



Office of the President of the Philippines
COMMISSION ON INFORMATION AND COMMUNICATIONS TECHNOLOGY

E-SERVICES PORTAL LAUNCHING
28 March 2008, 8:30 AM
Audio-Visual Room, Ground Floor, CICT-NCC Building,
Carlos P. Garcia Avenue, UP Diliman, Quezon City

Keynote Message
SECRETARY RAY ANTHONY ROXAS-CHUA III
Chairman, Commission on Information and Communications Technology

Undersecretary Fortunato de la Peña, Commissioner Tim Diaz De Rivera, Commissioner Mon Ibrahim, our partners in the BPO industry and the private sector, fellow government workers, guests, ladies and gentlemen, a pleasant good morning to you all!

As stipulated in Executive Order 269, the Commission on Information and Communications Technology, or CICT, is the lead agency in the pursuit of a Philippine e-society through the use of ICT in nation building and national competitiveness. The CICT envisions a Philippines with a reliable ICT infrastructure, a flourishing ICT industry, a globally competitive ICT-enabled workforce, and a technology-savvy government. Through its component agency the National Computer Center, or NCC, the CICT champions good governance in the country by promoting efficient, transparent, accountable and citizen-centric government services that are accessible to all segments of the population.

Efficiency, transparency and accountability issues have confronted government agencies for many years. As the lead ICT agency, the CICT recognizes the crucial role of ICT in strengthening the credibility of the government through automation of government-to-consumer and government-to-business processes. As a result, e-Government has become one of the most prominent programs of the CICT. Some of the CICT's e-Government initiatives are supported by the e-Government Fund, which was established by the Department of Budget and Management to serve as the primary resource for designing citizen-friendly ICT applications through a multi-agency approach within the government. The CICT reviews, assesses, selects, and monitors priority frontline ICT projects covered by the e-Government Fund.

Today, it is with great pride that we unveil a flagship project of the CICT financed by the e-Government Fund—the e-Services Portal, or eSerbisyo. eSerbisyo is a response to the 2004-2010 Medium-Term Philippine Development Plan’s vision of a government that effectively utilizes ICT in enhancing public service for continuous national development. It also supports the Government Information System Plan’s vision of an electronic bureaucracy that is responsive to the needs of the general public.

eSerbisyo is designed to eliminate the organizational barriers that have hindered effective interaction between citizens, businesses and the government. It features a user-friendly interface that organizes commonly used government services in practical categories, such as health, employment, education, and social services, to cater to all types of users, including citizens, overseas Filipino workers, or OFWs, investors, government employees and tourists. eSerbisyo will empower citizens by allowing them to easily access government services, such as applying for benefits, requesting civil registry documents, renewing passports and licenses, securing police clearances and accessing government-specific information. Businesses will also be assisted in electronic business registration, filing of taxes and paperless customs.

A key component of eSerbisyo is the e-Payment Gateway, or eBayad. eBayad is a flexible payment mechanism that enables citizens and businesses to conveniently and readily facilitate online payment for government services. This component is linked with major bank consortia, telecommunications operators and credit card companies for speedy financial transactions.

Through the e-Services Portal, the CICT and the NCC seek to steer the Philippine government into Stage 4 of the United Nations-American Society for Public Administration’s Five Stages of E-Government. The Portal complies with the Stage 4 requirements of a “transactional web presence” as it enables Filipino users to complete transactions online, allows users to directly access services based on specific needs, and provides a secure environment for online transactions.

Today, we witness another milestone in Philippine governance as we launch the e-Services Portal. The CICT is deeply honored to have played a major role in this remarkable accomplishment. I would also like to express my heartfelt congratulations to the NCC, which has maintained an unwavering commitment to improving government services for our fellow Filipinos.

In closing, I urge all of you present today to spread the word to your colleagues and friends that the e-Services Portal is now open for business. I believe we have only scratched the surface in terms of leveraging ICT in the provision of government service and I hope the e-Services Portal will serve as an example to help drive future implementations. I also urge members of the CICT and NCC, as well as our partners, to lend their expertise for the continuous improvement and expansion of the e-Services Portal.

Thank you very much and good day!