dict.gov.ph CRRU Office, G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City	5. The SSPO Group confirms proof of payment through email at application.sspo@dict.gov.ph. An email confirmation shall be sent out to the applicant by the SSPO Group via the application.sspo@dict.gov.ph email regarding the same. The applicant is likewise informed that the SSPO Certificate of Accreditation is available for pick-up at the CRRU at the DICT Central Office and shall be requested to provide the pertinent details of its designated representative who is duly authorized to claim the said Certificate from the CRRU. The SSPO Group also prepares	None	1 Day	SSPO Personnel; Legal Affairs Division (LAD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the endorsement of the original Certificate of Accreditation and the Transmittal Letter of the same to the CRRU, for transmittal to the applicant. Moreover, the SSPOG also prepares the Memorandum to the Head of the CRRU turning over all original signed Certificates of Registration for safekeeping pursuant to the 13 July 2023 directives of the Office of the Assistant Secretary for Planning and Procurement.			
6 The applicant claims the SSPO Certificate of Accreditation from the CRRU upon the advice of the SSPO Group. Location: CRRU Office, Ground Floor	6. The CRRU transmits the SSPO Certificate of Accreditation to the applicant.	None	15 Minutes	CRRU Personnel; Any of requesting office / division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DICT Central Office				
TOTAL:		Php 54,216.42	19 Days, 1 Hour	

General Remarks

**Note: This is exclusive of the number of days that the applicant may spend in complying with the requested additional documentary requirements/information as well as the conduct of clarificatory meeting/s, if any and if applicable, and the review of the relevant units of the DICT of the action on the application for accreditation as an SSPO of the applicant.*

**As the processing of such applications for registration are considered as a Highly Technical Application, kindly note that an additional twenty (20) days may be added to the processing time for the same pursuant to Section 9(b)(1) of Republic Act (RA) No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," which amended RA No. 9485 or the "Anti-Red Tape Authority Act of 2007," which provides that, to wit:*

"The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter.

Prior to the lapse of the processing time, the office or agency concerned shall notify the applicant or requesting party in writing of the reason for the extension and final date of release of the government service/s requested.

Such written notification shall be signed by the applicant or requesting party to serve as proof of notice."

MODE OF PAYMENT

Cash payment or Check payable to	Department of Information and Communications Technology (DICT) via DICT Cashier
Location	G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City

2. PROCESSING OF APPLICATIONS FOR REGISTRATION OF AN INDEPENDENT TOWER COMPANY

Section 7 of Department of Information and Communications Technology (DICT) Department Circular (DC) No. 008, series of 2020, provides that, to wit: “except for Mobile Network Operators (MNOs) with Legislative Franchises and Certificates of Public Convenience and Necessity (CPCN), no entity shall own, construct, manage, or operate Passive Telecommunications Towers Infrastructure (PTTI) unless otherwise granted an Independent Tower Company (ITC) Certificate of Registration (COR).”

Office or Division:	Legal Service - Legal Affairs Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	All entities engaged in the business of constructing, managing, establishing, or operating one or more shared PTTIs in the Philippines.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly executed and notarized ITC Application Form, the contents of which shall be prescribed by the DICT (1) Original Copy Remarks: - Accomplished/downloaded through the DICT Common Tower Portal (https://commontower.gov.ph/); or - In case of system error, may be requested from the Common Tower Group (CTG) under the Legal Service – Legal Affairs Division (LS – LAD), hereinafter, “CTG” via email at application.itc@dict.gov.ph	Applicant / Client
Cover Letter e-signed using Philippine National Public Key Infrastructure (PNPKI) Digital Certificate, as required under DC No. 011, s. 2020 (1) Original Copy Remarks: - Template downloadable from the DICT Common Tower Portal (https://commontower.gov.ph/); or	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- In case of system error, may be requested from the CTG via email at application.itc@dict.gov.ph	
Board Resolution or duly notarized Secretary's Certificate designating an Authorized Representative to file the application for registration as an ITC (1) Original Copy	Applicant / Client
Certificate of Registration duly issued by the Securities and Exchange Commission (SEC) (1) Original Copy Remarks: From the applicant, its joint venture partners, and all Related Parties thereto, if any	Applicant / Client
Articles of Incorporation (AOI) duly issued/approved by the SEC (1) Original Copy Remarks: From the applicant, its joint venture partners, and all Related Parties thereto, if any	Applicant / Client
Acceptable documentary evidence indicating that the applicant, or any of its joint venture partners or affiliates, has the relevant construction experience, registration, license, and financial capacity of, or equivalent to, a contractor falling under Category A, or higher, of the Philippine Contractors Accreditation Board (PCAB)	Applicant, its joint venture partners, and all Related Parties thereto, if any.
By-Laws duly issued/approved by the SEC (1) Original Copy Remarks: From the applicant, its joint venture partners, and all Related Parties thereto, if any	Applicant / Client
Latest General Information Sheet (GIS) stamped received by the SEC (1) Original Copy Remarks: From the applicant, its joint venture partners, and all Related Parties thereto, if any	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest Audited Financial Statements (AFS) stamped received by the Bureau of Internal Revenue (BIR) (1) Original Copy Remarks: From the applicant, its joint venture partners, and all Related Parties thereto, if any	Applicant / Client
BIR Registration (1) Original Copy	Applicant / Client
Latest Mayor's Permit/Business Permit (1) Original Copy	Applicant / Client
Board Resolution or duly notarized Secretary's Certificate authorizing the filing of the application for registration as an ITC (1) Original Copy	Applicant / Client
Notarized Corporate Certification indicating that no MNO or "Related Party" thereto, as defined by the rules and regulations issued by the SEC, owns, directly or indirectly, any equity, whether in whole or in part, in the ITC (1) Original Copy	Applicant / Client
Acceptable documentary evidence indicating that the applicant, or any of its joint venture partners or affiliates, has the relevant construction experience, registration, license, and financial capacity of, or equivalent to, a contractor falling under Category A, or higher, of the Philippine Contractors Accreditation Board (PCAB) (1) Original Copy Remarks: From the applicant, its joint venture partners, and all Related Parties thereto, if any	Applicant / Client
Official Receipt issued by the DICT on the payment for the application processing fees upon issuance of the same to the applicant (1) Original Copy Remarks: From the applicant, upon payment of application processing fees and upon issuance of the DICT	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Such other documents as may be necessary or required by the Section 7 of DICT Department Circular (DC) No. 008, series of 2020 (1) Original Copy Remarks: From the applicant, its joint venture partners, and all Related Parties thereto, if any	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 The applicant submits both soft and hard copies of its application documents for registration as an ITC to the DICT. Location: Soft copies shall be submitted via email at application.itc@dict.gov.ph, copy furnished the following units (i) Central Receiving and Releasing Unit (CRRU); crru@dict.gov.ph (ii) Office of the Assistant Secretary for Legal Affairs (OASLA); legalaffairs@dict.gov.ph (iii) Office of the Director for Legal	1.1 <u>Phase I review: The CTG checks the completeness of the submitted application documents based on the relevant provisions of DC No. 008, s. 2020.</u>	None	4 day/s	CTG Personnel; Legal Affairs Division (LAD) OD-LS Records Officer; Legal Service (LS)
	1.2 If the application documents are deemed incomplete, the CTG informs the applicant of the lacking documentary requirements/ information through a dated formal letter duly signed by the Service Director. The said dated formal letter shall, among others, request for the applicant to submit the identified deficient documents/information within the		2 day/s	CTG Personnel; Legal Affairs Division (LAD) LS Director; Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Service (OD – LS); legal@dict.gov.ph and (iv) LS - LAD: LAD@dict.gov.ph Hard copies of the said application documents, on the other hand, may be submitted to the DICT CRRU which is located at the first floor of the DICT Central Office and serves as the “single entry and single exit” for all external DICT Communications in the Central Offices pursuant to DICT Department Order (DO) No. IEU – 001 dated 1 July 2022.	prescribed deadline or within thirty-one (31) days through email. At this time, the period for purposes of compliance with the Ease of Doing Business Act (EODB) is suspended until such time when the applicant will comply with the requirements.			
	1.3 Should the received documentary submissions for the application for registration as an ITC be deemed <i>complete</i>, the applicant is issued an Order of Payment and an Assessment Form by the CTG under the LS-LAD via the Common Tower Portal or through email at application.itc@dict.gov.ph, as applicable, as processing fee for Phase I review.	None	15 Minutes	CTG Personnel; Legal Affairs Division (LAD)
2 The applicant pays the processing fee for Phase I review at the DICT Cashier upon receipt of the Order of	2.1 The DICT Cashier processes the payment for Phase I review of the applicant.	Php 16,000.00	15 Minutes	DICT Cashier ; Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment and Assessment Form, and upon the advice of the CTG Group. Location: DICT Cashier located at G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City				
3 The applicant uploads the duly issued proof of payment for Phase I review (Official Receipt) to the Common Tower Portal or submits the same through email at application.itc@dict.gov.ph, as applicable. Location: Common Tower Portal or submits the same through email at application.itc@dict.gov.ph and CRRU Office at G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City	3.1 The CTG confirms proof of payment through the Common Tower Portal or through email at application.itc@dict.gov.ph, as applicable. An email confirmation shall be sent out to the applicant by CTG via the application.itc@dict.gov.ph email regarding the same.	None	1 day/s	CTG Personnel; Legal Affairs Division (LAD)
	3.2 <u>Phase II review:</u> The CTG under the LS-LAD conducts an in-depth review of the requirements and checks the compliance of the applicant with the relevant provisions	None	3 day/s	CTG Personnel; Legal Affairs Division (LAD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of DC No. 008, s. 2020. The necessary documents (i.e., Memorandum for the Secretary on the action on the application for registration as an ITC of the applicant and the ITC Certificate of Registration are all drafted by the CTG under the LS-LAD during the Phase II review should the application be deemed to be in order. The Department, through CTG under the LS-LAD, may send out a clarificatory email/s via application.itc@dict.gov.ph or set a clarificatory meeting/s should there be any comments and/or queries on the received application for registration as an ITC. This in turn shall effectively suspend the 7-day processing period.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 If the received application documents are deemed noncompliant with the relevant provisions of DC No. 008, s.2020, the CTG under the LS-LAD informs the applicant of the same through a dated formal letter duly signed by the Department Secretary.	None	2 day/s	CTG Personnel; Legal Affairs Division (LAD) LS Director; Legal Service (LS) Assistant Secretary for Legal Affairs; Office of the Assistant Secretary for Legal Affairs (OASLA) DICT Secretary; Office of the Secretary Designated CRRU Personnel; Central Receiving and Releasing Unit (CRRU)
	3.4 The action document on the application for registration for ITC of the applicant, whether for return, denial, or approval, is duly reviewed and signed by the Department Secretary.	None	5 day/s	DICT Secretary; Office of the Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 On the other hand, if the application for registration as an ITC is deemed compliant with the relevant provisions of DC No. 008, s. 2020, and is thereby approved, the applicant is issued an Order of Payment and Assessment Form by the CTG via the Common Tower Portal or through email at application.itc@dict.gov.ph, as applicable, as processing fee for Phase II review.		1 day/s	CTG Personnel; Legal Affairs Division (LAD)
4 The applicant pays the processing fee for Phase II review at the DICT Cashier upon receipt of the Order of Payment and Assessment Form, and upon the advice of the CTG. Location: DICT Cashier G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City	4.1 The DICT Cashier processes the payment for Phase II review of the applicant.	PHP 37,896.6 9	15 Minutes	DICT Cashier; Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5 The applicant uploads the duly issued proof of payment for Phase II review (Official Receipt) Location: Common Tower Portal or submits the same through email at application.itc@dict.gov.ph and CRRU Office G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City	5.1 The CTG confirms proof of payment through the Common Tower Portal or through email at application.itc@dict.gov.ph, as applicable. An email confirmation shall be sent out to the applicant by CTG via the application.itc@dict.gov.ph email regarding the same. The applicant is likewise informed that the ITC Certificate of Registration is available for pick-up at the CRRU and shall be requested to provide the pertinent details of its designated representative who is duly authorized to claim the said Certificate from the CRRU. The CTG also prepares the endorsement of the original Certificate of Registration and the Transmittal Letter of the same to the CRRU, for transmittal to the applicant	None	1 day/s	CTG Personnel; Legal Affairs Division (LAD)
6 The applicant claims the ITC Certificate of	6.1 The CRRU transmits the ITC Certificate of	None	15 Minutes	Designated CRRU Personnel;

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration from the CRRU upon the advice of the CTG. Location: CRRU Office, G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City	Registration to the applicant.			Central Receiving and Releasing Unit (CRRU)
TOTAL:		Php 53,896.69	19 Days and 1 hour/s	

**This is exclusive of the number of days that the applicant may spend in complying with the requested additional documentary requirements/information as well as the conduct of clarificatory meeting/s, if any and if applicable, and the review of the relevant units of the DICT of the action on the application for registration as an ITC of the applicant.*

As the processing of such applications for registration are considered as a Highly Technical Application, kindly note that an additional twenty (20) days may be added to the processing time for the same pursuant to Section 9(b)(1) of Republic Act (RA) No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," which amended RA No. 9485 or the "Anti-Red Tape Authority Act of 2007," which provides that, to wit:

"The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter.

Prior to the lapse of the processing time, the office or agency concerned shall notify the applicant or requesting party in writing of the reason for the extension and final date of release of the government service/s requested.

Such written notification shall be signed by the applicant or requesting party to serve as proof of notice."

MODE OF PAYMENT

Cash payment or Check payable to	Department of Information and Communications Technology (DICT) via DICT Cashier
Location	G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City

POSTAL REGULATION DIVISION

1. PROCESSING OF ADDITIONAL PRIVATE EXPRESS AND/OR MESSENGERIAL DELIVERY SERVICE (PEMEDES) BRANCH/ES

For those intending to set-up additional branches, a fee of Five Hundred Pesos (Php 500.00) for every PEMEDES branch shall be collected 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.

Office or Division:	Postal Regulation Division (PRD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Authorized Private Express and/or Messenger Delivery Service (PEMEDES) or Courier Service Operators seeking to add Branches.
Statute	Department Order (DO) No. 001, series of 2017

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Cover letter notifying the Secretary at least 10 days prior actual operation of the branch	Applicant / Client
Updated List of Branches with Complete Addresses (2) Original Copy	Applicant / Client
Contract of Lease for the Additional Branches/ Copy or Land title (if owned) (2) Photo Copy	Applicant / Client
Copy of Original Receipts (ORs) for the payment of Application to Operate Additional PEMEDES Branch (2) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the Updated List of Branches to the DICT Central Receiving and Releasing Unit (CRRU). Location: DICT Central Office	1.1 Receive and collate submission and forward to the Postal Regulation Division.	None	15 minute/s	Designated Officer of the Day of Central Receiving and Releasing Unit; Central Receiving and Releasing Unit (CRRU)
	1.2 1.1.1 Issue acknowledgment receipt		1 hour/s	Designated Officer of the Day Postal Regulation Division; Postal Regulations Division (PRD)
2 Receiving of the billing statement personally or through e-mail via: inquiry.pemedes@dict.gov.ph Location: Postal Regulation Division Office	2.1 Issue the billing statement with the checklist of requirements for new application	None	1 hour/s	Staff/Division Head Postal Regulation Division; Postal Regulations Division (PRD)
3 Present the billing statement. Location: DICT Central Office	3.1 Review the billing statement and prepare the entry of the Order of the Payment	None	1 hour/s	Administrative Aide VI; Accounting Division
4 Pay the Filing Fee and claim the Official Receipt (OR) Location: DICT Central Office	4.1 Receive payment and issue the Official Receipt.	Possible Fees Breakdown: Filing Fee per Branch: PHP 500	1 hour/s	Administrative Assistant II; Cash Division
5 Present copy of Official Receipt (OR) to Postal Regulation Division personally or through email:	5.1 Note payment and update list of current authorized branches	None	1 hour/s	Designated Account & Monitoring Staff Postal Regulation Division; Postal

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
inquiry.pemedes@dict.gov.ph Location: Postal Regulation Division Office				Regulations Division (PRD)
TOTAL:			5 hour/s, 15 minute/s	
<i>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.</i>				

TABLE OF FEES

FEE	AMOUNT
Branch Extension Fee	Php 500.00 per branch

MODE OF PAYMENT

Cash payment or Check payable to:

Department of Information and Communications Technology (DICT)
 via DICT Cashier

Location

G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City

2. PROCESSING OF APPLICATION FOR EXPANSION OF AUTHORITY TO OPERATE PRIVATE EXPRESS AND/OR MESSENGERIAL DELIVERY SERVICE (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:	Authorized Private Express and/or Messenger Delivery Service (PEMEDES) or Courier Service Operators seeking to Expand Scope of Operations.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Verified Petition (2) Original Copy Remarks: 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 / Client
DICT Certificate of Authority to Operate PEMEDES (2) Photo Copy Remarks: Copy of valid DICT Certificate of Authority to Operate PEMEDES	Applicant / Client
Undertaking to post within thirty (30) days from the issuance of authority a Surety Bond of P50,000.00, issued by PIC accredited bonding companies, which should be manifested in your Petition. (2) Original Copy	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Remarks: Undertaking to post within thirty (30) days from the issuance of authority a Surety Bond of P50,000.00, issued by PIC accredited bonding companies, which should be manifested in your Petition.	
Feasibility Study (2) Original Copy Remarks: 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 / Client
Bank Certificate (1) Original Copy Remarks: Bank Certification showing a Capital of at least P500,000.00.	Applicant / Client
Affidavit of Undertaking (2) Original Copy Remarks: An undertaking under oath that the applicant shall not cause the withdrawal of said bank deposit during the pendency of the hearing and adjudication of the application, and shall not operate private express and/or messenger delivery service prior to the grant thereof.	Applicant / Client
Affidavit of Waiver of Bank Secrecy Law (2) Original Copy Remarks: 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 / Client
Latest Audited Financial Statement (AFS) (2) Original Copy Remarks:	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Latest Audited Financial Statement (AFS).	
Copy of Original Receipts (ORs) for the payment of Filing Fee (2) Photo Copy	Department of Information and Communications Technology - Cash Division
Remarks: Copy of Original Receipts (ORs) for the payment of Filing Fee.	

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 and Releasing Unit (CRRU) Location: DICT Central Receiving and Releasing Unit (CRRU)	1.1 Receive and collate submission and forward to the Postal Regulation Division	None	15 minute/s	Designated Officer of the Day Central Receiving and Releasing Unit; Central Receiving and Releasing Unit (CRRU)
	1.2 Issue Acknowledgement Receipt		1 hour/s	Designated Reviewing Officer Postal Regulation Division; Postal Regulations Division (PRD)
2 Wait for the result of documentary evaluation. Location: Postal Regulation Division Office	2.1 Conduct documentary evaluation	None	1 day/s	Designated Reviewing Officer Postal Regulation Division; Postal Regulations Division (PRD)
3 Receiving of the billing statement personally or through e-mail via: inquiry.pemedes@dict.gov.ph Location: CRRU	3.1 Issue the billing statement with the checklist of requirements for new application	None	30 minute/s	Designated Account Staff/Division Head Postal Regulation Division; Postal Regulations Division (PRD)
4 Present the billing statement Location:	4.1 Review the billing statement and prepare the entry of the Order of the Payment	None	30 minute/s	Administrative Aide VI; Accounting Division

DICT Central Office				
5 Pay the Filing Fee and claim the Official Receipt (OR) Location: DICT Central Office	5.1 Receive payment and issue the Official Receipt.	Breakdown: Filing Fee per Region: PHP 3000 Filing Fee per Branch: PHP 500	30 minute/s	Administrative Assistant II; Cash Division
6 Wait for the schedule of ocular visit. Location: Office Location of the Client	6.1 Coordinate with the General Services Division for the request of Service Vehicle	None	1 day/s	Designated Reviewing Officer Postal Regulation Division; Postal Regulations Division (PRD)
7 Coordinate and assist the visiting team Location: Office location of the Client	7.1 Conduct ocular inspection	None	1 day/s	Visiting Staff/Team Postal Regulation Division; Postal Regulations Division (PRD)
	7.2 Assess the findings and deliberate result after ocular visit		2 hour/s	
	7.3 Check the veracity, authenticity, and validity of the documentary requirements submitted		2 hour/s	
8 Wait for the PRD Evaluation Report and Recommendation. Location: Postal Regulation Division Office	8.1 Prepare the PRD Evaluation Report and Recommendation	None	4 hour/s	Designated Reviewing Officer Postal Regulation Division; Postal Regulations Division (PRD)
	8.2 Review, Recommend, and Decide		3 day/s	Supervising Assistant Secretary and Undersecretary; Office of the Assistant Secretary for Legal Affairs (OASLA)
	8.3 Review, Recommend, and Decide		3 day/s	Secretary; Office of the Secretary

9 Receive the decision over the Petition for Expansion of Authority to Operate. Location: DICT Central Office	9.1 Release the Decision, whether denial or grant of the Expansion of Authority to Operate	None	20 min/s	Designated Officer of the Day Central Receiving and Releasing Unit; Central Receiving and Releasing Unit (CRRU)
TOTAL:			10 day/s, 3 hour/s, 5 minute/s	

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.

TABLE OF FEES

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

MODE OF PAYMENT

Cash payment or Check payable to:

Department of Information and Communications Technology (DICT)
via DICT Cashier

Location

G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City

3. PROCESSING OF APPLICATION FOR NEW AUTHORITY TO OPERATE PRIVATE EXPRESS AND/OR MESSENGERIAL DELIVERY SERVICE (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 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 G2C (Government to Citizen)
Who may avail:	Entities Seeking to Register as Authorized Private Express and/or Messenger Delivery Service (PEMEDES) or Courier Service Operators
Statute:	Department Order (DO) No. 001, series of 2017

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
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 (2) Original Copy	Applicant / Client
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 (2) Electronic Copy Remarks: Securities and Exchange Commission office (SEC)/ SEC's Company Registration System (CRS) website Department of Trade and Industry office (DTI)/ DTI's Business Name Registration System (BNRS) portal Cooperative Development Authority office (CDA)	Applicant / Client

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 (2) Photo Copy	Applicant / Client
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 (2) Original Copy	Applicant / Client
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 (2) Original Copy	Applicant / Client
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 (2) Original Copy	Applicant / Client
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 (2) Original Copy	Applicant / Client
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 (2) Original Copy	Applicant / Client
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 (2) Original Copy	Applicant / Client
Sketch of office location and office lay-out (2) Original Copy	Applicant / Client
Bio-data of the President and/or the General Manager and/or Operations Manager (2) Original Copy	Applicant / Client
Order of Payment (OP) (1) Original Copy	Department of Information and Communications Technology - Cash Division

Copy of Original Receipts (ORs) for the payment of Filing Fee
 (1) Original Copy

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 and Releasing Unit (CRRU) Location: DICT CRRU	1.1 Receive and collate submission and forward to the Postal Regulation Division	None	30 minute/s	Administrative Officer; Central Receiving and Releasing Unit (CRRU)
	1.2 Stamp applicant's receiving copy		30 minute/s	
2 Wait for the result of documentary evaluation Location: DICT PRD	2.1 Conduct documentary evaluation	None	7 day/s	Postal Service Officer; Postal Regulations Division (PRD)
3 Receive the billing statement personally or through e-mail via: inquiry.pemes@dict.gov.ph Location: DICT PRD	3.1 Issue the billing statement with the checklist of requirements for new application	Standard Fees Breakdown: Filing Fee per Region: PHP 3000 Filing Fee per Branch (if any): PHP 500 Total: PHP 3500	1 hour/s	Postal Service Officer/Division Head; Postal Regulations Division (PRD)
4 Present Billing Statement Location: DICT Accounting Division	4.1 Review the billing statement and prepare the entry of the Order of the Payment	None	1 hour/s	Administrative Aide VI; Accounting Division

5	Pay the Filing Fee and claim the Official Receipt (OR) Location: DICT Cash Division	5.1	Receive payment and issue the OR	None	1 hour/s	Administrative Assistant II; Cash Division
6	Wait for the schedule of ocular visit Location: DICT PRD	6.1	Coordinate with the General Services Division for the request of Service Vehicle	None	1 day/s	Postal Service Officer; Postal Regulations Division (PRD)
7	Coordinate and assist the visiting team Location: Location/Address of PEMEDES Applicant	7.1	Conduct ocular inspection	None	6 hour/s	Visiting Staff/Team; Postal Regulations Division (PRD)
		7.2	Assess the findings and deliberate result after ocular visit		1 hour/s	
		7.3	Check the veracity, authenticity, and validity of the documentary requirements submitted		1 hour/s	
8	Wait for the PRD Evaluation Report and Recommendation Location: DICT PRD	8.1	Prepare the PRD Evaluation Report and Recommendation	None	2 day/s	Postal Service Officer; Postal Regulations Division (PRD)
9	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 Location: DICT	9.1	Issue Notice of Hearing which shall be published by the applicant once a week, for 3 consecutive weeks in a newspaper of general circulation, within 30 days from date of receipt	See table of fees below	1 day/s	Assistant Secretary; Office of the Assistant Secretary for Legal Affairs (OASLA)

	9.2	Review, deliberate, and decide on Memoranda of Petitioner/ applicant, and Oppositor/s, filed at least 15 days before the scheduled date of initial hearing, if any	None	3 day/s	
	9.3	Issue Order/s for Compliance/ Clarification/ Documentation/Answer and/or Reply to the Petitioner/ Applicant and/or Oppositor/s, if applicable		1 day/s	
	9.4	Prepare Recommendation to the Approving Authority		1 day/s	Postal Service Officer/Division Head; Postal Regulations Division (PRD)
	9.5	Review, Recommend, and Decide		1 day/s	Assistant Secretary; Office of the Assistant Secretary for Legal Affairs (OASLA)
	9.6	Review and Decide		1 hour/s	Department Secretary; Office of the Secretary
1 Standard 0 Fees Breakdown: One time Registration Fee: PHP 4100 Total: PHP 4100	10.1	Release the Decision, whether denial or grant of Provisional Authority, via e-mail and physical document through the CRRU	Please see table below	1 hour/s	Administrative Officer; Central Receiving and Releasing Unit (CRRU)
TOTAL:				19 days and 5 hours	

TABLE OF FEES

FEE	AMOUNT
Filing Fee	Php 3,000.00 per region

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

MODE OF PAYMENT

Cash payment or Check payable to:

Department of Information and Communications Technology (DICT)
via DICT Cashier

Location

G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City

4.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 Messenger Delivery Service (PEMEDES) or Courier Service Operators
Statute:	Department Order (DO) No. 001, series of 2017

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 (2) Original Copy	Applicant / Client
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 (2) Electronic Copy	Applicant / Client
Copy of previous DICT Certificate of Authority to Operate PEMEDES (2) Original Copy	Applicant / Client
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 (2) Photo Copy	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 (2) Original Copy	Applicant / Client
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 (2) Original Copy	Applicant / Client
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 (2) Original Copy	Applicant / Client
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 (2) Original Copy	Applicant / Client
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 (2) Original Copy	Applicant / Client
Sketch of office location and office lay-out (2) Original Copy	Applicant / Client
Bio-data of the President and/or the General Manager and/or Operations Manager	Department of Information and Communications Technology - Accounting Division

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(2) Original Copy	
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	Department of Information and Communications Technology - Cash Division
(1) Original Copy	

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 and Releasing Unit (CRRU) Location: DICT CRRU	1.1 Receive , stamp applicant's receiving copy and collate submission and forward to the Postal Regulation Division	None	1 hour/s	Administrative Officer; Central Receiving and Releasing Unit (CRRU)
2 Wait for the result of documentary evaluation Location: Postal Regulation Division Office	2.1 Conduct documentary evaluation	None	7 day/s	Postal Service Officer; Postal Regulations Division (PRD)
3 Receiving of the billing statement personally or through e-mail via: inquiry.pemedes@dict.gov.ph Location: Postal Regulation Division Office	3.1 Issue the billing statement with the checklist of requirements for the renewal of application	None	1 hour/s	Postal Service Officer/Division Head ; Postal Regulations Division (PRD)
4 Present the billing statement Location: DICT Accounting Division	4.1 Review the billing statement and prepare the entry of the	None	1 hour/s	Administrative Aide VI; Accounting Division

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Order of the Payment			
5	Pay the Renewal Fee and claim the Official Receipt (OR) Location: DICT Cash Division	5.1 Receive payment and issue the OR	Possible Fees Breakdown: Renewal Fee per Region: PHP 3000 Renewal Fee per Branch: PHP 500	1 hour/s	Administrative Assistant II; Cash Division
6	Wait for the schedule of ocular visit Location: Postal Regulation Division Office	6.1 Coordinate with the General Services Division for the request of Service Vehicle	None	1 day/s	Postal Service Officer ; Postal Regulations Division (PRD)
7	Coordinate and assist the visiting team Location: Location of PEMEDES Applicant	7.1 Conduct ocular inspection	None	6 hour/s	Visiting Staff/Team; Postal Regulations Division (PRD)
		7.2 7.1.1 Assess the findings and deliberate result after ocular visit		1 hour/s	
		7.3 Check the veracity, authenticity, and validity of the documentary requirements submitted		1 hour/s	
8	Wait for the PRD Ocular Inspection Report and Recommendation Location: Postal Regulation Division Office	8.1 Prepare the PRD Ocular Inspection Report and Recommendation	None	1 day/s	Postal Service Officer; Postal Regulations Division (PRD)

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9	Wait for the decision over the Petition for Renewal of Authority Location: Postal Regulation Division Office	9.1 Prepare Recommendation to the Approving Authority	None	1 day/s	Postal Service Officer/ Division Head; Postal Regulations Division (PRD)
	Office of the Assistant Secretary for Legal Affairs	9.2 Review, Recommend, and Decide		1 day/s	Supervising Assistant Secretary; Office of the Assistant Secretary for Legal Affairs (OASLA)
	Office of the Secretary	Review, Recommend, and Decide		1 day/s	Department Secretary; Office of the Secretary
10	Receive the decision over the Petition for Renewal of Authority Location: DICT CRRU	10.1 Release the Decision, whether denial or grant of the Renewal via e-mail and physical document through the CRRU	None	1 hour/s	Postal Service Officer; Postal Regulations Division (PRD) Administrative Officer; Central Receiving and Releasing Unit (CRRU)
TOTAL:			None	13 day/s, 5 hour/s	

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

Cash payment or Check payable to:

Department of Information and Communications Technology (DICT)
via DICT Cashier

Location

G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City

5. PAYMENT FOR THE RENEWAL/ANNUAL SUPERVISION/ REGULATORY FEES

In accordance with Section 8 of DOT-CDC No. 2001-01 as adopted by DICT via DO No. 001, s. 2017, registered operators are required 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 to pay the annual supervision and regulation fee by the due date will result in the operator being liable for a penalty equivalent to Twenty-Five Percent (25%) of said fee, along with 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
Billing Statement (2) Original Copy	DICT - Postal Regulation Division
Order of Payment (1) Original Copy	DICT - Accounting Division
Official Receipt/Acknowledgement Receipt (1) Original Copy	DICT - Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Receive the billing statement via personal or e-mail	1.1 Issue the billing statement with the checklist of requirements for the renewal of application	None	1 hour/s	Postal Service Officer; Postal Regulations Division (PRD)
2 Present the billing statement	2.1 Review the billing statement and prepare the entry of the Order of the Payment	None	1 hour/s	Administrative Aide VI; Accounting Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3 Pay the Renewal Fee and Claim the Official Receipt (OR)	3.1 Receive payment and issue the OR	*See table of fees below	1 hour/s	Administrative Assistant II; Cash Division
4 Send copy of OR to: inquiry.pemedes@dict.gov.ph	4.1 Acknowledge the email	None	1 hour/s	Postal Service Officer; Postal Regulations Division (PRD)
TOTAL:		*See table of fees	4 hour/s	

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

Cash payment or Check payable to:

Department of Information and Communications Technology (DICT)
 via DICT Cashier

Location

G/F DICT Central Office DICT Bldg., C.P. Garcia Avenue, Diliman, Quezon City

6. SUBMISSION OF QUARTERLY AND/OR SEMI-ANNUAL REPORTS

In accordance with DOT-CAO 2001-1 as adopted by DICT via DO No. 001, s. 2017, failing to submit Quarterly Production Reports within thirty (30) days after the end of the quarter and Semi-Annual Management Reports, including a list of the company's employees, furniture, fixtures, and equipment within thirty (30) days after the close of the corresponding semester, is deemed a minor offense and will incur a penalty fee.

