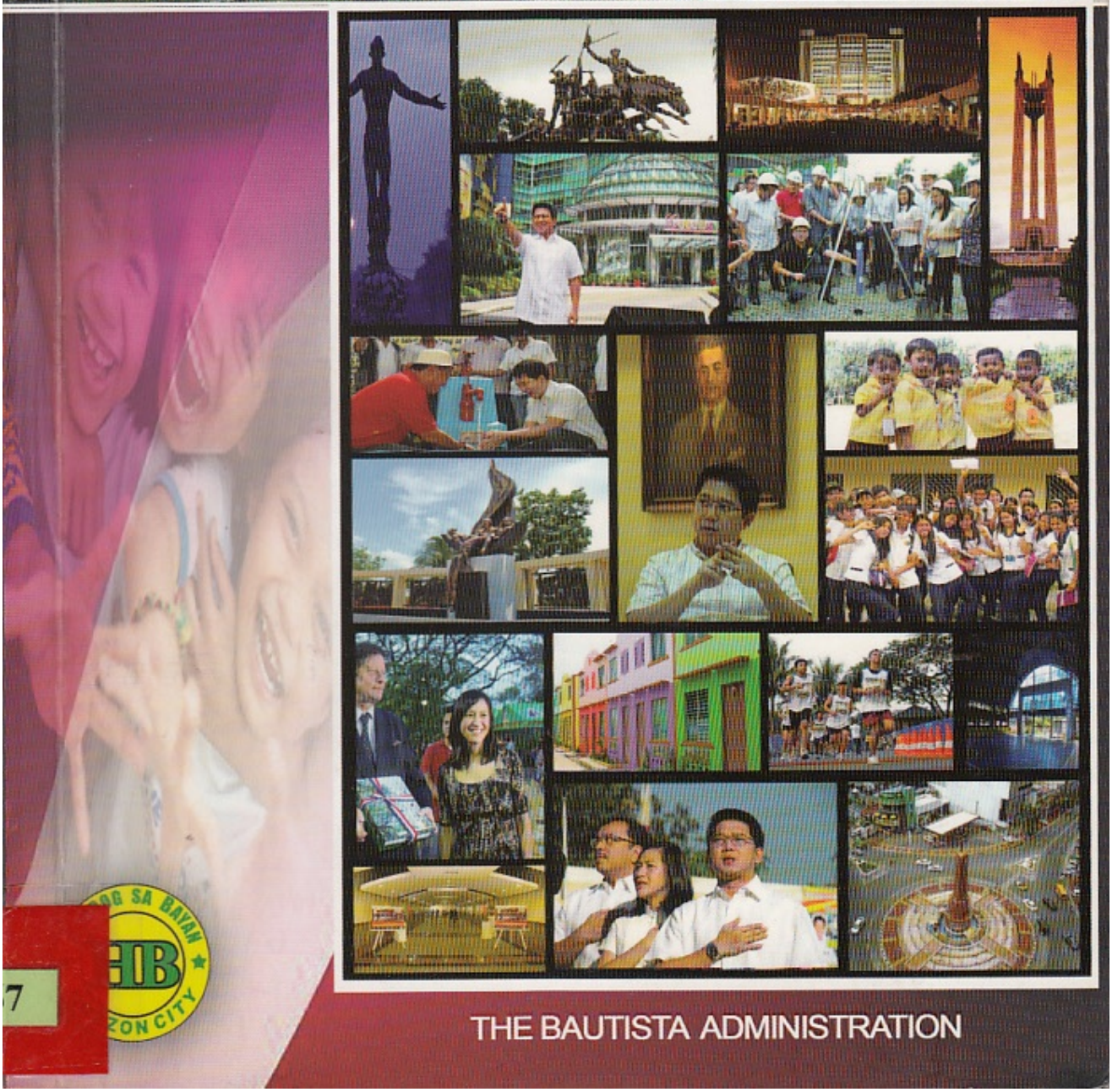
QUEZON CITY 2010 2011 ANNUAL REPORT





THE BAUTISTA ADMINISTRATION



The calamities remind us that climate change is more than just a buzzworld. Being responsive to it is critical to good governance and essential to preserving the well-being of our people.

We have been fighting climate change by collecting and destroying the greenhouse gas, methane, which is about 23 times more potent than carbon dioxide, from our Payatas landfill. Now, we have to expand our efforts at reducing carbon emission.

We have to set the example at City Hall, by making ours a showcase for energy efficiency. A start is the switch towards more energy efficient lighting, for our public buildings and streetlights, and the move towards incorporating green architectural features in Quezon City buildings.

Resource waste is another climate change trigger. Let us preserve our trees, to maintain our city's natural insulation against heat.

QUEZON CITY GOVERNMENT ANNUAL REPORT
2010 – 2011

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Message
All-embracing Progress for Quezon City

The responsibility of governance comes with a mix of difficulties and triumphs, and with the full realization of the intricate complexities that come with managing the biggest, highly urbanized city of the Philippines.

One of the most difficult issues that we are tackling is that of housing and resettlement. It is complicated because of the huge number of the city's informal settlers (232, 430 as recorded by the Urban Poor Affairs Office) and because the resources needed for properly organized housing communities are massive. Land, in the scale that is required, is expensive, so are site development and housing construction costs.

We highly appreciate the positive responses of the national government, especially from President Benigno Aquino III and housing czar Vice President Jejomar Binay, to whom we have presented our enormous socialized housing demand. The partnerships of the National Housing Authority and the Pag-Ibig Fund enable Quezon City to share in the national resources for resettlement.

It is also fortunate that private partners like Gawad Kalinga and Habitat for Humanity have provided their solutions for housing construction and values formation. Private enterprises, particularly Phinma, are showing that corporate interest, along with social responsibility, can be served by partnering in the program to develop resettlement communities and increase the supply of affordable housing stock in the city.

We have also taken bold, and at times, politically hazardous measures, just to raise more resources. Among these are the implementation of the idle land tax and the socialized housing tax, although the legal basis for these have been established more than 16 years ago by way of the Urban Development and Housing Act (UDHA). Our objective is simply to put our city in order -- less urban blight, more humane and better organized communities -- to benefit all who live in Quezon City.

