

# LGU MALVAR BEST PRACTICE

## MALVAR COMMUNITY e-CENTER

 <p><b>MALVAR Batangas</b></p> <p>In coordination with Alternative Learning Systems Department of Education Malvar District</p> <p><b>community e-center</b></p>   <p>Connecting and Empowering Communities</p>	 <p><b>MALVAR Batangas</b></p> <p>In partnership with the <b>U &amp; I Club of Malvar</b></p> <p><b>community e-center</b></p>  <p>Connecting and Empowering Communities</p>
 <p><b>BARANGAY SAN ISIDRO</b></p> <p><b>MALVAR Batangas</b></p> <p><b>community e-center</b></p>  <p>Connecting and Empowering Communities</p>	 <p><b>BARANGAY SAN FERNANDO</b></p> <p><b>MALVAR Batangas</b></p> <p><b>community e-center</b></p>  <p>Connecting and Empowering Communities</p>



# SUMMARY

The creation of ICT- access points- such as the CeCs- is seen as a means for citizens to have greater access to information, to reduce the geographical digital divide and promote inclusive development. The CeC are funded under the National Computer Center (NCC), a national government agency currently reporting to the governments Information and Communication Technology (ICTO). The same agency provides training and capacity building programs for government personnel at the national and local levels on ICT literacy, strategic planning, management and technical skills development. ([www.beyondaccess.net](http://www.beyondaccess.net))

CeC Malvar was established in August 4, 2010 by the Sangguniang Bayan and opened on October 7, 2010. After 2 years, in a contest organized by Telecentre.org and International Telecommunication Union (ITU), it won over 221 telecentre in 65 countries by training the most number of women. In 2012 and 2014, it was chosen as one of the five finalists for the best CeC Award. Today, CeC Malvar has three satellite CeCs in 3 Barangays. On April 2015, CeC Malvar on Wheels was born. This mobile CeC has been going around town pioneering inclusive growth and development within the municipality in the area of ICT. CeC Malvar has also been a frequent destination of visitors from both the local and international scene, seeking to look at an operational, functioning, sustainable and effective CeC.

The initiator of Malvar CeC is the and the Sangguniang Bayan Members and it is own by the Local Government Unit of Malvar. The CeC Manager and CeC knowledge worker manages its daily operation.

The Main goal of CeC Malvar is to provide programs and to spread the use of Information and Communication Technology to the citizens of Malvar especially to those unserved and underserved communities.

# I. PROJECT DESCRIPTION

CeC's are new structures in Local Government Units (LGU), it is a "self-sustaining shared facility providing affordable access to ICT-enabled services and relevant content. It serves as a conduit for efficient delivery of government services and a potent tool for empowerment and participation of unserved and underserved communities in development."

The National Computer Center (NCC) is the agency that gave us our initial four computers. It also provided us with a 5-day training on the "Essentials of CeC Management." It was the only formal training received to open and manage a CeC.

The CeC itself developed its own modules to teach basic computer literacy and promulgated service standards and SOPs for its clients and staff, prepared schedules for target clients – housewives, mothers, OSYs, community volunteers, public school pupils, and retirees.

## CEC PROFILE

<b>CeC Name</b>	: Malvar Community eCenter
<b>Address</b>	: Municipality of Malvar, Brgy. San Pioquinto, Malvar, Bats.
<b>Manager</b>	: Evangeline Evangelio
<b>When was the CeC Organized?</b>	: September 2, 2009 – Started Operation on October 7, 2010
<b>Status of CeC :</b>	
<input checked="" type="checkbox"/> Operational	
<input type="checkbox"/> Non-operational	
<b>Date of PhilCeCNet membership</b>	: September 9, 2010
<b>Average No. of Daily Users</b>	: 116 for all 5 CeCs
<b>Contact Details</b>	
Telephone No	: (043) 784 6326
Contact Facsimile	: (043) 784 6326
Email Address	: malvarbats@gmail.com

## II. IMPLEMENTING PROCEDURES

### Free Training on Basic Computer Literacy

This is open to all individuals in our Municipality who want to gain knowledge in word processing, spreadsheet and multimedia applications. After they finish the course a Certificate of Completion will be given to the students.



As Per Municipal Ordinances Nos. 18-2010, 19- 2012, 37-2013, the Malvar Community eCenter also provides the public with access to ICT products and services at minimal costs

For those who avail of the CeC services with corresponding fees, our CeC staff issues an order of payment . The Treasurer's Office receives the payment and issues an Official Receipt. This is presented to the CeC staff to completely avail of the services.