Office or Division:	Postal Regulation Division (PRD)
Classification:	Simple
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)
Who may avail:	Authorized Private Express and/or Messenger 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
Note: The soft copies of the Quarterly and/or Semi- Annual Reports must also be submitted to the CRRU and the Postal Regulation Division via e-mail at: crru@dict.gov.ph , copy furnished: inquiry.pemedes@dict.gov.ph	

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 and Releasing Unit	1.1 Receive and collate submission and forward to the Postal Regulation Division	None	30 minute/s	Administrative Officer; Central Receiving and Releasing Unit (CRRU)
	1.2 Forward to Postal Regulation Division		30 minute/s	
2 Receive and collate submission of Quarterly and/or Semi-Annual Reports.	2.1 Receive and collate submission of Quarterly and/or Semi-Annual Reports.	None	1 hour/s	Records Officer; Postal Regulations Division (PRD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Location: DICT - PRD				
TOTAL:		*See table of fees	2 hour/s	

TABLE OF FEES

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

7. PAYMENT OF PENALTIES

A PEMEDES operator may be penalized according to the list of offenses listed under the DOTC AO 2001-1 as adopted by DICT via DO No. 001, s. 2017.

Office or Division:	Postal Regulation Division (PRD)		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Authorized Private Express and/or Messenger Delivery Service (PEMEDES) or Courier Service Operators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Standard Requirement			
Billing Statement (2) Original Copy		DICT - Postal Regulation Division (PRD)	
Order of Payment (OP) (1) Original Copy		DICT - Accounting Division (AD)	
Official Receipt/Acknowledgement Receipt (1) Original Copy		DICT - Cashier Division (CD)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 PEMEDES Operator presents the billing statement for offenses.	1.1 Review the billing statement and prepare the entry of the Order of the Payment	None	1 hour/s	Administrative Aide VI; Accounting Division
2 Pay the Renewal Fee and Claim the Official Receipt (OR)	2.1 Receive payment and issue the OR	See table below	1 hour/s	Administrative Assistant II; Cash Division
3 Send copy of OR to: inquiry.pemedes@dict.gov.ph	3.1 Acknowledge the email	None	1 hour/s	Postal Service Officer; Postal Regulations Division (PRD)
TOTAL:		*See table of fees	3 hour/s	

TABLE OF FEES

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

DICT CENTRAL OFFICE

(INTERNAL SERVICES)

ADMINISTRATIVE SERVICE

1. LEAVE APPLICATION PROCESS

Office or Division:	Administrative Service - Human Resource Management Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Regular Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Leave Application Form through E-Human Resource Management Information System (EHRMIS)	Human Resource Management Service (HRMD)/EHRMIS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out Leave Application Form in EHRMIS	1.1 Certification of Leave Credits	None	4 hours	Human Resource Management Officer
	1.2 Recommending official and Approving Officer to sign leave application form.	None	1 day	Supervising Director of concerned employee/Supervising Assistant Secretary of concerned employee
2 Secure/download copy of approved leave application	2.1	None	10 minutes	Human Resource Management Officer
TOTAL:		None	2 days, 4 hours & 10 minutes	

2. PROCESSING OF REQUEST FOR HUMAN RESOURCE MANAGEMENT RELATED DOCUMENTS

Office or Division:	Administrative Service – Human Resource Management Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fill out HRMD Service Request form through DICT Intranet • Certificate of Leave Credits • Certificate Employment with or without compensation for Regular and Job Order Personnel • Service Record Email: hrmd@dict.gov.ph	Human Resource Management Service (HRMD) / DICT Intranet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out HRMD Service Request Form in the DICT Intranet/ Email request to HRMD	1.1 Receive and acknowledge the request	None	4 hours	HRMD-Compensation and Benefits Section/ JO Engagement Unit
	1.3 Prepare the document	None	4 hours	HRMD-Compensation and Benefits Section/ JO Engagement Unit
	1.4 Release to the requesting employee or through email as requested			HRMD-Compensation and Benefits Section/ JO Engagement Unit
2 Receive the requested				HRMD-Compensation and Benefits

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents through email.				Section/ JO Engagement Unit
TOTAL:		None	3 days	

3. REQUEST FOR HUMAN RESOURCE DEVELOPMENT RELATED DOCUMENTS

The Human Resource Development Division (HRDD) provides certifications of performance ratings and in-house training completion or participation.

Office or Division:	Administrative Service-Human Resource Development Division (HRDD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Filled-out request form	https://bit.ly/HRDD_Service_Request

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out the HRDD Service Request Form in the DICT intranet/ email request to HRDD	1.1 Receive and acknowledge the request	None	2 hours	HRDD-Learning and Development (L&D) Section and Performance Management (PM) Section
	1.2 Log the request in the monitoring sheet	None		
	1.3 Forward the email to the process owner	None		
	1.4 Process owner to act on the requested documents	None		L&D Section and PM Section
	1.5 Use data in the database and generate certification or print document/s requested	None	4 hours	L&D Section and PM Section
	1.6 Forward document to signatories	None		
	1.7 Signatories to ensure application of control mechanisms before signing	None	1 day	L&D Section and PM Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Section heads/ DC to attest controls and Division Chief /Usec to approve	None		
	1.9 Secures evidence of receipt by the requesting party	None	2 hours	L&D Section and PM Section
	1.10 Inform the client of the availability of the document/s through email	None		
2 Receive the requested document/s.	2.1 Document closing of transaction in the monitoring sheet	None		
Total		None	1 day and 8 hours	

4. PROCESSING OF EMPLOYEE SEPARATION - CLEARANCE

The Employee Separation Processing facilitates the smooth transition of employees who are departing from the Department through resignation, retirement or transfer to another agency. It encompasses various administrative tasks and procedures necessary to ensure compliance with legal requirements and existing Civil Service Commission issuances.

Office or Division:	Administrative Service - Human Resource Management Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen (Separating Employee referred to as Citizen)
Who may avail:	Qualified Individuals, DICT Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent (resignation, transfer, retire) addressed to the Head of Agency	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Letter of Intent (LOI)	1.1 Acknowledge Receipt of document.	None	5 minutes	HRMD Staff
2 Accomplish Clearance Form and Acceptance Letter	1.2 Prepares the Clearance Certificate and Acceptance Letter	None	15 minutes	HRMD Staff
	1.3 Endorses the Acceptance Letter and LOI to the Office of the Secretary (through channels)	None	4 hours	HRMD Staff
	1.4 Records the issuance of the document to the requesting personnel.	None	15 minutes	HRMD Staff
TOTAL		None	4 hours and 35 minutes	

5. RELEASE OF COMMON-USE SUPPLY ITEMS

Supplies are procured and distributed efficiently to ensure employees have timely access to them. This helps keep inventory organized and facilitates smooth operations. To do this, staff members identify their supply needs through the Requisition and Issuance Slip (RIS) on the DICT Intranet or the Asset Management Section Office.

Office or Division:	General Services Division - Asset Management Section
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE									
Accomplished Requisition and Issuance Slip (RIS) Form Note: The RIS form shall be prepared in three (3) copies distributed as follows: <table><tr><td>Original</td><td>-</td><td>Accounting Division's [to be attached to the Report of Supplies and Materials Issued (RSMI)]</td></tr><tr><td>Copy 2</td><td>-</td><td>Requisitioning Division/Office's file</td></tr><tr><td>Copy 3</td><td>-</td><td>Asset Management Section's file</td></tr></table>	Original	-	Accounting Division's [to be attached to the Report of Supplies and Materials Issued (RSMI)]	Copy 2	-	Requisitioning Division/Office's file	Copy 3	-	Asset Management Section's file	DICT Intranet (https://intranet.dict.gov.ph) or through the Asset Management Section Office
Original	-	Accounting Division's [to be attached to the Report of Supplies and Materials Issued (RSMI)]								
Copy 2	-	Requisitioning Division/Office's file								
Copy 3	-	Asset Management Section's file								

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the Requisition and Issue Slip (RIS) to the Chief Administrative Officer (CAO) of the General Services Division (GSD) <i>Note: The RIS must be signed by a Plantilla Personnel of the Requisitioning Division/Office</i>	1.1 Receive the RIS from the Requisitioning Division/Office	None	10 minutes	Office
	1.2 Review the RIS.. Return to the requesting party, if incomplete/for compliance.	None	10 minutes	Chief Administrative Officer, General Services Division
2 Transmit the signed RIS to the Supply Custodian at the Department's Common-use	2.1 Receive the RIS for supplies and materials and verify stocks on hand	None	1 hour	Supply Custodian, Asset Management Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supplies Stock Room for verification of the RIS and preparation of the Inventory Custodian Slip (ICS)	2.2 In case request includes Semi-expendable items, prepare duly signed ICS	None	40 minutes	Supply Custodian, Asset Management Section
	2.3 Transmit the ICS to the CAO of the GSD for approval and signature	None	10 minutes	Supply Custodian, Asset Management Section
3 Acknowledge and sign the ICS which is carried out by the <i>Plantilla</i> Personnel of the Requisitioning Division/Office	3.1 Acknowledge and sign the ICS	None	1 day	Requisitioning Division/Office (Client)
	3.2 Transmit the signed ICS to the Supply Custodian	None	10 minutes	
	3.3 Issue the requested common-use supply items and monitor balances of stocks as a result of the issuance	None	10 minutes	Supply Custodian, Asset Management Section
	3.4 Prepare and schedule the pick-up of the requested common-use supply items <i>Note: Common-use supply items are scheduled for pick-up exclusively on Tuesdays and Thursdays.</i>	None	1 hour	Supply Custodian, Asset Management Section
4 Receive the requested common-use supply items.	4.1 Once issued, the RIS shall be posted in the stock card for proper monitoring of the balances of stocks on hand	None	1 hour	Supply Custodian, Asset Management Section
TOTAL:		None	1 day, 4 hours and 30 minutes	

6. PREPARATION AND ISSUANCE OF THE PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR) FOR NEWLY ACQUIRED OR PROCURED PROPERTY, PLANT, AND EQUIPMENT (PPEs)

The Property Acknowledgement Receipt (PAR) is a document showing that Department of Information and Communications Technology (DICT) is responsible for property, plants, and equipment (PPEs) that costs PhP 50,000 or higher*.

*Commission on Audit (COA), Guidelines on the Implementation of Section 23 of the General Provisions of Republic Act (RA) No. 11639 also known as the General Appropriations Act (GAA) for Fiscal Year (FY) 2022 relative to the increase in the capitalization threshold from PhP 15,000.00 to PhP 50,000.00, [COA Circular No. 2022-004] (31 May 2022).

Office or Division:	General Services Division - Asset Management Section
Classification:	Complex Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original or photocopies of the following documents relative to the acquisition or procurement of a PPE: 1. Sales Invoice (SI); 2. Delivery Receipt (DR); 3. Obligation Request and Status (ORS) 4. Purchase Order (PO); 5. Purchase Request (PR); 6. Technical Specifications or Terms of Reference (TOR); 7. Inspection and Acceptance Report (IAR); and 8. Warranty Certificate (for PPEs which required warranty in their technical specifications or TOR).	Requesting Division/Office or End-User
Properly accomplished GSD Request Form	DICT Intranet (https://intranet.dict.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 File the request through the DICT Intranet	1.1 Submit the request for PAR through the GSD Request Form	None	30 minutes	Requesting Division/Office or End-User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	which is accessible in the DICT Intranet			
	1.2 Acknowledge and endorse the request with the request reference number to the Asset Management Section	None	10 minutes	Assigned GSD staff for the receipt and endorsement of requests lodged through the GSD Request Form via the DICT Intranet, GSD
2 Submit the necessary supporting documents regarding acquisition or procurement of the PPE and evaluate the request	2.1 Receive the submitted supporting documents regarding the acquisition or procurement of said PPE	None	10 minutes	GSD Staff assigned as the Property Custodian, Asset Management Section
	2.2 Evaluation of the supporting documents and conduct of inspection to determine important details prior the preparation of the PAR	None	3 days	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
3 Receive and sign the PAR	3.1 Prepare the PAR in quadruplicate copies	None	1 hour	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.2 Review and approve the PAR	None	30 minutes	Chief Administrative Officer, General Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Transmit the PAR to the Requesting Division/Office or End-User	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.4 Submit the PAR signed by the Requesting Division/Office or End-User back to the Asset Management Section	None	1 day	Requesting Division/Office or End-User
	3.5 Receive the signed PAR	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.6 Update the Property Database	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.7 File the signed PAR in the Asset Management Section storage of active records	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
TOTAL:		None	4 days, 2 hours and 30 minutes	

7. TRANSFER OF PROPERTY, PLANT, AND EQUIPMENT (PPES) THROUGH THE PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR)

The Property Acknowledgement Receipt (PAR) is an important document that helps hold people accountable for DICT property. It is used for property, plant, and equipment (PPEs) that cost at least 50,000 pesos. In certain cases, the person-in-charge may need to transfer the responsibility of the property to another person or official depending on the situation. This process is only for moving property within the same agency and region.

Office or Division:	General Services Division - Asset Management Section
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written or email documentation of the Recipient Personnel or Official acknowledging and accepting the transfer	Requesting Personnel or Official (Original Accountable Officer)
Properly accomplished GSD Request Form	DICT Intranet (https://intranet.dict.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 File the request through the DICT Intranet <i>Note: The Requesting Personnel or Official (Original Accountable Officer) is expected to submit the following details concerning the transfer of the PPE through PAR:</i> - The Full Name, Designation, and Office of the Personnel or Official who will	1.1 Acknowledge and endorse the request with the request reference number to the Asset Management Section	None	10 minutes	Assigned GSD staff for the receipt and endorsement of requests lodged through the GSD Request Form via the DICT Intranet, General Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>be receiving or accepting the PPEs</i> - Quantity of the PPE/ Items - Serial Number of the PPE/ Item - Technical Specification of the PPE/Item such as the description, model, brand/ manufacturer, dimensions, weight, performance characteristics, compatibility, materials and construction, certifications and standards, warranty and support coverage				
2 Submit the necessary documents regarding transfer of the PPE through PAR	2.1 Submission of a written or email correspondence between the Requesting Personnel or Official (Original Accountable Officer) and the Recipient Personnel or Official stating that the latter accepts the PPEs	None	30 minutes	Requesting Personnel or Official (Original Accountable Officer)
	2.2 Prepare the PAR in quadruplicate copies	None	1 hour	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	2.3 Review and approve the PAR	None	30 minutes	Chief Administrative Officer, General Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Transmit the PAR to the Recipient Personnel or Official, including the documentation of the agreement between the former and the Requesting Personnel or Official (Original Accountable Officer)	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
3 Receive and sign the PAR	3.1 Receive and validate the submitted and signed PAR by the Recipient Personnel or Official	None	1 day	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.2 Update the Property Database	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.3 File the signed PAR in the Asset Management Section storage of active records	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
TOTAL:		None	1 day, 2 hours and 40 minutes	

8. PREPARATION AND ISSUANCE OF THE INVENTORY CUSTODIAN SLIP (ICS) FOR NEWLY ACQUIRED OR PROCURED SEMI-EXPENDABLE PROPERTY

The Inventory Custodian Slip (ICS) serves as a document that establishes accountability for DICT property. It is specifically issued for semi-expendable property with an acquisition cost less than Fifty Thousand Pesos (PhP 50,000.00)*.

*Commission on Audit (COA), Guidelines on the Implementation of Section 23 of the General Provisions of Republic Act (RA) No. 11639 also known as the General Appropriations Act (GAA) for Fiscal Year (FY) 2022 relative to the increase in the capitalization threshold from PhP 15,000.00 to PhP 50,000.00, [COA Circular No. 2022-004] (31 May 2022)

Office or Division:	General Services Division - Asset Management Section
Classification:	Complex Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original or photocopies of the following documents relative to the acquisition or procurement of a semi-expendable property: 1. Sales Invoice (SI); 2. Delivery Receipt (DR); 3. Obligation Request and Status (ORS) 4. Purchase Order (PO); 5. Purchase Request (PR); 6. Technical Specifications or Terms of Reference (TOR); 7. Inspection and Acceptance Report (IAR); and 8. Warranty Certificate (for semi-expendable property which required warranty in their technical specifications or TOR).	Requesting Personnel or Official (Original Accountable Officer)
Properly accomplished GSD Request Form	DICT Intranet (https://intranet.dict.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 File the request through the DICT Intranet	1.1 The Requesting Division/Office or End-User must submit their request for ICS through the GSD Request Form which is accessible in the DICT Intranet	None	30 minutes	Requesting Division/ Office or End-User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Note: The Requesting Division/Office or End-User is expected to submit the following details concerning the ICS of the semi-expendable property:</i> - The Full Name, Designation, and Office of the Personnel or Official who will be assigned with the semi-expendable property and whose name will be specified in the ICS - Quantity of the semi-expendable property / Items - Serial Number of the semi-expendable property/ Item - Technical Specification of the semi-expendable property /Item such as the description, model, brand/ manufacturer, dimensions, weight, performance characteristics, compatibility, materials and construction, certifications and standards, warranty and support coverage			
	1.2 Acknowledge and endorse the request with the request reference number to the Asset Management Section	None	10 minutes	Assigned GSD staff for the receipt and endorsement of requests lodged through the GSD Request Form via the DICT Intranet, General Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Submit the necessary supporting documents regarding acquisition or procurement of the semi-expendable property and evaluate the request	2.1 Check the following requirements submitted by the Requesting Division/ Office or End-User to the Asset Management Section: - Sales Invoice (SI); - Delivery Receipt (DR); - Obligation Request and Status (ORS) - Purchase Order (PO); - Purchase Request (PR); - Technical Specifications or Terms of Reference (TOR); - Inspection and Acceptance Report (IAR); and - Warranty Certificate (for semi-expendable property which required warranty in their technical specifications or TOR)	None	30 minutes	GSD Staff assigned as the Property Custodian, Asset Management Section
	2.2 Receive the submitted supporting document regarding the acquisition or procurement of said semi-expendable property	None	10 minutes	GSD Staff assigned as the Property Custodian, Asset Management Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Evaluation of the supporting documents and conduct of inspection to determine important details prior the preparation of the PAR <i>Note: The evaluation covers the detailed scrutiny of the semi-expendable property based on the supporting documents in order to properly identify important details that will be indicated in the Department's property database. Important details include the following:</i> - Expense class (i.e., Capital Outlay or Maintenance and Other Operating Expenses); - Classification or Type of semi-expendable property (i.e., Furniture, Office Equipment, Fixture, and etc.). <i>Kindly refer to the Government Accounting Manual and the Chart of Accounts for the general/ major classification of property</i> - Specific listing of items, accessories, or equipment for semi-expendable property acquired or procured as Lot	None	3 days	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
3 Receive and sign the ICS and transmit back to GSDthe ICS	3.1 Prepare the ICS in quadruplicate copies	None	1 hour	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Management Section
	3.2 Review and approve the ICS	None	30 minutes	Chief Administrative Officer, General Services Division
	3.3 Transmit the ICS to the Requesting Division/ Office or End-User	None	30 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.4 Submit the ICS signed by Requesting Division/ Office or End-User back to the Asset Management Section	None	1 day	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.5 Receive the signed ICS	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.6 Update the Property Database	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.7 File the signed ICS in the Asset Management Section storage of active records	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Officer V, Asset Management Section
TOTAL:		None	4 day, 3 hours and 30 minutes	

9. TRANSFER OF SEMI-EXPENDABLE PROPERTY THROUGH THE INVENTORY CUSTODIAN SLIP (ICS)

The Inventory Custodian Slip (ICS) is a document used to keep track of DICT property worth up to 50,000 PHP. In certain situations, the ICS is used when Accountable Officers need to transfer property accountability to other personnel or officials. This only applies to DICT property in the same agency and region.

Office or Division:	General Services Division - Asset Management Section
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written or email documentation of the Recipient Personnel or Official acknowledging and accepting the transfer	Requesting Personnel or Official (Original Accountable Officer)
Properly accomplished GSD Request Form	DICT Intranet (https://intranet.dict.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 File the request through the DICT Intranet	1.1 Submit their request for the transfer of the semi-expendable property through a ICS via the GSD Request Form which is accessible in the DICT Intranet	None	30 minutes	Requesting Personnel or Official (Original Accountable Officer)
	1.2 Acknowledge and endorse the request with the request reference number to the Asset Management Section	None	10 minutes	Assigned GSD staff for the receipt and endorsement of requests lodged through the GSD Request Form via the DICT Intranet, General Services Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Submit the necessary documents regarding transfer of the semi-expendable property through ICS	2.1 Submission of a written or email correspondence between the Requesting Personnel or Official (Original Accountable Officer) and Recipient Personnel or Official stating that the latter accepts the semi-expendable property	None	30 minutes	Requesting Personnel or Official (Original Accountable Officer)
3 Receive and sign the ICS and transmit back to GSD	3.1 Prepare the ICS in quadruplicate copies	None	60 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.2 Review and approve the ICS	None	30 minutes	Chief Administrative Officer, General Services Division
	3.3 Transmit the ICS to the Recipient Personnel or Official including the documentation of the agreement between the former and the Requesting Personnel or Official (Original Accountable Officer)	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.4 Submit the ICS signed by the Recipient Personnel or Official back to the	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Asset Management Section			Officer V, Asset Management Section
	3.5 Receive the signed ICS	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.6 Update the Property Database	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
	3.7 File the signed ICS in the Asset Management Section storage of active records	None	10 minutes	GSD Staff assigned as the Property Custodian or Administrative Officer V, Asset Management Section
TOTAL:		None	3 hours and 30 minutes	

10. REQUEST FOR CLEANING OR DISINFECTION SERVICES

Employees can request cleaning and disinfecting services for their work areas. This helps keep everyone safe and healthy by making sure that cleaning and disinfecting are scheduled and done on time. By quickly responding to these requests, employees can work in a clean and productive environment.

Office or Division:	General Services Division - Civil Works and Facilities Management Section
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly accomplished GSD Request Form	DICT Intranet (https://intranet.dict.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 File the request through the DICT Intranet	1.1 The Requesting Division/ Office must submit their request for cleaning or disinfection via the GSD Request Form which is accessible in the DICT Intranet	None	30 minutes	Requesting Division/ Office
	1.2 Acknowledge and endorse the request with request reference number to the Civil Works and Facilities Management Section	None	10 minutes	Assigned GSD staff for the receipt and endorsement of requests lodged through the GSD Request Form via the DICT Intranet, GSD
2 Receipt of notification on administered cleaning or disinfection services	2.1 Direct the Janitorial Service Provider to gather supplies and equipment	None	30 minutes	Administrative Officer IV (AO IV), GSD
	2.2 Direct the Janitorial Service Provider to	None	10 minutes	AO IV, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	assess the area or item for cleaning or disinfection			
	2.3 Direct the Janitorial Service Provider to follow established cleaning and disinfection practices and ensure proper ventilation during the administration of cleaning tasks	None	1 hour	AO IV, GSD
	2.4 Direct the Janitorial Service Provider to Dispose Waste Materials safely and appropriately	None	30 minutes	AO IV, GSD
	2.5 Direct the Janitorial Service Provider to document completed cleaning or disinfection activities for record-keeping purposes	None	10 minutes	AO IV, GSD
TOTAL:		None	3 hours	

11. FACILITIES BOOKING AND OTHER GENERAL SERVICES REQUEST

This procedure allows employees or officials to request and book common-use facilities, like Seminar Rooms or Audio-Visual Rooms (AVRs), and gain access to equipment like chairs, tables, and fans. It makes it easy for people to make requests, check availability, and secure bookings, making sure these resources are used efficiently and organized.

