



Republic of the Philippines  
CITY COUNCIL  
City of Manila

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REGULAR SESSION NO. 140

11<sup>TH</sup> CITY COUNCIL

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Begun and held in the City Council on Monday,  
the twenty-sixth day of April, Two Thousand Twenty-One

**ORDINANCE NO. 8755**

**AN ORDINANCE** ESTABLISHING THE AUTOMATION OF TRANSACTIONS THROUGH THE INTERNET AND THE DIGITIZATION OF TRANSACTIONAL DOCUMENTS IN ALL DEPARTMENTS, OFFICES, BUREAUS AND AGENCIES UNDER THE CITY GOVERNMENT OF MANILA

PRINCIPAL AUTHORS:

HON. LOUISITO N. CHUA

and

HON. JOEL R. CHUA  
Majority Floor Leader





## EXPLANATORY NOTE

### **RE: AN ORDINANCE ESTABLISHING THE AUTOMATION OF TRANSACTIONS THROUGH THE INTERNET AND THE DIGITIZATION OF TRANSACTIONAL DOCUMENTS IN ALL DEPARTMENTS, OFFICES, BUREAUS AND AGENCIES UNDER THE CITY GOVERNMENT OF MANILA**

The proposed measure has for its purpose the establishment of an alternative towards a more significant and effective approach towards the transaction of business with the City Government in terms of inter-office interactions as well as interactions of the City Government with its constituency and the public at large.

For so long, it has been noted that the City Government remains largely engaged in conventional means to fulfill its vast number of duties and functions. Computerization has already dominated the way official and employees go about their business, but much remains to be addressed. One line of action that is viewed as most appropriate is the conversion of orthodox means to automation with the end view of dispensing with physical contact with individuals and the need to utilize documents in paper form, which is alternatively achievable through digitization.

As of the time of submission of this proposed measure, the entire planet remains locked with the pandemic caused by the spread of COVID-19 since it was discovered in the first quarter of 2020. The City of Manila continues to wage war with the viral contagion that has both afflicted lives and ruined businesses, which are attributable to normal human interaction and the lack extreme caution in the handling of documents that are at the disposal of the City Government. Such predicament can nonetheless be remedied. With the full use of automation and digitization and the support of the internet, both the General Welfare and the constitutional right to health are served essentially, hence this proposed measure.

**HON. LOUISITO N. CHUA**  
Councilor, Fourth District  
Manila



Be it ordained by the City Council of Manila, in session assembled, *THAT*:

**SECTION 1. Declaration of Policy.** – The City Government recognizes the value of automation and digitization in order to promote a contactless interaction between and among offices, as well as the transacting public, as well as a paperless office environment the benefits of which would lead to a smoother course of business transactions within, between and among agencies, institutions and offices under its jurisdiction, including a more efficient service and interaction with other offices and the public in general. Thus, it is hereby declared the policy to adopt technologies in order to reduce document management in physical paper form, dispense with the burden of processing and safekeeping of physical documents, mitigate the need for personal presence and interaction, address the objective of avoiding health risks due to direct or indirect physical contact, and consider other relevant duties and functions or otherwise enhance existing ones, thereby improving work productivity.

**SEC. 2. Definition of Terms.** – As used in this Act, the terms:

1. **Transaction** – shall refer to any established, routine or institutionalized action or activity involving any department, agency, bureau, division or office of the City Government physically interacting with another or with the public at large, and shall include, but not limited to, the following activities:
  - a. Initiative on the part of the head of a department, agency, bureau, division or office to issue any memorandum, notice or similar communication in order to either disseminate information, or to elicit appropriate action, or both;
  - b. Official meetings, conferences and other similar assemblies requiring personal attendance and participation;
  - c. Application or request for transactional document or modifications therein;
  - d. Application for service or supportive action;
  - e. Payment of taxes or fees, including payment of arrears, fines and/or surcharges;
  - f. The procurement or redemption of identification cards and licenses;
  - g. Application, hiring, promotion, resignation and retirement of personnel;
  - h. Issuance of summons and notices; and
  - i. Verification of status of action.



