

Citizen's Charter assists taxpayers, clients in QC

The Quezon City government has initiated the Citizen's Charter in a bid to improve public service by making business transactions at the city hall more taxpayer friendly and avoiding the piecemeal approach.

Quezon City Mayor Feliciano Belmonte Jr. said it is only appropriate for the city government to reward law abiding citizens who pay their taxes accurately and diligently with measures that provide them with "one shot deals" instead of prolonging the process of their transactions.

With the circuitous and complicated wheeling and dealing in paying government obligations, local taxpayers are oftentimes forced to avail the services of fixers to shorten the transaction period.

As a deterrent to corruption, Belmonte, under the charter, ordered the receiving clerks to immediately inform the clients of the necessary requirements to avoid unnecessary delays and payment in excess of the standard fees.

"I saw that bureaucracy is almost by definition the first hindrance to quick action and that the government does not operate on the basis of "value for money" as the case should be. Public service is not just a question of climate or culture, but also of morale and incentives in actions," Belmonte stressed.

Since assuming office in July 2001, Belmonte said that "red tape" is one of the major concerns his administration has vowed to minimize if not totally eliminate citing that a

key to good governance is fixing the city's financial situation.

"What is imperative is to improve the city's finances and everything just follows. Being a computerized city also enhances our efforts to promote good governance," Belmonte noted.

Not wanting to be outwitted by innovative fixers, Belmonte said the city government has continuously improved the delivery of basic services making the existence of the corrupt syndicates pointless at the city hall grounds.

"Huwag na nating pabalikbalikin and mga clients natin. Tayo din ang may kasalanan pag nahuli ang pag-proseso ng kanilang mga papeles," Belmonte added.

To fully implement the Citizen's Charter, Belmonte and Civil Service Commission (CSC) Chairman Ricardo Saludo signed a memorandum of agreement which is also in compliance with Republic Act 9485 or Anti-Red Tape Act of 2007.

Saludo said the charter plays a vital role in improving the image of the government which is a moral booster to the honest and hard-working government employees of the city.

"We only have to fine tune what Quezon City already has. We have already witnessed the transformation of the city as evident by the improvement in the delivery of public services that has been instituted by the city," Saludo said.

The department heads and chiefs of offices of the Quezon City government have affixed their signatures in the charter as a show of their commitment against corrupt acts and red tape.

SUNDAY, AUGUST 2, 2009

Quezon City Citizens Charter launched

The Quezon City government has launched its own **Citizen's Charter** in an effort to strengthen the ongoing campaign at QC Hall for better taxpayer-friendly services.

During its launching at the QC Albert Session Hall, Mayor Feliciano Belmonte Jr. expressed optimism that the charter would pave the way for a more improved delivery of public service that would facilitate convenience and ease to the taxpaying public when transacting business with the city government.

The Mayor has ordered all receiving clerks in the city to inform right away the transacting public which requirements should be submitted to avoid delays in the processing of their documents.

He said transacting business with the city government should be a one-shot deal and that city hall employees should avoid a piecemeal manner when giving the list of requirements needed in the processing of documents of the transacting public.

"I saw the bureaucracy is almost by definition, the first hindrance to quick action, and that the government does not operate on the basis of 'value for money' as the case should be. Public service is not just a question of climate or culture, but also of morale and incentives in action," the Mayor said.

Belmonte said red tape was an issue that his administration has tackled from the day he assumed the post of QC chief executive on July 1, 2001. For Mayor Belmonte, fixing the city's financial situation was key in achieving good governance.

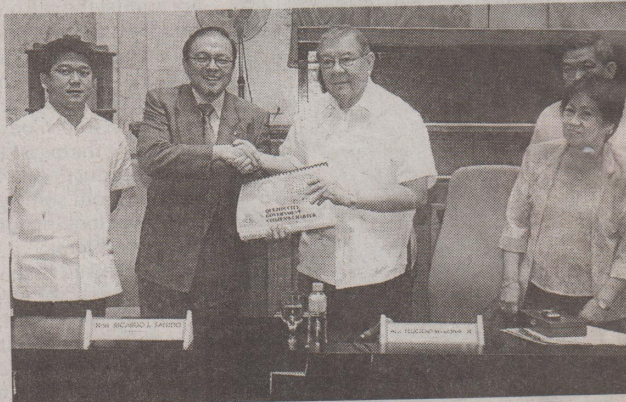
"What was imperative was we improve the city's finances and everything just follows," Belmonte said. "Being a computerized city also enhances our effort to promote good governance," the mayor said.