Office or Division:	General Services Division - Civil Works and Facilities Management Section
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly accomplished GSD Request Form	DICT Intranet (https://intranet.dict.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 File the request through the DICT Intranet	1.1 Submit their request for cleaning or disinfection via the GSD Request Form which is accessible in the DICT Intranet	None	30 minutes	Requesting Division/ Office
	1.2 Acknowledge and endorse the request with the request reference number to the Civil Works and Facilities Management Section	None	10 minutes	Assigned GSD staff for the receipt and endorsement of requests lodged through the GSD Request Form via the DICT Intranet, GSD
2 Use the requested common-use facilities	2.1 Identify availability of the requested facility or other services	None	5 minutes	Administrative Officer IV (AO IV), GSD
	2.2 If the requested facility or other services are available, approve the request and promptly notify the Requesting Division/Office.	None	5 minutes	AO IV, GSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	In the event of non-availability, promptly inform the Requesting Division/Office about the unavailability.			
	2.3 Enter the requested/ transaction in the Reservation Database	None	5 minutes	AO IV, GSD
	2.4 Direct the concerned GSD Personnel or Manpower Service Provider in mobilizing or providing the requested facilities or other services	None	10 minutes	AO IV, GSD
TOTAL:		None	1 hour and 5 minutes	

12. PROVISION OF TRANSPORTATION SERVICE

The DICT's General Services Division (GSD) can provide transport assistance to employees in compliance with the existing guidelines. To request transport, employees must fill out the GSD Service request form online. This form is used to decide whether the request is valid and requires approval.

Office or Division:	General Services Division - Civil Works and Facilities Management Section
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly accomplished GSD Request Form	DICT Intranet (https://intranet.dict.gov.ph)
Trip ticket duly signed by the Chief Administrative Officer of the General Services Division (GSD)	Motorpool Team Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the request through the DICT Intranet	1.1 The Requesting Division/ Office must submit their request for cleaning or disinfection via the GSD Request Form which is accessible in the DICT Intranet <i>Note: The following information are necessary for arranging the transport service:</i> - Date and time of fulfillment of the request - Specific pick-up and drop-off locations - Number of passengers - Other special instructions for the Driver (if applicable)	None	30 minutes	Requesting Division/ Office
	1.2 Acknowledge and endorse the request with the	None	10 minutes	Assigned GSD staff for the receipt and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request reference number to the Civil Works and Facilities Management Section			endorsement of requests lodged through the GSD Request Form via the DICT Intranet, GSD
2. Utilize the requested transportation service	2.1 Identify availability of the requested transportation service	None	10 minutes	Administrative Officer V, GSD
	2.2 If the vehicle(s) and driver(s) are available, approve the request and promptly notify the Requesting Division/Office. In the event of non-availability, promptly inform the Requesting Division/Office about the unavailability.	None	10 minutes	
	2.3 Prepare and endorse the trip ticket and endorse back to the Motorpool Team	None	30 minutes	Motorpool Dispatcher, GSD
	2.4 Approve and sign the trip ticket to the CAO of the GSD for approval	None	10 minutes	Motorpool Dispatcher, GSD
	2.5 Receive the trip ticket and forward the documents to designated driver(s)	None	10 minutes	Motorpool Dispatcher, GSD
	2.6 Direct the driver(s) about the scheduled trip	None	10 minutes	Motorpool Dispatcher, GSD
TOTAL:		None	2 hours	

13. TRANSFER OF NON-CURRENT RECORDS TO THE RECORDS CENTER

Non-current records are moved to the off-site storage facility or Records Center to free up office space for active records and maximize operational efficiency. Records are stored securely in accordance with National Archives of the Philippines (NAP) rules and standards.

Office or Division:	General Services Division - Records and Archives Section
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly accomplished GSD Request Form	DICT Intranet (https://intranet.dict.gov.ph)
List or Inventory of Records to be transferred including the following essential information to be indicated in the cover Memorandum: - Record Description: A clear and detailed description of the record, including its title, subject, and purpose; - Record Format: Indication of the format of the record, such as paper document, correspondence, digital file, audio recording, or any other medium; - Record Owner: The individual or division/office responsible for the record. This includes the Records Creator, their full name, designation, and details of the office; - Access and Retention Requirements: Information regarding any specific access restrictions, confidentiality levels, or retention periods associated with the record; - Handling Instructions: Any specific instructions or special handling requirements for the record; and - Transfer Documentation: A correspondence in a form of a memorandum that formally requests for the transfer of the record including detailed information as mentioned above.	Requesting Division/Office or End-User

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the request through the DICT Intranet	1.1 The Requesting Division/Office must submit their request for transportation service through the GSD Request Form which is accessible in the DICT Intranet.	None	30 minutes	Requesting Division/Office
	1.2 Acknowledge and request that the Requesting Division/Office submit the photocopy of the record(s) or archive(s) the Records and Archives Section	None	10 minutes	Assigned GSD staff for the receipt and endorsement of requests lodged through the GSD Request Form via the DICT Intranet, GSD
2. Submit the record(s) to the Records and Archives Section	2.1 Check the submitted record(s) which should be secured in a sealed box	None	10 minutes	Requesting Division/Office
	2.2 Receive the submitted box which contains the record(s) being endorsed for safekeeping and stamp the box and receiving copy of the Requesting Division/Office	None	10 minutes	Records Custodian at the Central Office, GSD
	2.3 Transfer the records to the Records Center	None	30 minutes	Records Custodian at the Central Office, GSD
	2.4 Process the accessioning of the received record(s), after which they are transferred to the storage room for secure safekeeping	None	10 minutes	Records Custodian at the Central Office, GSD
TOTAL:		None	1 hour and 40 minutes	

14. REQUEST FOR CERTIFIED TRUE COPY OF RECORDS OR ARCHIVES

A CTC is a verified copy of an original document attesting to its accuracy. The process involves verifying the authenticity and accuracy of the original and copying all details.

Office or Division:	General Services Division - Records and Archives Section
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly accomplished GSD Request Form	DICT Intranet (https://intranet.dict.gov.ph)
Original copy of the record(s) or archive(s) which was endorsed to the Records Center for safekeeping	Records and Archives Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 File the request through the DICT Intranet	1.1 The Requesting Division/Office must submit their request for transportation service through the GSD Request Form which is accessible in the DICT Intranet.	None	30 minutes	Requesting Division/Office
	1.2 Acknowledge and request that the Requesting Division/Office submit the photocopy of the record(s) or archive(s) the Records and Archives Section	None	10 minutes	Assigned GSD staff for the receipt and endorsement of requests lodged through the GSD Request Form via the DICT Intranet, GSD
2 Receive true copy of record(s) or archive(s)	2.1 Review the submitted photocopy of record(s) or archive(s) based on the Records and	None	10 minutes	Requesting Division/Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Archive Section's database and official records			
	2.2 After establishing the authenticity and confirming the presence of the original copy within the storage facility of the Records and Archives Section, proceed to affix the certification stamp designation of record(s) or archive(s) as true copy. Then, sign and indicate the date on all pages of the record(s) or archive(s)	None	10 minutes	Records Custodian at the Central Office, GSD
	2.3 Present the receiving logbook to the Requesting Division/Office for signature and release the requested CTCs of said record(s) or archive(s)	None	30 minutes	Records Custodian at the Central Office, GSD
TOTAL:		None	1 hour and 30 minutes	

CENTRAL RECEIVING AND RELEASING UNIT

1. CENTRALIZED RECEIVING OF INCOMING DOCUMENTS FROM EXTERNAL SOURCE/RECIPIENTS

Office or Division:	Central Receiving and Releasing Unit
Classification:	Simple
Type of Transaction:	G2B – Government to Business; G2C – Government to Citizen; G2G – Government to Government
Who may avail:	External stakeholders (public and private individuals/businesses)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy/copies of documents from external stakeholders addressed to the Department, its officials and employees Email: crru@dict.gov.ph	External Stakeholders

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit documents for receiving.	1.1 Receive the document.	None	1 minute	CRRU personnel
2 Fill in details in the incoming document logbook: - Office/Agency - Name - Contact number - Email address - Document title	2.1 Stamp "RECEIVED" on the face of the document and indicate the name of CRRU staff member who received the document, control number, and time received.	None	2 minutes	CRRU personnel
	2.2 Return the stamped document/receiving copy to the client.	None	1 minute	CRRU personnel
TOTAL:		None	4 minutes	

SENT DOCUMENTS THROUGH EMAIL

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit document/s to email	1.1 Receive the document.	None	1 minute	CRRU personnel
	2.1 Reply/Acknowledge the received email /document.	None	1 minute	CRRU personnel
	2.2 Print the document and Stamp "RECEIVED" on the face of the document and indicate the name of CRRU staff member who received the document, control number, and time received.	None	2 minutes	CRRU personnel
TOTAL:		None	4 minutes	

2. CENTRALIZED RELEASE OF DOCUMENTS

Office or Division:	Central Receiving and Releasing 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
- Memorandum/routing slip / email endorsing the delivery of the outgoing document signed/sent by the concerned head of office. - At least two (2) original copies and one (1) receiving copy of document/s for transmittal to external stakeholders. - Envelope containing the logo of DICT, name of recipient, and current address of the recipient.	Office of the Secretary or concerned DICT Office/ Bureau/ Service/ Division/ Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Personnel from the Office of the Secretary or concerned DICT Office/ Bureau/ Service/ Division/ Unit will provide outgoing documents for transmittal to external stakeholders.	1.1 Receive the document.	None	1 minute	CRRU personnel
	1.2 Encode all the details of the document in the outgoing document tracker: - Date received - Time received - Document Title - Control number - Status - Type of Document	None	5 minutes	CRRU personnel
	1.3 Submit the document to COS for clearance. On the logbook, the status of the document	None	3 minutes	CRRU personnel and COS Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	will be tagged as "For Clearance".			
	1.4 Update the status of the document to "For delivery" on the database and stamp "Official Release" and prepare the receiving copy and the envelope for delivery.	None	5 minutes	CRRU Personnel
	1.5 Proceed to the Department's liaison officer to turn over the document for delivery.	None	10 minutes	CRRU personnel and DICT liaison officer
	1.6 Receive the stamped receiving copy and update the status to "Done", scan the stamped receiving copy, and then upload it to the digital database.	None	5 minutes	CRRU personnel
TOTAL:		None	29 minutes	

FINANCE SERVICE

1. PROCESSING OF OBLIGATION REQUEST AND STATUS (ORS)

Office or Division:	Finance Service (FS), Budget Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Obligation Request and Status (3) Original Copy	Applicant / Client
Approved Obligation Request and Status (ORS) (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the accomplished Obligation Request and Status (ORS) with supporting documents Location: Department of Information and Communication Technology (DICT) - Finance Service	1.1 Receive ORS, DV and other supporting documents duly signed by authorized signatory	None	10 minute/s	Administrative Assistant III; Budget Division
	1.2 Ensure complete documentation prior to processing of ORS.		20 minute/s	Budget Officer I and Administrative Assistant III; Budget Division
	1.3 Process ORS for budgetary allocation.		30 minute/s	Budget Officer I; Budget Division
	1.4 Record the ORS in RAOD		10 minute/s	Budget Officer I; Budget Division
	1.5 Update and record to monitoring tool/database of obligations		10 minute/s	Budget Officer I; Budget Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review/validate ORS and its supporting documents, and affix signature in Box B .		30 minute/s	Budget Officer I, Division Chief; Budget Division
	1.7 Review/validate ORS and its supporting documents, and affix signature in Box B .		30 minute/s	Budget Officer I, Division Chief; Budget Division
	1.8 Record on document tracker for release		10 minute/s	Administrative Assistant III; Budget Division
	1.9 Release/forward signed ORS to concerned requesting units or end-users		30 minute/s	Administrative Assistant III, Accounting Staff; Budget Division Accounting Staff; Finance Service (FS)
TOTAL:		None	3 hour/s	

2. PROCESSING OF DISBURSEMENT VOUCHER (DV)

Office or Division:	Finance Service (FS), Budget Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Disbursement Voucher (1) Original Copy And (3) Photo Copy	Applicant / Client
Approved Obligation Request and Status (2) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the accomplished DV (with signed or approved Box A) with the complete supporting documents to Accounting Unit. Location: DICT Central Office - Finance Division	1.1 Receive, acknowledge and log the transaction, assign DV number, and forward the DV with complete supporting documents to the concerned Accounting Staff.	None	15 minute/s	Accounting staff; Finance Service (FS)
	1.2 Process the DV as to the completeness of supporting documents, validity and correctness of claims.	None	30 minute/s	Accounting staff; Finance Service (FS)
	1.3 Compute and deduct applicable taxes.	None	30 minute/s	Accounting Officer; Finance Service (FS)
	1.4 Prepare Certificate of Tax Withheld and record particulars of DV in Individual Index Card.	None	20 minute/s	Accounting Officer ; Finance Service (FS)
	1.5 Prepare the Journal Entry (Box B) and affix initial in the DV.	None	20 minute/s	Accounting Officer;

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forward to the Chief Accountant for review and approval.			Finance Service (FS)
	1.6 Review the DV and sign the box C of DV, and forward to the Receiving/Releasing Clerk.	None	2 hour/s	Chief Accountant ; Finance Service (FS)
	1.7 Release the DV and other documents to the Approving Authority.	None	15 minute/s	Accounting Officer ; Finance Service (FS)
TOTAL:		None	4 hour/s, 10 minute/s	

3. LIQUIDATION OF CASH ADVANCE (CA)

This service involves the processing of liquidation of cash advances granted to DICT employees, Petty Cash Custodians and Special Disbursing Officers (SDOs) or Accountable Officers (AOs).

Office or Division:	Finance Service - Accounting Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Local Travel	
Liquidation Report/Appendix 44 (2) Original Copy And (1) Photo Copy	Applicant / Client
Approved Travel Order per Sec. 4 of EO 77 (2) Certified True Copy	Applicant/Client or Immediate Supervisor (Recommending) - Accounting Division
Copy of previously approved itinerary of travel/Approved Appendix A (2) Photo Copy	Applicant/Client or Immediate Supervisor (Recommending) - Accounting Division
Revised Actual Itinerary of Travel, if previous itinerary of travel was not followed/Actual Appendix A (1) Original Copy And (1) Photo Copy	Applicant/Client or Immediate Supervisor (Recommending) - Accounting Division
Authority on the Conduct of Activity (2) Photo Copy	Applicant/Client or Immediate Supervisor (Recommending) - Accounting Division
Certificate of Travel Completed/Appendix B (1) Original Copy And (1) Photo Copy	Applicant/Client or Immediate Supervisor (Recommending) - Accounting Division
Certificate of Appearance/ Attendance (1) Original Copy And (1) Photo Copy	Applicant / Client
Paper/Electronic ticket (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab) (1) Original Copy And (1) Photo Copy	Applicant / Client
Official Receipt for Paper/Electronic Tickets (Bus, Plane, Taxi, Boat, Boarding Pass, Terminal Fee, Grab) (1) Original Copy And (1) Photo Copy	Applicant / Client
Confirmed Airline Booking Itinerary (for Plane fare)/E-Ticket Receipt (1) Original Copy And (1) Photo Copy	Applicant / Client
Invitation Letter (1) Original Copy And (1) Photo Copy	Applicant / Client
Official Travel Report (1) Original Copy And (1) Photo Copy	Applicant / Client

Driver's Trip Ticket (1) Original Copy And (1) Photo Copy	Applicant / Client
Certification for the absolute necessity of expenses if it exceeds the prescribed rate per day (1) Original Copy And (1) Photo Copy	Applicant / Client
Hotel or Lodging Bills with Official Receipts within 50-kilometer radius of Metro Manila, if travel allowances being claimed includes hotel room/lodging (1) Original Copy And (1) Photo Copy	Applicant / Client
Official Receipt in case of refund of excess cash advance (1) Original Copy And (1) Photo Copy	Applicant / Client
Revised or Supplemental Office Order or any proof supporting the change of schedule (2) Photo Copy	Applicant / Client
Justification for additional baggage allowance (1) Original Copy And (1) Photo Copy	Applicant / Client
Justification for booking an airfare using a third-party website instead of direct booking in the Airline (1) Original Copy And (1) Photo Copy	Applicant / Client
Justification if the travel period stated in the Travel Order was not followed (1) Original Copy And (1) Photo Copy	Applicant / Client
For plane fare, quotation of 3 travel agencies (1) Original Copy And (1) Photo Copy	Applicant / Client
Abstract of Canvass for quotation of plane fare booked through travel agencies (1) Original Copy And (1) Photo Copy	Applicant / Client
Foreign Travel	
Liquidation Report/Appendix 44 (2) Original Copy And (1) Photo Copy	Applicant / Client
Approved Travel Authority per Sec. 10 of EO 77 (1) Original Copy	Head Office - Office of the President (for the Secretary)
Duly approved itinerary of travel/Appendix A (2) Photo Copy	Applicant / Client
Revised Actual Itinerary/Appendix A of Travel if previous itinerary of travel was not followed (1) Original Copy And (1) Photo Copy	Applicant / Client
Letter of Invitation of host or sponsoring country (1) Original Copy And (1) Photo Copy	Applicant / Client
For plane fare, quotations of three travel agencies or its agency (1) Original Copy And (1) Photo Copy	Applicant / Client
Flight itinerary/Electronic Ticket Receipt issued by the airline/ticketing office/travel agency (1) Original Copy And (1) Photo Copy	Applicant / Client
Boarding Pass (1) Original Copy And (1) Photo Copy	Concerned Employee/Airline Company - Accounting Division
Daily Subsistence Allowance (DSA)/UNDP/ICSC Rate (1) Original Copy And (1) Photo Copy	Applicant / Client

BSP Exchange Rate at the date of grant of cash advance/documents prepared (2) Photo Copy	Applicant / Client
Where applicable, authority from the OP to claim representation expenses (2) Photo Copy	Concerned Employee/Requesting Office - Office of the President
In case of seminars/trainings: (2) Photo Copy Remarks: Invitation addressed to the agency inviting participants (issued by the foreign country) Acceptance of the nominees as participants (issued by the foreign country) Program Agenda and Logistics Information	Applicant / Client
Narrative Report/Official Travel Report on the trip undertaken (2) Photo Copy	Applicant / Client
Petty Cash Fund	
Report of Paid Petty Cash Vouchers (RPPCVs)/Appendix 49 (1) Original Copy And (1) Photo Copy	Petty Cash Custodian - Accounting Division
Report of Cash Disbursement (1) Original Copy And (1) Photo Copy	Petty Cash Custodian - Accounting Division
Petty Cash Record Record (PCFRec)/Appendix 50 (1) Original Copy And (1) Photo Copy	Petty Cash Custodian - Accounting Division
Approved Purchase Request with Certificate of Emergency Purchase, if necessary	Applicant / Client
Bills, Official Receipts (ORs), Sales Invoices (SIs) (1) Original Copy And (1) Photo Copy	Applicant / Client
Certificate of Inspection and Acceptance Report (IAR) (1) Original Copy And (1) Photo Copy	Anti-Red Tape Authorities (ARTA) - ARTA Management Inventory Team (AMIT)
Report of Waste Materials in case of replacement/repair (1) Original Copy And (1) Photo Copy	Administrative Service - General Services Division
Approved Trip Ticket, for gasoline expenses (1) Original Copy And (1) Photo Copy	General Services Division Administrative Service - General Services Division
Canvass from at least three suppliers for purchases involving P1,000 and above, except for purchases made while on official travel (1) Original Copy And (1) Photo Copy	Applicant / Client
Summary/Abstract of Canvass (1) Original Copy And (1) Photo Copy	Applicant / Client
Petty Cash Vouchers (PCVs) duly accomplished and signed (1) Original Copy And (1) Photo Copy	Applicant / Client
Official Receipt in case of refund (1) Original Copy And (1) Photo Copy	Cashier - Cash Division
For reimbursement of toll receipts (1) Original Copy And (1) Photo Copy Remarks: Toll Receipts	Applicant / Client

Trip Tickets	
Such other supporting documents that may be required and/or required in accordance with COA Circular 2012- 001 dated June 14, 2012, depending on the nature of expenses (1) Original Copy And (1) Photo Copy	Applicant / Client
Field/Activity Current Operating Expenses	
Liquidation Report/Appendix 44 (1) Original Copy And (1) Photo Copy	Finance Service - Accounting Division
Report of Cash Disbursements (1) Original Copy And (1) Photo Copy	Finance Service - Accounting Division
Cash Disbursement Record (1) Original Copy And (1) Photo Copy	Finance Service - Accounting Division
Approved Purchase Request (PR) with Certificate of Emergency Purchase, if necessary (1) Original Copy And (1) Photo Copy	Applicant / Client
Bills, Official Receipts (ORs), Sales Invoices (SIs) (1) Original Copy And (1) Photo Copy	Applicant / Client
Certificate of Inspection and Acceptance Report (IAR) (1) Original Copy And (1) Photo Copy	Administrative Service - General Services Division
Report of Waste Materials in case of replacement/repair (1) Original Copy And (1) Photo Copy	Administrative Service - General Services Division
Approved Trip Ticket, for gasoline expenses (1) Original Copy And (1) Photo Copy	Administrative Service - General Services Division

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the Liquidation Report (LR)/Appendix 44 and other applicable Supporting Documents (SDs) with the Official Receipt from Cash Division for the refunds/ unutilized cash. Location: DICT Ground floor - Finance Service	1.1 Receive, acknowledge, and log the said transaction.	None	1 day/s	Administrative Officer II (AOII) or (AOIII); Accounting Division
		1.2 Review the Liquidation Report and its supporting documents. Return to the requesting party, if incomplete/for compliance.	None	2 day/s	
		1.3 Prepare Journal Entry Voucher (JEV) in the electronic New Government Accounting System (eNGAS) and endorse the LR with SD to the Chief Accountant.	None	2 day/s	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Review and approve the JEV in eNGAS, LR and SD.	None	1 day/s	Division Head, Accounting Division
	1.5 Prepare and submit the LR and SD to the Commission of Audit	None	1 day/s	Accounting Staff/Officer, Accounting Division
TOTAL:		None	7 day/s	

LEGAL SERVICE

1. PROCESSING OF REQUESTS FOR LEGAL REVIEW/OPINION OR REVIEW OF LEGAL DOCUMENTS/ CONTRACTS/ AGREEMENTS

The Legal Affairs Division (LAD) under the Legal Service (LS) of the Department of Information and Communications Technology (DICT) is responsible for providing legal opinions, and advisories, reviewing policies and documents, and other legal-related communications.

Office or Division:	Legal Service – Legal Affairs Division
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum/Complete Staff Work (CSW) of the endorsed matter containing the following, among others: (1) Original Copy Remarks: a. Relevant Background Information/Facts b. Concerns/Issues c. Legal basis for the proposed activity/arrangement d. Objective of the proposed activity/agreement e. Initial recommendation from the requesting unit. f. Terms of reference, if applicable g. Recommendations/Actions Requested h. In case the matter endorsed are Contracts, Joint Pole Agreement (JPAs), Non-Disclosure Agreement (NDAs), Usufruct Agreement, or any other agreements: An editable copy of the Agreement. i. Further, if the proposed signatory to the contract is not the Secretary, provide the copy of the approved Special Authority to sign in accordance to Department Order No. 47, s. 2024.	Applicant/Client

2.If the subject of the contract/MOA is procurement or implementation of programs/projects involving transfer/disbursement of public funds, submit the copy of the following: (1) Original Copy Remarks: a. If it's a winning bidder copy of the Notice of Award (NOA) b. Justification for resorting to alternative mode of procurement, if applicable; c. Terms of Reference (TOR) d. Approved Annual Work and Financial Plan (AWFP) e. Detailed Cost Table(DCT) f. Project Procurement Management Plans (PPMP); and g. Annual Procurement Plan (APP)	Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Office of the Director - Legal Service (OD – LS) receives either physical or soft copy of the request for review				
Physical Incoming Documents 1.A.The Central Receiving and Releasing Unit (CRRU) (if external) or the Offices of Senior Executive Officials (SEOs) / Services / Bureaus / Regional Offices / Project Management Teams (PMTs) / units concerned	1.A.1. The designated OD - LS personnel receives and records each and every physical incoming document in the database of the LS, and scans all document prior to endorsing the same to the LS Director for instructions.	None	30 minutes	OD-LS Personnel / LS Director; Legal Service (LS)
	1.A.2. LS Director determines the handling unit		30 minutes	LS Director; Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
endorses the same to the OD - LS.	1.A.3. OD-LS personnel assigns a reference number.		30 minutes	LS Director; Legal Service (LS)
	1.A.4. OD-LS personnel endorses both hard copy and the scanned copies of the request to the handling unit.		30 minutes	OD-LS Personnel; Legal Service (LS)
Softcopy Incoming Documents 1.B.the CRRU or the requesting DICT units / offices / bureaus / service shall email the said request to legal@dict.gov.ph Location: Email: legal@dict.gov.ph	1.B.1. The designated OD - LS personnel checks the email and records the request in the LS database. OD-LS personnel endorses it to the LS Director.	None	30 minutes	OD-LS Personnel / LS Director; Legal Service (LS)
	1.B.2. The LS Director will determine the handling unit.		30 minutes	LS Director; Legal Service (LS)
	1.B.3. Concerned OD-LS personnel assigns a reference number.		30 minutes	LS Director; Legal Service (LS)
	1.B.4. OD-LS personnel will endorse the request to the LS-LED for appropriate action.		30 minutes	OD-LS Personnel; Legal Service (LS)
	2.1. The designated personnel of the LS-LED receives and records each and every physical and digital incoming document in the database of the Division.	None	2 hour/s	LS-LED Receiving Officer (RO); Legal Service (LS)
	2.2. The designated personnel of the LS-LED ensures the completeness of	None	1 hour/s	LS-LED Receiving Officer (RO); Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents according to the checklist of requirements mentioned above, prior to endorsing the same to the Division Chief / Officer-in-Charge (OIC) for instructions, either via email or through physical endorsement, as applicable. This will include checking if it is an initial review or revised document, and will also check the subject matter of the request i.e. international, etc.			
	2.3. The LS - LED Division Chief/OIC checks the instruction from OD-LS and/or conducts an initial review of the matter endorsed and assigns the same to LED personnel for preparation of CSW, and/or coordination with concerned DICT Offices of SEOs / Services / Bureaus / Regional Offices / PMTs / units or concerned external agencies for further clarification	None	1 hour/s	Attorney V/OIC; Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. The DC will return the request to the designated LS-LED personnel for recording in the LED Database, ie records the name of the action officer and endorses the same to the action officer.	None	1 hour/s	LS-LED RO; Legal Service (LS)
	2.5. A corresponding CSW / Memorandum shall be prepared by the action officer. The action officer submits the draft to the DC/OIC for review. The DC/OIC either: a. gives comments/ instructions and returns it to the LS-LED action officer for revision, or b. Endorses the same to the OD-LS, either via email or through physical endorsement, as applicable, for the consideration and approval of the LS Director.	None	14 day/s	LS-LED Action Officer Division Chief/ OIC; Legal Service (LS)
	2.6. The LS Director reviews the submitted CSW and draft response / action document, if any. The LS Director either a. Returns the CSW for proof reading and	None	5 day/s	Director OD-LS Personnel; Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	finalization, or b. Returns the CSW with revisions / corrections / comments / instructions. (Repeat process no. 2.5)			
	2.7. The signed and approved CSW and action document, if any, will be endorsed by the OD-LS personnel to the: a. Office of the Assistant Secretary for Legal Affairs (OASLA), for matters that need to be approved by the Assistant Secretary for Legal Affairs (ASLA); or b. Concerned / Services / Bureaus/ Regional Offices / PMTs / units, for matters that do not need approval by the ASLA (Queries from the Service or Bureau Director / Regional Director / PMT Heads). (end process)	None	1 hour/s	Director OD-LS Personnel;
TOTAL:		None	19 Days, 8 Hours	

2. HANDLING OF ADMINISTRATIVE PROCEEDINGS

Pursuant to Dept. Order No. 144 Series of 2021, an ad hoc Disciplinary Committee was established by the Office of the Secretary (OSEC) to handle administrative proceedings against an official, officer, or employee of the DICT. The Committee is chaired by the Director of the Legal Service (LS) and consists of lawyers from LS. The Litigation and Enforcement Division (LED) assists the Committee in preparing and reviewing related documents.