- 2. Transactional Documents** – shall refer to any public document in physical paper form and bearing among others a name and signature, whether introduced individually or as a file with accessory documents, that is used to create or carry out, or otherwise accomplish, a valid transaction sought in the ordinary course of business and therefore undergo the acceptable document management process of submission, evaluation, filing, reassessment, approval, retrieval, reproduction or issuance, and which shall include, but it not limited to, the following items:
- a. Memoranda
  - b. Executive Orders
  - c. Copies of enacted ordinances and adopted resolutions
  - d. Permits, whether for the purpose of managing a business enterprise, the rental of a public market stall, the zoning classification, construction, demolition renovation of real property, the excavation of land, the interment or transfer of the remains of a deceased person, or use of a city-owned facility or similar property;
  - e. Health permits and burial permits
  - f. Permits for recreation
  - g. Designs of buildings regardless of classification
  - h. Official receipts
  - i. Statement of account
  - j. Local tax declarations and clearances
  - k. Employee payroll
  - l. Summons and notices except notices of closure of business
  - m. Certificates, whether applied for as health, birth, marriage or death
- 3. Digitized Transactional Document** – shall refer to that certain document which is the exact processed version of the original transactional document as defined in the immediately preceding item that underwent exact digitization.
- 4. Digitization** – shall refer to the computerized conversion of the contents of a document or a set of documents into an acceptable and permanent, unalterable digital form.
- 5. Digitization Device** – shall refer to any stationary device that is used to capture paper documents and convert the same into electronic documents of any acceptable format that currently exists or may thereafter be created and adopted as a more appropriate format, and which includes, but is not limited to, scanners whether standalone or part of multipurpose devices. It shall not include any device with the same digitization function which is movable and, therefore, can be carried personally.
- 6. Cloud Computing** – shall refer to the practice of storing regularly used computer data on multiple servers that can be accessed through the Internet.



**SEC. 3. Coverage of the Act and Exemptions Therefrom.** – This Ordinance shall cover all departments, bureaus, divisions, and offices of the City Government, whether already existing or may hereafter be created, as well as district and satellite offices, including agencies and offices that are financed or subsidized by way of the Annual Local Executive Budget.

Exempted from the coverage of this Ordinance are such departments, agencies, bureaus, divisions, and offices that are currently implementing a standard and acceptable system of automated transaction of business without prejudice to integration to a unified and updated digital infrastructure as adopted by the City Government, and which includes, but is not limited to, online call or messaging application, confirmation and payment when applicable; *provided, however,* that such system shall involve the digitization of any document produced in the course of accomplishing a transaction subject thereof.

**SEC. 4. Duty to Establish Automated Transactions and Digitize Transactional Documents.** – Every unit covered by Section 3 of this Ordinance shall establish an automated or online process of conducting official transactions with other units and the public at large commensurate to its official duties and functions. For this purpose, the director, administrator or chief of office shall undertake the following steps:

- a. Secure an appropriate online application link or webpage for inter-office and applicant transactions in relation to the availment of the services of the City Government of Manila, including therein a digital application form that contains the requisite of filling the applicant's basic information before such application is confirmed and accepted;
- b. Adopt an appropriate software to enable inter-office videoconferencing between and among heads of offices or authorized representatives if official meetings and other forms of official interaction would not be possible based on justifiable grounds;
- c. For departments, bureaus and offices that engage interaction with the public as a routine function, provide for videoconferencing as an alternative mode of interaction;
- d. Adopt an appropriate email address for transaction purposes;
- e. If the transaction or service applied for requires the submission of any documentary prerequisite, provide for the online submission thereof;
- f. If the transaction applied for involves the payment of any sum of money, provide for the inclusion of any of the following options wherever appropriate:
  - i) Personal payment at the counter of the Office of the City Treasurer following the issuance of a physical Order of Payment
  - ii) Bank payment using the account number of the Office of the City Treasurer
  - iii) Bank payment using the separate account number of the department, bureau or office to which the unit belongs
- g. Adopt a system-generated response for every completed application with a prescribed deadline for its full accomplishment; and



- h. Adopt the incorporation of an electronic identification code in the issuance of documents to confirm authenticity thereof.