With the versatility and innovativeness of fixers getting more and more boundless, the mayor said there must be a continuing effort to enhance and improve public service delivery.

"Huwag na natin pabalik-balik ang mga clients natin. Tayo ang may kasalanan pag nahuli ang pagproseso ng kanilang mga papeles," Belmonte said.

A memorandum of understanding was signed by Mayor Belmonte with Civil Service Commission (CSC) chairman Ricardo Saludo to oversee the implementation of QC's Citizen's Charter, which is in compliance with Republic Act No. 9845 or the Anti-Red Tape Act of 2007.

The CSC, being the central personnel agency of the government, shall provide assistance in the implementation of the city's charter, including its monitoring.



Quezon City Mayor Feliciano Belmonte Jr. presents to Civil Service Commission chairman Ricardo Saludo a copy of the QC Citizen's Charter during its launching at the QC Albert Session Hall in an effort to improve the city's delivery of public service to its constituents. A memorandum of understanding was signed by Belmonte and Saludo to oversee the implementation of the charter, which was launched in compliance with Republic Act No. 9845 or the Anti-Red Tape Act of 2007. Looking on are Vice Mayor Herbert Bautista, CSC assistant commissioner Anicia de Lima and CSC-QC field office director Candito Callangan.

Saludo, for his part, said QC's launching of its own citizens charter only shows the city's commitment to good governance.

The CSC chairman was confident that the charter would play a vital role in improving the image of the government as well as in the effort of boosting the morale of government employees. "We have to make a difference in people's lives," Saludo said.

"We only have to fine-tune what QC already has. We have already witnessed the transformation of the city as evident by the improvement in the deliv-

ery of public service that has been instituted by the city," Saludo said.

Joining Belmonte and Saludo in signing the memorandum of understanding was Vice Mayor Herbert Bautista. Witnessing the signing were CSC assistant commissioner Anicia Marasigan and city administrator Paquito Ochoa Jr.

All city department heads and chiefs of offices have signed the QC Citizens Charter to show their commitment. The city personnel office, under Marlene Aguilar, will be coordinating its implementation.

R.A. 9845
Anti-Red Tape Act

Belmonte pushes QC Citizens' Charter

By PERSEUS ECHEMINADA

Quezon City Mayor Feliciano Belmonte Jr. has given City Hall heads of departments and offices until July 1 to post and publish the city's Citizens' Charter, purportedly designed to institutionalize simplified and less time-consuming procedures that would lessen the burden of the public in transacting business with the city government.

In a directive, the mayor urged city hall executives to immediately provide the City Personnel Office with all information and materials necessary for the setting up of the Citizens' Charter and to actively, fully cooperate and assist in the timely preparation of the same.

Belmonte has designated the City Personnel Office to lead and coordinate the formulation of the QC Citizens' Charter to ensure it is set up and appropriately published not later than July 1. The move is in compliance with RA 9485, otherwise known as the Anti-Red Tape Act of 2007, to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption and providing penalties, too.

Pursuant to RA 9485, all local government units in the country, including the Quezon City government are mandat-

ed to set up a Citizens' Charter, an official document, a service standard, or a pledge that relays information on the services provided by the concerned government agency to the public and describes a systematic procedure for the availing of a particular service, and the guaranteed performance level that they may expect for their service.

Overall, the Citizens' Charter is aimed to improve the government's delivery of services for the satisfaction of the public.

Belmonte's directive to heads of departments and offices said that the Citizens' Charter shall include the vision and mission of the office or agency, identification of the frontline services offered, clients, step-by-step procedure to obtain a particular service, officer or employee responsible for each step, maximum time to conclude the process, documents to be required to clients and why they are needed, amount of fees, procedure for filing complaints, names and contact details of the officials whom clients can file complaints to, allowable period for extension due to unusual circumstances, contact numbers to call for recommendations, inquiries, suggestions as well as complaints.

RA 9485
Anti-Red Tape
QC Citizens Charter