



REPUBLIC OF THE PHILIPPINES  
**SANGGUNIANG PANLUNGSOD**  
CITY OF MANDALUYONG



**ORDINANCE NO. 1031, S-2025**

**AN ORDINANCE INSTITUTIONALIZING eGAWA.MANDALUYONG.GOV.PH AS THE OFFICIAL ONLINE PORTAL OF THE CITY GOVERNMENT OF MANDALUYONG FOR THE DELIVERY OF PUBLIC SERVICES, AND ADOPTING THE INTEGRATED E-PAYMENT SYSTEM AS THE GENERAL PAYMENT FACILITY**

WHEREAS, this shall be known as the “eGAWA - Online Serbisyo para sa Mandaleño Institutionalization and ePayment System Ordinance of 2025”;

WHEREAS, the City Government of Mandaluyong recognizes the importance of digital transformation in enhancing the efficiency, transparency, and accessibility of public services;

WHEREAS, the eGAWA.Mandaluyong.gov.ph platform has been developed to serve as the official online portal of the City, providing a centralized, citizen-friendly, and innovative mechanism for delivering government services;

WHEREAS, it is the policy of the City to ensure the continuity, adaptability, and sustainability of this platform to meet the evolving needs of Mandaleños and promote inclusive digital governance;

WHEREAS, the institutionalization of the eGAWA platform, together with the adoption of an integrated e-payment system, supports the thrust of national laws and policies on e-Governance and ease of doing business;

WHEREAS, pursuant to the provisions of the E-Governance Act of 2020, Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018), and Joint Memorandum Circular 2018-01 of the DILG, DPWH, DICT, and DTI, local governments are enjoined to adopt streamlined, technology-driven, and citizen-oriented service delivery systems;

**SECTION 1. COVERAGE** - The following services shall be made available through the eGAWA.Mandaluyong.gov.ph platform for online application, processing, and payment:

- a.) Zoning Clearance/Certificate
- b.) Green Building Compliance Evaluation
- c.) Engineering Department and Office of the Building Official Services

Services under (a) and (b) shall form part of the initial rollout, while service under (c) shall be launched within the current calendar year upon system readiness.

The integration of additional services shall follow a phased rollout in accordance with the City's Information & Communication Technology (ICT) Plan and subject to evaluation and recommendation by the Information Communication and Technology Council (ICTC) and approval of the City Mayor.

**SECTION 2. IMPLEMENTATION AND GOVERNANCE** - To ensure the effective implementation of this Ordinance, the Information Communication and Technology Council (ICTC) shall be created by virtue of this Ordinance and constituted through an Executive Order to be issued by the City Mayor.

The ICTC shall serve as the lead coordinating and oversight body for the institutionalization, rollout, and continuous enhancement of the eGAWA.Mandaluyong.gov.ph platform and its Integrated ePayment System.

The Council shall be responsible for the formulation, implementation, and regular updating of an Information & Communication Technology (ICT) Plan that shall serve as the guiding document for the planning, rollout, and enhancement of digital public services under the eGAWA.Mandaluyong.gov.ph platform.

The composition, functions, and operational procedures of the ICTC shall be defined in the Executive Order, and shall include the following minimum responsibilities:

- Coordinate with all relevant departments and offices in developing and executing the ICT Plan;
- Recommend services for digital integration and oversee phased rollouts;
- Propose digital governance policies, standards, and enhancements;
- Ensure the alignment of internal workflows, technical readiness, and human resource capability;
- Submit regular progress reports to the City Mayor.

**SECTION 3. MANDATORY USE OF EGAWA PLATFORM.**

All applications for services covered under this Ordinance shall be processed exclusively through the eGAWA.Mandaluyong.gov.ph platform, unless otherwise provided.

To ensure inclusivity, dedicated assistance desks shall be established in concerned departments to support applicants who lack internet access or digital devices.

**SECTION 4. PAYMENT METHODS** - The City Government of Mandaluyong shall primarily utilize the Integrated ePayment System as the standard mode of payment for all services processed through the eGAWA.Mandaluyong.gov.ph platform.

However, to accommodate user convenience and preferences, over-the-counter (OTC) payments may be accepted exclusively at the City Treasurer's Department (CTD). No other office shall be authorized to receive OTC payments unless specifically authorized in writing by the City Treasurer.

The City shall continue to promote digital payments as the preferred method, in line with its digital governance objectives, while ensuring that all payment options remain secure, traceable, and properly documented.

**SECTION 5. COMPLIANCE WITH EASE OF DOING BUSINESS TIMELINES** - The entire service process — from submission of application to release of the final output — shall adhere to the prescribed timelines under Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, and its implementing rules and regulations.