Likewise, every such unit shall digitize all transactional documents based on its filing system already in place. For this purpose, the director, administrator or chief of office of the unit shall undertake the following steps commensurate to the volume of documents being handled and processed:

- a. Secure an electronic signature for the appointed head and assistant head of every such unit;
- b. Acquire and maintain at least one digitization device of a superior and dependable quality and a computer dedicated for digitization purposes;
- c. Acquire large-capacity computer hard disks as well as cloud-based computing to store all digitized transactional documents in such quantity as may be necessary in proportion to the bulk of transactional documents produced by such given unit; and
- d. Authorize at least one qualified member of its personnel, whose name and position shall be duly recorded and, in whose name, and position a computer shall be provided solely for digitization purposes, and who, under the close supervision of his immediate superior, shall be tasked with the following responsibilities:
  - i) Digitize all transactional documents on an on-spot basis, including the duty of storing such entries in hard disks and through such computer folders and files with application of backup storage through cloud computing;
  - ii) Ensure that digitized documents and data stored are locked with a personal password whenever it is not in use;
  - iii) Ensure the said computer is installed and updated with any reliable anti-virus software, including the periodic scanning of files to detect and remove viruses;
  - iv) Ensure that that every document digitized is not altered in any way and secured with a digital code, and that the said computer does contain any other software that may alter any digitized transactional document or transmit the same without proper authorization;
  - v) Ensure that no unauthorized person or personnel shall use his computer, digitize transactional documents, or manage the storage of digitized documents in disks;
  - vi) At the end of every business day, store hard disks actually used in a locked confidential compartment;
  - vii) Surrender hard disks that are already full in storage to his immediate superior who shall supply him with new hard disks without delay;
  - viii) Prevent any digitized transactional document from being transmitted or otherwise shared with any unauthorized person;



- ix) Prevent any digitized transactional document from being printed or otherwise reproduced without any authorization or instruction from his immediate superior;
- x) Ensure that, in the case of personal data from any individual and confidential papers, digitized transactional documents are not shared with any unauthorized personnel; and
- xi) At the end of every workweek, advise his immediate superior of the weekly progress of his digitization process.

In the light of the foregoing provisions, the City Government shall secure the services of an Internet Service Provider (ISP) with an established proven track record for network coverage.

**SEC. 5. Digitization Based on Reglementary Periods.** – Notwithstanding the date of effectivity of this Ordinance, all transactional documents undergoing reglementary periods that previously took effect shall be digitized ahead of other documents not bearing any such period. In case there is no such period but the transaction sought therein requires immediate action, transactional documents already submitted shall nevertheless be given priority digitization and at the soonest time possible.

**SEC. 6. Integrity and Legal Binding Effect of Digitized Transactional Documents.** – Digitized transactional documents pursuant to this Ordinance shall be deemed to possess and retain the exact integrity of original transactional documents in physical paper form and shall possess the same value and binding effect derived from the latter before their spot-on digitization and in their complete and unaltered state.

**SEC. 7. Utilization of Digitized Transactional Documents.** – Upon proper authorization, digitized transactional documents shall be used for retrieval, reevaluation, reproduction as the need therefor arises, and other appropriate action without the need for original paper copies and as basis for the fulfillment of the transaction sought therein.

**SEC. 8. Protection of Confidential and Personal Data.** – Digitized transactional documents containing confidential material or data of any individual shall at all times be protected against any form of unauthorized use that include disclosures of any data obtaining any copy whether by way of computerized transfer or by direct copy using any device.

**SEC. 9. Disposal of Original Transactional Documents after Digitization.** – Each transactional document in its physical paper form shall be disposed of after digitization and storage both in hard disks and cloud computing; *provided, however,* that whenever a specific copy or copies of such documents are required by law or rules to be retained, such copy or copies shall be retained without prejudice to the disposal of any excess copy.

