

## IPSTAR Helps Speed Up Government Service Delivery in Rural Philippines

Donsol used to be a sleepy coastal town in Sorsogon – a province in the southernmost tip of Luzon. Nobody knows Donsol except for its local inhabitants, until a few years ago when tourists began to flock this remote place to take a look-see at the largest fish on Earth, the whale shark.

### The Situation

Having witnessed an increase in local population due to the booming tourism industry, the local government of Donsol focused its efforts towards ICT applications that will effectively enhance the delivery of frontline government services to its constituents.

Through the Philippine government's broadband connectivity project – dubbed as 'Jumpstarting Electronic Governance in Local Government Units (eLGU)' – Donsol has been provided with an IPSTAR broadband Internet connection by We are IT (WIT). The newly installed IPSTAR network proves to be not only beneficial to the LGUs and its employees, but also to the town's constituents.

In the past, local residents need to go to government offices just to pay their taxes or to apply for a business license. This traditional way of service delivery in most rural LGUs is slow, expensive, and oftentimes time-consuming – especially for the villagers who are living in far-flung areas outside the town center.

### Government Networks via IPSTAR

With the eLGU project, government offices are able to deliver better and faster online services via IPSTAR at lesser costs, while generating higher revenue for Donsol's local government. Town residents now file their applications for business license or pay their taxes directly from their homes, offices or any Internet cafe. In addition, notification of tax dues and payment status can also be checked via eLGU's online service.

The eLGU project also promotes information dissemination as it gives constituents and investors anytime, anywhere access to critical information via Donsol's local website. "With vital information exposed to public scrutiny via the government's website, e-governance would mean lesser opportunities for graft and corruption. Enhanced transparency will definitely give the public a clearer picture of what is happening in various government offices", said a local resident.



### About eLGU

The eLGU is a project implemented in the Philippines aimed to promote computerization in rural LGUs, and to enable better and faster delivery of government services – while concurrently generating higher revenue for the local government. Two important revenue-generating systems under the project are the electronic Real Property Tax System (eRPTS) and the Business Permits and Licensing System (eBPLS). Currently, over 110 rural LGUs in the country were connected by WIT to IPSTAR broadband Internet.

### About WIT

We are IT (WIT) is in the business of providing satellite services to address the broadband connectivity needs of every enterprise, government and educational institution in Asia-Pacific. It maintains offices in Canada, Hong Kong and the Philippines. WIT is the gateway operator and a service provider of IPSTAR in the Philippines. For more information, visit [www.philsat.com](http://www.philsat.com).