

Republic of the Philippines  
Bangsamoro Autonomous Region in Muslim Mindanao  
**BANGSAMORO TRANSITION AUTHORITY**  
Cotabato City

Bangsamoro Transition Authority  
**OFFICE OF MP AMIR S. MAWA:**  
**RELEASE**

Date: 11/9/22

Time: 8:20 AM

Signature: [Signature]

**SECOND PARLIAMENT**  
First Regular Session

Parliament Bill No. 116

Bangsamoro Autonomous Region in Muslim Mindanao  
Parliament  
BILLS AND INDEX DIVISION

**RECEIVED**

Name: ADELAH DIMPATAN Signature: [Signature]  
Date: NOV 04 2022 Time: 10:57 AM

Introduced by  
**MP AMILBAHAR S. MAWALLIL**

Co-authored by  
**ATTY. LAISA MASUHUD ALAMIA, ATTY. SUHARTO M. AMBOLODITO,  
ATTY. RASOL Y. MITMUG, JR., MP ENGR. BAINATAN A. AMPATUAN,  
ENGR. DON MUSTAPHA A. LOONG, RASUL E. ISMAEL**

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**AN ACT**  
**PROMOTING THE DIGITALIZATION OF ALL FRONTLINE SERVICES IN THE**  
**BANGSAMORO AUTONOMOUS GOVERNMENT, APPROPRIATING FUNDS**  
**THEREFOR, AND FOR OTHER PURPOSES**

**EXPLANATORY NOTE**

It is the policy of the Bangsamoro Government to prioritize the acquisition, adoption, innovation, and application of science and technology for development. Thus, it shall exercise the powers granted to it to promote the general welfare of the Bangsamoro people.

During the inauguration of the Bangsamoro Transition Authority, President Ferdinand “Bongbong” Marcos, Jr. renewed his commitment to the peace process in Muslim Mindanao, as well as the push for socioeconomic development, and interventions to promote peace and development in areas across the region.

With the allocation of P74.4 billion for the Bangsamoro Autonomous Region for 2023, President Marcos, Jr. encouraged the Parliament to pass measures that will secure the welfare of the Bangsamoro, particularly the development of digital infrastructure and e-governance.

As part of our shared vision for the BARMM through the lens of moral governance, it is high time that we subscribe and implement digital transformation in the regional government through the use of electronic services and platforms.

In response to the call of the Central Government, this measure seeks to increase the productivity, efficiency, and effectiveness in the delivery of regional government frontline services through the automation of all frontline government services within the Bangsamoro Autonomous Government.

In the bill, the author proposes to mandate the BICTO in instituting a ten-year roadmap to digitalization which will ultimately provide, among others, the following mechanisms:

- a. Remove redundant and unduly burdensome processes, procedures, and requirements;
- b. Adopt processes that are the least costly to the transacting public; and
- c. Observe the whole-of-government approach which promotes data sharing, simultaneous assessment of applications and/or requests, one-time assessment and payment of taxes, fees and charges; and
- d. Maximize the use of technology as the best way to implement a zero-contact policy

Through the full digital transformation of all regional frontline services, including the adoption of an integrated, interconnected, and interoperable information, resource sharing, and communications network in the region, we can significantly increase productivity and inclusiveness of service production, and provide a more transparent public service.

In view of the foregoing, the passage of this bill is earnestly sought.



**AMILBAHAR S. MAWALLIL**  
Member of the Parliament

Republic of the Philippines  
Bangsamoro Autonomous Region in Muslim Mindanao  
**BANGSAMORO TRANSITION AUTHORITY**  
Cotabato City

**SECOND PARLIAMENT**  
First Regular Session

**Parliament Bill No. 116**

Bangsamoro Autonomous Region in Muslim Mindanao  
Parliament  
BILLS / HOUSE DIVISION

**RECEIVED**  
Name: ADELAH DAPATUN Signature:   
Date: NOV 04 2022 Time: 10:07 AM

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Introduced by  
**MP AMILBAHAR S. MAWALLIL**  
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**ATTY. LAISA MASUHUD ALAMIA, ATTY. SUHARTO M. AMBOLODITO,  
ATTY. RASOL Y. MITMUG, JR., MP ENGR. BAIN TAN A. AMPATUAN,  
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**AN ACT**  
**PROMOTING THE DIGITALIZATION OF ALL FRONTLINE SERVICES IN THE**  
**BANGSAMORO AUTONOMOUS GOVERNMENT, APPROPRIATING FUNDS**  
**THEREFOR, AND FOR OTHER PURPOSES**

*Be it enacted by the Bangsamoro Parliament in session:*

**Section 1. Title.** This Act shall be known as the “*BARMM E-Governance Act of 2022.*”

**Section 2. Declaration of Policy.** The Bangsamoro Government recognizes the vital role of information and communication technology to increase productivity, efficiency, and effectiveness in the delivery of government frontline services. It shall prioritize the acquisition, adoption, innovation, and application of science and technology for development.

Towards this end, it shall endeavor to streamline and automate all frontline government services within the Bangsamoro Autonomous Government, thus promoting effective service delivery, reduction of red tape that unnecessarily constrains the operations, to improve government transaction systems, and encourage strict adherence to standards in processing time.