### Our CeC provides access to the following:

1. Philippine Government Electronic Procurement System (PhilGEPS), helping promote transparency in the procurement of goods and services.
2. Government websites at minimal costs. Free assistance is offered in accessing the government sites like the GSIS, Philhealth, NSO, SSS and Pagibig.



3. Our CeC serves as E-skwela center, an ICT-supported alternative education for out of school youths. The out of school youths avail this services for free.
4. Malvar CeC as a testing center. CeC Malvar is an accredited i-Assess Authorized Testing Center. As such, it actively manages the overall testing procedures at the CeC. i-Assess is a “hosted technology-enabled solution,” and is a program in partnership with Behavioral Dynamics Inc. (BDI) and PhilCeCNet.

### MALVAR CeC RATES

Per Municipal Ordinances Nos. 18-2010, 19- 2012, 37-2013

Web Browsing – Php 10.00 per hour

Black and White -Printing –

Php 3.00 per page for long bond size

Php 2.00 per page for short bond size

Scanning – Php 3.00 per page

CD Burning – Php 15.00 (cd is included)

Local Fax – Free of charge (Batangas Area)

Color Printing – P15 per page

Rizo Printing: Papers provided by clients


Long bond paper/ ream P 160.00

Short bond paper/ ream P 150.00

Copying Services

Short bond paper – P1.00

Long bond paper - P1.50



Republic of the Philippines  
Province of Batangas  
**MUNICIPALITY OF MALVAR**

*Community eCenter Office*

Payee: \_\_\_\_\_


Amount: \_\_\_\_\_

Php \_\_\_\_\_


Payment for: \_\_\_\_\_

Date: \_\_\_\_\_

**Dominic Gener S. Vispo**  
(Community eCenter Staff)



**OFFICIAL RECEIPT**  
Republic of the Philippines  
Province of Batangas  
OFFICE OF THE TREASURER  
**MALVAR, BATANGAS**  
Municipality



Accountable Form No. 51 Revised January, 1992		<b>ORIGINAL</b>	
DATE 4/27/2012	No. <b>BTG 11477400</b>		
PAYOR AARON PAUL LANDICHO			
NATURE OF COLLECTION	FUND AND ACCOUNT CODE	AMOUNT	
INTERNET FEE (CEC)		P	30.00
		P	30.00
AMOUNT IN WORDS Thirty Pesos Only			
Received <input checked="" type="checkbox"/> Cash <input type="checkbox"/> Treasury Warrant <input type="checkbox"/> Check <input type="checkbox"/> Money Order		Received the Amount Stated Above.	
Treasury Warrant, Check, Money Order Number		YOLANDA F. CABISCUELAS Municipal Treasurer	
Date of Treasury Warrant, Check, Money Order		Issued by: <b>Cristina Publico</b> Collecting Officer	
<small>Note: Write the number and date of this receipt on the back of treasury warrant, check or money order received.</small>			

# III. PROJECT RESULT/IMPACT

A year after when CeC Malvar started to operate it became a study tour site for CeC Managers on training with the NCC-FOO and then Development Academy of the Philippines (DAP). The CeC Manager also became a resource person of the DAP in its trainings of would be CeC Managers all over the Philippines on the “Essentials of Community e-Center Management”.

Barely two years after, in September 2012, CeC Malvar won 15,000 Swiss francs worth of ICT equipment in an international competition sponsored by the Telecentre.org Foundation and International Telecommunications Union for training the most number of women.

In October 2012, during the 8<sup>th</sup> Knowledge Exchange Conference Awards in Davao City, CeC Malvar was chosen as one of the five finalist for the Best CeC Award, and was also recognized by the PhilCeC Net, the DAP, the NCC-FOO, the ICTO and DOST for its major accomplishments.

In May 2013, CeC Manager won as finalist in the 1<sup>st</sup> Global Telecentre Awards launched by the Telecentre.org Foundation. She was also awarded as the Telecentre.org Foundation Global Community’s Choice as Best Telecentre Manager given in Granada Spain.

With all these resources available, as of March 2015, CeC’s Malvar were able to give free training on Digital Literacy to 3,158 constituents, 2,045 were women and girls and 928 were men and boys (See Table 3.1). Special emphasis was given in the free training of women and girls in support of our 7K-Karunungan Executive Agenda and the Grassroots Training and Digital Literacy for Women Campaign of the Telecentre.org and the PhilCeCNet iPinay Program. Knowledge of the use of computers ensures that a bigger sector of our population will be able to access government services and information through electronic channels. More importantly, this knowledge helped provide employment for our women and also increased their value.

The ease and effortlessness of the Malvar Day Care Workers in preparing and submitting their reports were due to the digital literacy training gave them early on. Today, instead of going to private internet cafes and paying them to encode their reports and send them thru email, these day care workers are now happily doing its elves.