The poor, indeed, have a multiple of needs. Housing is just one of them. That is why we are implementing a Comprehensive Data Base Survey of the city's poor, a project that the city

government presented at the Singapore and World Bank Institute's "Leadership in Local Government: Decision, Action, Results" (DARE) Program at the Lee Kuan Yew School of Public Policy. This data base can more objectively identify problems of the poor in the city, clearly define their needs, the extent of these, and better tailor-fit programs to address these. Our city government does not have an infinite amount of resources; we should maximize the reach of each peso spent on poverty alleviation. The implementation of the project is under the aegis of the Anti-Poverty Integration Task Force headed by Vice Mayor Ma. Josefina Belmonte. It is expected to generate household-level data on critical poverty dimensions on income, nutrition/health, education and shelter.

Health services are another major concern of the poor. Poverty should not make good health care beyond reach. We have embarked on a health modernization program, by tapping technology and by installing in accessible health centers, specialized services that will otherwise cost many thousands of pesos.

We operationalized CHITS or computerized health information systems in all 72 of our city health facilities, using software developed locally by the University of the Philippines. Our objective is to bring to the city's public health systems, the benefits that well-run health facilities are gaining from good use of technology. This project systematizes health records, making it easier to track and access patients' health histories, for more responsive treatments.

The new Quezon City General Hospital now has all the bells and whistles of a well-equipped medical center. Of course, the expectation is that the millions in equipment and infrastructure investment will also be complemented with remarkably improved hospital management. The same goes for the Novaliches District Hospital, which is also undergoing a similar transformation.

The modernization thrust includes making sure that all of our city's health centers have diagnostic facilities, as well as adequate stocks of medicine and needed equipment. In 2012, all Super Health Lying-in Centers will have infant incubators. The public will also benefit from our provision of five chemotherapy clinics, five x-ray clinics, and five dialysis clinics in structures already built in 2011. It will also include the upgrading of the Quezon City Hall Central Laboratory, to have full diagnostic facilities and supplies.

I have declared the decade 2011 to 2020 as the Child Youth and Welfare Decade. As an important component of this movement, we are significantly upgrading pre-school learning. Our aim is to provide children from poor families a good headstart when they enter regular schooling, and level up with the quality of education offered in private schools for well-to-do children. We are improving physical facilities in daycare and kindergarten, to gradually adopt the template of a child-friendly facility, in structures that also have room for their parents and guardians to be trained to learn a trade.

In addition to enhancing teaching quality through the daycare instructors' subsidized two-year certificate course at Miriam College, the City government also produced its interactive teaching tools called "Turo Turo," much like our own version of Sesame Street.

The safety of everyone who lives in Quezon City is another primordial concern of my Administration. As part of the city's commitment to protect its people, their properties and the economy, the city government has been very active in efforts and initiatives to lower risks emanating from earthquakes and floods. Quezon City has lower risks to earthquake hazards than

many parts of Metro Manila because the predominant soil type in the city is of the Novaliches Loam series, commonly called adobe. But the West Valley Fault system runs along the periphery of Quezon City. We have taken the initiative, along with the technical experts, to clearly identify the faultline and as many of its arteries as we possibly can. By installing markers and orienting people who live on or near its periphery, we intend to reduce damages and injuries as a result of greater awareness, and by moving towards the banning of structures within five meters of its boundaries. Gradually, this corridor shall be transformed into green parks, to prevent casualties from structural damage.

I have also put to task the Building Official and the City Engineering head, to ensure the safety of all our city structures, especially high-people structures such as schools, theaters and shopping malls, to ensure public safety. The Safe Building Program was launched for this purpose.

Floods are the more imminent and persistent reality. The City is within the catchment area of five river systems, which also traverse other cities. This is why our local flood mitigating efforts must be complemented by national government efforts, especially those by the Metro Manila Development Authority, the Department of Public Works and Highways, and the Pasig River Rehabilitation Program.

Aside from continuous trainings and seminars on water search and rescue, and flood drills to help residents, school children and authorities, business establishment operators and barangay officials take quick action during calamities, we are addressing the root causes of flooding: whether physical infrastructure issues or human. We are clearing obstructions to waterways, including informal settlements, as well as residences and business establishments that have encroached on the right of way of rivers. We are continuously declogging and desilting rivers, building and strengthening embankments and ripraps, and improving drainage systems. In the coming years, we still have to attend to 5.2 kilometers of riverbanks that need to be riprapped, and 2.27 kilometers of drainage systems that need to be constructed. These are aside from our annual riverways cleanups of garbage where careless residents have thrown enough wastes to fill 137,773 sacks in 2010, for which we had to deploy 349 units of 10-wheeler trucks to collect.

We need a Public Safety Building to organize, under one roof, the needed quick and organized action in times of calamities. Constructing and equipping such shall be one of our priorities in 2012. It shall house the control rooms for communication and monitoring systems, including those for our planned CCTV systems, which are intended to enhance our city's overall security and safety.

On the global front, especially in environment management, our city is well-positioned in the international community. This includes the recognition that our projects have earned in Japan, at the Tokyo Zero Waste Conference; in Bonn and in Berlin, Germany; and most recently, at Sao Paulo, Brazil.

In 2010, the Quezon City Government adopted an urban development framework anchored on a symbiotic relationship of economic development with environmental management and disaster-risk reduction. The framework recognizes the reality that development strategies that ignore a city's vulnerabilities is growth that plays with fire: it can fuel an economy into frenzy, but it can just as easily be snuffed out with devastating consequences in terms of human life and properties.

The continuing challenge to the city government is to balance the needs of urban development, including the shelter and enterprise needs of its growing population, with the just as important need for preserving and maintaining its green space. Managing this balance is a constant test of political will, tempering the need to give in to business and housing demands, with the more sustainable need for an environmentally well-managed city.

An economic development priority is to complement the developments of the city's four triangles : North, East, South and West, into a better integrated, tourism, restaurant and entertainment area, with well-defined links to the expansive shopping areas in this neighborhood.

