



## 25 Frequently Asked Questions (FAQ)

### 1Q: What is eGOV Awards for LGUs?

- A. It is an annual search for the best practices in local government units in utilizing information and communications technology (ICT) to effectively and efficiently deliver its public services directly to its constituents and to its business stakeholders.

### 2Q: What is the official name for eGOV Awards for LGUs?

- A. Jesse Robredo Awards for Excellence in ICT for Good Governance – in honor of the late Secretary Jesse Robredo of the Department of the Interior and Local Government (DILG) who helped initiate the first eGOV Awards for LGUs in 2012 and for his exemplary work as a local public servant in integrating ICT as part of good governance strategies.

### 3Q: Who organized the eGOV Awards for LGUs?

- A. The National ICT Confederation of the Philippines (NICP), in partnership with the Department of the Interior and Local Government (DILG) and the Cyber City Teleservices Philippines Inc. (CCTP) launched in synergy the eGov Awards for LGUs in 2012.

### 4Q: When was eGOV Awards for LGUs organized?

- A. The signing of the eGOV Awards MOA was held in Naga City on June 2012 with the late Interior and Local Government Secretary Jesse Robredo and former NICP President Jocelle Batapa-Sigue and Cyber City Teleservices Philippines Inc. (CCTP) President George Sorio.

### 5Q: What was the basis of the eGOV Awards for LGUs?

- A. The eGOV Awards was developed as a strategic approach to stimulate the country's e-governance, particularly in LGU level to enable LGUs to become catalysts of change and index models of development anchored in the Philippine Digital Strategy (PDS), the Philippine ICT Roadmap 2011-2016.

## 6Q: What is Philippine Digital Strategy (PDS)?

- A. The PDS serves as the Philippine ICT Roadmap 2011-2016 and is a product of a series of consultations, dialogues and researches to guide the stakeholders on how ICT can make a difference in key areas such as government and governance, in education, our economy, in employment and our industries and small businesses; and how it can be used for national development, empowering citizens, fighting corruption and poverty, and transforming government.

## 7Q: What is significance of the eGOV Awards for LGUs?

- A. The eGov Awards is the first and most prestigious recognition to be given by the ICT sector to LGUs with exemplary performance in empowering its Public Customers and Business.

## 8Q: When and where was the first awarding for the eGOV Awards held?

- A. Last November 2012, the first awardees were honored during the 5<sup>th</sup> NICP National ICT Summit 2012 in the City of Sta. Rosa, Laguna. In these summits, NICP brings together representatives from ICT Councils/Cities/Provinces from Luzon, Visayas and Mindanao annually to review, evaluate, plan, share best ICT practices and con-celebrate the confederation's achievements and recognition of the best among the ICT Cities.

## 9Q: What are the categories for the eGOV Awards held?

The awards aim to recognize two (2) major responsibilities of government:  
The Best in eGov Customer Empowerment (G2C) Award  
The Best in eGov Business Empowerment (G2B) Award

## 10Q. What are the vision, mission and goals of the eGOV Awards for LGU

- A. The LGU eGov Awards share the vision of establishing indices for local government units across the country in harnessing the potentials of ICT towards raising the bar in delivering public service. By drawing attention to the best practices in integrating ICT capabilities and solutions, the different sectors of society, government units are enabled in their roles as catalyst of change. It is hoped that with the **NICP-DILG PARTNERSHIP**, the country will see the proliferation of revolutionary ICT initiatives that will support clearer, wider and faster access to information in our local government.

## 11Q. What are the objectives of the eGOV Awards?

1. To encourage the effective and efficient utilization of information and communications technology (ICT) in the delivery of services and performance of the duties and responsibilities by local government units (LGUs).

2. To commend, collate and document best practices of LGUs in integrating ICT in their processes to serve as example and benchmarks to other LGU's.
3. To improve the business ecosystem of the LGUs and motivate the private and business sector to actively participate and/or invest in the growth of the LGU's .
4. To promote transparency in governance.