Office or Division:	Legal Service – Litigation and Enforcement Division
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government
Who may avail:	Government officials, officers, and employees, and private individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complaint which must contain the following details: - Name and address of the complainant; - Name, address, position, and office of the person complained of; - Narration of relevant and material facts; - Certified copies of documentary evidence and affidavits of witnesses, if any; and - Certification of non-forum shopping. 2. Supporting documents	Complainant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Complainant file the Complaint or Sworn Statement accompanied by an affidavit of witnesses, if any, and other evidence in support thereof before the Office of the Secretary (OSEC) acting	1.1 Endorse the matter to the Legal Service (LS) and designate the latter as the Disciplinary Committee.	None	30 minutes	OSEC
	1.2 Receive the documents from the OSEC The OD-LS shall ensure that the complainant has submitted his/her affidavit as well as other supporting	None	15 minutes	OD-LS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
as the Disciplining Authority (DA). OSEC may also initiate an administrative proceeding <i>motu proprio</i> .	documents. Otherwise, it shall be treated similar to an anonymous letter.			
	1.3 Review the documents and refer the matter to the LED for the issuance of a Show Cause Order.	None	1 day	OD-LS
	1.4 Review the matter and assign it to an Attorney (LED-Attorney).	None		LED-DC
	1.5 LED-Attorney assigned to the matter drafts a Show Cause Order requiring the person complained of to explain in writing and under oath, within five (5) days from receipt thereof, why no administrative charge shall be filed against him/her.	None		LED-Attorney
	1. 6 Review the draft Show Cause Order. <i>If the draft Show Cause Order is approved, LED-DC submits it to the OD-LS.</i> <i>Otherwise, LED-DC returns it to LED-Attorney for appropriate action.</i>	None		LED-DC
	1.7 Review the draft Show Cause Order.	None		LS Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>If the draft Show Cause Order is approved, OD-LS issues the same to the person complained of.</i> <i>Otherwise, OD-LS returns it to LED-DC for appropriate action.</i>			
	1.8 Upon expiration of the period to respond to the Show Cause Order, OD-LS reviews the matter and refers all relevant documents to the LED to determine the existence of a prima facie case.	None	20 days	OD-LS
	1.9 LED-Attorney assigned to the matter reviews the relevant documents. <i>If a prima facie case exists, LED-Attorney drafts the following:</i> <i>a. Memorandum for the approval of the Secretary recommending the issuance of a Formal Charge against the person complained of,</i>	None		LED-Attorney

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>now called as Respondent;</i> <i>b. Formal Charge against the Respondent informing him/her of the charge and requiring him/her to file an Answer in writing and under oath; and</i> <i>c. Preventive Suspension Order if:</i> <i>i. The charge involves: (a) dishonesty, (b) oppression, (c) grave misconduct, (d) neglect in the performance of duty, (e) other offenses punishable by dismissal from service, or (f) an administrative offense committed on its second or third instance and the penalty therefor is</i>			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>dismissal from service; or</i> <i>ii. The Respondent is in a position to exert undue influence or pressure on the witnesses and/or tamper with evidence.</i> <i>If there is no prima facie case, LED-Attorney drafts a Memorandum for the Secretary recommending the dismissal of the complaint.</i>			
	1.10 Review the Memorandum. <i>If the Memorandum is approved, LED-DC submits it to OD-LS for approval.</i> <i>Otherwise, LED-DC returns the Memorandum to the LED-Attorney assigned to the matter for appropriate action.</i>	None		LED-DC
	1.11 LS Director reviews the Memorandum.	None		LS Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>If the Memorandum is approved, OD-LS transmits it to the Office of the Assistant Secretary for Legal Affairs (OASLA).</i> <i>Otherwise, OD-LS returns the Memorandum to the LED for appropriate action.</i>			
	1.12 Assistant Secretary for Legal Affairs reviews the Memorandum. <i>If the Memorandum is approved, OASLA submits it to OSEC.</i> <i>Otherwise, OASLA returns the Memorandum to OD-LS for appropriate action.</i>	None		Assistant Secretary for Legal Affairs
	1.13 OSEC reviews the Memorandum. <i>If the Memorandum is approved, OSEC returns the documents to OD-LS for issuance of the Formal Charge and Preventive Suspension Order, if any, to the Respondent.</i>	None		OSEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Otherwise, OSEC returns the documents to OASLA for appropriate action.			
	1.14 Respondent files an Answer before the OSEC.	None	Within 10 days from receipt of the Formal Charge	Respondent
	1.15 OSEC receives the Answer and refers it to the LS.	None	Within 30 days from issuance of the Formal Charge	Respondent
	1.16 OD-LS receives the Answer and endorses it to the LED.	None		Respondent
	1.17 LED-Attorney assigned to the matter reviews the Answer. If the Answer is found unsatisfactory, LED-Attorney drafts a Memorandum for the LS Director recommending that a Formal Investigation be conducted. Otherwise, LED-Attorney drafts a Memorandum for the LS Director recommending that the charge be dismissed.	None		LED-Attorney

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.18 LED-DC reviews the Memorandum. <i>If the Memorandum is approved, LED-DC submits it to OD-LS.</i> <i>Otherwise, LED-DC returns the Memorandum to LED-Attorney for appropriate action.</i>	None		LED-DC
	1.19 Review the Memorandum.	None		LS Director
	1.20 LS, acting as the Disciplinary Committee, refers its findings from the Formal Investigation to the LED for the preparation of the Formal Investigation Report.	None	Within 15 days after the conclusion of the Formal Investigation	OD-LS
	1.21 Assigned to the matter drafts a Memorandum for the Secretary submitting the Formal Investigation Report of the LS.	None		LED-Attorney
	1.22 Review the Memorandum. <i>If the Memorandum is approved, LED-DC submits it to OD-LS for approval.</i>	None		LED-DC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Otherwise, LED-DC returns the Memorandum to the LED-Attorney assigned to the matter for appropriate action.			
	1.23 Review the Memorandum. If the Memorandum is approved, OD-LS transmits it to OASLA. Otherwise, OD-LS returns the Memorandum to LED for appropriate action.	None		LS Director
	1.24 Review the Memorandum. If the Memorandum is approved, OASLA submits it to OSEC. Otherwise, OASLA returns the Memorandum to OD-LS for appropriate action.	None		Assistant Secretary for Legal Affairs
	1.25 Review the Memorandum and issue its Decision as the DA.	None		OSEC
	1.26 The party adversely affected by the Decision may file a Motion for Reconsideration	None		N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(MR) before the OSEC.			
	1.27 The party aggrieved by the Resolution on the MR may appeal the same before the CSC.	None	Within 15 days from receipt of the Resolution	N/A
	1.28 LED-LA keeps a copy of the case records for the LED's file.	None	N/A	LED-LA
TOTAL:		None	145 Days and 45 minutes	

3. ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE

The Litigation and Enforcement Division (LED) issues a Certificate of No Pending Administrative Case to serve as proof whether an official, officer, or employee of the DICT has a pending administrative case filed against them.

Office or Division:	Legal Service – Litigation and Enforcement Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen; G2G-Government to Government
Who may avail:	Government officials, officers and employees, and private individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If the application is related to clearance purposes relative to resignation, retirement, leave, transfer, separation, other	
Clearance Form. (1) Original Copy Remarks: Clearance Form. (Section I, II, III and IV-a must be signed.)	Agency - Division: Department of Information and Communications Technology (DICT) - Human Resource Management Division (HRMD)
If the application is for a former employee or deceased employee	
Proof of previous employment with DICT Any of the following documents issued by Department of Information and Communications Technology (DICT) and its former agency Clearance Form (1) Original Copy Or (1) Certified True Copy Service Records (1) Original Copy Or (1) Certified True Copy	Agency - Division: Department of Information and Communications Technology (DICT) - Human Resource Management Division (HRMD)
Heirs of the Deceased employee (if applicable only) Proof of relation to the deceased official/officer/employee concerned (1) Original Copy Valid Government ID of the Family/Relative National ID	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
e-Card / UMID Employee's ID / Office Id Driver's License Professional Regulation Commission (PRC) ID Passport Senior Citizen ID SSS ID COMELEC / Voter's ID / COMELEC Registration Form Philippine Identification (PhilID / ePhilID) NBI Clearance Integrated Bar of the Philippines (IBP) ID BIR (TIN) Pag-ibig ID Person's With Disability (PWD) ID Barangay ID Philippine Postal ID Phil-health ID	
Representative of former DICT employee or legal heirs (if applicable only) Representation on behalf of the Former Employee / Legal Heirs Any of the following: 1. Authorization Letter of the Former Employee (1) Original Copy 2. Authorization Letter of the Legal Heirs (1) Original Copy	Applicant / Client
Valid Government ID of the Authorizer Any of the following: ID of Former Employee See Valid Government IDs listed above. ID of the Legal Heirs See Valid Government IDs listed above	Applicant / Client
If the application is for the purpose of travel abroad:	
E-mail request to the Legal Service (legal@dict.gov.ph) with the following details: (1) Electronic Copy	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Remarks: Provided details should be spelled out, do not put any acronym or abbreviations Name Position Office Classification of Employment Travel Details	
Supporting documents such as, but not limited to Invitation (Official) or Approve Leave Form (Personal) (1) Original Copy Remarks: Documents that will allow us to verify the travel details such as Destination, Dates and Event (if official travel)	Applicant / Client
If the request is not mentioned above	
E-mail request to the Legal Service (legal@dict.gov.ph) with the following details (1) Electronic Copy Remarks: Provided details should be spell out, do not put any acronym or abbreviations Name Position Office Classification of Employment Travel Details	
Supporting documents Any of the following:	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A.Documentary Proof (1) Electronic Copy Remarks: Documents that requiring the applicant for Certificate of No Pending Administrative Case. Department Order (1) Electronic Copy Remarks: Copy of the Department Order designating the applicant as an Accountable Official / Employee that permits and/or custody of public funds (example Special Disbursing Officer, Petty Cash Custodians)	Applicant / Client Agency - Division: Department of Information and Communications Technology (DICT) - Central Receiving and Releasing Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Applicant / Human Resource Management Division (HRMD) submits a request for Certificate of No Pending Administrative Case (CNPAC) and other requirements therefor.</i> Location: Legal Service	1.1. The Office of the Director of Legal Service PERSONNEL (OD-LS) receives the application (either hardcopy or softcopy) and checks for its completeness	None	1 hour/s	Office of the Director Staff; Legal Service (LS)
	1.2. The OD Staff determines if the applicant is under a Contract of Service (COS) or Job Order (JO).		1 hour/s	Office of the Director Staff; Litigation Enforcement Division (LED)
	1.3. If the applicant is under a COS or JO, the ODLS Personnel shall reject the request and return it to the applicant and		1 hour/s	Office of the Director Staff; Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>shall inform the latter that the LS does not issue CNPAC to personnel under COS or JO.</i>			
	1.4. Otherwise, the ODLS Personnel shall endorse the processing of the request to the LED		30 minute/s	Office of the Director Staff; Legal Service (LS)
	2. The LED Division Chief/OIC shall check the completeness of the endorsed application.	None	1 hour/s	LED - Action Officer; Litigation Enforcement Division (LED)
	3.1. The LED-Action Officer checks the records for any pending administrative case/s against the official/officer/employee	None	1 hour/s	LED-Action Officer; Litigation Enforcement Division (LED)
	3.2. If no administrative case has been filed against the official/officer/employee, LED-Action Officer drafts the CNPAC.		1 hour/s	LED-Action Officer; Litigation Enforcement Division (LED)
	3.3. If the pending administrative case is not yet resolved, the LED-Action Officer shall issue a certification stating the details of the unresolved administrative case		4 hour/s	LED-Action Officer; Litigation Enforcement Division (LED)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and return it to the applicant, inform him/her of the finding.			
	4. The LED-Action Officer shall send the draft CNPAC to the Division Chief (LED-DC/OIC) for approval and signature.	None	1 hour/s	LED-Action Officer; Litigation Enforcement Division (LED)
	5.1. The LED-DC/OIC reviews the draft CNPACs/ Certification. The DC/OIC either:	None	1 hour/s	LED-Action Officer; Litigation Enforcement Division (LED)
	5.2. Approves and countersign; or		30 minute/s	LED-Action Officer; Litigation Enforcement Division (LED)
	5.3. Returns for correction. (Repeat process No.4)		1 hour/s	LED-Action Officer; Litigation Enforcement Division (LED)
	6. The LED-Action Officer shall endorse the certificate to ODLS for the approval / signature of the Legal Service Director.	None	30 minute/s	LED-Action Officer; Litigation Enforcement Division (LED)
	7.1. The Director either 7.1 approve and sign; or	None	30 minute/s	Director; Legal Service (LS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.2. return to LED for correction (Repeat process No. 4)		1 hour/s	Director; Legal Service (LS)
Applicant check the correctness of the certificate before receiving it Location: Legal Service	8. Once signed, the OD Staff shall inform the applicant that the certificate is ready for pick-up or transmit it to the concerned office	None	1 day/s	OD Staff; Legal Service (LS)
General Remarks <i>NOTE: We do not issue certificates to Job Order Personnel, because workers under contract of service or job order are not covered by the Civil Service law, rules, and regulation.</i> Due to the volume of requests received and to allow the unit concerned and the signatories to act on other matters under the jurisdiction of the Legal service, we observe a schedule for cut-off. *Requests for Certificate of No Pending Administrative Case received from 8:00 am - 11:00 am will be released by 3:00 pm of the same day; requests received beyond 11:00 am will be released by 10:00 am of the next business day. ** Requests received after 4:00 pm will be processed on the next business day.				
TOTAL:		None	3 Days	

4. LITIGATION OF CASES INVOLVING THE DICT

The Litigation and Enforcement Division (LED), in coordination with the Office of the Solicitor General (OSG), litigates cases involving the DICT.

Office or Division:	Legal Service - Litigation and Enforcement Division
Classification:	Complex
Type of Transaction:	G2G-Government to Government
Who may avail:	Government offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memorandum requesting assistance in filing of appropriate charges or cases 2. Complete Staff Work (CSW)	Requesting office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit a Memorandum with a CSW requesting assistance in filing appropriate charges or cases.	1.1 Receive the documents and endorse the matter to the LED.	None	30 minutes	OD-LS
	1.2 Receive the documents and check their completeness based on the checklist. <i>If the documents are complete, LED-LA refers the matter to the Division Chief of the LED (LED-DC).</i> <i>Otherwise, the matter is returned to the requesting office for appropriate action.</i>	None	1 day	LED-LA
	1.3 Review and assign it to an Attorney (LED-Attorney).	None	3 days	LED-DC
	1.4 The LED-Attorney assigned to the matter, with the assistance of Legal Researchers	None		LED-Attorney LED-LR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	(LED-LR), drafts the following: a. Memorandum for the Office of the Assistant Secretary for Legal Affairs (OASLA) recommending the endorsement of the matter to the OSG; and b. Endorsement Letter addressed to the OSG.			
	1.5 Draft a Memorandum and Endorsement Letter to LED-DC.	None		LED-Attorney
	1.6 Review the documents. <i>If the draft Memorandum and Endorsement Letter are approved, LED-DC submits the documents to the OD-LS.</i> <i>Otherwise, LED-DC returns the documents to LED-Attorney for appropriate action.</i>	None		LED-DC
	1.7 Review the documents. <i>If the draft Memorandum and Endorsement Letter are approved, OD-LS submits it to the Office of the Assistant Secretary for Legal Affairs (OASLA).</i>	None		LS Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Otherwise, OD-LS returns the documents to LED-DC for appropriate action.			
	1.8 Review the Memorandum. If the Memorandum and Endorsement Letter are approved, OASLA returns the documents to OD-LS for sending/delivery of the Endorsement Letter to the OSG. Otherwise, OASLA returns the documents to OD-LS for appropriate action.	None		Assistant Secretary for Legal Affairs
	1.9 Review the matter. If OSG accepts the endorsement, it will litigate the case for the DICT. Otherwise, it will inform the DICT of its decision and the reason therefor.	None	N/A	OSG
	1.10 OASLA receives the letter from OSG and refers it to OD-LS. OD-LS reviews the matter and refers it to the LED for appropriate action. LED-Attorney assigned to the	None	1 day	OASLA OD-LS LED-Attorney

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>matter drafts the following:</i> <i>a. Memorandum for the Secretary recommending that the DICT request the OSG to deputize the LS to litigate the matter; and</i> <i>b. Letter-Request addressed to the OSG.</i>			
	1.11 Review the Memorandum and Letter-Request. <i>If the documents are approved, LED-DC submits them to OD-LS.</i> <i>Otherwise, LED-DC returns the documents to LED-Attorney for appropriate action.</i>	None		LED-DC
	1.12 Review the Memorandum and Letter-Request. <i>If the documents are approved, OD-LS transmits them to OASLA for endorsement to OSEC.</i> <i>Otherwise, OD-LS returns the documents to LED-DC for appropriate action.</i>	None		LS Director
	1.13 Review the Memorandum and Letter-Request.	None		OASLA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>If the documents are approved, OASLA endorses them to the OSEC.</i> <i>Otherwise, OASLA returns the documents to OD-LS for appropriate action.</i>			
	1.14 Review the Memorandum and Letter-Request. <i>If the Memorandum is approved, OSEC returns the Letter-Request to OD-LS for sending to the OSG.</i> <i>Otherwise, OSEC returns the documents to OD-LS for appropriate action.</i>	None		OSEC
TOTAL:		None	5 days and 30 mins	

MANAGEMENT INFORMATION SYSTEMS SERVICES

1. DICT ACCOUNT AND PERMIT PROCEDURES

The DICT account and permit procedures aim to institutionalize and provide procedures for creating, modifying, and deleting accounts associated with MISS information systems, DICT GovMail, licensed productivity tools, and network and security-related requests.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled-out User Account Request Form (UARF) (1) Electronic Copy Or (1) Photo Copy Remarks: If not provided, client may download the User Account Request Form (UARF) from the Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) • Login to the <i>Intranet Portal</i> • On Home Page, locate the <i>Resources</i> section • Under <i>Resources</i>, click <i>Downloadable Forms</i>	Applicant / Client
2.User Account Request Form (UARF) duly signed/ endorsed by the requesting office's office supervisor (1) Electronic Copy Or (1) Photo Copy Remarks: Requesting Office Note • For Electronic Copy, please ensure that the signature of the requesting office's supervisor is signed through <i>Philippine National Public Key Infrastructure (PNPKI)</i>	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill up User Account Request Form (UARF) Location: Department of Information and Communications Technology (DICT) Intranet Portal https://intranet.dict.gov.ph Notes/Instruction: For downloading the form from the Department of Information and Communications Technology (DICT) Intranet Portal https://intranet.dict.gov.ph - Login to the <i>Intranet Portal</i> - On Home Page, locate the <i>Resources</i> section - Under <i>Resources</i>, click <i>Downloadable Forms</i> - Look for the required form and download it.	1.1. Receive and acknowledge the request	None	15 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
	1.2. Log the request in the monitoring sheet		2 Hours	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
	1.3. Send an email or give information to the requester about the requirements per specific request		1 Hour	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Prepare the requirements	2.1. Collect the submitted User Account Request Form (UARF)	None	30 Minutes	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
	2.2. Check the completeness of the requirements - Request to submit lacking requirements		1 Hour	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
	2.3. Review and forward the User Account Request Form (UARF) to the specific officer/team handling the indicated request		1 Hour, 30 Minutes	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Security Division (NASD)
	2.4. User Account Request Form (UARF) shall be processed depending on the request indicated in the form		1 Day	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
	2.5. Sending an email of the completed process to the requesting office		15 Minutes	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
TOTAL:		None	1 Day, 6 Hours, 30 Minutes	

2. TECHNICAL SUPPORT (ICT EQUIPMENT AND SOFTWARE INSTALLATION)

The technical support for ICT equipment and software installation aims to provide technical assistance and troubleshooting for ICT- related issues and ensure that the DICT Employees can work effectively by maintaining the hard, software and helping to resolve technical issues.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement 1.Filled-out Management Information Systems Service (MISS) Support Service form (Sample: 1 request ticket) Remarks: Visit Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Request ticket through Management Information Systems Service (MISS) Support Service Request Form or via phone or email Location: Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) or Network Administration and Security (NASD) GovMail or Local Number	1.1. Acknowledge ticket or encode information gathered if the request is via phone or email	None	5 Minutes	Requesting Office/ Requestor; Any of requesting office / division
	1.2. Management Information Systems Service (MISS) staff shall send an acknowledgement email to the end-user for their ticket request using the Helpdesk email address		5 Minutes	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15);

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notes/Instruction : For creating request ticket via Department of Information and Communications Technology (DICT) Intranet Portal: • Login to the <i>Intranet Portal</i> • On Home Page, locate the <i>Support Services</i> section • Under <i>Support Services</i>, click <i>MISS Support Request</i> • Fill out the <i>MISS Support Request</i> form Network Administration and Security (NASD) GovMail: miss-nasd@dict.gov.ph or nasd@dict.gov.ph Network Administration and Security (NASD) Local Number: 1234				Network Administration and Security Division (NASD)
	1.3. Attend the ticket request and assist the end-user to resolve the issue by providing technical support and troubleshooting on the request.		15 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.4. Technical Support/ Troubleshooting of any of the following: - Application and software - Printer/ Scanner - Security Technical Support - Network Technical Support		30 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Technical Support/ Troubleshooting of any of the following: - Hardware Technical Support - LAN Cabling Support		1 Hour 30 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
2 Feedback on the support Location: Department of Information and Communications Technology (DICT) GovMail or Printed Feedback Form <i>Feedback form:</i> https://docs.google.com/forms/d/e/1FAIpQLSd2vGJYjv2HyZn-ODFF_O2MPoMETjC_UkoMd4IPQGIRt96z1Q/viewform	2.1. Once the ticket request has been resolved, Management Information Systems Service (MISS) shall request the end-user to accomplish the Support Feedback form.		5 Minutes	Requesting Office/ Requestor; Any of requesting office / division
	2.2. Mark the ticket as successfully resolved, and close the ticket.		5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
TOTAL:			2 Hours, 35 Minutes	

3. OFFICE PRODUCTIVITY REQUEST

The office productivity request aims to simplify tasks, streamline workflow and often include features that allow you to access documents quickly, create charts and graphs to visualize project planning, progress, etc., and collaborate with other people.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled-out Management Information Systems Service (MISS) Support Service form (Sample: 1 request ticket) Remarks: Visit Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	Applicant / Client
2.Filled-out User Account Request Form (UARF) (1) Electronic Copy Or (1) Photo Copy Remarks: If the form is not provided, client may download the User Account Request Form (UARF) from the Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) • Login to the <i>Intranet Portal</i> • On Home Page, locate the <i>Resources</i> section • Under <i>Resources</i>, click <i>Downloadable Forms</i> • Look for the required form and download it.	Applicant / Client
3.User Account Request Form (UARF) duly signed/ endorsed by the requesting office's office supervisor (1) Electronic Copy Or (1) Photo Copy Remarks: Requesting Office Note	Applicant / Client

- For Electronic Copy, please ensure that the signature of the requesting office's supervisor is signed through *Philippine National Public Key Infrastructure (PNPKI)*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit Ticket through Department of Information and Communications Technology (DICT) Intranet Portal under the Management Information Systems Service (MISS) Support Service Request Form or via phone call and email Location: Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) or Network Administration and Security (NASD) GovMail or Local Number Notes/Instruction: For creating request ticket via Department of Information and Communications Technology (DICT) Intranet Portal: Login to the <i>Intranet Portal</i>	1.1. Send acknowledgement email to the end-user for their ticket request using the Helpdesk email address	None	5 Minutes	Requesting Office/ Requestor; Any of requesting office / division
	1.2. Check the license's availability the Helpdesk email address		5 Minutes	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division

- On Home Page, locate the <i>Support Services</i> section - Under <i>Support Services</i>, click <i>MISS Support Request</i> - Fill out the <i>MISS Support Request</i> form Network Administration and Security (NASD) GovMail: miss-nasd@dict.gov.ph or nasd@dict.gov.ph Network Administration and Security (NASD) Local Number: 1234				(NASD)
	1.3. Management Information Systems Service (MISS) staff shall check the license's availability.		5 Minutes	<i>Engineer III (SG 19); Network Administration and Security Division (NASD)</i>
2 Fill out the form completely with signature of their division head	2.1. If there is available software or account license, Management Information Systems Service (MISS) staff will send an User Account Request Form (UARF) v1.8 through email to the requestor.	None	30 Minutes	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security

				Division (NASD)	
	2.2. If the requested license is not available, Management Information Systems Service (MISS) will inform the end-user that the request will not be accommodated. If applicable, Management Information Systems Service (MISS) will also inform the requesting end-user to use other free third-party apps (already verified by MISS Security Team) in place of the requested license which is not available.		5 Minutes	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)	
3	Scan and send the User Account Request Form (UARF) through email thread with Management Information Systems Service-Network Administration and Security Division (MISS-NASD) Location: Management Information Systems Service-Network Administration and Security Division (MISS-NASD)	3.1. Print out the User Account Request Form (UARF) v1.8 sent by the end-user to have a hard copy	None	15 Minutes	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)

GovMail <i>Network Administration and Security (NASD) GovMail: miss-nasd@dict.gov.ph or nasd@dict.gov.ph</i> <i>Network Administration and Security (NASD) Local Number: 1234</i>	3.2. Sign the form		5 Minutes	Division Chief; Network Administration and Security Division (NASD) Information Technology Officer II (SG 22); Network Administration and Security Division (NASD) Engineer III (SG 19); Network Administration and Security Division (NASD)
	3.3. Send the credentials of the productivity tools account through the email.		30 Minutes	Engineer III (SG19); Network Administration and Security Division (NASD)
	3.4. Management Information Systems Service (MISS) Staff shall attend to the ticket request and assist the end-user for the installation of the software.		1 Hour, 30 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist

				I (SG 11); Network Administratio n and Security Division (NASD)
	3.5. Management Information Systems Service-Network Administration and Security Division (MISS-NASD) staff shall mark the ticket as successfully resolved, and closed the ticket.		5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administratio n and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administratio n and Security Division (NASD)
TOTAL		None	3 Hours, 15 Minutes	

4. GOVMAIL ACCOUNTS CREATION, BACKUP, AND ARCHIVING

The MISS aims to initiate the creation, backup and archiving process for email accounts. This ensures the preservation and storage of critical email data, including communications and attachments, for future reference, compliance, and data security purposes.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled-out User Account Request Form (UARF) (1) Electronic Copy Or (1) Photo Copy Remarks: Client may download the User Account Request Form (UARF) from the Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	Applicant / Client
2.User Account Request Form (UARF) duly signed/ endorsed by the requesting office's office supervisor (1) Electronic Copy Or (1) Photo Copy Remarks: Requesting Office Note For Electronic Copy, please ensure that the signature of the requesting office's supervisor is signed through <i>Philippine National Public Key Infrastructure (PNPKI)</i>	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Authorized personnel shall send a request to the Postmaster via email (postmaster.dict@dict.gov.ph) with the	1.1. Acknowledgment	None	15 Minutes	Requesting Office/ Requestor; Any of requesting office / division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
attached User Account Request Form (UARF) Location: Network Administration and Security (NASD) Postmaster GovMail Notes/Instruction: Network Administration and Security (NASD) Postmaster GovMail : postmaster.dict@dict.gov.ph	1.2. The Management Information Systems Service-Network Administration and Security Division (MISS-NASD)-Postmaster personnel responsible for email management will initiate the backup and archiving process. The process will include securing all relevant email communications and attachments associated with the specified email account.		1 Day	Engineer II (SG 16); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
	1.3. Delete accounts that are finished with the backup process		4 Hours	Engineer II (SG 16); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
	1.4. Submit a list of deleted accounts to the GovMail admins for account license redistribution		4 Hours	Engineer II (SG 16); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Upon successful submission of the request, the Postmaster shall send an acknowledgment email to the requestor, confirming that the request is done.		15 Minutes	Engineer II (SG 16); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
TOTAL		None	2 Days. 30 Minutes	

5. DOMAIN NAME SYSTEM HOSTING APPROVAL

The Domain Name System (DNS) serves a fundamental purpose on the internet, acting as a distributed, hierarchical, and decentralized naming system. Its primary objective is to map human-readable domain names to the corresponding numerical IP addresses associated with devices and servers on the internet. In essence, DNS translates easily memorable domain names (e.g., www.example.com) into their respective IP addresses (e.g., 192.0.2.1). For DICT domain only.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Domain Name System (DNS) Hosting form (1) Original Copy Or (1) Photo Copy Remarks: If not provided, client may download the Domain Name System (DNS) Hosting Form from the Department of Information and Communications Technology (DICT) Website	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user shall request through Management Information Systems Service-Network Administration and Security Division (MISS-NASD) email or in any form of communication Location: Management Information Systems Service-Network Administration and Security	1.1. Management Information Systems Service (MISS) staff shall send acknowledgement email to the end-user together with the Domain Name System (DNS) Form	None	5 minute/s	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Division (MISS-NASD) GovMail or Local Number Notes/Instruction: Network Administration and Security (NASD) GovMail: miss-nasd@dict.gov.ph or nasd@dict.gov.ph Network Administration and Security (NASD) Local Number: 1234	1.2. User Account Request Form (UARF) shall be processed depending on the request in form		5 minute/s	Requesting Office/ Requestor; Any of requesting office / division
2. Submit the Domain Name System (DNS) Form together with the LOI (Letter of Intent) to the Management Information Systems Service-Network Administration and Security Division (MISS-NASD) through email or physical routing of documents. Location: Network Administration and Security (NASD) GovMail or Network Administration	2.1. Management Information Systems Service-Network Administration and Security Division (MISS-NASD) shall send acknowledgement receipt	None	5 minute/s	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
	2.2. Department of Information and Communications Technology (DICT) Domain owner will review the request and sign		30 minute/s	Domain Owner; Government Online Service Division (GOSD)
	2.3. Once the document has been signed by the domain owner, Management Information Systems Service (MISS) Director will sign the form		30 minute/s	Director IV (SG 28); Management Information Systems Service (MISS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and Security (NASD) Office <i>Network Administration and Security (NASD)</i> GovMail: miss-nasd@dict.gov.ph or nasd@dict.gov.ph	2.4. Management Information Systems Service (MISS) staff shall submit the form to the Government Online Services Division (GOSD) for the DNS Configuration		10 minute/s	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
	2.5. Government Online Services Division (GOSD) shall acknowledge		5 minute/s	GOSD Admin; Government Online Service Division (GOSD)
	2.6. Government Online Services Division (GOSD) will inform the requester or the Management Information Systems Service-Network Administration and Security Division (MISS-NASD) once the request has been completed		1 day/s	DNS Registrar; Government Online Service Division (GOSD)
TOTAL:		None	1 Day, 1 Hour, 30 Minutes	

6. VIDEO CONFERENCING, LIVE STREAMING REQUEST

The MISS aims to provide the requested video conferencing set-up of the DICT Employees, bureaus and divisions. (Team meetings, Webinars, Trainings, Seminars, Live Streaming, Events etc.).