With the establishment of Malvar CeC, the local government unit develop a partnership with other Government and Non-Government Agency. (See Table 3.2)

After 5 years of existence, thru the continuous effort of the Local Chief Executive and support of the Sangguniang Bayan Members, CeC Malvar was able to put up a Mobile CeC which will roam around in different barangays and public schools to give Free Basic Digital Literacy Training. “CeC on Wheels” started its operations on April 28, 2015 which cost P1.3 million pesos came from the Municipal Fund. The computers inside (12 laptops)are being used and are part of the winnings of the CeC Main from global competition “Train the Most Number of Women”.(See Figure 3.1

**Table 3.1 Overall Trained Students at CeC Malvar Since 2010**

<b>YEAR</b>	<b>TOTAL # OF WOMEN &amp; GIRLS TRAINED</b>	<b>TOTAL # OF MEN &amp; BOYS TRAINED</b>
<b>2010 (start of operation October 2010)</b>	34	6
<b>2011</b>	122	76
<b>2012</b>	1,120	273
<b>2013</b>	331	190
<b>2014</b>	105	66
<b>2015</b>	178	145
<b>March 2016</b>	112	149
<b>July 2016</b>	77	29
<b>December 2016</b>	117	68
<b>TOTAL</b>	2,045	928
<b>TOTAL TRAINEES AS OF 2016 OF DECEMBER</b>	3,158	

**Table 3.2 Partnership and Networking**

<b>Partner</b>	<b>Date of Partnership</b>	<b>Nature of Partnership</b>	<b>Results of Partnership</b>
<b>U &amp; I Professional Club</b>	February 2013	Public Private partnership	Hardware were provided by them in one satellite CeC
<b>Barangay San Fernando</b>	March 2013	LGU, Barangay Partnership	More constituents reached by the CeC services at less cost to the municipality
<b>Barangay San Isidro</b>	February 2013	LGU, Barangay Partnership	More constituents reached by the CeC services at less cost to the municipality

<b>DepEd Alternative Learning Systems</b>	October 2010	Government partners	Mutual benefit in terms of learning and clients
<b>Dep EdMalvar District</b>	October 2010	Government partners	Mutual benefit in terms of learning and clients
<b>MICROSOFT PHILIPPINES, INC</b>	October 2014	Public-Private Partnership	both parties engage in an institutional linkage to support the community and livelihood initiatives of the municipality through Microsoft Technology industry skills transfer

**Figure 3.1 CeC on Wheels**





## **FACTORS WHICH CONTRIBUTED TO CeC MALVAR'S SUSTAINABILITY AND GROWTH**

- Establishment of the CeC through a Sangguniang Bayan Ordinance
- User fees must be stipulated in a Sangguniang Bayan Ordinance
- Close coordination with the Local Chief Executive
- Preparation of an annual operational plan with corresponding budget
- CeC budget must be integrated with the Municipal Annual Budget
- Development of links with the local community and getting their support
- Identification of target groups
- Identification of services the CeC will offer
- Formulation of rules for CeC users and staff
- Continuous training of CeC knowledge workers

# IV. ANNEXES

CeC Main Office



Satellite CeC Poblacion



**Satellite CeC San Isidro**



**Satellite CeC San Fernando**





## CEC GRADUATION



### CeC Malvar received many awards Globally:

1. Best Global Community's Choice Award for Best Telecentre Manager
2. Trained the most Number of Women (15,000 swiss francs worth of ICT equipment

#### 8<sup>th</sup> KeC awards;

- One of the showcase Community e-Center which served as a model site for the new batch CeC Managers during the Essentials on Community e-Center Management
- Finalist of the 3<sup>rd</sup> Philippines CeC Excellence Awards
- Certificate of Recognition for contributions and support rendered during the "National ICT Month Celebrations"
- Philippine Digital Literacy for Women Campaign
- Finalist in the Search for the Most Outstanding Community e-Center of the Philippines for the year 2012
- Token of Appreciation from 8<sup>th</sup> Knowledge Exchange Conference on Community e-Centers
- Certificate of Recognition for winning Peoples Choice in the Marketplace of Ideas at the Knowledge Exchange Conference

9<sup>th</sup> KEC

- Plaque of Recognition for Empowering Women and Youth through Digital Literacy Training for Employment
- Certificate of Appreciation Malvar CeC for graciously hosting the visit of Cherie Blair Foundation Representatives
- Plaque of Recognition as a finalist in the search for The Most Outstanding Community e-Center for the Year 2013
- Plaque of Recognition as a finalist in the search for The Most Outstanding Community e-Center for the Year 2013

### AWARDS RECEIVED

