

Belmonte blasts eZConsult malperformance

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QUEZON City is considering filing charges and terminating its contract with Zuellig Pharma Corp. because of the malperformance of its eZConsult service.

Mayor Josefina “Joy” Belmonte said on Wednesday the local government issued an ultimatum to the company last week to upgrade its system by Friday, June 18, or be replaced by another company “that can do the job quickly and efficiently.”

Zuellig’s eZConsult was meant to make the registration for Covid-19 vaccination faster and easier.

“The sacrifices and efforts of our medical frontliners and the time and sanity of our residents are being compromised by this inefficient system. They committed a seamless service but they failed repeatedly. Our QCitizens deserve nothing but best service,” Belmonte said. “We have already improved our system in vaccination centers where people no longer have to fall in line and go through the entire vaccination process within a maximum of 45 minutes. eZConsult is putting all our efforts down the drain.”

The city’s Public Affairs and Information Service Department said eZConsult suffered glitches as early as March 27, 2021, hampering the city government’s delivery of vaccines to its constituents.

“If the improvements promised to the city are not honored as stated in the contract, we will initiate contract termination proceedings and file appropriate charges against them as deemed appropriate by our city legal counsel to enforce and protect our rights and the interests of QCitizens,” Belmonte said.

City lawyer Orlando Casimiro has written to Zuellig Pharma Corp., through its general manager Danilo Cahoy, demanding liquidated damages for the malperformance of eZConsult.