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled-out Management Information Systems Service (MISS) Support Service form (Sample: 1 request ticket) Remarks: Visit Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submission of Ticket through Intranet Portal under the Management Information Systems Service (MISS) Support Service Request Form or via phone call and email Location: Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) or Network Administration and Security (NASD) GovMail or Local Number Notes/Instruction:	1.1. Management Information Systems Service (MISS) staff shall send acknowledgement email to the end-user for their ticket request using the Helpdesk email address	None	5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)
	1.2. Management Information Systems Service (MISS) staff shall check the availability of the schedule.		15 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For creating request ticket via Department of Information and Communications Technology (DICT) Intranet Portal:				Technologist I (SG 11); Network Administration and Security Division (NASD)
- Login to the <i>Intranet Portal</i> - On Home Page, locate the <i>Support Services</i> section - Under <i>Support Services</i>, click <i>MISS Support Request</i> - Fill out the <i>MISS Support Request</i> form	1.3. Once the equipment is available, coordinate with the end-user and know what kind of conferencing setup it is.		30 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
<i>Network Administration and Security (NASD) GovMail:</i> miss-nasd@dict.gov.ph or nasd@dict.gov.ph	1.4. If the event requires live streaming on the Facebook page, the end-user must coordinate with the Information and Strategic Communications Divisions (ISCD) Team		30 Minutes	Requesting Office/ Requestor; Any of requesting office / division
<i>Network Administration and Security (NASD) Local Number: 1234</i>	1.5. If the equipment is unavailable, Management Information Systems Service (MISS) staff shall inform the requestor as soon as possible.		15 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6. Management Information Systems Service (MISS) staff shall provide the setup before or early on the actual day of the said request.		1 Hour	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.7. MISS Staff shall provide technical assistance during the event in case technical issues persist during the event.		7 Hours	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
2 End-user's feedback on the support Location: Department of Information and Communications Technology (DICT) GovMail or Printed Feedback Form Feedback form: https://docs.google.com/forms/d/e/1FAIpQLSd2vGJYjv2HyZn-ODFF_O2MPoMETjC_UkoMd4IPQGIRt96z1Q/viewform	2.1. Once the conferencing has been done, Management Information Systems Service (MISS) shall request for Support Feedback from the end-user.	None	5 Minutes	Requesting Office/ Requestor; Any of requesting office / division
	2.2. MISS NASD staff shall mark the ticket as successfully resolved, and closed the ticket.		5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Technologist I (SG 11); Network Administration and Security Division (NASD)
TOTAL:		None	1 Day, 1 Hour, 45 minutes	

7. INTERNET CONNECTIVITY REQUEST

The Internet Connectivity request aims to provide connectivity to the new office space, accommodate increased demand and expansion of the end-user, and strengthen the network's security to ensure the confidentiality of the office.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled-out Management Information Systems Service Support Service form (Sample: 1 request ticket) Remarks: Visit Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	Applicant / Client
2.Change Request Form (CRF) duly signed/ endorsed by the requesting office's office supervisor (1) Electronic Copy Or (1) Photo Copy Remarks: Requesting Office Note For Electronic Copy, please ensure that the signature of the requesting office's supervisor is signed through <i>Philippine National Public Key Infrastructure (PNPKI)</i>	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Ticket through Intranet Portal under the Management Information Systems Service (MISS) Support Service Request Form or via	1.1. Send acknowledgement email to the end-user for their ticket request using the Helpdesk email address.	None	5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
phone call and email Location: Department of Information and Communication s Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) or Network Administration and Security Division (NASD) GovMail or Local Number Notes/Instruction: For creating request ticket via Department of Information and Communication s Technology (DICT) Intranet Portal:				(SG 11); Network Administration and Security Division (NASD)
	1.2. Management Information Systems Service (MISS) staff shall conduct a site survey at the requestor's office to perform a comprehensive assessment and sizing of the needed infrastructure. MISS shall determine the hardware and equipment required and the plausible path of the network cables needed.		1 Day	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.3. After completing the site inspection, the Management Information Systems Service (MISS) staff shall prepare the change request form for the implementation of the requestor's office network. The Change Request Form (CRF) will involve the proposed design network architecture, specified hardware and equipment to be used, and the methods and procedure on how to implement the requestor's office network.		1 Day	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.4. Change Request Form (CRF) will be processed and		1 Day	Computer Maintenance Technologist II (SG 15); Network

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Request form</i> Network Administration and Security (NASD) GovMail: miss-nasd@dict.gov.ph or nasd@dict.gov.ph	subject of approval by the signatories.			Administration and Security Division (NASD)
Network Administration and Security (NASD) Local Number: 1234	1.5. Management Information Systems Service (MISS) Staff shall perform the implementation of the network based on the approved Change Request Form (CRF).		3 Days	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
2. User Acceptance Test Location: Requestor's Office	2.1. Management Information Systems Service (MISS) staff, along with the requestor, shall conduct User Acceptance Test (UAT) of the deployed network.	None	4 Hours	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
3. End-user's feedback on the support Location: Department of Information and Communication	3.1. Once the installation and testing are done, Management Information Systems Service (MISS) staff shall request for	None	5 Minutes	Requesting Office/ Requestor; Any of requesting office / division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
s Technology (DICT) GovMail or Printed Feedback Form <i>Feedback form:</i> https://docs.google.com/forms/d/e/1FAIpQLSd2vCjYjv2HyZn-ODFF_O2MPoMETjC_UkoMd4IPQGIRt96z1Q/viewform	Support Feedback from the end-user.			
	3.2. Management Information Systems Service - Network Administration and Security Division (MISS-NASD) staff shall mark the ticket as successfully resolved, and close the ticket.		5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
TOTAL:		None	6 days, 4 hours and 15 minutes	

8. SECURITY MANAGEMENT: CREATION OF VPN ACCOUNT

A VPN, or virtual private network, is a secure internet connection that connects two or more devices. It establishes an encrypted tunnel through which users can securely send and receive data. The VPN will be used to remotely access our internal information systems such as eNGAS, HRMIS, etc.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled-out User Account Request Form (UARF) (1) Electronic Copy Or (1) Photo Copy Remarks: Visit Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	Applicant / Client
2.User Account Request Form (UARF) duly signed/ endorsed by the requesting office's supervisor (1) Electronic Copy Or (1) Photo Copy Remarks: Requesting Office Note For Electronic Copy, please ensure that the signature of the requesting office's supervisor is signed through <i>Philippine National Public Key Infrastructure (PNPKI)</i>	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting end-users shall login through the Department of Information and Communications Technology (DICT) Intranet Portal and create a request ticket using the Management Information Systems Services (MISS) Support Service Request Form. Location: Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	1.1. Management Information Systems Services (MISS) staff shall send acknowledgement email to the end-user for their ticket request using the Helpdesk email address and shall send a User Account Request Form (UARF) to the end-user	None	5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.2. Collect the submitted reviewed User Account Request Form (UARF) of the end-user.		20 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.3. Management Information Systems Services (MISS) shall create Sophos Virtual Private Network (VPN) account and share it with the End-user via Google Drive. Share Folder include Sophos VPN installer, user SSL Certificate and		2 Hours	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	How to Install instruction			Security Division (NASD)
	1.4. Management Information Systems Services (MISS) shall test the created Virtual Private Network (VPN) account if working properly prior to endorsement to the end-user.		2 Hours	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
2. Ticket closure and feedback Location: Department of Information and Communications Technology (DICT) GovMail or Printed Feedback Form <i>Feedback form:</i> https://docs.google.com/forms/d/e/1FAIpQLSd2vGJYjv2HyZn-ODFF_O2MPoMETjC_UkoMd4IPQGIRt96z1Q/viewform	2.1. Once accepted by the end-user, Management Information Systems Services (MISS) shall request for Support Feedback.	None	5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	2.2. Management Information Systems Services (MISS) shall mark the ticket as successfully resolved, and closed the ticket.		5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL:		None	4 hours and 35 minutes	

9. SECURITY MANAGEMENT: SECURITY INCIDENT RESPONSE AND MANAGEMENT

The security management blocking Internet Protocol (IP) addresses on a firewall serves several essential purposes in network security. Firewalls are a crucial part of a network's defense system, and blocking specific IP addresses can help enhance security and protect the network from various threats. Here are some of the primary purposes of blocking IP addresses on a firewall Preventing Unauthorized Access, Mitigating DDoS Attacks, Blocking Known Malware and Threats, Enhancing User Privacy, Restricting Unauthorized Services, Network Load Management and Preventing Brute Force Attacks.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Sophos Firewall Administrator Account (Sample: 1 account)	Agency - Division: Department of Information and Communications Technology (DICT) - Network Administration and Security Division (NASD)
2.Sophos VPN (for remote access) (Sample: 1 account)	Agency - Division: Department of Information and Communications Technology (DICT) - Network Administration and Security Division (NASD)
3.Filled-out User Account Request Form (UARF) (1) Electronic Copy Or (1) Photo Copy Remarks: Visit Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) and download the User Account Request Form (UARF)	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting end-users shall login through the Department of Information and Communications Technology (DICT) Intranet Portal and create a request ticket using the Management Information Systems Services (MISS) Support Service Request Form. Location: Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) Notes/Instruction: If the request came via phone or email, the information gathered will be encoded by the receiving Management Information Systems Services (MISS) Staff into the MISS Support	1.1. Management Information Systems Service-Network Administration and Security Division (MISS NASD) Security Team's staff will monitor firewall logs not limited to IPS, ATP, and Malware logs in a timely manner.	None	2 Hours	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.2. Management Information Systems Service-Network Administration and Security Division (MISS-NASD) Security Team's staff shall log all the IP addresses with malicious activity.		1 Hour	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Service Request Form For creating requesting ticket via Department of Information and Communications Technology (DICT) Intranet Portal: - Login to the <i>Intranet Portal</i> - On Home Page, locate the <i>Support Services</i> section - Under <i>Support Services</i>, click <i>MISS Support Request</i> - Fill out the <i>MISS Support Request</i> form For downloading the form from the Department of Information and Communications Technology (DICT) Intranet Portal	1.3. Management Information Systems Service-Network Administration and Security Division (MISS NASD) Security Team's staff shall log and block all the MAC Addresses associated with the IP addresses found with malicious activity.		1 Hour	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.4. Management Information Systems Service-Network Administration and Security Division (MISS NASD) Security Team's staff shall monitor reputable threat feeds and analyze.		1 Hour	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.5. Management Information Systems Service-Network Administration and Security Division (MISS NASD) Security Team shall log and block all Indicators of Compromise (IoC) found as a proactive measure.		1 Hour	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
https://intranet.dict.gov.ph - Login to the <i>Intranet Portal</i> - On Home Page, locate the <i>Resources</i> section - Under <i>Resources</i>, click <i>Downloadable Forms</i> - Look for the required form and download it.	1.6. Management Information Systems Service (MISS) shall acknowledge the ticket request of end-users (specifically for request with no internet even though connected to Wi-Fi network.)		1 Hour	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.7. Management Information Systems Service-Network Administration and Security Division (MISS NASD) Security Team's staff shall unblock the MAC Address of the end-user's device and perform a scan to check for any malicious files.		1 Hour, 30 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.8. Management Information Systems Service-Network Administration and Security Division (MISS NASD) Security Team's staff shall test the connection of the end-user.		1 Hour, 30 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9. Management Information Systems Service-Network Administration and Security Division (MISS NASD) Security Team's staff shall educate the end-user regarding proper internet surfing etiquette and how to stay safe online.		1 Hour	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
2. Accomplished Feedback form Location: Department of Information and Communications Technology (DICT) GovMail or Printed Feedback Form <i>Feedback form:</i> https://docs.google.com/forms/d/e/1FAIpQLSd2vGJYjv2HyZn-ODFF_O2MPoMETjC_UkoMd4IPQGIRt96z1Q/viewform	2.1. Once accepted by the end-user, Management Information Systems Service (MISS) shall request for Support Feedback.	None	5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	2.2. Management Information Systems Service (MISS) shall mark the ticket as successfully resolved, and closed the ticket.		5 Minutes	Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
TOTAL:		None	1 Day, 3 Hours, 10 Minutes	

10. TECHNICAL INSPECTION OF RETURNED ICT EQUIPMENT

The MISS aims to secure a Technical Inspection and Assessment Report (TIAR) for office-issued ICT Equipment, for purposes for transfer, return, warranty/servicing or disposal, as a requirement of the General Services Division (GSD). The report shall consist of the following details: Equipment Type and Model, Serial Number, Findings and Assessment, and Recommendations of the Inspection Officer.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled-out Management Information Systems Service (MISS) Support Service form (Sample: 1 request ticket) Remarks: Visit Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	Applicant / Client
2.Technical Inspection and Assessment Report (1) Original Copy Or (1) Electronic Copy	Agency - Division: Department of Information and Communications Technology (DICT) - Management Information Systems Service-Network Administration and Security Division (MISS-NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting end-users shall login through the Department of Information and Communications Technology (DICT) Intranet Portal and create a request ticket using the Management Information Systems Services (MISS)	1.1. Management Information Systems Service (MISS) staff shall send acknowledgement email to the end-user for their ticket request using the Helpdesk email address	None	5 Minutes	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Support Service Request Form.				Division (NASD)
Location: Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) Notes/Instruction: If the request came via phone or email, the information gathered will be encoded by the receiving Management Information Systems Services (MISS) Staff into the MISS Support Service Request Form	1.2. Management Information Systems Service (MISS) staff shall check if the hardware or ICT equipment being submitted for Inspection and know the accountable officer and property details of the resources.		10 Minutes	Computer Maintenance Technologist II (SG15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
Service Request Form For creating request ticket via Department of Information and Communications Technology (DICT) Intranet Portal: Login to the <i>Intranet Portal</i>	1.3. Management Information Systems Service (MISS) staff along with the Inspection Officer shall conduct the thorough inspection and assessment of the ICT equipment. Details such as Equipment Type and Model, Serial Number, Findings and Assessment shall be furnished and a recommendation from the Inspection officer shall be included in the resulting Technical Inspection and		5 Hours	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- On Home Page, locate the <i>Support Services</i> section - Under <i>Support Services</i>, click <i>MISS Support Request</i> - Fill out the <i>MISS Support Request</i> form	Assessment Report (TIAR)			n and Security Division (NASD)
	1.4. Management Information Systems Service (MISS) shall prepare three (3) copies of Technical Inspection and Assessment Report (TIAR): one for the end-user copy, one GSD copy and one MISS copy.		30 Minutes	Computer Maintenance Technologist III (SG 17); Network Administration and Security Division (NASD) Computer Maintenance Technologist II (SG 15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
	1.5. Management Information Systems Service (MISS) shall bring back the inspected ICT equipment and the three (3) copies of Technical Inspection and Assessment Report (TIAR) to the end-user.		15 Minutes	Computer Maintenance Technologist II (SG15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				n and Security Division (NASD)
2. End-user's feedback to the support Location: Department of Information and Communications Technology (DICT) GovMail or Printed Feedback Form <i>Feedback form:</i> https://docs.google.com/forms/d/e/1FAIpQLSd2vGJYjv2HyZn-ODFF_O2MPoMETjC_UkoMd4IPQGIRt96z1Q/viewform	2.1. Once accepted by the end-user, Management Information Systems Services (MISS) shall request for Support Feedback.	None	5 Minutes	Requesting Office/ Requestor; Any of requesting office / division
	2.2. Management Information Systems Services (MISS) shall mark the ticket as successfully resolved, and closed the ticket.		5 Minutes	Computer Maintenance Technologist II (SG15); Network Administration and Security Division (NASD) Computer Maintenance Technologist I (SG 11); Network Administration and Security Division (NASD)
TOTAL:		None	6 Hours, 10 Minutes	

11. INTERNAL SYSTEM USER ACCOUNT REQUEST

The Internal System User Account Request process facilitates access to various internal systems within DICT. Users seeking access to DocTracks, eProcurement, PMIS (Project Management Information System), Intranet, AMIS (Asset Management Information System), and HRMIS (Human Resources Management Information System) initiate this request. The process typically involves submitting a formal request specifying the systems required, along with the necessary user details. Upon approval, the MISS-DWAD creates user accounts, granting access to the specified systems. This controlled and systematic approach ensures that employees have appropriate access to the tools they need, promoting efficiency, security, and compliance within the organization.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled-out User Account Request Form (UARF) (1) Electronic Copy Or (1) Photo Copy Remarks: Visit Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	Applicant / Client
2.User Account Request Form (UARF) duly signed/ endorsed by the requesting office's supervisor (1) Electronic Copy Or (1) Photo Copy Remarks: Requesting Office Note For Electronic Copy, please ensure that the signature of the requesting office's supervisor is signed through Philippine National Public Key Infrastructure (PNPKI)	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting end-users shall	1.1. Management Information	None	5 Minutes	Information System Analyst I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
login through the Department of Information and Communication s Technology (DICT) Intranet Portal and create a request ticket using the Management Information Systems Services (MISS) Support Service Request Form. Location: Department of Information and Communication s Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) Notes/Instruction: If the request came via phone or email, the information gathered will be encoded by the receiving Management Information Systems Services (MISS) Staff into the MISS Support Service Request Form For creating request ticket via Department of Information and Communication s Technology	Systems Services (MISS) staff shall send acknowledgement email to the end-user for their ticket request using the Helpdesk email address and shall send a User Account Request Form (UARF) to the end-user			(SG 12); Data Warehouse and Analytics Division (DWAD)
	1.2. Collect the submitted reviewed User Account Request Form (UARF) of the end-user.		20 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)
	1.3. Management Information Systems Services (MISS) shall create an Internal System account and notify the user via email with a link on where to access the system.		2 Hours	Information System Analyst II (SG 16); Data Warehouse and Analytics Division (DWAD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(DICT) Intranet Portal: • Login to the <i>Intranet Portal</i> • On Home Page, locate the <i>Support Services</i> section • Under <i>Support Services</i>, click <i>MISS Support Request</i> • Fill out the <i>MISS Support Request</i> form				
2. Ticket closure and feedback Location: Department of Information and Communication s Technology (DICT) GovMail <i>Feedback form:</i> bit.ly/4cDaH4z	2.1. Once accepted by the end-user, Management Information Systems Services (MISS) shall request for Support Feedback.	None	5 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)
	2.2. Management Information Systems Services (MISS) shall mark the ticket as successfully resolved, and closed the ticket.		5 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)
TOTAL:		None	2 hours and 35minutes	

12. INTERNAL SYSTEM CHANGE REQUEST

The Internal System Change Request process for DocTracks, eProcurement, PMIS, Intranet, AMIS, and HRMIS involves the submission of requests for enhancements, modifications, and changes to workflow within these systems. Users initiate this process when they identify areas for improvement or adaptation to evolving organizational needs. The request typically includes detailed specifications of the proposed changes, the rationale behind them, and the expected benefits. Upon submission, the request undergoes a review and approval process, involving stakeholders and relevant teams. Once approved, MISS-DWAD implements the changes, ensuring a systematic and controlled adaptation of the systems to optimize functionality, efficiency, and alignment with DICT goals.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled-out Change Request Form (CRF) (1) Electronic Copy Or (1) Photo Copy Remarks: Visit Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	Applicant / Client
2.Change Request Form (CRF) duly signed/ endorsed by the requesting office's office supervisor (1) Electronic Copy Or (1) Photo Copy Remarks: Requesting Office Note For Electronic Copy, please ensure that the signature of the requesting office's supervisor is signed through <i>Philippine National Public Key Infrastructure (PNPKI)</i>	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting end-users shall login through the Department of	1.1. Management Information Systems Services (MISS) staff shall send	None	5 Minutes	Information System Analyst I (SG 12); Data Warehouse and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Information and Communication s Technology (DICT) Intranet Portal and create a request ticket using the Management Information Systems Services (MISS) Support Service Request Form. Location: Department of Information and Communication s Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) Notes/Instruction: If the request came via phone or email, the information gathered will be encoded by the receiving Management Information Systems Services (MISS) Staff into the MISS Support Service Request Form For Requesting Ticket via Department of Information and Communication s Technology (DICT) Intranet Portal:	acknowledgement email to the end-user for their ticket request using the Helpdesk email address and shall send a Change Request Form (CRF) to the end-user			Analytics Division (DWAD)
	1.2. Collect the submitted reviewed Change Request Form (CRF) of the end-user.		20 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)
	1.3. Stakeholder consultation meeting		2 Hours	Director IV (SG 28); Management Information Systems Service (MISS) Division Chief - Information Technology Officer II (SG 22); Data Warehouse and Analytics Division (DWAD) Information Technology Officer I (SG 19); Data Warehouse and Analytics Division (DWAD) Information Technology Officer II (SG 22); Data Warehouse and Analytics Division (DWAD)
	1.4. Financial/Budget Allocation Assessment		30 Minutes	Director IV (SG 28); Management Information Systems Service (MISS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- Login to the <i>Intranet Portal</i> - On Home Page, locate the <i>Support Services</i> section - Under <i>Support Services</i>, click <i>MISS Support Request</i> - Fill out the <i>MISS Support Request</i> form				Division Chief - Information Technology Officer II (SG 22); Data Warehouse and Analytics Division (DWAD)
	1.5. System security and performance assessment		1 Hour	Computer Programmer III (SG 18); Data Warehouse and Analytics Division (DWAD) Computer Programmer II (SG 15); Data Warehouse and Analytics Division (DWAD)
	1.6. Update and conformation of the Business Requirement Document		30 Minutes	Information System Analyst II (SG 16); Data Warehouse and Analytics Division (DWAD)
2. Ticket closure and feedback Location: Department of Information and Communication s Technology (DICT) GovMail or Printed Feedback Form <i>Feedback form:</i> bit.ly/4cDaH4z	2.1. Once accepted by the end-user, Management Information Systems Services (MISS) shall request for Support Feedback.	None	5 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)
	2.2. Management Information Systems Services (MISS) shall mark the ticket as successfully resolved, and closed the ticket.		5 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)
TOTAL:		None	4 Hours, 35 Minutes	

13. INTERNAL SYSTEM DATA REQUEST

The Internal System Data Request process for the internal system fixes the corrupted data, import and export of required data and updating of the database due to major changes of the system.

Office or Division:	Management Information Systems Service-Network Administration and Security Division
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled-out Data Request Form (DRF) (1) Electronic Copy Or (1) Photo Copy Remarks: Visit Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph)	Applicant / Client
2.Data Request Form (DRF) duly signed/ endorsed by the requesting office's office supervisor (1) Electronic Copy Or (1) Photo Copy Remarks: Requesting Office Note For Electronic Copy, please ensure that the signature of the requesting office's supervisor is signed through Philippine National Public Key Infrastructure (PNPKI)	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting end-users shall login through the Department of Information and Communications Technology (DICT) Intranet Portal and create a request	1.1. Management Information Systems Services (MISS) staff shall send acknowledgement email to the end-user for their ticket request using the Helpdesk email address and shall	None	5 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
ticket using the Management Information Systems Services (MISS) Support Service Request Form. Location: Department of Information and Communications Technology (DICT) Intranet Portal (https://intranet.dict.gov.ph) Notes/Instruction: If the request came via phone or email, the information gathered will be encoded by the receiving Management Information Systems Services (MISS) Staff into the MISS Support Service Request Form For creating request ticket via Department of Information and Communications Technology (DICT) Intranet Portal: Login to the <i>Intranet Portal</i>	send a Data Request Form (DRF) to the end-user			
	1.2. Collect the submitted reviewed Data Request Form (DRF) of the end-user.		20 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)
	1.3. Review of system data request		1 Hour	Division Chief - Information Technology Officer II (SG 22); Data Warehouse and Analytics Division (DWAD)
	1.4. Execute data request and apply to affected database		2 Hours	Computer Programmer II (SG 15); Data Warehouse and Analytics Division (DWAD) Information System Analyst II (SG 16); Data Warehouse and Analytics Division (DWAD)
	1.5. Review the completion of data request		1 Hour	Division Chief - Information Technology Officer II (SG 22); Data Warehouse and Analytics Division (DWAD)
	1.6. Notify the requesting end-user via email or any messaging app		5 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
- On Home Page, locate the <i>Support Services</i> section - Under <i>Support Services</i>, click <i>MISS Support Request</i> - Fill out the <i>MISS Support Request</i> form				
2. Ticket closure and feedback Location: Department of Information and Communications Technology (DICT) GovMail or Printed Feedback Form <i>Feedback form:</i> bit.ly/4cDaH4z	2.1. Once accepted by the end-user, Management Information Systems Services (MISS) shall request for Support Feedback.	None	5 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)
	2.2. Management Information Systems Services (MISS) shall mark the ticket as successfully resolved, and closed the ticket.		5 Minutes	Information System Analyst I (SG 12); Data Warehouse and Analytics Division (DWAD)
TOTAL:		None	4 hours and 40 minutes	

PROCUREMENT SERVICE

1. CONDUCT OF ALTERNATIVE METHODS OF PROCUREMENT

Procurement of goods, infrastructure projects, and consulting services through Shopping under Section 52.1(b), Negotiated Procurement - Small Value Procurement under Section 53.9, and Negotiated Procurement – Lease of Real Property and Venue under Section 53.10 of the 2016 revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184