**12Q. Who can be nominated to compete in the eGOV Awards?**

- A. eGOV Awards is open to all local government units such as a city, municipality or province, or a cluster of municipalities or component within a province.

**13Q. What are the requisites for eligibility?**

1. Only one (1) project can be nominated for each of the two categories to represent the agencies described above. Hence, there can be two (2) projects for both Awards Category
2. Entry for nominations must be filed by the owner and in charge of the project.
3. Entries must fully comply with the requirements and guidelines of the awarding body including but not limited to the submission of evidences.
4. Entry for nominations must be its first time submission into competitions of this nature to encourage fresh government initiatives.
5. Entry must have been fully deployed and functioning.
6. Value-added enhancements to earlier initiatives will be considered.

**14Q. What are the important dates and venues for the 2013 eGOV Awards?**

- August 1, 2013 – Information Dissemination and Call for Nominations
- September 30, 2013 – Deadline for Nominations
- October 30, 2013 –Extended deadline
- November 11, 2013 – Final Judging - DILG National Office
- November 15, 2013 – Announcement of Finalists
- November 29, 2013 – Awarding of Winners – Tagbilaran City, Bohol

**15Q. What is meant by Best in eGov Customer Empowerment (G2C) Award?**

- A. This category recognizes the measurable effect of an LGU's/Line Bureaus outstanding practices in applying ICT solutions in the education and engagement of the public in the use of electronic facilities/channels towards providing improved, timely and relevant

delivery of public services.

**16Q. What is meant by Best in eGov Business Empowerment (G2B) Award?**

- A. This category awards the significant effect of an LGUs/ Line Bureaus' laudable practices in integrating ICT solutions and the commitment of its administration in the bureau's responsiveness to the needs of business enterprises, thereby creating business opportunities.

**17Q. What are the criteria for judging the eGov Awards?**

**1. Innovative management (25 points)**

This criterion demonstrates the degree to which the entry explored, applied and managed the elements and "outside-the-box" strategies that brought about the success of the entry.

**2. Impact (25 points)**

This criterion demonstrates the major results, their effects and benefits to the recipients of the service (public, employees or business).

Evidences required:

- a. Methods and tools used to measure impact
- b. Qualitative results – user satisfaction
- c. Quantitative results – degree of usage, cost savings
- d. Sustainability

**3. Relevance (25 points)**

This criterion demonstrates how the entry relates to the overall objectives of the LGU and to the category to which it is nominated.

Evidences required:

- a. Focal issue being addressed in the delivery of service
- b. Bearing of the entry to functions of the agency
- c. Significance of the entry to the category entered in
- d. Major progress in improving the delivery of services to the intended recipient

**4. Replication potential (25 points)**

This criterion demonstrates the model qualities of the practice with the possibility and applicability of replicating it in other agencies/localities?

**18Q. What are the evidences required from the nominees for the eGov Awards?**

- a. Existing replication – full scale or on-going
- b. Lessons acquired from the experience -challenges encountered, solutions offered
- c. Methods used and may be used for sharing and replication – such as

- Mechanisms and strategies used to effect change management
- Mechanisms and strategies used to employ human capital, their skills and knowledge
- Mechanisms and strategies used to manage resources – funds, ICT tools
- Mechanisms and strategies used to execute and monitor the process
- Mechanisms and strategies used to prevail over roadblocks such as “red tape”, etc.
- Mechanisms and strategies used to ensure timely communication with all stakeholders