**SEC. 10. Training of Personnel and Public Information Dissemination.** – Within thirty (30) days after the effectivity of this Ordinance, all heads of departments, bureaus and offices, including their immediate assistants, shall be provided with hands-on training incorporating the pertinent provisions of this Ordinance and corresponding to their respective duties and functions. In conjunction hereto, the Office of the Mayor shall disseminate appropriate information to the public through print, radio, television and online media.



**SEC. 11. Implementing Rules and Guidelines.** – Within thirty (30) days after the effectivity of this Ordinance, the Office of the Mayor, supported by the heads of departments, bureaus and offices with the cooperation of the Electronic Data Processing (EDP) Section and the Office of the City Legal Officer, shall promulgate rules and guidelines implementing the provisions of this Ordinance.

**SEC. 12. Penalties.** – The violation of this Ordinance shall be penalized, as follows:

- a. The deliberate omission to comply with the provisions of Section 4 of this Ordinance, which shall be punished by a fine of Two Thousand Pesos (PhP. 2,000.00);
- b. The deliberate omission to digitize any particular document or set of documents, which shall be punished by a fine of Two Thousand Pesos (PhP. 2,000.00);
- c. The theft, deletion, substitution or alteration of any digitized transactional document, which shall be punished by a fine of Two Thousand Pesos (PhP. 2,000.00) or an imprisonment of one (1) year, or such fine and imprisonment at the discretion of the court;
- d. The unauthorized transmission or sharing of digitized transactional documents, which shall be punished by a fine of Three Thousand Pesos (PhP. 3,000.00) or an imprisonment of one (1) year, or such fine and imprisonment at the discretion of the court

**SEC. 13. Appropriation.** – The amount necessary to carry out the provisions of this Ordinance shall be charged against funding sources as determined by the City Budget Officer. Appropriations for the succeeding years shall be incorporated in the Annual Executive Budget.

**SEC. 14. Separability Clause.** – The provisions of this Ordinance are hereby declared separable, and in any event that any provision is declared unconstitutional, the other provisions, which are not affected, shall remain in force and effect.


**SEC. 15. Repealing Clause.** – All ordinances or parts thereof which are inconsistent with the provisions of this Ordinance are hereby repealed, amended or modified accordingly

**SEC. 16. Effectivity Clause.** – This Ordinance shall take effect immediately upon its approval.

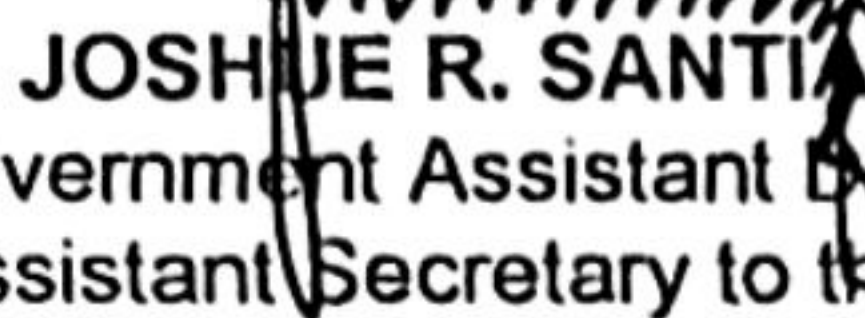
This Ordinance was finally enacted by the City Council of Manila on June 14, 2021.



PRESIDED BY:


  
**LOUISITO N. CHUA**  
Acting Presiding Officer  
City Council, Manila

ATTESTED:


  
**JOSHUE R. SANTIAGO, MPMG**  
City Government Assistant Department Head III  
(Assistant Secretary to the City Council)

APPROVED BY HIS HONOR, THE MAYOR, ON

JUL 06 2021

  
**FRANCISCO "Isko Moreno" DOMAGOSO**  
Mayor  
City of Manila

ATTESTED:

  
**BERNARDITO CANG**  
City Government Department Head III  
(Secretary to the Mayor)

RNF jhb/eee/jrp