Office or Division:	Procurement Service - Procurement Planning and Management Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT End-User/Delivery Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Project Procurement Management Plan (PPMP)	The requirements are to be prepared by the End-User/Delivery Units in the planning and preparation for their projects.
Purchase Request (PR)	
Technical Requirements (Technical Specifications for Goods, Terms of Reference for Consulting and Regular Services, or Scope or Program of Work for Infrastructure Projects)	
Market Study/Research with at least three (3) Quotations	Relevant references may be accessed through this link: http://bit.ly/2023PPMPReferences
Cost-Benefit Analysis (CBA)* *Additional Requirement for Negotiated Procurement - Lease of Real Property and Venue pursuant to Item V(D)(9)(b)(i) of Annex “H” of the 2016 revised IRR of RA No. 9184.	The latest update to the 2016 revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184 may be accessed through this link: https://gppb.gov.ph/downloads.php
Table of Rating Factors** **Additional Requirement for Negotiated Procurement - Lease of Real Property and Venue pursuant to Appendix B of Annex “H” of the 2016 revised IRR of RA No. 9184.	
Detailed Cost Breakdown*** ***Additional Requirement for Competitive Bidding or when there are two (2) or more sources of funds	
Shortlisting Criteria and Evaluation Criteria**** ****Additional Requirement for the procurement of consulting services pursuant to Section 24.5 and Section 33, respectively, of the 2016 revised IRR of RA No. 9184.	The CNAS may be accessed through this link: https://www.ps-philgeps.gov.ph/home/index.php/what-we-sell/common-use-items
Detailed Engineering Investigations, Surveys, and Designs*****	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
*****Additional Requirement for the procurement of infrastructure projects pursuant to Section 17 and Annex “A” of the 2016 revised IRR of RA No. 9184.	
Certificate of Non-Availability of Stocks (CNAS) *****	
*****Additional Requirement for Shopping under Section 52.1(b) of the 2016 revised IRR of RA No. 9184.	
For preparation of Obligation Request and Status and Certification of Fund Availability on the Purchase Order	
All procurement documents from Annual Procurement Plan, Purchase Order, up to the signed Notice of Award and Purchase Order.	Procurement Planning and Management Division
For processing of Payment to Suppliers	
Documentary Requirements for Procurement through Alternative Modes in accordance with Commission on Audit (COA) Circular 2012-001	COA website: https://www.coa.gov.ph/wpfd_file/coa-circular-no-2012-001-june-14-2012/ Other documents may be secured from the records of the Procurement Planning and Management Division and the concerned End-User/Delivery Unit
Basic Requirements Common to All Purchases under alternative modalities	
Documents to be submitted within five (5) working days from the execution of the contract as required under COA Circular 2012-001: o Purchase Order/Letter Order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated, especially when the time or date of delivery is dependent on or will be counted from the date of acceptance of the purchase order/letter order/contract) o Proof of posting of invitation or request for submission of price quotation in the PhilGEPS, website of the procuring agency, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven (7) calendar days in case of Shopping under Section 52.1 (b), and Negotiated Procurement under Sections 53.1 (two failed	BAC Secretariat

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
bidding) and 53.9 (small value procurement) of the Revised Implementing Rules and Regulations of Republic Act No. 9184 - Performance and warranty securities, except for shopping and negotiated procurement under emergency cases, small value procurement, lease of real property and United Nation (UN) agencies - BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract - Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity concerned, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity	
Approved Annual Procurement Plan	BAC Secretariat or DICT Official Website, Transparency Seal Section
Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	
Original copy of the delivery invoice showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered	
Inspection and acceptance report signed "Inspected by" the authorized agency inspector and signed "accepted by" by the authorized end-user to whom the item was delivered or the property officer if the item is for stock	
Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	BAC Secretariat
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Government or any of its agencies, offices, corporations or LGUs	
Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	
Additional Documentary Requirements under:	
Shopping	
Specific Requirements to be submitted within five (5) working days from the execution of the contract as required under COA Circular 2009-001 dated February 12, 2009	
Negotiated Procurement	
Specific requirements to be submitted within five working days from the execution of the contract as required under COA Circular No. 2009-001 dated February 12, 2009	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of hard copies of the required documents to the PPMD Location: DICT Central Office	1.1. Acknowledgment of receipt of the submission.	None	4 Hours	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer); Procurement Planning and Management Division (PPMD)
	1.2. Assignment of the project to the PPMD Handling Officer (HO)		4 Hours	Chief Administrative Officer/Officer-In-Charge (OIC); Supervising Administrative Officer; Handling Officer V; Procurement Planning and Management Division (PPMD)
	1.3. Review of supporting documents and drafting of the Request for Quotation (RFQ)		1 Day	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer); Procurement

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Planning and Management Division (PPMD)
	1.4. Review and approval of the RFQ		1 Day	Chief Administrative Officer/Officer-In-Charge (OIC); Supervising Administrative Officer; Handling Officer V; Procurement Planning and Management Division (PPMD)
	1.5. Conduct of procurement activities in accordance with the relevant and applicable rules for each mode of procurement under the 2016 revised IRR of RA No. 9184		3 Days	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD)
	1.6. Preparation of Abstract of Quotations (AOQ) or Evaluation Memorandum, Notice of Award (NOA), Purchase Order (PO), and Notice of Procurement Results		1 Day	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD)
	1.7. Review of AOQ or Evaluation Memorandum, NOA, PO, and Notice of Procurement Results		1 Day	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Management Division (PPMD)
	1.8. Endorsement of AOQ and supporting documents to the End-User Representative		30 minutes	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD)
2. Review and signing of AOQ Location: DICT Central Office	2.1. Endorsement of signed AOQ with supporting documents to the PPMD	None	1 Day	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD)
	2.2. Signing of the AOQ		30 Minutes	End-User; Chief Administrative Officer/Officer-In-Charge (OIC); Procurement Planning and Management Division (PPMD)
	2.3. Endorsement of procurement documents to the Supervising Assistant Secretary of the Procurement Service		1 Day	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD)
	2.4. Endorsement of procurement documents to the		2 Days	Administrative Assistant II, Administrative Officer II, Administrative Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Head of the Procuring Entity (HoPE) or his/her Authorized Representative			IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD))
	2.5. Approval of the recommendation to award the contract		2 Days	HoPE or his/her Authorized Representative; Office of the Undersecretary for Special Concerns (OUSC)
	2.6. Issuance of the NOA and PO to the winning bidder		1 Day	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD))
	2.7. Preparation and Endorsement of Obligation Request and Status (ORS) to the concerned End-User/ Delivery Unit		4 Hours	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD))
3. Facilitate signing of the ORS by the Purchase Request approving authority pursuant to Department Order No. IEU-085, s.	3. Review of returned signed ORS	None	4 Hours	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD))

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2022 or any other corresponding amendment thereto Location: DICT Central Office				
4. Receipt of goods/services delivered and Submission of the required payment documents Location: DICT Central Office	4.1. Preparation of Disbursement Voucher (DV)	None	1 Day	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD))
	4.2. Endorsement of the DV with supporting documents to the End-User/Delivery Unit for signature		1 Day	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD))
5. Review and signing of the DV by the authorized signatories of the End-User/Delivery Unit pursuant to Department Order (DO) No. IEU-085, s. 2022 or any other corresponding amendment thereto Location: DICT Central	5. Endorsement of the signed DV with supporting documents to the Accounting Division	None	1 Day	Administrative Assistant II, Administrative Officer II, Administrative Officer IV and Administrative Officer V (Handling Officer; Procurement Planning and Management Division (PPMD))

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Office				
General Remarks • Certified True Copies should indicate the full name and designation of the Authorized Signatory • The requirements are to be prepared by the End-User/Delivery Units in the planning and preparation for their projects. Relevant references may be accessed through this link: http://bit.ly/2023PPMPReferences • The latest update to the 2016 revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184 may be accessed through this link: https://gppb.gov.ph/downloadables.php • The CNAS may be accessed through this link: https://www.ps-philgeps.gov.ph/home/index.php/what-we-sell/common-use-items • Processing time is subject to the correctness and completeness of the requirements provided by the End-User.				
TOTAL:		None	19 Days, 1 Hour	

Note: Kindly refer to the process of Finance Service for the Processing of Disbursement Voucher.

2. PROCUREMENT UNDER COMPETITIVE BIDDING

The BAC Secretariat provides administrative support and other necessary arrangements for the BAC and Technical Working Group.

Office or Division:	Procurement Service - BAC Secretariat Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Internal Clients, Stakeholders, DICT End-User/Delivery Units
Statute	Republic Act 9184: An Act Providing for the Modernization, Standardization, and Regulation of the Procurement Activities of the Government and for Other Purposes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirements	
1.Purchase Request (4) Original Copy	Agency - Division: DICT - End-User Unit concerned
2.Market Study or CBA (4) Original Copy	Agency - Division: DICT - End-User Unit concerned
3.Detailed Cost Breakdown (4) Original Copy	Agency - Division: DICT - End-User Unit concerned
4.Technical Requirements (4) Original Copy	Agency - Division: DICT - End-User Unit concerned
5.APP, highlighting the specific project to be procured (4) Photo Copy	Agency - Division: DICT - End-User Unit concerned
6.Draft Bidding documents (1) Electronic Copy	Agency - Division: DICT - End-User Unit concerned
Purchase of Bidding Documents	
1.Order Form (2) Original Copy	Agency - Division: DICT - Procurement Service - BAC Secretariat
2.Order of Payment Form (2) Original Copy	
Preparation of ObligationRequest and Status	
1.Obligation Request and Status (ORS) (5) Original Copy	Agency - Division: DICT - Procurement Service - BAC Secretariat
2.Technical Specification, Terms of Reference, or Scope of Work whichever is applicable (1) Photo Copy	Agency - Division: DICT - Procurement Service - BAC Secretariat
3.Approved Purchase Request (1) Photo Copy	Agency - Division: DICT - Procurement Service - BAC Secretariat

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.Approved Annual Procurement Plan (APP) or supplemental APP (1) Photo Copy	Agency - Division: DICT - Procurement Service - BAC Secretariat
5.Annual Work and Financial Plan (1) Photo Copy	Applicant / Client
6.Approved Purchase order and/or Contract (1) Original Copy Or (1) Photo Copy	Agency - Division: DICT - Procurement Service - BAC Secretariat
7.Duly signed Notice of Award (1) Photo Copy	Agency - Division: DICT - Procurement Service - BAC Secretariat

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end user unit submits the documentary requirements to the BAC Secretariat Division Location: DICT Central Office	1.1. Receive and evaluate the documentary requirements prior to the conduct of procurement activity	None	2 Days	Chief/Officer-In-Charge, Administrative Assistant V; Bids and Awards Committee (BAC) Secretariat PS-Director; Procurement Service
	1.2. Schedule a Pre-Procurement Conference to commence the procurement activity		3 Days	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat
	1.3. Conduct of procurement activities - Pre-Procurement Conference		8 Days	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and Advertisement / Posting of Invitation to Bid			Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat BAC Members; Any of requesting office / division
2. Purchase of Bidding Documents Location: DICT Central Office	2.1. Accomplish the Order of Payment Form upon receipt of the Order Form from the bidder	Possible Fees Breakdown : 500,000 and below: PHP 500 More than 500,000 up to 1 Million: PHP 1000 More than 1 Million up to 5 Million: PHP 5000 More than 5 Million up to 10 Million: PHP 10000 More than 10 Million up to 50 Million: PHP 25000 More than 50 Million up to 500 Million: PHP 50000	10 Minutes	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat Prospective Bidder; Any of requesting office / division
	2.2. Requests the Head of Accounting Division to sign the Order of Payment Form		20 Minutes	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		More than 500 Million: PHP 75000		Committee (BAC) Secretariat Chief/Officer-In-Charge; Accounting Division
	2.3. Forward the form to the Cash Division for processing		5 Minutes	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat Collecting Officer; Cash Division
	2.4. Receives the payment from the bidder and issues an Official Receipt		10 Minutes	Collecting Officer; Cash Division Prospective Bidder; Any of requesting office / division
3.Participation of the prospective bidders in the procurement activities				
For Goods and Services <i>3.A.Participation of the prospective bidders in the procurement activities</i> Location:	<i>3.A.1. Conduct of procurement activities - from Pre-Bid Conference until Issuance of Notice to Proceed (NTP)</i>	None	128 day/s	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer);

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DICT Central Office				Bids and Awards Committee (BAC) Secretariat BAC Members; Any of requesting office / division Head of the Procuring Entity (HOPE); Office of the Secretary Technical Working Group (TWG) Members; Any of requesting office / division Prospective Bidders; Any of requesting office / division
	3.A.2. Signing of the ORS by the Chief of the Budget Division		2 day/s	Chief/Officer-In-Charge; Budget Division Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat
	3.A.3. Endorsement of PO with attached ORS and other		2 hour/s	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	supporting documents to the Accounting Division			Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat Head of the Procuring Entity (HOPE); Office of the Secretary
	3.A.4. Return of signed PO and supporting documents to BAC Secretariat		2 hour/s	Chief/Officer-In-Charge; Accounting Division
For Infrastructure Projects 3.B.Participation of the prospective bidders in the procurement activities Location: DICT Central Office	3.B.1. Conduct of procurement activities - from Pre-Bid Conference until Issuance of Notice to Proceed (NTP)	None	148 day/s	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat BAC Members; Any of requesting office / division Head of the Procuring Entity (HOPE); Office of the Secretary Technical Working Group (TWG) Members;

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Any of requesting office / division Prospective Bidders; Any of requesting office / division
	<i>3.B.2. Signing of the ORS by the Chief of the Budget Division</i>		2 day/s	Chief/Officer-In-Charge; Budget Division Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat
	<i>3.B.3. Endorsement of PO with attached ORS and other supporting documents to the Accounting Division</i>		2 hour/s	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat Head of the Procuring Entity (HOPE); Office of the Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.B.4. Return of signed PO and supporting documents to BAC Secretariat		2 hour/s	Chief/Officer-In-Charge; Accounting Division
For Consulting Services 3.C.Participation of the prospective bidders in the procurement activities Location: DICT Central Office	3.C.1. Conduct of procurement activities - from Pre-Bid Conference until Issuance of Notice to Proceed (NTP)	None	172 day/s	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat BAC Members; Any of requesting office / division Head of the Procuring Entity (HOPE); Office of the Secretary Technical Working Group (TWG) Members; Any of requesting office / division Prospective Bidders; Any of requesting office / division
	3.C.2. Signing of the ORS by the Chief of the Budget Division		2 day/s	Chief/Officer-In-Charge; Budget Division Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II,

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat
	3.C.3. Endorsement of PO with attached ORS and other supporting documents to the Accounting Division		2 hour/s	Chief/Officer-In-Charge, Administrative Officer IV, Administrative Officer II, Project Development Officer II, Planning Officer II, Planning Officer I, Administrative Assistant VI, Administrative Assistant III (Handling Officer); Bids and Awards Committee (BAC) Secretariat Head of the Procuring Entity (HOPE); Office of the Secretary
	3.C.4. Return of signed PO and supporting documents to BAC Secretariat		2 hour/s	Chief/Officer-In-Charge; Accounting Division
General Remarks Processing time is subject to the correctness and completeness of the requirements provided by the End-User.				
TOTAL:	For Goods and Services	See table below for the standard rates of bidding documents*	143 Days, 4 Hours, 45 Minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	For Infrastructure Projects		163 Days, 4 Hours, 45 Minutes	
	For Consulting Services		187 Days, 4 Hours, 45 Minutes	

Note: Processing time is subject to the correctness and completeness of the requirements provided by the End-User.

***Standard Rates for Bidding Documents**

Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
500,000 and below	500.00
More than 500,000 up to 1 Million	1,000.00
More than 1 Million up to 5 Million	5,000.00
More than 5 Million up to 10 Million	10,000.00
More than 10 Million up to 50 Million	25,000.00
More than 50 Million up to 500 Million	50,000.00
More than 500 Million	75,000.00

3. PAYMENT OF DULY AWARDED CONTRACTS - HIGHLY TECHNICAL

This service facilitates the monitoring of contract implementation and payment by thoroughly reviewing and evaluating payment documents. The process ensures that all payments are aligned with the contractual obligations of both the DICT and the Supplier and/or Service Provider. By carefully verifying the documents against agreed terms, this service helps prevent discrepancies, delays, and potential disputes.

Office or Division:	Procurement Contract Management Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT End-User/Delivery Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirements	
1.Disbursement Voucher (5) Original Copy Remarks: Please refer to the Department Order No. IEU – 085 for the signing and/or approving Authorities	Applicant / Client
2.Transmittal Letter to COA, Accounting, PCMD, Records and End-user (1) Original Copy Remarks: One (1) Original copy each	Applicant / Client
3.COA Transmittal Letter of the Procurement Documents (5) Certified True Copy	Agency - Division: DICT - Procurement Service - Bids and Awards Committee Secretariat
4.Annual Procurement Plan (5) Certified True Copy	Applicant / Client
5.Purchase Request (5) Certified True Copy	Applicant / Client
6.Notice of Award (5) Certified True Copy	Applicant / Client
7.Notice to Proceed (5) Certified True Copy	Applicant / Client
8.Notarized Contract (5) Certified True Copy	Applicant / Client
9.Purchase Order (5) Certified True Copy	Applicant / Client
10.Obligation Request and Status (5) Certified True Copy	Applicant / Client
Payment Checklist for Goods	
1.Procurement Documents (1) Original Copy Or (1) Certified True Copy Remarks:	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- Applicable for One-time payment and First payment only - For Accounting copy only	
2.Sales Invoice / Statement of Account / Billing Statement (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider
3.Delivery Receipt (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider
4.Inspection and Acceptance Report (5) Original Copy Remarks: - Including the Office Order (Please refer to the Department Order No. 115 s. 2023) - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
5.Technical Inspection Report (5) Original Copy Remarks: If applicable	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
6.Duly Received Advanced Notice of Delivery to COA within twenty-four (24) hours from receipts of deliveries (5) Certified True Copy Remarks: - If Applicable - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
7.Duly Received Notice of Delivery to COA within twenty-four (24) hours from acceptance of deliveries (5) Certified True Copy Remarks: - If Applicable - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	
8.Updated Tax Clearance (1) Original Copy And (4) Certified True Copy Remarks: - In compliance with RR No. 017-2024 dated 17 September 2024 - Applicable for One-time payment and Final Settlement	Agency - Division: Supplier - / Service Provider
9.Tax receipts from Bureau of Customs or Bureau of Internal Revenue (5) Certified True Copy Remarks: In compliance with Section 9.1.3.1 of COA Circular No. 2012-001 dated June 14, 2012 (if applicable)	Agency - Division: Supplier - / Service Provider
10.Property Acknowledgement Receipt / Inventory Custodian Slip (5) Original Copy	Agency - Division: DICT - Administrative Service - General Services Division
11.Final Acceptance and Completion Certificate (6) Original Copy Remarks: - For One-Time or Final Payment - Signed by the Supplier/Service Provider	Applicant / Client
12.Special Bank Guarantee (1) Original Copy And (4) Certified True Copy Remarks: If applicable	Agency - Division: Supplier - / Service Provider
13.Project Documentation or Other Supporting Document (1) Original Copy And (4) Certified True Copy Remarks: As indicated in the Technical Requirements/TOR, Contract/PO and subject to the relevant rules and regulations	Applicant / Client
14.Warranty Certificate (1) Original Copy And (4) Certified True Copy Or (5) Original Copy	Agency - Division: Supplier - / Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payment Checklist for Services	
1.Procurement Documents (1) Original Copy Or (1) Certified True Copy Remarks: - Applicable for One-time payment and First payment only - For Accounting copy only	Applicant / Client
2.COA Transmittal Letter of the Procurement Documents (5) Certified True Copy	Agency - Division: DICT - Procurement Service - Bids and Awards Committee Secretariat
3.Sales Invoice / Statement of Account / Billing Statement (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider
4.Proof of Activation of Licenses or Subscription with duration (1) Original Copy And (4) Certified True Copy Remarks: If Applicable	Agency - Division: Supplier - / Service Provider
5.Inspection and Acceptance Report (5) Original Copy Remarks: - If Applicable - Including the Office Order (Please refer to the Department Order No. 115 s. 2023) - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
6.Technical Inspection Report (5) Original Copy Remarks: If applicable	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
7.Duly Received Advanced Notice of Delivery to COA within twenty-four (24) hours from receipts of deliveries (5) Certified True Copy Remarks: - If Applicable - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	
8.Duly Received Notice of Delivery to COA within twenty-four (24) hours from acceptance of deliveries (5) Certified True Copy Remarks: - If Applicable - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
9.Updated Tax Clearance (1) Original Copy And (4) Certified True Copy Remarks: - In compliance with RR No. 017-2024 dated 17 September 2024 - Applicable for One-time payment and Final Settlement	Agency - Division: Supplier - / Service Provider
10.Certificate of Service Rendered (5) Original Copy	Applicant / Client
11.Certificate of Acceptance (5) Original Copy Remarks: - For Progress or Milestone Payment - If applicable	Applicant / Client
12.Final Acceptance and Completion Certificate (6) Original Copy Remarks: - For One-Time or Final Payment - Signed by the Supplier/Service Provider	Applicant / Client
13.Reports, Training Certificate/Attendance Sheet (1) Original Copy And (4) Certified True Copy Remarks: If applicable	Agency - Division: Supplier - / Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
14. Project Documentation or Other Supporting Document (1) Original Copy And (4) Certified True Copy Remarks: As indicated in the Technical Requirements/TOR, Contract/PO and subject to the relevant rules and regulations	Applicant / Client
Payment Checklist for Goods and Services	
1. Procurement Documents (1) Original Copy Or (1) Certified True Copy Remarks: - Applicable for One-time payment and First payment only - For Accounting copy only	Applicant / Client
2. COA Transmittal Letter of the Procurement Documents (5) Certified True Copy	Agency - Division: DICT - Procurement Service - Bids and Awards Committee Secretariat
3. Sales Invoice / Statement of Account / Billing Statement (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider
4. Delivery Receipt (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider
5. Proof of Activation of Licenses or Subscription with duration (1) Original Copy And (4) Certified True Copy Remarks: If Applicable	Agency - Division: Supplier - / Service Provider
6. Inspection and Acceptance Report (5) Original Copy Remarks: - Including the Office Order (Please refer to the Department Order No. 115 s. 2023) - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
7. Technical Inspection Report (5) Original Copy Remarks:	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If applicable	
8.Duly Received Advanced Notice of Delivery to COA within twenty-four (24) hours from receipts of deliveries (5) Certified True Copy Remarks: - If Applicable - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
9.Duly Received Notice of Delivery to COA within twenty-four (24) hours from acceptance of deliveries (5) Certified True Copy Remarks: - If Applicable - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
10.Updated Tax Clearance (1) Original Copy And (4) Certified True Copy Remarks: - In compliance with RR No. 017-2024 dated 17 September 2024 - Applicable for One-time payment and Final Settlement	Agency - Division: Supplier - / Service Provider
11.Tax receipts from Bureau of Customs or Bureau of Internal Revenue (5) Certified True Copy Remarks: In compliance with Section 9.1.3.1 of COA Circular No. 2012-001 dated June 14, 2012 (if applicable)	Agency - Division: Supplier - / Service Provider
12.Certificate of Service Rendered (5) Original Copy	Applicant / Client
13.Final Acceptance and Completion Certificate	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(6) Original Copy Remarks: - For One-Time or Final Payment - Signed by the Supplier/Service Provider	
14.Special Bank Guarantee (1) Original Copy And (4) Certified True Copy Remarks: If applicable	Agency - Division: Supplier - / Service Provider
15.Reports, Training Certificate/Attendance Sheet (1) Original Copy And (4) Certified True Copy Remarks: If applicable	Agency - Division: Supplier - / Service Provider
16.Project Documentation or Other Supporting Document (1) Original Copy And (4) Certified True Copy Remarks: As indicated in the Technical Requirements/TOR, Contract/PO and subject to the relevant rules and regulations	Applicant / Client
17.Property Acknowledgement Receipt / Inventory Custodian Slip (5) Original Copy Remarks: - Covered the Goods Component - If Applicable	Agency - Division: DICT - Administrative Service - General Services Division
18.Warranty Certificate (1) Original Copy And (4) Certified True Copy Or (5) Original Copy	Agency - Division: Supplier - / Service Provider
Documentary Requirements for Infrastructure Projects	
1.Procurement Documents (1) Original Copy Or (1) Certified True Copy Remarks: - Applicable for One-time payment and First payment only - For Accounting copy only	Applicant / Client
2.COA Transmittal Letter of the Procurement Documents (5) Certified True Copy	Agency - Division: DICT - Procurement Service - Bids and Awards Committee Secretariat
3.Sales Invoice / Statement of Account / Billing Statement	Agency - Division: Supplier - / Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Original Copy And (4) Certified True Copy	
4.Request Letter for the Progress Payment / Final Payment (5) Original Copy	Agency - Division: Supplier - / Service Provider
5.Statement of Work Accomplished / Progress Billing (5) Original Copy	Agency - Division: Supplier - / Service Provider
6.Statement of Time Lapsed (5) Original Copy	Agency - Division: Supplier - / Service Provider
7.Monthly Certificate of Payment (5) Original Copy	Agency - Division: Supplier - / Service Provider
8.Contractor's Affidavit on Payment of Laborers and Materials (5) Original Copy	Agency - Division: Supplier - / Service Provider
9.Pictures, before, during and after construction of items of work especially the embedded items (5) Original Copy	Agency - Division: Supplier - / Service Provider
10.Results of Test Analysis (5) Original Copy Remarks: If applicable	Agency - Division: Supplier - / Service Provider
11.Inspection and Acceptance Report (5) Original Copy Remarks: - Including the Office Order (Please refer to the Department Order No. 115 s. 2023) - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
12.Technical Inspection Report (5) Original Copy Remarks: If applicable	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
13.Duly Received Advanced Notice of Delivery to COA within twenty-four (24) hours from receipts of deliveries (5) Certified True Copy Remarks: - If Applicable - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	
14.Duly Received Notice of Delivery to COA within twenty-four (24) hours from acceptance of deliveries (5) Certified True Copy Remarks: - If Applicable - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
15.Updated Tax Clearance (1) Original Copy And (4) Certified True Copy Remarks: - In compliance with RR No. 017-2024 dated 17 September 2024 - Applicable for One-time payment and Final Settlement	Agency - Division: Supplier - / Service Provider
16.Tax receipts from Bureau of Customs or Bureau of Internal Revenue (5) Certified True Copy Remarks: In compliance with Section 9.1.3.1 of COA Circular No. 2012-001 dated June 14, 2012 (if applicable)	Agency - Division: Supplier - / Service Provider
17.Property Acknowledgement Receipt / Inventory Custodian Slip (5) Original Copy	Agency - Division: DICT - Administrative Service - General Services Division
18.Certificate of Completion (6) Original Copy Remarks: Upon 100% project completion	Applicant / Client
19.Certificate of Acceptance (6) Original Copy Remarks:	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Upon 100% project completion	
20.Final Acceptance and Completion Certificate (6) Original Copy Remarks: 1 year from Project Completion	Applicant / Client
21.Warranty Security (1) Original Copy And (4) Certified True Copy Or (5) Original Copy Remarks: Upon 100% project completion	Agency - Division: Supplier - / Service Provider
22.Project Documentation or Other Supporting Document (1) Original Copy And (4) Certified True Copy Remarks: As indicated in the Technical Requirements/TOR, Contract/PO and subject to the relevant rules and regulations	Applicant / Client
23.Irrevocable Standby Letter of Credit/Bank Guarantee/Surety Bond (1) Original Copy And (4) Certified True Copy Remarks: If Applicable	Agency - Division: Supplier - / Service Provider
Payment Checklist for Consultancy Services	
1.Procurement Documents (1) Original Copy Or (1) Certified True Copy Remarks: - Applicable for One-time payment and First payment only - For Accounting copy only	Applicant / Client
2.COA Transmittal Letter of the Procurement Documents (5) Certified True Copy	Agency - Division: DICT - Procurement Service - Bids and Awards Committee Secretariat
3.Sales Invoice / Billing Statement (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider
4.Approved Consultancy Progress / Final Reports (5) Original Copy Or (1) Original Copy And (4) Original Copy	Agency - Division: Supplier - / Service Provider
5.Inspection and Acceptance Report (5) Original Copy	Agency - Division: Inspection and Acceptance Committee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Remarks: • If Applicable • Including the Office Order (Please refer to the Department Order No. 115 s. 2023) • Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	(IAC) - / Inspection Officer/s and Acceptance Officer/s
6.Duly Received Advanced Notice of Delivery to COA within twenty-four (24) hours from receipts of deliveries (5) Certified True Copy Remarks: • If Applicable • In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 • Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
7.Duly Received Notice of Delivery to COA within twenty-four (24) hours from acceptance of deliveries (5) Certified True Copy Remarks: • If Applicable • In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 • Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
8.Updated Tax Clearance (1) Original Copy And (4) Certified True Copy Remarks: • In compliance with RR No. 017-2024 dated 17 September 2024 • Applicable for One-time payment and Final Settlement	Agency - Division: Supplier - / Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9.Certificate of Services Rendered / Certificate of Satisfactory Performance (5) Original Copy	Applicant / Client
10.Certificate of Acceptance (5) Original Copy Remarks: - For Progress or Milestone Payment - If applicable	Applicant / Client
11.Final Acceptance and Completion Certificate (6) Original Copy Remarks: - For One-Time or Final Payment - Signed by the Supplier/Service Provider	Applicant / Client
12.Project Documentation or Other Supporting Document (1) Original Copy And (4) Certified True Copy Remarks: As indicated in the Technical Requirements/TOR, Contract/PO and subject to the relevant rules and regulations	Applicant / Client
Payment Checklist for Consultancy Services - Hiring of Technical Consultants	
1.Procurement Documents (1) Original Copy Or (1) Certified True Copy Remarks: - Applicable for One-time payment and First payment only - For Accounting copy only	Applicant / Client
2.COA Transmittal Letter of the Procurement Documents (5) Certified True Copy	Agency - Division: DICT - Procurement Service - Bids and Awards Committee Secretariat
3.Statement of Account / Billing Statement / Invoice (5) Original Copy Or (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.Approved Accomplishment Report (5) Original Copy Or (1) Original Copy And (4) Original Copy	Agency - Division: Supplier - / Service Provider
5.Duly Received Advanced Notice of Delivery to COA within twenty-four (24) hours from receipts of deliveries (5) Certified True Copy Remarks: • If Applicable • In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 • Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
6.Duly Received Notice of Delivery to COA within twenty-four (24) hours from acceptance of deliveries (5) Certified True Copy Remarks: • If Applicable • In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 • Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
7.Daily Time Records (5) Original Copy Or (1) Original Copy And (4) Certified True Copy Remarks: • If applicable	Agency - Division: Supplier/Service Provider - & End-User

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8.NBI Clearance (1) Original Copy And (4) Certified True Copy Remarks: Applicable for 1st Payment Only	Agency - Division: Supplier - / Service Provider
9.Updated Tax Clearance (1) Original Copy And (4) Certified True Copy Remarks: - In compliance with RR No. 017-2024 dated 17 September 2024 - Applicable for One-time payment and Final Settlement	Agency - Division: Supplier - / Service Provider
10.Certificate of Services Rendered / Certificate of Satisfactory Performance (5) Original Copy	Applicant / Client
11.Certificate of Acceptance (5) Original Copy Remarks: - For Progress or Milestone Payment - If applicable	Applicant / Client
12.Final Acceptance and Completion Certificate (6) Original Copy Remarks: - For One-Time or Final Payment - Signed by the Supplier/Service Provider	Applicant / Client
13.Project Documentation or Other Supporting Document (1) Original Copy And (4) Certified True Copy Remarks: As indicated in the Technical Requirements/TOR, Contract/PO and subject to the relevant rules and regulations	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the Payment Documents to the PCMD Location: DICT Central Office	1.1. Initial checking of the completeness of the submitted documents to the PCMD	None	2 day/s	Administrative Assistant II, Administrative Officer II, Administrative Officer IV; Procurement Contract Management Division
	1.2. Thorough review and evaluation of the payment documents; and verification of deliverables of suppliers, contractors, consultants based on contracts		6 day/s	Administrative Officer II, Administrative Officer IV, Administrative Officer V; Procurement Contract Management Division
	1.3. Final review and processing of the payment documents		6 day/s	Administrative Officer V, Supervising Administrative Officer; Procurement Contract Management Division
	1.4. Endorsement of the payment documents to the Accounting Division		6 day/s	Supervising Administrative Officer, Chief Administrative Officer; Procurement Contract Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
General Remarks 1. Certified True Copies should indicate the full name and designation of the Authorized Signatory 2. PAR is issued for items amounting to Php50,000 and above, while CS is issued for items amounting to Php49,999 and below. 3. Pursuant to Department Order 129 dated 02 October 2020 , three (3) copies shall be forwarded to the PCMD. Further, the End-user shall keep one (1) copy at all times in its custody and file in a systematic and orderly manner in its records. The remaining copy shall be forwarded by the End-user to the Records Unit. 4. One (1) copy of the Final Acceptance and Completion Certificate shall be furnished to the Supplier. 5. Kindly refer to the process of Finance Service for the Processing of Disbursement Voucher 6. Processing time is subject to the correctness and completeness of the requirements provided by the End-User.				
TOTAL:		None	20 Days	

4. PAYMENT OF DULY AWARDED CONTRACTS - COMPLEX

This service facilitates the monitoring of contract implementation and payment by thoroughly reviewing and evaluating payment documents. The process ensures that all payments are aligned with the contractual obligations of both the DICT and the Supplier and/or Service Provider. By carefully verifying the documents against agreed terms, this service helps prevent discrepancies, delays, and potential disputes.