### **19Q. What is the nomination process for the eGov Awards?**

#### **A. Registration and Submission of Entry**

1. Visit eGov Awards 2013 page at the NICP website – [nicp.org.ph](http://nicp.org.ph)
2. Choose and decide on the category to enter for nomination.
3. Download and read the Terms and Conditions for Participation
4. Download the nomination template for the selected category.
5. Complete the nomination form.
6. Save the information for future editing.
7. Attached scanned copies of relevant documents required.
8. Submit the final form once satisfied with the information declared.
9. Prepare other pertinent evidences.
10. Send supporting evidences such as
  - a. Documents – through the mail or email to [nicp2010@gmail.com](mailto:nicp2010@gmail.com)
  - b. Electronic media and other breakable, bulky materials– hand-deliver, with a receiving copy to:

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eGov Awards 2013

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### **20Q. Who are the judges in the selection process for the eGov Awards?**

- A. For an extensive and unbiased coverage in terms of authority, expertise and geography, a panel of judges shall be composed of
1. local and/or foreign experts from various fields
  2. representatives from the private sector
  3. representatives from the public outside the Department of the Interior and Local Government (DILG)
  4. different panels for every category in every stage of the evaluation

### 21Q. What are the steps in the selection process for the eGov Awards?

- A. A winning city or province from the elimination round will each have the opportunity to win in all categories during the finals.

The ICT Councils, ICP members in Luzon, Visayas, and Mindanao shall be in charge of recruiting/endorsing LGUs during the eliminations.

Semi-Finals – There will be a screening in to decide the winning finalists for the two Categories. There will be three (3) finalists per category or a total of 6 per Island cluster or a total of 18 nationwide. The 18 finalists shall be awarded with plaques, and will be featured in the NICP website and notified through email.

Final Phase – A panel of judges shall do the final ranking of the 18 entries. Three (3) winners will be served as 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> winners for each Awards Category.

### 22Q. Who are the winners for the eGov Awards?

- A. Six (6) awardees shall be awarded during the 6<sup>th</sup> National ICT. Two Categories with 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> will be awarded during the final day of the 6<sup>th</sup> National Summit on November 29, 2013 at the Bohol Tropics Resort in Tagbilaran City, Bohol.

### 23Q. What the terms and conditions of participation for the eGov Awards?

- A. In the event of a legal dispute at any point during the nomination process, the **Terms and Conditions for Participation** of the awarding organization will prevail.
  1. Participants shall abide by the requisites stipulated under this Terms and Conditions.
  2. Each LGU can only nominate an entry for each category from any of the above mentioned agencies.
  3. Participating LGUs shall designate a single contact person responsible for all communications with the organizing body.
  4. Entries submitted after the specified deadline will no longer be accepted.
  5. All material and documents submitted for the nomination automatically become a property of the organizing body and cannot be retrieved. Confidentiality and proprietary rights of the participants shall be maintained.
  6. Organizers of the awards will not be held liable for any of the following:
    - a. delay in submission of requirements

- b. cancellation
  - c. errors, changes and deletions
  - d. barriers in communication
  - e. destruction
  - f. unauthorized access
7. All information submitted and received by the organizing body shall be treated with confidentiality.
8. A panel of judges composed of experts and professionals in the industry shall
- a. evaluate and select the winners based on specified criteria and evidences provided
  - b. have the right to reject entries for nominations that do not meet the requirements, terms and conditions of the award
  - c. have the final decision
9. Finalists shall be required to attend and participate in the exposition for the conclusion of the selection process.
10. Candidates shall bear their own expenses during the duration of the exposition and awarding ceremony.
11. Notification of winners shall be made thru email.
12. Prizes shall be decided and awarded based on the decision of the judges.

**24Q. What are the prizes for the winning LGUs?**

- A. The winning LGUs shall receive an eGOV trophy which is patterned to a lighthouse – symbolic of the LGUs role as a guiding light to all its constituents. Cash prizes shall also be given. All 18 finalists will be given plaques.

**25Q. What are the responsibilities of the winning LGUs?**

- A. The winning LGUs must be willing to share their stories of best practices to other LGUs by allowing their stories and pictures to be published in the annual eGOV Awardees publication. The winning LGUs may also be request by NICP to speak in national and regional summits.