

Belmonte eyes automated city hall transactions

IN a bid to improve the ease of doing business and eliminate corruption, Quezon City Vice Mayor **Joy Belmonte** has unveiled plans to automate city hall transactions by tapping smartphone technology.

"We do not just plan to bolster the internal management program. I would like a fully automated city hall linked up to our traffic management system, our *barangay* (villages), our planning office and other offices," Belmonte said.

The vice mayor said automating transactions would also enable

them to build a database towards creating a comprehensive plan.

"Data from all these transactions is the most important tool we can use to plan projects and services. This is where we'll find out what the people really need and where we need to improve," she said.

Belmonte said automation would also minimize face-to-face interaction, which could help eliminate corruption.

She pledged to reward city hall workers who have rendered excellent service.

"For instance, through a new feedback system, constituents can digitally submit their feedback after completing a transaction. Good performers will then be given incentives by the city government," Belmonte said.

The city already took the first step toward automation as it launched earlier this month "Batas QC," the country's first mobile application containing all local ordinances aimed at informing residents about the rules and penalties of each city ordinance.

The local government has also partnered with the Department of Trade and Industry, the Department of Information and Communications Technology, Securities and Exchange Commission and other agencies in a pilot project that will allow new business registrants to apply for business permits on their mobile phones.

Quezon City will be the first local government in the country to utilize the business registration application. **JAIME R. PILAPIL**