Office or Division:	Procurement Contract Management Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT End-User/Delivery Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirements	
1. Disbursement Voucher (5) Original Copy Remarks: Please refer to the Department Order No. IEU – 085 for the signing and/or approving Authorities	Applicant / Client
2. Transmittal Letter to COA, Accounting, PCMD, Records and End-user (1) Original Copy Remarks: - One (1) Original copy each - Transmittal Letter to COA, Accounting and PCMD	Applicant / Client
3. COA Transmittal Letter of the Procurement Documents (5) Certified True Copy	Agency - Division: DICT - Procurement Service - Bids and Awards Committee Secretariat
4. Annual Procurement Plan (5) Certified True Copy	Applicant / Client
5. Purchase Request	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(5) Certified True Copy	
6.Notice of Award (5) Certified True Copy	Applicant / Client
7.Notice to Proceed (5) Certified True Copy	Applicant / Client
8.Notarized Contract (5) Certified True Copy	Applicant / Client
9.Purchase Order (5) Certified True Copy	Applicant / Client
10.Obligation Request and Status (5) Certified True Copy	Applicant / Client
Payment Checklist for Goods	
1.Procurement Documents (1) Original Copy Or (1) Certified True Copy Remarks: - Applicable for One-time payment and First payment only - For Accounting copy only	Applicant / Client
2.Sales Invoice / Statement of Account / Billing Statement (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider
3.Delivery Receipt (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Inspection and Acceptance Report (5) Original Copy Remarks: - Including the Office Order (Please refer to the Department Order No. 115 s. 2023) - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
5. Technical Inspection Report (5) Original Copy Remarks: If applicable	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
6. Duly Received Advanced Notice of Delivery to COA within twenty-four (24) hours from receipts of deliveries (5) Certified True Copy Remarks: - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
7. Duly Received Notice of Delivery to COA within twenty-four (24) hours from acceptance of deliveries (5) Certified True Copy	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Remarks: - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	
8.Updated Tax Clearance (1) Original Copy And (4) Certified True Copy Remarks: - In compliance with RR No. 017-2024 dated 17 September 2024 - Applicable for One-time payment and Final Settlement	Agency - Division: Supplier - / Service Provider
9.Tax receipts from Bureau of Customs or Bureau of Internal Revenue (5) Certified True Copy Remarks: In compliance with Section 9.1.3.1 of COA Circular No. 2012-001 dated June 14, 2012 (if applicable)	Agency - Division: Supplier - / Service Provider
10.Property Acknowledgement Receipt / Inventory Custodian Slip (5) Original Copy	Agency - Division: DICT - Administrative Service - General Services Division
11.Final Acceptance and Completion Certificate (6) Original Copy Remarks:	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Signed by the Supplier/Service Provider	
12.Special Bank Guarantee (1) Original Copy And (4) Certified True Copy Remarks: If applicable	Agency - Division: Supplier - / Service Provider
13.Project Documentation or Other Supporting Document (1) Original Copy And (4) Certified True Copy Remarks: As indicated in the Technical Requirements/TOR, Contract/PO and subject to the relevant rules and regulations	Applicant / Client
14.Warranty Certificate (1) Original Copy And (4) Certified True Copy Or (5) Original Copy	Agency - Division: Supplier - / Service Provider
Payment Checklist for Services	
1.Procurement Documents (1) Original Copy Or (1) Certified True Copy Remarks: - Applicable for One-time payment and First payment only - For Accounting copy only	Applicant / Client
2.COA Transmittal Letter of the Procurement Documents (5) Certified True Copy	Agency - Division: DICT - Procurement Service - Bids and Awards Committee Secretariat
3.Sales Invoice / Statement of Account / Billing Statement	Agency - Division: Supplier - / Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Original Copy And (4) Certified True Copy	
4.Proof of Activation of Licenses or Subscription with duration (1) Original Copy And (4) Certified True Copy Remarks: If Applicable	Agency - Division: Supplier - / Service Provider
5.Inspection and Acceptance Report (5) Original Copy Remarks: - Including the Office Order (Please refer to the Department Order No. 115 s. 2023) - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
6.Technical Inspection Report (5) Original Copy Remarks: If applicable	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
7.Duly Received Advanced Notice of Delivery to COA within twenty-four (24) hours from receipts of deliveries (5) Certified True Copy Remarks: - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	
8.Duly Received Notice of Delivery to COA within twenty-four (24) hours from acceptance of deliveries (5) Certified True Copy Remarks: - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
9.Updated Tax Clearance (1) Original Copy And (4) Certified True Copy Remarks: - In compliance with RR No. 017-2024 dated 17 September 2024 - Applicable for One-time payment and Final Settlement	Agency - Division: Supplier - / Service Provider
10.Certificate of Service Rendered (5) Original Copy	Applicant / Client
11.Certificate of Acceptance (5) Original Copy Remarks: - For Progress or Milestone Payment - If applicable	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
12.Final Acceptance and Completion Certificate (6) Original Copy Remarks: Signed by the Supplier/Service Provider	Applicant / Client
13.Reports, Training Certificate/Attendance Sheet (1) Original Copy And (4) Certified True Copy Remarks: If applicable	Agency - Division: Supplier - / Service Provider
14.Project Documentation or Other Supporting Document (1) Original Copy And (4) Certified True Copy Remarks: As indicated in the Technical Requirements/TOR, Contract/PO and subject to the relevant rules and regulations	Applicant / Client
Payment Checklist for Goods and Services	
1.Procurement Documents (1) Original Copy Or (1) Certified True Copy Remarks: - Applicable for One-time payment and First payment only - For Accounting copy only	Applicant / Client
2.COA Transmittal Letter of the Procurement Documents (5) Certified True Copy	Agency - Division: DICT - Procurement Service - Bids and Awards Committee Secretariat
3.Sales Invoice / Statement of Account / Billing Statement	Agency - Division: Supplier - / Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Original Copy And (4) Certified True Copy	
4.Delivery Receipt (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider
5.Proof of Activation of Licenses or Subscription with duration (1) Original Copy And (4) Certified True Copy Remarks: If Applicable	Agency - Division: Supplier - / Service Provider
6. <i>Inspection and Acceptance Report</i> (5) Original Copy Remarks: <i>Including the Office Order (Please refer to the Department Order No. 115 s. 2023)</i> <i>Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report</i>	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
7.Technical Inspection Report (5) Original Copy Remarks: If applicable	Agency - Division: Inspection and Acceptance Committee (IAC) - / Inspection Officer/s and Acceptance Officer/s
8. <i>Duly Received Advanced Notice of Delivery to COA within twenty-four (24) hours from receipts of deliveries</i> (5) Certified True Copy Remarks:	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	
9.Duly Received Notice of Delivery to COA within twenty-four (24) hours from acceptance of deliveries (5) Certified True Copy Remarks: - In compliance with Section 6.06 of COA Circular No. 95-006 dated May 18, 1995 - Please refer to the Memorandum dated 26 September 2024, for the Guidelines and Directives regarding the Submission of the notice of Delivery, Inspection and Acceptance Report and Technical Inspection Report	Agency - Division: Inspection and Acceptance Committee (IAC) - through General Services Division (GSD) pursuant to Department Order No. 115 s. 2023
10.Updated Tax Clearance (1) Original Copy And (4) Certified True Copy Remarks: - In compliance with RR No. 017-2024 dated 17 September 2024 - Applicable for One-time payment and Final Settlement	Agency - Division: Supplier - / Service Provider
11.Tax receipts from Bureau of Customs or Bureau of Internal Revenue (5) Certified True Copy Remarks:	Agency - Division: Supplier - / Service Provider

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
In compliance with Section 9.1.3.1 of COA Circular No. 2012-001 dated June 14, 2012 (if applicable)	
12.Certificate of Service Rendered (5) Original Copy	Applicant / Client
13.Final Acceptance and Completion Certificate (6) Original Copy Remarks: Signed by the Supplier/Service Provider	Applicant / Client
14.Special Bank Guarantee (1) Original Copy And (4) Certified True Copy Remarks: If applicable	Agency - Division: Supplier - / Service Provider
15.Reports, Training Certificate/Attendance Sheet (1) Original Copy And (4) Certified True Copy Remarks: If applicable	Agency - Division: Supplier - / Service Provider
16.Project Documentation or Other Supporting Document (1) Original Copy And (4) Certified True Copy Remarks: As indicated in the Technical Requirements/TOR, Contract/PO and subject to the relevant rules and regulations	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
17. Property Acknowledgement Receipt / Inventory Custodian Slip (5) Original Copy Remarks: - Covered the goods Components - If Applicable	Agency - Division: DICT - Administrative Service - General Services Division
18. Warranty Certificate (1) Original Copy And (4) Certified True Copy Or (5) Original Copy	Agency - Division: Supplier - / Service Provider
Payment Checklist for Release of Retention Money	
1. Request Letter for the Release of Retention Money (1) Original Copy And (4) Certified True Copy Remarks: If the warranty period has not yet expired	Agency - Division: Supplier - / Service Provider
2. Special Bank Guarantee (1) Original Copy And (4) Certified True Copy Remarks: Substitute for Retention Money if the warranty period has not yet expired. Should be valid for the duration of warranty period	Agency - Division: Supplier - / Service Provider
3. Final Acceptance and Completion Certificate (5) Original Copy Remarks: Signed by the Supplier/Service Provider	Applicant / Client
4. Clearance Form (5) Original Copy	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payment Checklist for Advance Payment	
1.Procurement Documents (1) Original Copy Or (1) Certified True Copy Remarks: - Applicable for One-time payment and First payment only - For Accounting copy only	Applicant / Client
2.Request Letter for Payment (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider
3.Irrevocable Standby Letter of Credit / Bank Guarantee / Surety Bond (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the Payment Documents to the PCMD Location: DICT Central Office	1.1. Initial checking of the completeness of the submitted documents to the PCMD	None	1 day/s	Administrative Assistant II, Administrative Officer II, Administrative Officer IV; Procurement Contracts Management Division (PCMD)
	1.2. Thorough review and evaluation of the payment documents; and verification of deliverables of suppliers,		2 day/s	Administrative Officer II, Administrative Officer IV, Administrative Officer V; Procurement Contracts

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	contractors, consultants based on contracts			Management Division (PCMD)
	1.3. Final review and processing of the payment documents		2 day/s	Administrative Officer V, Supervising Administrative; Procurement Contracts Management Division (PCMD)
	1.4.Endorsement of the payment documents to the Accounting Division		2 day/s	Supervising Administrative Officer, Chief Administrative Officer; Procurement Contracts Management Division (PCMD)
General Remarks 1. Certified True Copies should indicate the full name and designation of the Authorized Signatory 2. PAR is issued for items amounting to Php50,000 and above, while CS is issued for items amounting to Php49,999 and below. 3. Pursuant to Department Order 129 dated 02 October 2020, three (3) copies shall be forwarded to the PCMD. Further, the End-user shall keep one (1) copy at all times in its custody and file in a systematic and orderly manner in its records. The remaining copy shall be forwarded by the End-user to the Records Unit. 4. One (1) copy of the Final Acceptance and Completion Certificate shall be furnished to the Supplier. 5. Kindly refer to the process of Finance Service for the Processing of Disbursement Voucher. 6. Processing time is subject to the correctness and completeness of the requirements provided by the End-User.				
TOTAL:		None	7 Days	

5. PAYMENT OF DULY AWARDED CONTRACTS - SIMPLE

This service facilitates the monitoring of contract implementation and payment by thoroughly reviewing and evaluating payment documents. The process ensures that all payments are aligned with the contractual obligations of both the DICT and the Supplier and/or Service Provider. By carefully verifying the documents against agreed terms, this service helps prevent discrepancies, delays, and potential disputes.

Office or Division:	Procurement Contract Management Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DICT End-User/Delivery Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirements	
1.Disbursement Voucher (5) Original Copy Remarks: Please refer to the Department Order No. IEU – 085 for the signing and/or approving Authorities	Applicant / Client
2.Transmittal Letter of the Payment Documents (3) Original Copy Remarks: Transmittal Letter to COA, Accounting and PCMD	Applicant / Client
3.COA Transmittal Letter of the Procurement Documents (5) Certified True Copy	Agency - Division: DICT - Procurement Service - Bids and Awards Committee Secretariat
4.Annual Procurement Plan (5) Certified True Copy	Applicant / Client
5.Purchase Request (5) Certified True Copy	Applicant / Client
6.Notice of Award (5) Certified True Copy	Applicant / Client
7.Notice to Proceed (5) Certified True Copy	Applicant / Client
8.Notarized Contract (5) Certified True Copy	Applicant / Client
9.Purchase Order (5) Certified True Copy	Applicant / Client
10.Obligation Request and Status (5) Certified True Copy	Applicant / Client
Payment Checklist for Release of Retention Money	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request Letter for the Release of Retention Money (1) Original Copy And (4) Certified True Copy Remarks: If the warranty period has not yet expired	Agency - Division: Supplier - / Service Provider
2.Special Bank Guarantee (1) Original Copy And (4) Certified True Copy Remarks: Substitute for Retention Money if the warranty period has not yet expired. Should be valid for the duration of warranty period	Agency - Division: Supplier - / Service Provider
3.Final Acceptance and Completion Certificate (5) Original Copy Remarks: Signed by the Supplier/Service Provider	Applicant / Client
4.Clearance Form (5) Original Copy	Applicant / Client
Payment Checklist for Release of Performance Security	
1.Request Letter for the Refund / Release of Performance Security (1) Original Copy And (4) Certified True Copy	Agency - Division: Supplier - / Service Provider
2.BTr Certification/Deposit Slip validated by Bank/Proof of receipt of trust or Official Receipt of Payment of Performance Security (5) Certified True Copy Remarks: To be coordinated with Cash Division	Applicant / Client
3.Report of Collection and Deposit (5) Certified True Copy Remarks:	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
To be requested from Accounting Division	
4.Final Acceptance and Completion Certificate (5) Certified True Copy	Applicant / Client
5.Clearance Form (5) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the Payment Documents to the PCMD Location: DICT Central Office	1.1. Initial checking of the completeness of the submitted documents to the PCMD	None	4 hour/s	Administrative Assistant II, Administrative Officer II, Administrative Officer IV; Procurement Contract Management Division
	1.2. Thorough review and evaluation of the payment documents; and verification of deliverables of suppliers, contractors, consultants based on contracts		4 hour/s	Administrative Officer II, Administrative Officer IV, Administrative Officer V; Procurement Contract Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Final review and processing of the payment documents		1 day/s	Administrative Officer V, Supervising Administrative; Procurement Contract Management Division
	1.4. Endorsement of the payment documents to the Accounting Division		1 day/s	Supervising Administrative Officer, Chief Administrative Officer; Procurement Contract Management Division
General Remarks 1. Certified True Copies should indicate the full name and designation of the Authorized Signatory 2. PAR is issued for items amounting to Php50,000 and above, while CS is issued for items amounting to Php49,999 and below. 3. Pursuant to Department Order 129 dated 02 October 2020 , three (3) copies shall be forwarded to the PCMD. Further, the End-user shall keep one (1) copy at all times in its custody and file in a systematic and orderly manner in its records. The remaining copy shall be forwarded by the End-user to the Records Unit. 4. One (1) copy of the Final Acceptance and Completion Certificate shall be furnished to the Supplier. 5. Kindly refer to the process of Finance Service for the Processing of Disbursement Voucher. 6. Processing time is subject to the correctness and completeness of the requirements provided by the End-User.				
TOTAL:		None	3 Days	

REGIONAL OFFICES

LUZON REGIONS

- **CORDILLERA ADMINISTRATIVE REGION**
- **REGION 1**
- **REGION 2**
- **REGION 3**
- **REGION 4A**
- **REGION 4B**
- **REGION 5**

VISAYAS REGIONS

- **REGION 6**
- **REGION 7**
- **REGION 8**

MINDANAO REGIONS

- **REGION 9 + BASULTA**
- **REGION 10**
- **REGION 11**
- **REGION 12**
- **REGION 13 (CARAGA)**

LIST OF EXTERNAL SERVICES

1. Application For Digital Certificates
 - Individual Certificate
 - Agency Certificate
2. Processing Of Application To Take The ICT Diagnostic Examination
3. Issuance Of Verified ICT Diagnostic Examination Results
4. Processing Of Application Take The ICT Proficiency Hands On Examination
5. Issuance Of ICT Proficiency Hands On Examination Results
6. Processing Of Request For Ict Technical Assistance and 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:	DICT Regional Office, Regional Offices, Cybersecurity Bureau - Digital Certificate Division
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	
1.Registration via PNPKI Online Registration System (ORS) or PNPKI Individual Certificate Application form (for renewal and bulk applications) (1) Original Copy Or (1) Electronic Copy Remarks: Apply via https://bit.ly/ApplyPNPKI or download the application form from the DICT Website: https://dict.gov.ph/pnpki	Applicant / Client
2.E-mail address owned by the individual or authorized by the owner for use by the subscriber (Sample: 1 email)	Applicant / Client
3.Valid Government-issued Identification Philippine National ID (PhilID) (soft copy/ scanned copy in PDF or JPG format for submission) - Philippine Statistics Authority (PSA) or combination of the following: - Birth Certificate or valid Philippine passport (soft copy/ scanned copy in PDF or JPG format)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
for submission)- Philippine Statistics Authority (PSA)/Department of Foreign Affairs (DFA) - and - UMID Card (soft copy / scanned copy in PDF or JPG format for submission) - Social Security System (SSS) (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 Remarks: Original documents will be presented during the identity verification	
4.One (1) passport size photo taken within the last six (6) months	Applicant / Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) Original Copy	
For Agency Certificate	
1.PNPKI Agency Certificate Application Form (1) Original Copy Remarks: Obtain via the DICT Website: https://dict.gov.ph/pnpki-agency-certificate/	Applicant / Client
2.Valid Government-issued Identification Philippine National ID (PhilID) (soft copy/scanned copy in PDF or JPG format for submission) - Philippine Statistics Authority (PSA) or combination of the following: - Birth certificate of the applicant printed on security paper for Filipino citizen or Alien Certificate of Registration (ACR) card for a foreigner or valid passport (soft copy/scanned copy in PDF or JPG format for submission) - Philippine Statistics Authority (PSA)/Department of Foreign Affairs (DFA) -and- UMID Card (soft copy / scanned copy in PDF or JPG format for submission) - Social Security System (SSS) (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	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
- 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 Remarks: Original documents will be presented during the identity verification.	
3. One (1) passport size photo taken within the last six (6) months (Sample: 1 Passport Size Photo)	Applicant / Client
4. Tax Payer Identification Number (TIN) (Sample: 1 Tax Identification Number)	Applicant / Client
5. Authorization Letter/Board Resolution naming the authorized representative/s to apply for a digital certificate in behalf of the agency (1) Original Copy (1) Original Copy	Applicant / Client
6. Consent to verify the information submitted (1) Electronic Copy	Applicant / Client
7. The process is done via Zoom or Google Meet. (Sample: 1 Email Address)	Applicant / Client
Additional Requirement for Government Agency	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Government Service Insurance System (GSIS) registration number (Sample: 1 GSIS registration number)	Applicant / Client
Additional Requirements for Non-Government Entities	
1. 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; (1) Electronic Copy	Applicant / Client
2. Business Permit (1) Electronic Copy	Applicant / Client
3. Social Security System (SSS) Employer Clearance (1) Electronic Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register via the Online Registration System (ORS) and submit all requirements. Location: Home-based or via the DICT Provincial or Regional Office Notes/Instruction: Access the PNPKI ORS portal thru: https://bit.ly/ApplyPNPKI .	1.1. Receive and evaluate the registration and supporting documents of the applicant from the ORS	None	1 day/s	Registration Authority Officer (RAO);

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Scheduling of online verification.		1 day/s	Registration Authority Officer (RAO);
	1.3. Conduct of video call with the applicant through video conferencing platforms such as: Viber, Zoom, and Hangouts		1 day/s	Registration Authority Officer (RAO); Digital Certificate Division PNPKI Support Team/ Assigned Personnel;
	1.4. Adding user (including verification and add user into TMSRA from ORS of the applicant) into the PNPKI System.		1 day/s	Registration Authority Assistants (RAA); Digital Certificate Division PNPKI Support Team/ Assigned Personnel;
	1.5. Once the add user request is approved by another RA Officer (RAO), the system sends an email to the subscriber with instructions		1 day/s	Registration Authority Assistants (RAA); Digital Certificate Division PNPKI Support Team/ Assigned Personnel;

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on how to download and install digital certificates.			
2. Request for digital certificates. Location: Home-based or via the DICT Provincial or Regional Office	2. Approve certificate request.	None	1 day/s	Registration Authority Officer (RAO)
3. Download and install digital certificates. Location: Location: Home-based or via the DICT Provincial or Regional Office	3. Digital Certificate Division PNPKI Support Team/assigned personnel, provides support and assistance as needed.	None	1 day/s	Digital Certificate Division PNPKI Support Team/ Assigned personnel;
Total		None	7 days	

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

DICT CAR	car.pnpki@dict.gov.ph
DICT Region 1	r1.pnpki@dict.gov.ph
DICT Region 2	r2.pnpki@dict.gov.ph
DICT Region 3	r3.pnpki@gmail.com
DICT Region IV-A	r4a.pnpki@dict.gov.ph
DICT Region IV-B	r4b.pnpki@dict.gov.ph
DICT Region 5	region5@dict.gov.ph
DICT Region 6	r6.pnpki@dict.gov.ph
DICT Region 7	r7.pnpki@dict.gov.ph; region7@dict.gov.ph
DICT Region 8	r8.pnpki@dict.gov.ph
DICT Region 9 + BASULTA	r9.pnpki@dict.gov.ph;

	region9basulta@dict.gov.ph
DICT Region 10	r10.pnpki@dict.gov.ph
DICT Region 11	r11.pnpki@dict.gov.ph
DICT Region 12	region12@dict.gov.ph
DICT Region 13 (CARAGA)	r13.pnpki@dict.gov.ph

2. PROCESSING OF APPLICATION TO TAKE THE ICT DIAGNOSTIC EXAMINATION

The ICT Proficiency Certification Examination is designed to evaluate the competence of an individual to perform programming or systems analysis and design functions. This is pursuant to PD 1408, which directs the National Computer Center (now DICT) and the Civil Service Commission (CSC) to devise ways of determining the fitness of individuals in occupying highly technical ICT positions and through which the awarding of appropriate ICT (EDP) Specialist Eligibility will be based. DICT and CSC therefore conduct tests in the areas of Computer Programming and System Analysis and Design. The ICT Diagnostic Exam is a prerequisite for the ICT Proficiency Hands on Exam.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Accomplished Application Form (1) Electronic Copy	DICT - ILCDB
Remarks: Access the form through this link: https://tinyurl.com/DiagExamRegForm	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Accomplish the ILCDB Online Registration Form. Location: Access the form through this link: https://tinyurl.com/DiagExamRegForm	1.1 Receive accomplished registration form.	None	5 minutes	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
2 Receive confirmation accepting the registration form	2.1 Review and Evaluate Online Registration Form and	None	5 minutes	Training Specialist III, Training Management Division; ICT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Location: An auto-reply will be displayed upon completion of the registration through this link: https://tinyurl.com/DiaExamRegForm	prepare list of examinees.			Literacy and Competency Development Division (ILCDB)
TOTAL:		None	10 minutes	

3. ISSUANCE OF VERIFIED ICT DIAGNOSTIC EXAMINATION RESULTS

The ICT Proficiency Certification Examination is designed to evaluate the competence of an individual to perform programming or systems analysis and design functions. This is pursuant to PD 1408, which directs the National Computer Center (now DICT) and the Civil Service Commission (CSC) to devise ways of determining the fitness of individuals in occupying highly technical ICT positions and through which the awarding of appropriate ICT (EDP) Specialist Eligibility will be based. DICT and CSC therefore conduct tests in the areas of Computer Programming and System Analysis and Design. The ICT Diagnostic Exam is a prerequisite for the ICT Proficiency Hands on Exam.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Accomplished Application Form (1) Electronic Copy Remarks: Access the form through this link: https://tinyurl.com/DiagExamRegForm	DICT - ILCDB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive confirmation of acceptance. Location: An email confirmation will be sent through this email address: ilcdb.registrar@dict.gov.ph	1.1 Send results of Diagnostic Exam via Email	None	5 minutes	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
TOTAL:		None	5 minutes	

4. PROCESSING OF APPLICATION TO TAKE THE ICT PROFICIENCY HANDS ON EXAMINATION

The ICT Proficiency Certification Examination is designed to validate the competence of an individual in programming and system analysis and design functions. This is pursuant to PD 1408, which directs the National Computer Center (now DICT) and the Civil Service Commission (CSC) to devise ways of determining the fitness of individuals in highly technical ICT positions. DICT and CSC therefore conduct tests in these areas.