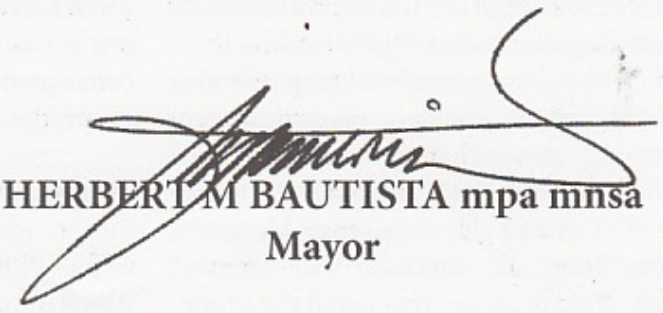
The Tourism Development Plan 2011 – 2020, formulated under the guidance of Vice Mayor Belmonte, is in full support of this development direction. The plan seeks to establish Quezon City as "the premier urban destination and the showcase of sustainable urban tourism development in the Philippines."

We are reviewing the city's revenue code for incentives we can provide to promote the growth of more enterprises, especially those that can expand our manufacturing base. Developments around the world show economies slowing down in Europe and the US. Companies would be looking more towards Asia for markets. Quezon City would be a convenient manufacturing base for Asian markets, given our strategic location in Southeast Asia.

We would also like to improve the capacity of our microentrepreneurs to become subcontractors of bigger businesses, by focusing training on improving skills, quality control, and design knowhow at their level. We would also like to formalize the matching schemes between big businesses and small ones, so that the sourcing of small subcontractors to make labor-intensive components of large production needs can be easier.

So much has changed and transformed in Quezon City, yet much more needs to be done. Let us work together to make the changes more remarkable and beneficial to as many people in the city as possible. This is the only progress that is meaningful – that which improves the quality of life of all who live in Quezon City!

Pagsikapin nating lahat na sa Quezon City lahat panalo!



HERBERT M BAUTISTA mpa mnsa
Mayor

DEVELOPMENT FRAMEWORKS AND ECONOMIC VIBRANCY



In 2010, the Quezon City Government adopted an urban development framework that is anchored on a symbiotic relationship of economic development with environmental management and disaster-risk reduction. The framework responds to lessons learned well from the unprecedentedly devastating floods that hit Metro Manila in 2009. It also grew from the city's pioneering and progressive advocacy of environment issues and climate change, further amplified by commitments and successful participation in local and global forums. Moreover, it rose from the vigilance that followed strings of earthquakes that jolted the Philippines and its neighboring countries, as well as increasing knowledge about disaster-risk prevention.

The framework recognizes the reality that development strategies that ignore a city's vulnerabilities is growth that plays with fire: it can fuel an economy into frenzy, but it can just as easily be snuffed out with devastating consequences in terms of human life and properties.

This approach reconciles the city government's economic development responses to two Philippine laws, the Climate Change Adaptation Act (Republic Act 9729) and the Disaster Risk Reduction and Management

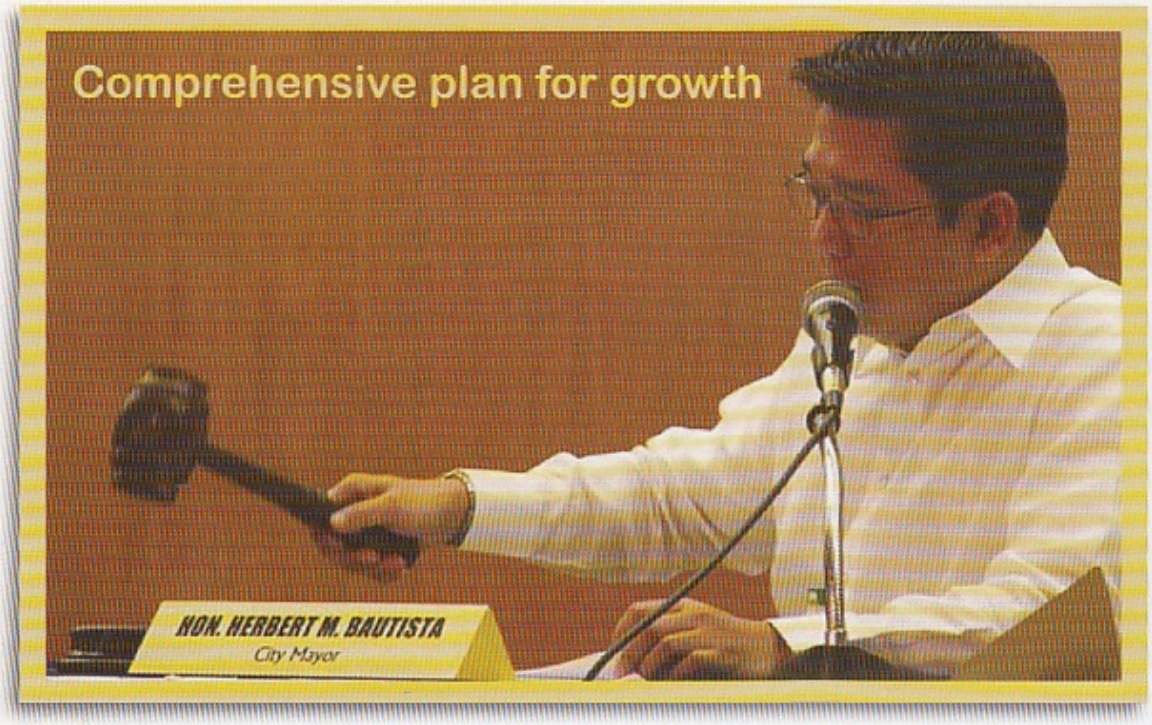


Act (Republic Act 10121), which makes it mandatory for all local government units to mainstream disaster risk reduction and management (DRRM) in all local government systems and processes. They also respond to policies prescribed in Presidential Decree 1067 or the Water Code, Republic Act (RA) 9275 or the Clean Water Act, Executive Order 192 which holds the DENR primarily responsible for the conservation, management, development, and proper use of the country's environment and natural resources, RA 9003 or the Ecological Waste Management Act, and RA 7279 or the Urban Development and Housing Act, which holds the MMDA as the lead agency and implementor of programs and projects for flood control and drainage services in Metro Manila.