No provision of this Ordinance shall be interpreted as a ground for delay or exemption from compliance with the said timelines.

**SECTION 6. EXCEPTIONS TO ONLINE APPLICATION REQUIREMENT** - Exemptions to mandatory online application shall be granted to:

- a. Senior citizens who are unable to use or are unfamiliar with online systems;
- b. Persons with Disabilities (PWDs) unable to access or operate digital platforms;
- c. Other individuals as may be identified and recommended by the ICTC and approved by the City Mayor, based on reasonable justifications.

**SECTION 7. TRANSITION PERIOD** - To facilitate smooth implementation, a transition period of three (3) months from the effectivity of this Ordinance shall be observed. During this period:

- a. Both manual and online applications for initial roll out services shall be accepted;
- b. The City shall conduct public information campaigns, stakeholder orientations, and user training;
- c. Departments shall align workflows, upgrade systems, and enhance staff capability.

After the transition, the eGAWA platform shall become the mandatory facility for covered services, except for exempted individuals.

**SECTION 8. CONTINUITY OF DEVELOPMENT AND INTEGRATION OF FUTURE SERVICES** - The institutionalization of the platform shall be guided by an Information & Communication Technology (ICT) Plan to be prepared and updated by ICT Council.

The ICT Plan shall include:

- A phased rollout schedule of future services (e.g., business permits, health services, tax payments);
- Feasibility studies, infrastructure assessments, and staff development plans;
- Feedback mechanisms, pilot testing, and continuous improvement strategies;
- Policies on data privacy, digital accessibility, cybersecurity, and interoperability;
- Budget and resource recommendations for sustained operation.

The ICT Plan shall be reviewed or updated annually, or as necessary to respond to emerging technologies or policy changes.

**SECTION 9. BUDGETARY REQUIREMENTS** - The funding for the implementation of this Ordinance, including system upgrades, communications, and capacity-building of office/department units and staff involved, shall be charged against the available funds of the City Government.

The ICT Plan shall ensure the inclusion of necessary appropriations in the Annual Investment Plan (AIP) and the Annual Executive Budget to guarantee the sustainability of the platform and payment system.

**SECTION 10. SEPARABILITY CLAUSE** - If any provision of this Ordinance is declared unconstitutional or invalid, the remaining provisions shall not be affected and shall remain in full force and effect.

**SECTION 11. REPEALING CLAUSE** - All ordinances, rules, and regulations inconsistent with this Ordinance are hereby repealed or modified accordingly.

**SECTION 12. EFFECTIVITY** - This Ordinance shall take effect fifteen (15) days after its publication in a newspaper of general circulation within the City of Mandaluyong and/or posting in conspicuous places in the City Hall and other public bulletin boards.

ENACTED on this 3<sup>rd</sup> day of November 2025, in the City of Mandaluyong.

I HEREBY CERTIFY THAT THE FOREGOING ORDINANCE  
WAS ENACTED BY THE SANGGUNIANG PANLUNGSOD  
OF MANDALUYONG IN A REGULAR SESSION HELD ON  
THE DATE AND PLACE FIRST ABOVE GIVEN.

  
MA. TERESA S. MIRANDA  
Sanggunian Secretary

ATTESTED BY:

  
ANTONIO DLS. SUVA, JR.  
City Vice Mayor  
& Presiding Officer

APPROVED BY:

  
CARMELITA A. ABALOS  
City Mayor

Date: NOV 12 2025

DISTRICT I

  
CHARISSE MARIE ABALOS-VARGAS  
Councilor

  
ANJELO ELTON P. YAP  
Councilor

  
DANILO L. DE GUZMAN  
Councilor

  
CARISSA MARIZ S. MANALO  
Councilor

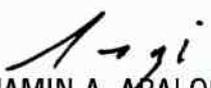
  
GRACE MARIE V. ANTONIO  
Councilor

  
ESTANISLAO V. ALIM III  
Councilor

  
DARWIN A. FERNANDEZ  
LnB/President

**ON SICK LEAVE**  
CHERILYN V. MINA  
SK Federation President

DISTRICT II

  
BENJAMIN A. ABALOS III  
Councilor

  
ALEXANDER C. STA. MARIA  
Councilor

  
MICHAEL ERIC G. CUEJILO  
Councilor

  
FERNANDO S. OCAMPO  
Councilor

**ABSENT**  
REGINALD S. ANTIOJO  
Councilor

  
LESLIE F. CRUZ  
Councilor