

QC goes hard against red tape

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Quezon City Mayor Joy Belmonte is taking a step forward in her administration's campaign against red tape to further improve the delivery of public service.



In her recent City Address, the mayor disclosed her tack against red tape and revealed the Business Processing and Licensing Department (BPLD) shall implement intensified initiatives to provide efficient and reliable service.

She said the BPLD, headed by Margarita Santos, implemented many reforms to ensure compliance to the Ease of Doing Business Law without compromising the city zoning ordinance and collections to the city.

Processing of licenses and clearances have been fast-tracked. Occupational permits, for example, can now be released as quickly as in three minutes. Payments and other transactions can also be done in Business One-Stop-Shop and Business Centers located in some malls in the city.

There will be additional measures to be implemented to ensure that red tape and corruption will be deterred.

These include: placing of signages discouraging solicitations and fixers; informing citizens to transact only with official employees and roving customer service representatives for quick feedback; placing webcams in transaction windows; revising the application forms and list of requirements; and restructuring the Business One-Stop-Shop offices.

Belmonte assured the public that corruption and any form of misconduct are not welcome in the city's offices.

"We will make sure that we will provide quality and transparent service to our people," Santos said.

The city is also planning to automate and digitize the system, thus having a contactless transaction.