These laws guide the policy and program directions of the Quezon City Government's disaster-risk, environment management, and housing and resettlement programs.

The continuing challenge to the city government is to balance the needs of urban development, including the shelter and enterprise needs of its growing population, with the just as important need for preserving and maintaining its green space.

The city's development directions were presented by Mayor Bautista in Berlin, Germany last January 2011 at the 57th Expert Talks on Globalization organized by the kfw Entwicklungsbank. The mayor presented the challenges and solutions developed by the city government, in line with the conference theme: *"Megacities-global centres of development or collapsing giants?"* Discussion participants who joined the mayor were the Minister of Local Development of Egypt, Minister Abdel-Salam El-Mahgoub; the former Federal Minister of the Environment of the UN Environmental Program, Prof. Dr. Kalus Töpfer; Member of the German Parliament and Spokesperson for Urban Development of the FDP Parliamentary Group, Petra Műller, MdB; and partner and shareholder of the Albert Speer and Partner GmbH, Frankfurt, Dr. Michael Denkel.



On March 17, 2010, the City Development Council (CDC) passed Resolution No. 1, approving the Comprehensive Development Plan (CDP) of Quezon City. The preparation of the CDP was a multisectoral undertaking involving the active participation of the 198-member CDC and the City Council, with the full technical support of the City Planning and Development Office. Fifty nongovernment and people's organizations are represented in the CDC.

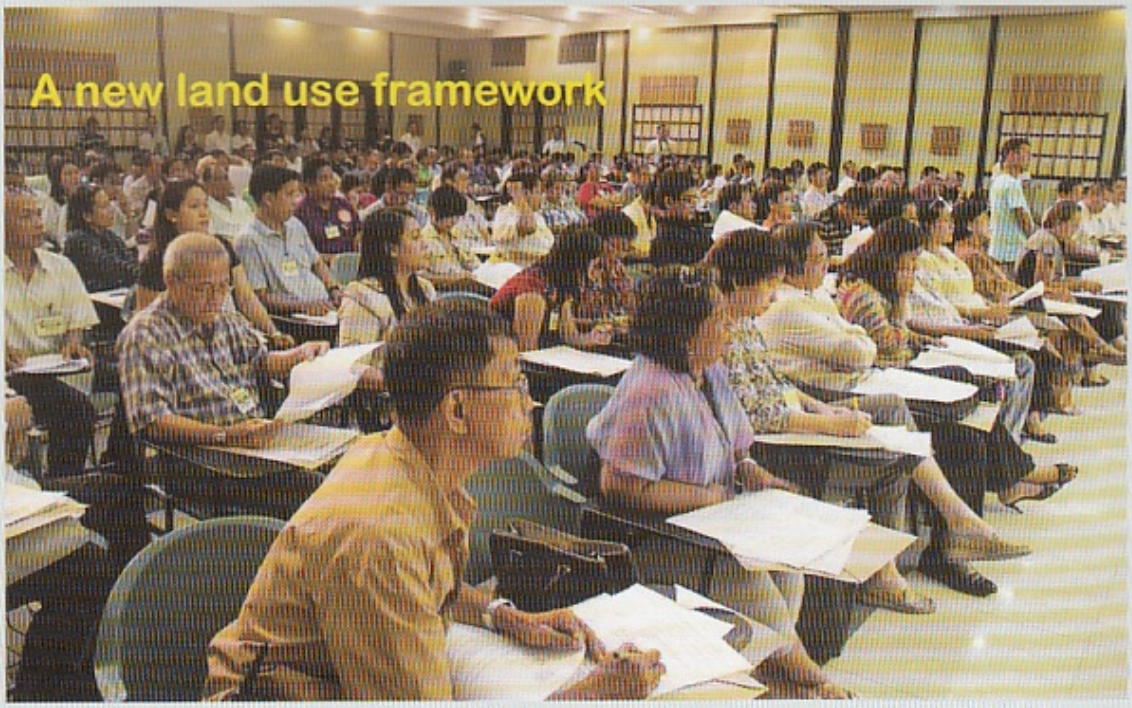
The plan's formulation adopted the "Rationalized Local Planning System," a methodology prescribed by the Department of Interior and Local Government. The document envisioned the city to become stronger in the following roles:

- As the Green Lung of Metro Manila, by determinedly maintaining its large expanse of greenery, keeping its parks well-tended, and adopting "green" legislation;
- As the Knowledge Industry Capital of the Philippines, by being actively engaged in the promotion, enhancement and preservation of the sciences and the arts;
- As the Health and Wellness Center of Asia, by building up the critical mass of factor endowments that will propel the city towards becoming the premier hub of healthcare and wellness in Asia.

The CDP also delineated key result areas by which the city would have attained its character as a desirable human settlement, in terms of citizens' health, security, quality of education, the productivity and diversity of its economy, as well as the quality of its environment. The document prescribed specific program directions by which the city government would be able to help the city bridge the gap between its present situation and the envisioned roles.

To realize the development directions under the CDP, the CDC is undertaking the next step of translating the programs into 3-year Local Development Investment Plans at the barangay level.





In line with the new CDP, the city government updated its Comprehensive Land Use Plan (CLUP 2011-2030), which shall be implemented in the form of the New Comprehensive Zoning Ordinance of 2011. It adopts the modern trend towards balanced, mixed-use communities and recognizes as critical, the need to maintain environmentally protected zones especially around the city's reservoir. Implementing the plan in its entirety will be a test of political will, tempering the need to give in to business and housing demands, with the more sustainable need for an environmentally well-managed city.

In the new spatial strategy contained in the CLUP, a multi-centered growth strategy is anticipated in the following areas which have high potential for expansive developments:

■ Novaliches-Lagro area, which is now regarded as a growth center, in view of the emergence of Lagro as the market center not only for northern Quezon City, but also for the northern part of Caloocan City and San Jose del Monte, and the southern municipalities of Bulacan;

■ The Balintawak Growth Center which has been expanded to include Muñoz. It will combine the features of a food terminal which can evolve into a sophisticated food processing center and distribution hub. The recent completion of the light rail connection between MRT 3 and LRT1 and the location of the train stations at the Balintawak Cloverleaf and in the Muñoz area have made this area an ideal location for the central depot for MRT3.

