



Republic of the Philippines  
Supreme Court  
Office of the Court Administrator  
Manila

**OCA CIRCULAR NO. 365-2023**

**TO : ALL EXECUTIVE JUDGES OF ECOURT STATIONS**

**SUBJECT : CONDUCT OF MANUAL RAFFLE DURING DOWNTIME OF ECOURT SYSTEM**

The eCourt system sometimes encounters technical issues due to various internal and external factors. In these instances, the concerned executive judges write to the Office of the Court Administrator (OCA) to request for authority to conduct a manual raffle. In the meantime, the raffling of cases in their stations is suspended, to the detriment of litigants.

On account thereof, in the exigency of the service, and after consultation with Atty. Jed Sherwin G. Uy, Deputy Clerk of Court and Chief Technology Officer, Management Information Systems Office (MISO), the following circumstances, if attendant in the respective courts, shall be sufficient to justify the *immediate* conduct of a manual raffle, *without* need to refer the matter to this Office for authority:

1. For technical issues involving hardware resources
  - a. Server breakdown
  - b. Electric/power supply problems
  - c. Environmental problems, e.g. malfunctioning ACU, etc.
  - d. Network problems
2. For technical issues involving the eCourt system
  - a. Software system downtime
  - b. Software system configuration errors
  - c. Raffle configuration is not available in eCourt System
3. For technical issues involving connectivity
  - a. Loss of IP-VPN connection
  - b. Connection configuration errors

The concerned executive judges shall *inform* the OCA, through their respective Deputy Court Administrators/Assistant Court Administrators, of the conduct of a manual raffle and attach to its report the appended Certification/Incident Report, duly filled out by MISO technical support personnel.

For the guidance and compliance of all concerned.

03 November 2023



**RAUL B. VILLANUEVA**  
Court Administrator



**Supreme Court of the Philippines**  
Management Information Systems Office

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

The Executive Judge  
RTC/MeTC/MTCC

Your Honor:

This is to respectfully inform Your Honor that the electronic raffling of cases in the eCourt System is currently not available due to

Technical issues involving hardware resources

- server breakdown
- electric/power supply problems
- environmental problems, e.g., malfunctioning ACU, etc.
- network problems

Technical issues involving the eCourt system

- software system downtime
- software system configuration errors
- raffle configuration is not available in eCourt System

Technical issues involving connectivity

- loss of IP-VPN connection
- connection configuration errors

Other issues: \_\_\_\_\_

We expect the resolution of the issue within \_\_\_\_\_ hour(s)/day(s)/week(s).

Remarks: \_\_\_\_\_

\_\_\_\_\_

Respectfully submitted:

\_\_\_\_\_  
(Name and Signature)  
eCourt System Technical Support