

QC cited for 'innovative' ayuda distribution system

The Philippine Star · 14 Aug 2021 · 10 · – Edu Punay

A ranking congressman yesterday lauded the **Quezon City government** for its efficient and innovative distribution of cash aid or ayuda during the lockdown.

House social services committee chair **Rep. Alfred Vargas** said the use of social media by the city government under **Mayor Joy Belmonte** is very helpful to beneficiaries of the social amelioration program.

He cited how the local government unit (LGU) has been utilizing its official Facebook account in posting the list of cash aid recipients and giving updates on the distribution.

“This innovative approach will definitely help eliminate the need for people to go to the disbursement centers and undergo a tedious process of verification. This is usually where the unnecessary crowding begins. I hope other LGUs will do what Mayor Joy Belmonte has done,” Vargas stressed.

Vargas also proposed the creation of online grievance desks to handle complaints and concerns on the distribution of cash aid or ayuda during this lockdown.

He urged the Department of Social Welfare and Development (DSWD) and local government units to create the online ayuda grievance mechanism “in the interest of the health and safety of the beneficiaries.”

The Quezon City 5th district congressman suggested that the DSWD and LGUs open special sections in their Facebook and other social media accounts to receive and reply to grievances.

“The cash aid is intended to help the beneficiaries endure the twoweek lockdown. Resolving their grievances should be done within a 24-hour period. Any further delays would defeat the purpose of the aid,” he said.