**Section 3. Definition of Terms.** As used in this Act, the following terms shall mean:

- a. Frontline Service – refers to the process or transaction between applicants or requesting parties and government offices or agencies involving applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal, or extension of government applications or requests, which are acted upon in the ordinary course of business of the agency or office concerned;

- b. Digitalization– refers to the adoption of information and communications technology systems to integrate systems and processes to provide ease of access and use by citizens resulting in an integrated approach to public service delivery, interoperability of government processes, strengthening coordination between agencies, and enhancing processes and transactions;
- c. Zero-contact Policy – refers to the mandated level of interactions between public officials and employees with an applicant or requesting party under Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, where a government officer or employee is prohibited from having any contact, in any manner, with such applicant or requesting party, except during the preliminary assessment and evaluation of submitted requirements, unless such interaction is strictly necessary for the processing of the request or application.

**Section 4. Coverage.** This Act shall cover all offices in the Bangsamoro Government including, but not limited to, the Bangsamoro parliament; the ministries, agencies, bureaus, commissions, boards and instrumentalities of the Bangsamoro Government; Bangsamoro government-owned or controlled corporations, and other BARMM government instrumentalities that provide frontline services.

**Section 5. Policy Guidelines to Digitalization.** All BARMM Government offices shall follow the guiding principles below in the digitalization of their frontline services:

- e. Consider the end-to-end processes that cover not only the issuance of the privilege, right, reward, license, clearance, permit or authorization, concession, or the modification, renewal, or extension of government applications or requests, but also the issuance of ancillary documents;
- f. Retain only such steps, procedures, and requirements that are necessary to allow government offices to fulfill their legal mandate;
- g. Remove redundant and unduly burdensome processes, procedures, and requirements;
- h. Adopt processes that are the least costly to the transacting public, while giving due regard to the agency's legal mandate;
- i. Observe the whole-of-government approach which promotes data sharing, simultaneous assessment of applications and/or requests, one-time assessment, and payment of taxes, fees and charges.
- j. Maximize the use of technology as the best way to implement a zero-contact policy;
- k. Comply with the relevant provisions of Republic Act No. 10173, or the Data Privacy Act of 2012, and related rules and regulations.

**Section 6. Digitalization of Frontline Services.** All offices in the Bangsamoro Government, in coordination with the Bangsamoro Information Communications Technology Office (BICTO), shall automate their frontline services which shall have the following functionalities:

- a. Accept online or electronic submission of applications or requests which an applicant can fill up or edit;
- b. Issue electronically the tax bill/order of payment which indicates the amount that the applicant has to pay covering the required taxes, fees and charges;
- c. Accept online payments using online payment facilities and other payment gateways or alternative digital payment options. For quick access to digital

- payments, all BARMM Government offices shall place on the homepage of their website a hyperlink and/or Quick Response (“QR”) Code to their digital payment platforms;
- d. Upon confirmation of the validity of the electronic payment, a separate electronic Official Receipt or a scanned version of the written official receipt shall be issued by the office and be transmitted electronically to the payee;
  - e. Issue electronic versions of permits, licenses, or clearances, which may be printed by bona fide individuals or entities and which have the same level of authority as hard copies issued by the same government office;
  - f. Provide a gateway facility linked with accredited courier services to allow the physical delivery of permits, clearances, and other documents issued in relation to the application or request made where the applicant prefers to receive the hard copy of the permit.

A fully-digitized frontline service – from submission, securing of tax bill, payment and issuance of permits – shall be the gold standard in the delivery of frontline services in the region which entails a one-step process, that is in line with a zero-contact policy.

**Section 7. *Frontline Services Hotline and Support System.*** All offices in the Bangsamoro Government shall ensure that a hotline and support system in place, at least during working hours, to receive and address the inquiries and concerns of applicants about the established digital frontline service that are technical in nature, such as, but not limited to, glitches, errors, and sign-in difficulties.

Online complaints and feedback mechanism related to the delivery of digital frontline services shall be integrated and be made available in the website of the agency.

**Section 8. *Standard Processing Time.*** Applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal, or extension of government applications or requests through the digital frontline service shall be acted upon by the concerned BARMM Government office in accordance with the time detailed in their respective Citizen’s Charters.

**Section 9. *Road Map to Digitalization.*** The BICTO shall establish a roadmap for the implementation of this Act which shall not exceed ten (10) years. Pending the establishment of fully-digitized frontline service, all BARMM Government offices may adopt a partly manual and partly electronic/online system that will streamline their frontline services and implement such other measures and facilities with the goal of transitioning into a fully-automated system.

**Section 10. *Interoperability.*** The BICTO shall issue minimum standards that will ensure the interoperability of all BARMM Government frontline services. It shall further ensure that automation systems developed by BARMM Government offices will be seamlessly integrated into processes adopted by national agencies and LGUs, without resulting in additional steps and requirements to the applicant.

**Section 11. *Appropriations.*** The amount necessary to carry out the provisions of this Act shall be included in the budget of the concerned government agencies in the Bangsamoro Appropriations Act of the year following the enactment into law and thereafter.

**Section 12. *Implementing Rules and Regulations.*** Within sixty (60) days upon approval of this Act, the BICTO shall promulgate the necessary rules and regulations for the effective implementation of the provisions of the digitalization of frontline services.

**Section 13. *Separability Clause.*** If any section or part of this Act is held unconstitutional or invalid, all other sections or provisions not otherwise affected shall remain in full force and effect.

**Section 14. *Repealing Clause.*** All ordinances, executive orders, administrative orders, or other rules and regulations contrary to or inconsistent with the provisions of this Act are hereby repealed or amended accordingly.

**Section 15. *Effectivity.*** This Act shall take effect fifteen (15) days after its publication in a newspaper of regional circulation.

Approved,

AUTHOR:



**AMILBAHAR S. MAWALLIL**  
*Member of the Parliament*

Certified correct:

**PROF. RABY B. ANGKAL**  
*Secretary-General*

Attested by:

**ATTY. PANGALIAN M. BALINDONG**  
*Speaker*