10. eGovernment Services

Providing assistance to client for online registration to various government portals and online services such as NBI, DFA, Pag-IBIG, Philhealth, PRC, etc.

Office/Division	LIBRARY EXTENSION DIVISION/DISTRICT LIBRARIES DIVISION (E-Government Section)			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. QCitizen ID/Library Pass 2. One valid government issued ID		1. Finance Bldg. Quezon City Hall/ Registration Area located at the Entrance of the Quezon City Public Library 2. Government issuing agencies (SSS, GSIS, Pag-IBIG, LTO)		
3. Email account		3. Yahoo or Gmail		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
8. Proceeds to eGovernment Section	8.1 Issues the application form	None	1 minute	*Library Staff*
9. Fills-out application form.	9.1 Assists the client in filling out the form	None	5 minutes	*Library Staff*
10. Submits duly accomplished application form	10.1 Receives and checks submitted application form	None	1 minute	*Library Staff*
11. Waits for the processing of your eGovernment registration and Reference Number	11.1 Registers client's information to the requested eGovernment service	None	9 minutes	*Library Staff*
12. Receives Reference Number	12.1 Provides client's Reference Number	None	1 minute	*Library Staff*
	12.2 Advises client to print forms needed for the release of applied eGovernment documents at the nearest computer shop and/or to the QCPL-MPC printing station	None	1 minute	*Library Staff*
	12.3 Advises the client of how and where to settle the payment for his/her eGovernment registration.	None	1 minute	*Library Staff*
13. Signs logbook	13.1 Checks if client signed logbook.	None	1 minute	*Library Staff*
	TOTAL:	Php10.00	20 minutes	