■ The CBD-Knowledge Community which shall be developed as a super-district embracing the new QC-CBD area at the North and East Triangles, NGC I, all specialized hospitals and wellness facilities, home studios of the media and entertainment facilities, the campuses of the city's top-ranked universities, as well as science and technology institutes.

■ The Batasan – NGC Growth Center whose big development challenge is to link its function as an enclave of government, and as a large residential area of the city's urban poor. It could provide facilities for temporary or

seasonal housing for members of Congress who come from the provinces. For the socialized housing feature, it could serve as the venue for government to showcase various tenurial types and innovative approaches to affordable housing.

Described as Special Development Areas in the CLUP are the following:

■ The Banawe Street Special Economic Growth Area, a public-private partnership arrangement that highlights the Chinese cultural roots of many traders and residents in the area;

■ Morato Avenue Special Economic Zone, to promote its feature as the "City's Restaurant Row;

■ Quezon Institute Heritage Conservation which will call for the transformation of historical buildings into heritage sites, the revival of traditional crafts, urban revitalization and stimulation of entrepreneurial activities

In keeping with environmental considerations, prescribed restrictions on growth are on the following areas:

■ La Mesa Dam Reservation Area, as the largest component of the city's Green Lung network which plays a vital role in cleaning the air people breath, shall be conserved and protected from intensive human activities.

■ Payatas as a special development area, where no intensive permanent developments should be attempted on and around the dumpsite areas, for health and safety considerations, until the gas deposit is thoroughly extracted.

The CLUP also prescribes that the city's parks and easements must be left open and unobstructed, to safeguard their function of maintaining ecological balance and preserve the integrity of the environment.



The CLUP highlighted the city's role as the Green Lung of the Metropolis because Quezon City has the largest share of greenery to total land area, compared to other Metro Manila cities. The development objective is to develop an "integrated open space system" where the city's parks and public spaces connect to satisfy community and city interests at various levels, to improve the quality of life of those who are in the city. Community and neighborhood parks will be linked to schools and residences. Developments anticipated include the following:

■ The La Mesa Watershed will be linked to the Quezon Memorial Circle (QMC) by the green-lined Commonwealth Avenue, aqueducts and rivers.

■ The streets surrounding and radiating from QMC will be greened and made walkable, connected by pedestrian underpasses and overpasses, to create a connection to other parks of the city.

■ A grand promenade will link the green grounds of the University of the Philippines with QMC, and the planned Quezon City Central Business District.

Strategic development directions



In March 2011, the Quezon City Government completed its Local Economic Development (LED) Strategy, formulated with the technical assistance of the World Bank and a grant from Cities Alliance.

The QC LED project produced strategy documents that help the City government better understand the bases of its economic growth, as well as its constraints, limitations and opportunities. These were:

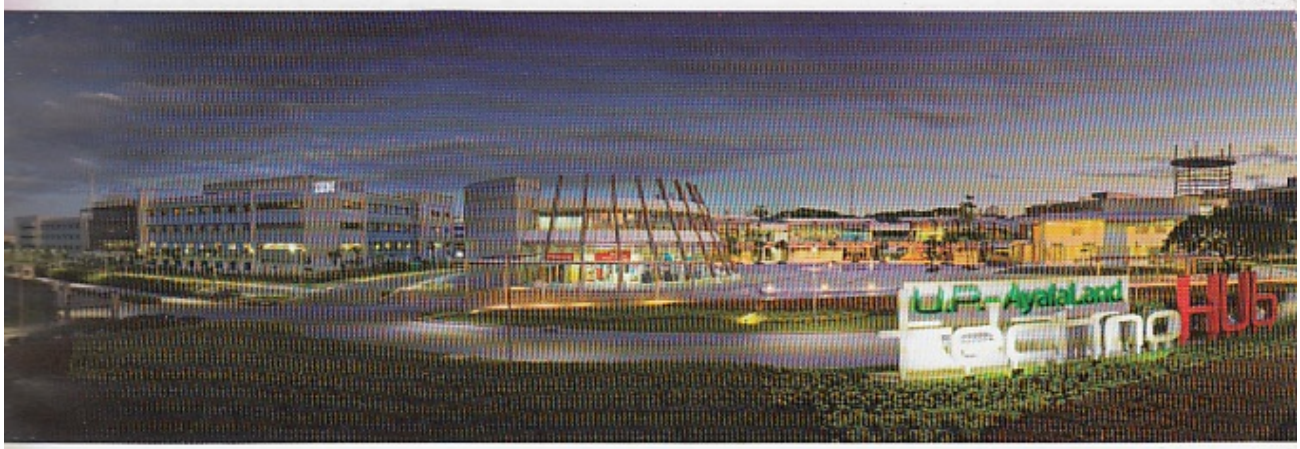
- a comprehensive set of indicators, other information and analysis on "Understanding the Quezon City Economy;"
- an assessment of all areas that the city claims as its areas of distinction, and determines if these serve as drivers of economic growth;
- wide-ranging strategies on how the city can leverage against its strengths.

Because of a rather large informal sector in Quezon City, the study of its economy included an examination of its informal economy, and how it can be harnessed not only to contribute further to productivity, but also to serve as part of its economic driver stimulants.

The study led to a recognition of the following very urgent needs of the city:

- A deliberately planned educational program, cutting across both the private and government sectors, to influence the quality of human resources it needs to sustain the growth of its information technology industry, which is the fastest-growing business base of the city. The study recommended innovative approaches to improving public school education, especially leveraging the benefits of technology to enhance the quality of educational content and its manner of instruction.

- Integration of the city's economic and amenities clusters, to be able to present to



investors, the city's attractions in wide, supportive clusters, rather than singly. To take maximum advantage of its wide array of amenities for pleasurable living, the city should seek to fully rationalize these amenities to make them within easy location of each other to be able complement each other very well.