Office or Division:	DICT Regional Office, Regional Offices, 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
For Standard Requirement	
Accomplished Application Form (1) Electronic Copy Remarks: Access the application form through this link: https://tinyurl.com/HandsOnExamRegForm	DICT - ILCDB
Diagnostic Result (Notification) (1) Electronic Copy	DICT - ILCDB
Transcript of Records (TOR) (1) Electronic Copy And (1) Photo Copy	Applicant's School - School Registrar
Original Birth Certificate (NSO or PSA) (1) Electronic Copy And (1) Original Copy	Philippine Statistics Authority - Regional Statistical Services Office (RSSO)
Passport Size ID Picture (1) Electronic Copy And (1) Original Copy Remarks: With handwritten name tag containing the following: (LAST NAME, FIRST NAME MI)	Any photo studio - Any photo studio
Official Receipt (1) Original Copy	DICT – Cash Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Accomplish the Online Registration	1.1 Review the Online Registration	None	1 day/s	Training Specialist III, Training

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Form and submit the required documents. Location: Access the form through the link: https://tinyurl.com/HandsOnExamRegForm.	Form and its attached documentary requirements.			Management Division; ICT Literacy and Competency Development Division (ILCDB)
	1.2 Send confirmation of application and request for submission of physical documentary requirements		5 minutes	
2	2.1 Receive confirmation of application and submit physical documentary requirements.	None	1 day/s	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
	2.2 Prepare the Order of Payment Form Another confirmation email will be sent through ilcdb.registrar@dict.gov.ph for instructions on submitting physical copies.	None	5 minutes	Preparation: Registrar's Office Staff Signing: Accounting Head
3	3.1 Receive Order of Payment Form and pay the necessary fees	Possible Fees: For Pro: PHP 500	30 minutes	Chief Administrative Officer;

CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Location: Ground Floor, DICT Building, C.P. Garcia Avenue, Diliman, Quezon City		For Graduating students: PHP 300		Accounting Division Supervising Administrative Officer; Accounting Division
		3.2 Receive payment and issue Official Receipt (OR)		30 minutes	Chief Administrative Officer ; Cash Division Supervising Administrative Officer ; Cash Division
4	Receive the OR from the Cash Division and present the same to the ILCDB. Location: Registrar's Office, 2nd Floor, DICT Valenzuela, Karuhatan, Valenzuela City	4.1 Validate the OR and issue the Examination Permit.	None	10 minutes	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
TOTAL:			PRO: Php 500 GS: Php 300	2 day/s, 1 hour/s, 20 minutes	

MODE OF PAYMENT

via DICT Cashier

Location

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

5. ISSUANCE OF ICT PROFICIENCY HANDS ON EXAMINATION RESULTS

The ICT Proficiency Certification Examination is designed to validate the competence of an individual in programming and system analysis and design functions. This is pursuant to PD 1408, which directs the National Computer Center (now DICT) and the Civil Service Commission (CSC) to devise ways of determining the fitness of individuals in highly technical ICT positions. DICT and CSC therefore conduct tests in these areas

Office or Division:	ICT Literacy and Competency Development Bureau
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	ICT Professionals and Individuals who passed the Diagnostic Examination

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Standard Requirement	
Email notification (1) Electronic Copy	DICT - ILCDB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Receive email notification that certificates are ready for claiming. Location: A confirmation email through ilcdb.registrar@dict.gov.ph	1.1 Send email notification to examinees.	None	5 minutes	Training Specialist III, Training Management Division; ICT Literacy and Competency Development Division (ILCDB)
	1.2 Prepare notification slip and certificates.		10 minute/s	
2 Present the notification email to ILCDB. Location: An email from ilcdb.registrar@dict.gov.ph	2.1 Issue certificate and notification slip	None	15 minute/s	
TOTAL:		None	30 minute/s	

6. PROCESSING OF REQUEST FOR ICT TECHNICAL ASSISTANCE AND SERVICES

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request letter indicating the specific technical assistance needed via e-mail (see table below) Location: Official Regional Emails Notes/Instruction: You may e-mail your Request for ICT Technical Assistance to the following: DICT CAR - car@dict.gov.ph DICT Region 1 - region1@dict.gov.ph	1.1. Review and Evaluate Online Application Form and Requirements	None	15 minute/s	Provincial Officers / Project Focal Provincial/ Regional Office
	1.2. Forward the request letter to the office concerned		15 minute/s	Provincial Officers / Project Focal Provincial/ Regional Office
	1.3. The office concerned evaluates if the request		15 minute/s	Provincial Officers / Project Focal Provincial/ Regional Office

DICT Region 2 - region2@dict.gov.ph DICT Region 3 - region3@dict.gov.ph DICT Region IV-A - region4a@dict.gov.ph DICT Region IV-B - region4b@dict.gov.ph DICT Region 5 - region5@dict.gov.ph DICT Region 6 - region6@dict.gov.ph DICT Region 7 - region7@dict.gov.ph DICT Region 8 - region8@dict.gov.ph DICT Region 9 + BASULTA - region9basulta@dict.gov.ph DICT Region 10 - region10@dict.gov.ph DICT Region 11 - region11@dict.gov.ph DICT Region 12 - region12@dict.gov.ph DICT Region 13 (CARAGA) - caragaregion13@dict.gov.ph	classifies as Simple, Complex and Highly Technical.			
	1.4. Endorse the recommen dation to the Provincial Officer or Regional Director for approval.		3 day/s	Project Focal Technical Operations Division

2. Receive the letter of decision whether approved or disapproved Location: Official Regional Emails	2. Send a reply letter	None	15 minute/s	Project Focal Technical Operations Division
TOTAL:		None	3 Days 1 Hour	

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

DICT CAR	car@dict.gov.ph
DICT Region 1	region1@dict.gov.ph
DICT Region 2	region2@dict.gov.ph
DICT Region 3	region3@dict.gov.ph
DICT Region IV-A	region4a@dict.gov.ph
DICT Region IV-B	region4b@dict.gov.ph
DICT Region 5	region5@dict.gov.ph
DICT Region 6	region6@dict.gov.ph
DICT Region 7	region7@dict.gov.ph
DICT Region 8	region8@dict.gov.ph
DICT Region 9 + BASULTA	region9basulta@dict.gov.ph
DICT Region 10	Note: all requests from stakeholders are emailed to region10@dict.gov.ph
DICT Region 11	region11@dict.gov.ph
DICT Region 12	region12@dict.gov.ph
DICT Region 13 (CARAGA)	caragaregion13@dict.gov.ph

LIST OF INTERNAL SERVICES

1. Dissemination/Dispatching of Outgoing Communications
2. Processing of Cash Collection
3. Processing of Cash Disbursement
4. Processing of Disbursement Voucher
5. Processing of Obligation Request and Status for all Disbursement Vouchers, Contracts and Other Transactions
6. Processing of Request for
 - a. Certificate of Employment (COE)
 - b. Certificate of Completion for On-The-Job (OJT) Training/Immersion Students
7. Processing of Request for Service Records
8. Processing of Request for Regional Clearance
9. Processing of Request for Certificate of Leave Credits for Claims for Terminal Leave Benefits
10. Processing of Monetization of Leave Credits
11. Receiving of Incoming Communications
12. Request for Trip Ticket and Official Vehicle

1. DISSEMINATION/DISPATCHING OF OUTGOING COMMUNICATIONS

This service ensures timely and accurate delivery of all outgoing messages, including emails, letters, faxes, and other forms of communication.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letters/Documents approved by the Regional Director or Head of Office (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents with a transmittal letter signed by the authorized official	1.1. Receive outgoing documents from the office concerned	None	10 minute/s	Receiving Clerk/ Administrative Officer; Administrative Service (AS)
	1.2. Log the basic information of the outgoing document and assign a control number		10 minute/s	Receiving Clerk/ Administrative Officer; Administrative Service (AS)
	1.3. Provide an acknowledgment stating the title of the		10 minute/s	Receiving Clerk/ Administrative Officer; Administrative

	document/ details			Service (AS)
2. Receive the acknowledgment	2. Prepare the document for dispatch	None	30 minute/s	Receiving Clerk/ Administrative Officer; Administrative Service (AS)
TOTAL:		None	1 hour	

2. PROCESSING OF CASH COLLECTION

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Disbursement Voucher (1) Original Copy And (3) Photo Copy	Applicant / Client
2.Approved Obligation Request and Status (2) Original Copy	Agency - Division: Department of Information and Communications Technology - Budget Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Order of Payment	1.1. Receive, acknowledge and log the transaction into the eOR System	None	7 minute/s	Administrative Officer; Cash Division
	1.2. Verify if the Order of payment has been approved and transmitted by the Accounting Division.		8 minute/s	Administrative Officer; Cash Division
2. Pay the amount presented	2.1. Receive the Payment	None	5 minute/s	Administrative Officer; Cash Division

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
in the Order of Payment	2.2. Print eOR		5 minute/s	Administrative Officer; Cash Division
	2.3. Issue eOR		5 minute/s	Administrative Officer; Cash Division
3. Receive the eOR	3.1. Prepare the list of collections and deposit slips	None	15 minute/s	Administrative Officer; Cash Division
	3.2. File the eOR		15 minute/s	Administrative Officer; Cash Division
TOTAL:		None	1 Hour	

3. PROCESSING OF CASH DISBURSEMENT

This transaction involves the verification, processing, and release of cash payments for approved obligations, including salaries, operating expenses, and other authorized expenditures, in accordance with government accounting and auditing rules.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher with Signed LDDAP/LAD by the Accountant (1) Original Copy And (3) Photo Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher (DV) with signed LDDAP/LAD by the accountant Location: Administrative and Service Division	1.1. Receive, acknowledge and log the transaction	None	30 minute/s	Administrative Officer (Cashier); Administrative Service (AS)
	1.2. Prepare the Advice of Checks Issued and Canceled (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		1 hour/s, 30 minute/s	Administrative Officer (Cashier); Administrative Service (AS)

	Issued and Invalidated ADA entries (SLIIE)			
	1.3. Review the documents		1 day/s	Administrative Officer (Cashier); Administrative Service (AS)
	1.4. Sign the ACIC, LDDAP-ADA, FINDES/BILLER DES and SLIIE		30 minute/s	Administrative Officer (Cashier); Administrative Service (AS)
	1.5. Approve the ACIC, LDDAP-ADA, FINDES/BILLER DES and SLIIE		30 minute/s	Administrative Officer (Cashier) ;
	1.6. Endorse documents to the Cash Division		30 minute/s	Administrative Officer (Cashier); Administrative Service (AS)
	1.7. Deliver documents to the servicing bank for debit to the DICT account and for credit to the account of payee/claimant		1 day/s	Administrative Officer (Cashier); Administrative Service (AS)
	1.8. Inform payee/claimant to sign the DV		30 minute/s	Administrative Officer (Cashier); Administrative Service (AS)

	1.9. Prepare reports for submission to Accounting Division		4 hour/s	Administrative Officer (Cashier); Administrative Service (AS)
TOTAL:		None	3 days	

4. PROCESSING OF DISBURSEMENT VOUCHER

Involves the steps to authorize and document payments made by the organization. Ensures transparency, accountability, and proper tracking of financial transactions within the organization.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher (1) Original Copy And (3) Photo Copy Remarks: Secured by the Requesting Party	Applicant / Client
2. Approved Obligation Request and Status (2) Original Copy Remarks: Secured by the Requesting Party and Budget Unit	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished DV (with signed or approved Box A) with the complete supporting documents to the Accounting Unit.	1.1. Receive, acknowledge and log the transaction, assign DV number, and forward the DV with complete supporting documents to the concerned Accounting Staff.	None	15 minute/s	Receiving Staff / Administrative and Finance Division
	1.2. Process the DV as to the completeness of supporting documents, validity		30 minute/s	Administrative Officer / Administrative and Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and correctness of claims.			
	1.3. Compute and deduct applicable taxes.		30 minute/s	Accounting Officer / Administrative and Finance Division
	1.4. Prepare Certificate of Tax Withheld and record particulars of DV in Individual Index Card.		20 minute/s	Accounting Officer / Administrative and Finance Division
	1.5. Prepare the Journal Entry (Box B) and affix initial in the DV. Forward to the Chief Accountant for review and approval.		20 minute/s	Accounting Officer / Administrative and Finance Division
	1.6. Review the DV and sign the box C of DV, and forward to the Receiving/Releasing Clerk.		2 hour/s	Chief Accountant / Administrative and Finance Division
	1.7. Release the DV and other documents to the Approving Authority.		15 minute/s	Accounting Officer / Administrative and Finance Division
TOTAL:		None	4 Hours, 10 Minutes	

5. PROCESSING OF OBLIGATION REQUEST AND STATUS FOR ALL DISBURSEMENT VOUCHERS, CONTRACTS, AND OTHER TRANSACTIONS

This process plays a vital role in financial management, ensuring that all financial commitments are properly recorded, approved, and monitored. This process is essential for maintaining transparency, accountability, and efficiency in handling funds. It verifies the availability of budgeted funds before making payments, preventing overspending and ensuring compliance with financial regulations. By systematically tracking obligations, organizations can manage cash flow effectively, avoid delays in payments, and facilitate smooth transactions with suppliers, contractors, and other stakeholders. Furthermore, this process helps in maintaining accurate financial records, which are critical for audits, reporting, and informed decision-making.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Obligation Request and Status Form (1) Original Copy Remarks: Secured by the Requesting Party	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished obligation request and status Location: Any DICT Office	1.1. Receive, acknowledge, and log the transactions needing obligations and forward documents to the concerned Processor	None	2 hour/s	Administrative Officer; Administrative and Finance Division

	1.2. Review, check fund availability and allotment, record and assign a number in the ORS control book, and initial the ORS		3 hour/s	Administrative Officer; Administrative and Finance Division
	1.3. Review and sign the Box B of ORS		1 hour/s	Administrative Officer; Administrative and Finance Division
	1.4. Record and forward the documents to the Accounting		2 hour/s	Administrative Officer; Administrative and Finance Division
TOTAL:		None	1 Day	

6. PROCESSING OF REQUEST FOR CERTIFICATE OF EMPLOYMENT OR CERTIFICATE OF COMPLETION FOR ON-THE-JOB (OTJ) TRAINING/IMMERSION STUDENTS

The Processing of Requests for Certificate of Employment, Completion, Leave Credits, and Regional Clearance ensures that DICT employees and former personnel can efficiently obtain official employment-related documents.

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter signed by the Requestor (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the acknowledgment	1. Prepare the document	None	2 day/s, 30 minute/s	Administrative Officer
2. Submit the request for issuance of certificate, clearance or leave credits.	2.1. Receive, acknowledge and log the request and assign a control number.	None	15 minute/s	Administrative Officer
	2.2. Provide an acknowledgment stating the title request		15 minute/s	Administrative Officer
TOTAL:		None	2 Days, 1 Hour	

7. PROCESSING OF REQUEST FOR SERVICE RECORDS

The Processing of Request for Service Record involves issuing an official document that certifies an employee's tenure, employment history, and salary details. This record is typically requested for employment verification, retirement processing, loan applications, or other official purposes.

Office or Division:	Administrative and Finance Division
Classification:	COMPLEX
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter for the issuance of the Service Record , (1) Original Copy	Applicant / Client

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for issuance of a certificate, clearance, or leave credits	1.1. Receive, acknowledge, and log the request, then assign a control number.	None	15 minute/s	Administrative Officer, Administrative and Finance Division
	1.2. Provide an acknowledgment stating the title of the request.		15 minute/s	Administrative Officer, Administrative and Finance Division
2. Receive the acknowledgment and wait for processing	2.1 Prepare the document.	None	2 day/s	Administrative Officer, Administrative and Finance Division
TOTAL:		None	2 Days, 30 Minutes	

8. PROCESSING OF REQUEST FOR REGIONAL CLEARANCE

Processing of Request for Regional Clearance involves the evaluation and issuance of a clearance document from the regional office. This clearance certifies that an individual, project, or entity has no outstanding obligations or issues within the regional jurisdiction. It is typically required for employment separation, project approvals, financial transactions, procurement processes, or other official purposes.

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter for the issuance of Regional Clearance Record (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request for issuance of regional clearance	1.1. Receive, acknowledge and log the request and assign a control number.	None	30 minute/s	Human Resource Management Officer Administrative Officer
	1.2. Provide an acknowledgment receipt		30 minute/s	Human Resource Management Officer Administrative Officer

2. Receive the acknowledgement and wait for processing	2.1. Process the document	None	2 day/s	Human Resource Management Officer
	2.2. Inform the client that their clearance is complete		2 minute/s	Human Resource Management Officer
TOTAL:		None	2 Days, 1 Hour, 2 Minutes	

9. PROCESSING OF REQUEST FOR CERTIFICATE OF LEAVE CREDITS FOR CLAIMS FOR TERMINAL LEAVE BENEFITS

The processing of request for Certificate of Leave Credits for Claims for Terminal Leave Benefits is issued once a government employee retires, resigns, or is separated from the service. It is the total of their accumulated unused Vacation Leave and Sick Leave.

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter for the issuance of Certificate of Leave Credits for claims for Terminal Leave Benefits (1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for issuance of Certificate of Leave Credits for Terminal Leave Benefits Location: Any DICT Office	1.1. Receive, acknowledge and log the request and assign a control number	None	30 minute/s	Administrative Officer
	1.2. Receive, acknowledge and log the request and assign a control number		30 minute/s	Administrative Officer
2. Receive the acknowledgement and wait for processing Location:	2. Prepare the document	None	2 day/s	Administrative Officer

Any DICT Office				
TOTAL:		None	2 Days, 1 Hour	

10. PROCESSING OF MONETIZATION FOR LEAVE CREDITS

The Monetization of Leave Credits shall be allowed a minimum of 10 days to those officials and employees who have accumulated 15 days of vacation leave credits. Provided that at least 5 days is retained after monetization and provided further that a maximum of 30 days may be monetized in a given year (Section 22 of Omnibus Rules on Leave, Rule XVI of the Omnibus Rules Implementing Book V of Executive Order No. 292).

Under Section 23 of the Omnibus Rules on Leave, monetization of 50 percent or more of accumulated leave credits may be allowed for valid and justifiable reasons, such as:

- Health, medical and hospital needs of the employee and the immediate members of his family;
- Financial aid and assistance brought about by *force majeure* events such as calamities, typhoons, fire, earthquake and accidents that affect the life, limb and property of the employee and his/her immediate family;
- Educational needs of the employee and the immediate members of his/her family;
- Payment of mortgages and loans which were entered into for the benefit or which inured to the benefit of the employee and his/her immediate family;
- In cases of extreme financial needs of the employee or his/her immediate family where the present sources of income are not enough to fulfill basic needs such as food, shelter and clothing; and
- Other analogous cases as may be determined by the CSC.

Office or Division:	Administrative and Finance Division
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
1.Approved leave application (ten days with leave credit balance certified by the Human Resource Office (1) Original Copy	Applicant / Client
2.Request for leave covering more than ten days duly approved by the Head of Agency (1) Original Copy	Applicant / Client
For Monetization of 50% or More	

1. Clinical abstract/Medical Procedures to be undertaken in case of health, medical, and hospital needs.	Applicant / Client
2. Barangay certification in case of need for financial assistance brought about by calamities, typhoons, fires, etc.	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and approved leave application together with all the supporting documents to Central Office for their evaluation and processing	1.1. Receive, acknowledge and log the request and assign a control number	None	30 minute/s	Administrative Officer ; Admin HR
	1.2. Provide an acknowledgement stating the title request		30 minute/s	Administrative Officer ; Admin HR
2. Receive the acknowledgement and wait for processing	2. Central Office to process the monetization request	None	10 day/s	Administrative Officer ; Admin HR
TOTAL:		None	10 Days, 1 Hour	

11. RECEIVING OF INCOMING COMMUNICATIONS

Receipt, recording, and routing of official documents and correspondences to ensure timely action and compliance with organizational protocols.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Incoming Documents (1) Original Copy	Agency - Division: Department of Information and Communications Technology - Administrative and Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Incoming Documents	1.1. Receive incoming documents from the internal and external customers	None	30 minute/s	Receiving Clerk/ Administrative Officer/ Administrative and Finance Division; Administrative Service (AS)
	1.2. Issuance of certificate of appearance or acknowledgement of receipt.		30 minute/s	Receiving Clerk/ Administrative Officer/ Administrative and Finance Division; Administrative Service (AS)
	1.3. Review documents and prepare routing slips to the appropriate		15 minute/s	Receiving Clerk/ Administrative Officer/ Administrative and Finance Division; Administrative Service (AS)

	recipient.			
	1.4. Endorse documents to the Office/Division		15 minute/s	Receiving Clerk/ Administrative Officer/ Administrative and Finance Division; Administrative Service (AS)
TOTAL:		None	1 hour and 30 minutes	

12. REQUEST FOR TRIP TICKET AND OFFICIAL VEHICLE

The Trip Ticket and Official Vehicle Request service enables employees to request travel tickets (for business trips) and book official vehicles (for transportation to and from destinations). The service ensures that employees have the necessary resources for work-related travel while maintaining efficiency and compliance with company policies

Office or Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Who Can Use: This service is available to all DICT employees who need to travel for business purposes and require official vehicle use during their trips. Vehicle Eligibility: Only DICT employees authorized to drive official vehicles as per company policy are eligible to request a vehicle.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Vehicle Request Form (VRF) (2) Original Copy Remarks: The requestor will fill out the VRF and identify the Driver and the Vehicle to be used	Applicant / Client
2.Purchase Request(PR) for Fuel (1) Original Copy Remarks: The requestor will fill out the signed Purchased request indicating the amount of Fuel to be used.	Applicant / Client
3.Trip Ticket (1) Original Copy Remarks: The Driver will fill out the trip ticket	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the Vehicle Request Form (VRF) and the Travel Order (If Applicable)	1.1 Submit the VRF to the motorpool	None	5 Minutes	Admin Staff / Dispatch Officer, Administrative and Finance Division
	1.2 Check the completeness and correctness of the VRF		5 Minutes	Admin Staff / Dispatch Officer, Administrative and Finance Division
	1.3 Check the availability of the driver and the vehicle		5 Minutes	Admin Staff / Dispatch Officer, Administrative and Finance Division
	1.4 Prepare and forward the trip ticket		5 Minutes	Admin Staff / Dispatch Officer, Administrative and Finance Division
	1.5 Approve the trip ticket and provide a copy to the driver		5 Minutes	Admin Staff / Dispatch Officer, Administrative and Finance Division
2 Accomplish Trip Ticket	2.1 Conduct Trip	None	5 Minutes	Driver
TOTAL:		None	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish our Feedback Form available in the offices and put this at the drop box located at the Public Assistance and Complaints Desk Feedback may also be sent through e-mail feedback@dict.gov.ph or consumer.protection@dict.gov.ph Talk to our Officer of the Day
How feedbacks are 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 feedback recorded for the day will be submitted to the Committee on Anti-Red Tape (CART) Secretariat. The CART Secretariat shall ensure that proper acknowledgment shall be given to those who filed their feedback within fifteen (15) days upon receipt. The CART Secretariat shall prepare a monthly summary of feedbacks received and forward the report to the CART Chairperson or Supervising Senior Executive Official/s for Central Office and Office of the Regional Director for Regional Offices 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	For service-related complaints against DICT, email Anti-Red Tape Authority (ARTA) through complaints@arta.gov.ph with the following details: • Full name and contact information of the complainant • Sex and Gender • Incident details/ Narrative of concern • Evidence • Name of the person/office being complained Clients may also file their complaints through: Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline (8888)

How complaints are processed	The DICT Committee on Anti Red Tape (CART) evaluates all complaints against DICT filed through ARTA, and identifies if the same is within DICT jurisdiction, mandate and/or authority. Upon evaluation, the CART shall start the investigation and forward the complaint to the relevant office for their explanation. The concerned office should reply within 3 days upon receipt of the referred complaint from CART The CART shall create a CART Referral Report or an equivalent report and return the complete docket case to the Public Assistance Division of ARTA within 20 working days. The 20 day period may be extended once for the same period through a written consent of the complainant. If successfully resolved: The CART shall cause the complainant to file the Consent to Closure Complaint (Annex C of ARTA MC No. 2021-11). If the CART could no longer contact the complainant, proof of diligent attempts to contact the complainant shall be submitted to ARTA. If failed to resolve: The CART shall submit the CART Referral Report together with a copy of the following: 1. Sworn Affidavit of the Complainant 2. Counter-Affidavit of the Complained Government Official 3. Recommendation of the CART Chairperson or head of DICT
Contact Information of CCB, PCC, ARTA	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. 1505/1502/1506
Government Digital Transformation Bureau – Government Systems Strategic Program Division	3/F DICT Bldg. C.P. Garcia Avenue, Diliman, Quezon City	89200101 ext. 6106 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. 1703/2432/2433 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 1701/1709/2422/2428 dc1support@dict.gov.ph
ICT Literacy and Competency Development Bureau	2/F DICT Bldg. C.P. Garcia Avenue, Diliman, Quezon City	892001001 ext. 2685 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 1130/1131 pemedes@dict.gov.ph
Central Receiving and Releasing Unit	Basement, DICT Bldg. C.P. Garcia Avenue, Diliman, Quezon City	8921-0101 local 1200 crru@dict.gov.ph
Cash Division	1/F DICT Bldg. C.P. Garcia Avenue, Diliman, Quezon City	892001001 ext 1622/1623

LIST OF OFFICES (REGIONAL OFFICES)

Region	Address	Contact Information
DICT CAR	DICT Compound, Polo Field St Joseph Village, Baguio City 2600	(074)442-4616 car@dict.gov.ph
DICT Region 1	3F Kenny Plaza Bldg., M.L. Quezon Ave, San Fernando City, La Union 2500	(072) 610-4880 region1@dict.gov.ph
DICT Region 2	#2 Bagay Road, San Gabriel Village, Tuguegarao City, Cagayan 3500	(078) 825-1624 region2@dict.gov.ph
DICT Region 3	3rd Flr. Marison Square Bldg. Cagayan Valley Road Brgy. Sta. Rita Guiguinto, Bulacan 3015	(044) 792 3743 region3@dict.gov.ph
DICT Region IV-A	DICT Compound Telecom Road, Capitol Site, Brgy. Kumintang Ibaba , Batangas City 4200	(043)757-7632 region4a@dict.gov.ph
DICT Region IV-B	DICT Compound Telecom Road, Capitol Site, Brgy. Kumintang Ibaba , Batangas City 4200	(043)702-4323 region4b@dict.gov.ph
DICT Region 5	DICT Regional Office V, 2nd Floor Post-Telecom Building Lapu-Lapu St. Brgy 25 Lapu-Lapu Legazpi City, Albay 4500	+63929-606-5491 support.region5@dict.gov.ph
DICT Region 6	DICT, Zamora Street, Iloilo City 5000	(033) 351-1684 region6@dict.gov.ph
DICT Region 7	DICT Building, Pigafetta Street, Brgy. San Roque, Port Area, Cebu City, 6000	(02) 8-920-0101 loc. 9021 region7@dict.gov.ph
DICT Region 8	DICT Regional Office 8, A. Mabini St., Port Area, Tacloban City, Leyte, 6500	region8@dict.gov.ph
DICT Region 9 + BASULTA	DICT Bldg., Corcuerra Ext., Port Area, Zamboanga City, 7000	(062) 991-2742 region9basulta@dict.gov.ph
DICT Region 10	DICT Villarin Street Carmen Cagayan de Oro City 9000	(088)587-2981 region10@dict.gov.ph
DICT Region 11	DICT Region XI, F. Torres St.,Davao City (Telecom Ofc Cmpd) 8000	(082) 291-2255 region11@dict.gov.ph
DICT Region 12	DICT OFFICE XII, 2F Rommel Building, Jose Abad Santos, Zone III, Koronadal City, 9506	(083) 520 1698 region12@dict.gov.ph
DICT Region 13 (CARAGA)	DICT Caraga Regional Office. J. Rosales Avenue, Butuan City 8600	(085) 817-2011 caragaregion13@dict.gov.ph