



Republic of the Philippines  
**QUEZON CITY COUNCIL**

Quezon City  
22<sup>nd</sup> City Council

PO22CC-293

78<sup>th</sup> Regular Session

RESOLUTION NO. SP- **9767**, S-2024

**A RESOLUTION URGING QUEZON CITY GOVERNMENT OFFICES WITHIN QUEZON CITY TO REGULARLY UPDATE THE CONTACT INFORMATION ON THEIR RESPECTIVE OFFICIAL WEBSITES AND ONLINE PLATFORMS**

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Introduced by Councilors AIKO S. MELENDEZ and JOSEPH JOE VISAYA

Co-Introduced by Councilors Bernard R. Herrera, Tany Joe "TJ" L. Calalay, Dorothy A. Delarmente, M.D., Joseph P. Juico, Nikki V. Crisologo, Charm M. Ferrer, Fernando Miguel "Mikey" F. Belmonte, Candy A. Medina, Aly Medalla, Dave C. Valmocina, Tatay Rannie Z. Ludovica, Godofredo T. Liban II, Kate Galang-Coseteng, Geleen "Dok G" G. Lumbad, Albert Alvin "Chuckie" L. Antonio III, Don S. De Leon, Wencerom Benedict C. Lagumbay, Atty. Anton L. Reyes, Edgar "Egay" G. Yap, Raquel S. Malañgen, Irene R. Belmonte, Nanette Castelo-Daza, Marra C. Suntay, Alfred Vargas, MPA, Ram V. Medalla, Shaira "Shay" L. Liban, Mutya Castelo, Maria Eleanor "Doc Ellie" R. Juan, O.D., Kristine Alexia R. Matias, Eric Z. Medina, Emmanuel Banjo A. Pilar, Vito Sotto Generoso, Victor "Vic" Bernardo, Jose Maria M. Rodriguez and Jhon Angelli "Sami" C. Neri

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WHEREAS, Section 4(e) of Republic Act No. 6713, otherwise known as the "Code of Conduct and Ethical Standards for Public Officials and Employees," provides that responsiveness to the public shall be observed as a standard of personal conduct in the discharge and execution of official duties. Public officials and employees shall extend prompt, courteous, and adequate service to the public;

WHEREAS, Section 5 of Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007," states that all offices and agencies which provide frontline services are mandated to regularly undergo improvement of their transaction systems and procedures and re-engineer the same if deemed necessary to reduce bureaucratic red tape and processing time;

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WHEREAS, outdated contact information can contribute to bureaucratic red tape in the sense that it adds another layer of inefficiency and complication to the process of accessing government services;

WHEREAS, despite the existence of these laws, many government offices in Quezon City still struggle with outdated contact information on their respective websites and online platforms, hindering effective communication and slowing down the resolution of inquiries or requests;

WHEREAS, the advancement of technology provides opportunities for government offices to enhance their online presence and improve accessibility to constituents;

WHEREAS, ensuring that government offices maintain updated and accurate contact information on their websites and online platforms aligns with the principles of efficient governance and responsiveness to the needs of the public.

NOW, THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF QUEZON CITY IN REGULAR SESSION ASSEMBLED, to urge, as it does hereby urge, Quezon City Government offices within Quezon City to regularly update the contact information on their respective official websites and online platforms.

RESOLVED FURTHER, that the following contact information be provided and regularly updated on government websites and online platforms.

- a. Office phone numbers (including extensions if applicable);
- b. Official e-mail addresses;
- c. Physical addresses of offices;
- d. Names and positions of designated contact persons or department heads; and
- e. Any other relevant means of communication deemed necessary for efficient public service delivery.

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RESOLVED FINALLY, that the Quezon City Government Information Technology Development Department (ITDD) shall assist in the implementation of this Resolution on the Quezon City Government website and online platforms.

ADOPTED: August 20, 2024.




GIAN G. SOTTO  
City Vice Mayor  
Presiding Officer

ATTESTED:

  
ATTY. JOHN THOMAS S. ALFEROS, III  
City Government Department Head III  
(City Council Secretary)

CERTIFICATION

This is to certify that this Resolution was APPROVED by the City Council on Second Reading on August 20, 2024 and was CONFIRMED on August 27, 2024.

  
ATTY. JOHN THOMAS S. ALFEROS, III  
City Government Department Head III  
(City Council Secretary)