■ Development of specialized niches, whether in information technology or in health and wellness, which can serve as its competitive edge over other locations. To compete on a very wide industry level, the city must clearly define specialties where it can be a strong competitor, whether locally and globally. In many cases, the development of such niches is not only a business endeavor, but involves programs that are best fully formulated with the cooperation of educational and training institutions, as well as marketing and communications experts.

■ Development of a base for a Meetings, Conventions and Exhibition (MICE) industry. The city has many of the key ingredients (population, large number of business establishments and nongovernment organizations, a large base of event planners and related expertise), but no convention center or luxury hotel nearer city centers. Thus, the complementary strategy would be to promote private sector investments, in the construction and management of a new convention center and upscale hotel, integrated with a shopping district. The city government is now formulating a public-private partnership program for the development of a convention center, and is promoting private sector investments in a new luxury hotel.

Initial framework provided by the LED study also provided inputs to the development of the city's Tourism Development Plan by the Office of the Vice Mayor. Among various recommendations to institutionalize the LED strategy was the creation of a special unit of the Quezon City Government that would be primarily responsible for economic development, charged with recommending strategies, policies and programs that would most effectively leverage the City's assets to drive growth, create jobs and improve quality of life. It would have the expertise to advise ways by which businesses in the city could be strengthened and help neighborhoods thrive.

For Quezon City, the LED is a continuing process, which should help guide the LGU to work through the steps needed to bridge the gap between where it is now, and where it can best position itself for maximum socioeconomic growth

Improving ease of doing business



QC's Business One Stop Shop (BOSS) was formally launched by Mayor Bautista and Vice Mayor Belmonte, together with (from left) dean Antonio La Viña of the Ateneo School of Government, Executive Secretary Paquito N. Ochoa, Jr., Trade and Industry Secretary Gregory Domingo and IFC Vice President Rashed Kaldany.

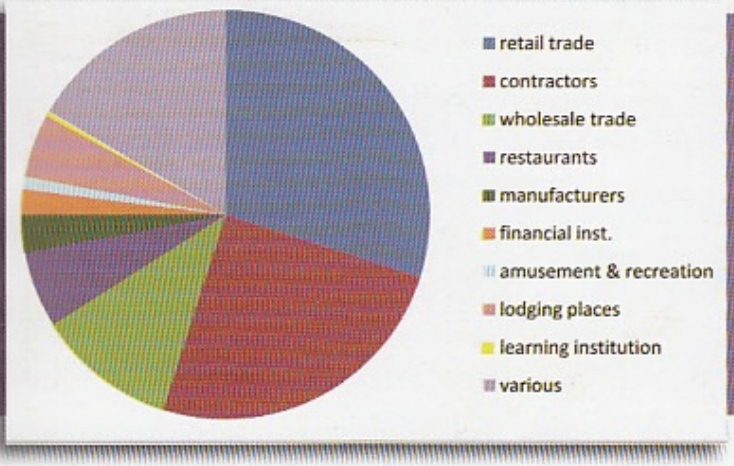
As part of reforms and improvements to improve the overall climate for business in Quezon City, Mayor Bautista formally launched the city's Business One Stop Shop (BOSS) on August 20, 2010. In attendance were Executive Secretary Paquito N. Ochoa, Jr., who oversaw the start of the reform process at the time that he was City Administrator of Quezon City; Trade and Industry Secretary Gregory Domingo, top officials of International Finance Corporation (IFC) led by its Vice President Mr. Rashad Kaldany, Dr. Antonio G. M. La Viña, dean of the Ateneo School of Goverance, and businessmen/ investors of Quezon City.

IFC and the Ateneo School of Governance were Quezon City's partners in this Regulatory Simplification Project. The aim of BOSS is to simplify the registration process by enabling it to be accomplished in a single location in Quezon City Hall. The documents submitted are encoded by an employee and transmitted electronically to their proper departments. The Business Permits and Licensing Office and the Zoning Official are connected electronically, so an applicant can get his locational clearance at the same time that he applies for a business permit. The business permit can be obtained within the hour of payment, or within a maximum of nine days, if the business type is high-risk and requires an ocular inspection by City officials.

The basic requirements are for the business applicant to present a valid ID and three basic documents upon application, namely, the barangay clearance; business registration with DTI, if single proprietorship, or with Securities and Exchange Commission, if a partnership or corporation; and a title to property or tax declaration, if owner of business area, or a contract of lease, if renting the business area.

The business permit will be subject to the completion of other documentary requirements, including the fire safety and inspection certificate and sanitary permit, which have to be obtained within 90 days from the date of application.

Types of Business Activities in Quezon City 2010



Source of basic data: Quezon City Information Technology Department, from Business registration records

Simplifying business registration in the city began with common sense initiatives in 2002, guided by simple objectives: reducing the processing time to a manageable minimum, minimizing interactions with many government offices involved in permits and licenses, while reducing opportunities for graft.

In 2007, the Quezon City government further cut through the red tape of business registration, when it began classifying businesses into high risk and low risk groups. Those enterprises with less risk factors, we put in an express processing mode in order to facilitate inspection of establishments and expedite the release of permits and licenses.

The city government also put up satellite offices in newly built malls like Trinoma, Waltermart and SM the Block in order to bring the city government to where the businesses are and facilitate the business registration process.

In 2009, the process was continued to further slash the processing time of business registration in the city by devising integrating processes to cover all the required interactions. Under the old procedure, business applicants were required to queue long lines in several departments to submit their documents—an arduous 12-step process that often takes several days.

In 2011, on account of the largeness of the city and the significant reforms it had undertaken at business registration simplification, the city was chosen by the Department of Trade and Industry as the benchmark city to represent the Philippines in the competitiveness ranking project in terms of ease of doing business globally.

Quezon City may be called one of the largest service economies in the Philippines, if the indicator is the number of service-oriented establishments here. In 2010, Quezon City had 58,133 registered businesses, with a combined, declared capital of Php 1.380 trillion. Of this number, 18.5% are conglomerates. In terms of number of establishments, 30% of the businesses are engaged in retail, 25% are contractors, 11% are in wholesale trade, 6% are restaurants / eating establishments, 2.7% are in manufacturing/production, almost 2% are financial institutions, with the rest engaged in a wide array of other enterprise activities. About 30 to 40 new businesses are registered every month.

Invigorating the tourism drive

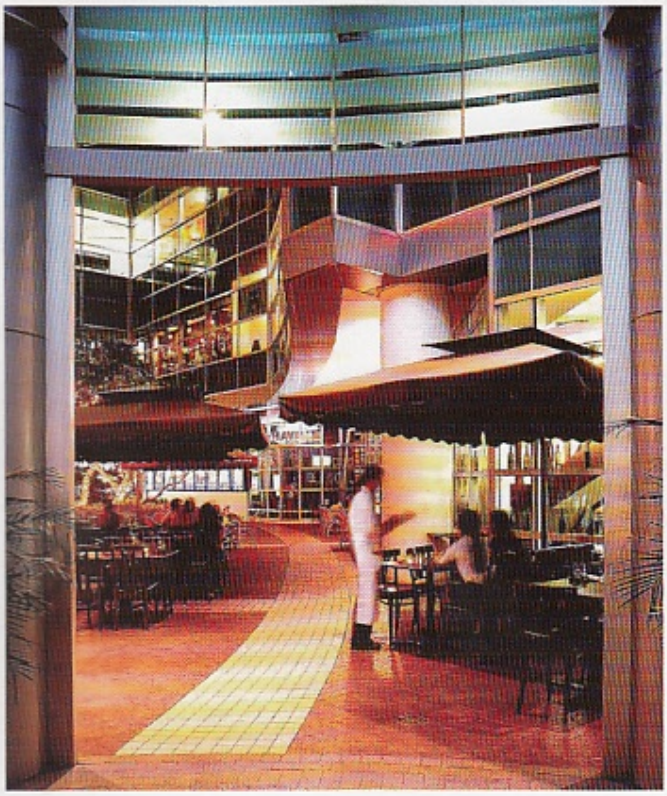


In August 2011, Vice Mayor Josefina G. Belmonte presented the city's Tourism Development Plan 2011 – 2020, with the thrust of mobilizing tourism as a key economic propellant of the city. The plan seeks to provide the policy framework for defining the tourism direction of the city; clarifying vision, formulating strategic programs and identifying marketable products and investments of the city.

The plan views tourism development as an economic generator and poverty alleviator, through jobs and businesses generated. It cited data gathered from the city's hotels that indicated 176,291 domestic and 39,806 foreign visitors. Revenues generated from tourism-related activities reached Php 30.19 million in 2010. Citing trends in leisure travel and business spending, the plan cites the basis for targeting groups with diverse tourism offerings.

The plan cites vision and strategies as achievable in three phases:

- Phase 1: QC policies and Tourism Partnerships: Leveraging assets and investments with Tourism Public Private Partnerships (PPPs)
  - ➢ Design the tourism investment and development masterplan
  - ➢ Establish the urban tourism plan and policy framework
  - ➢ Build the tourism showcase
  - ➢ Mobilize the tourism PPPs centered on tourism districts
  - ➢ Develop tourism human resource and enterprise capacities
  - ➢ Mobilize community and sectoral support for the greening of Quezon City, energizing the art community, barangay tourism initiatives
  - ➢ Conduct the investment roadshow







■ Phase 2: QC Discovery : The Quezon City Tourism Experience, which will involve the launching of tourism districts and anchors in the following areas:

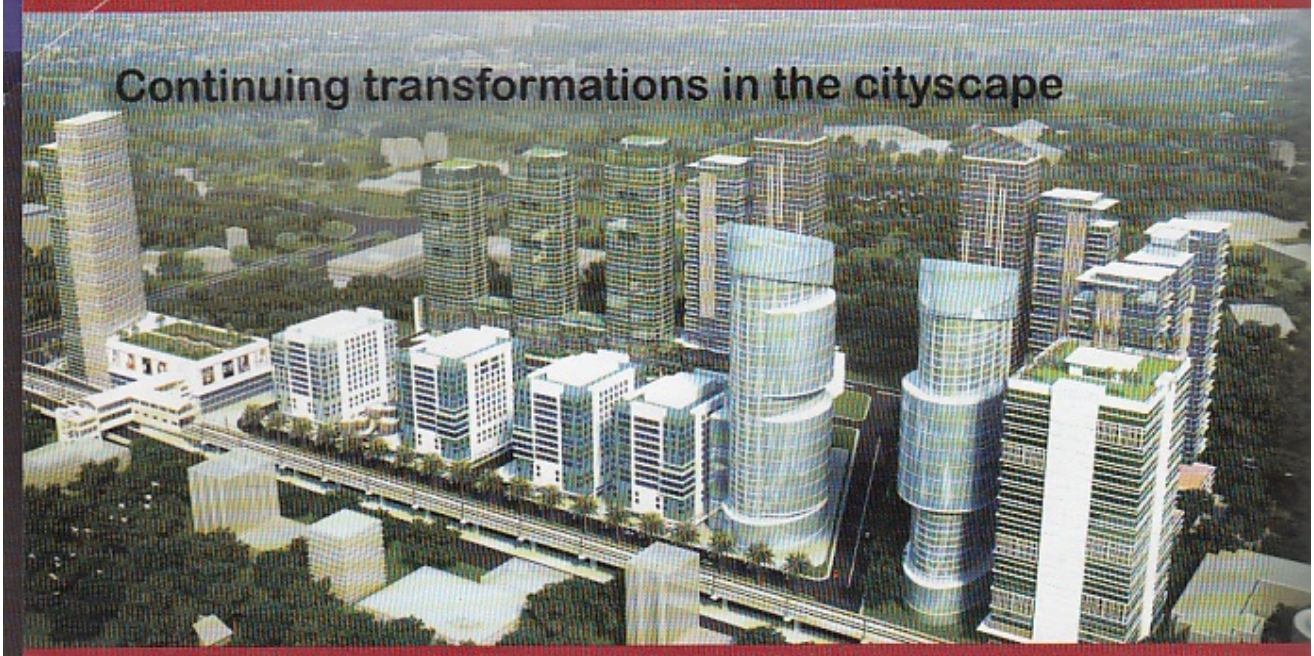
- Civic Center (Elliptical Road)
- Dining and nightlife (areas along the South and West Triangles)
- Chinatown (in the Banawe Avenue area)
- Arts and university district (along Kamuning Road, and the colleges and universities from the University of the Philippines campus through Katipunan Road)
- Commercial, mixed-use districts

■ Phase 3: QC Celebration: Consolidating and Celebrating the Quezon City Advantage, which will unveil the city's international convention and hotel complex, the reconstruction and inauguration of the Amoranto Sports Complex, and the development of the Quezon City Cultural Center

The targeted markets for tourism will begin with the city's three million residents, expanded by their networks of families and friends, along with others who work and study in the city. It will also target visitors from provinces and other local governments, foreign tourists, convention attendees, and health and wellness tourists/patients.



Continuing transformations in the cityscape



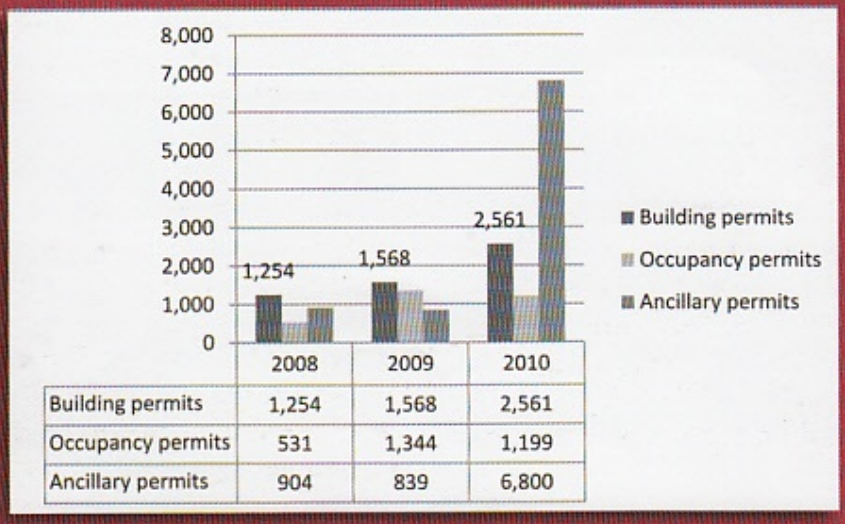
The economic growth of Quezon City has been accompanied by a strong performance of the construction sector. An indicator of this can be based on the number of permits issued by the Department of Building Official (DBO):

No. of Permits Issued
2010 – June 2011

Type	2010		Jan – May 2011	
	No. of Permits Issued	Amount of fees paid	No. of Permits Issued	Amount of fees paid
Building permit	2,561	40,666,930.90		
Occupancy permit	1,199	11,686,778.16		
Ancillary permit	6,800	94,975,247.69		
Total	**10,560**	**Php 147,328,956.22**	**4,863**	**Php 81,665,332.23**

Department of Building Official Accomplishment Reports

Comparative Permits Issuance, 2008 - 2010



	2008	2009	2010
Building permits	1,254	1,568	2,561
Occupancy permits	531	1,344	1,199
Ancillary permits	904	839	6,800

The 2010 projects resulted in a built-up area of about 2.3 million square meters. Economic activity generated by construction was estimated by the DBO at Php 23 billion, based on a conservative Php 10,000 per sqm. construction cost with a direct labor generation for 76,600 work force. Indirect labor from materials consumption was estimated to have generated employment for 13,000 workforce.

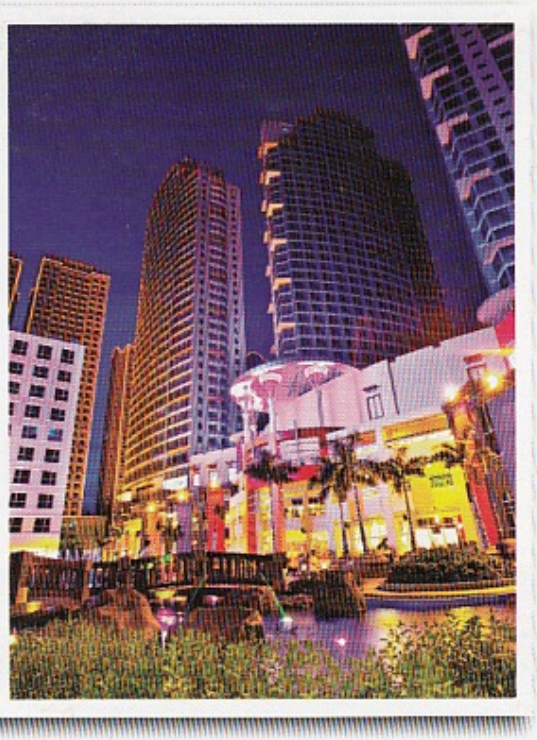
Continuing reforms and improvements in the DBO are expected to fast-track permit issuance and further ensure building safety. These include:

- Downloadable forms made available through the Quezon City Government website: quezoncity.gov.ph
- Bar-coding of all applications, issued permits and certifications, to further safeguard integrity of systems;
- Easy document tracking and follow ups through SMS;
- Monitoring of applications to ensure fast and efficient delivery of services.

The DBO creates and maintains the city's data base on buildings, for a more systematic scheduling and monitoring of inspections; and uses the Data Capture Sheet to encode and update a building's base data on is main processor.

Among the more recent developments around the city are:

- SM Development Corporation's three commercial-residential towers: Blue Residences, a 69,462 sqm. floor area, 41-storey condominium tower which targets students and their families along the city's educational belt of Katipunan Avenue; Sun Residences, a 57,631 sqm. floor area, 40-storey commercial-residential complex near the Welcome Rotunda; and Berkeley, a 52,753 sqm., 35-storey tower also near the city's universities.



- Megaworld's Eastwood Le Grand, the 30-storey residential-commercial condominium in Eastwood City;

- Araneta Center's 24-storey Novotel, a new hotel rising in the continuously transforming Cubao commercial complex;

- VistaLands' 42-storey tower mall providing over 73,953 sqm. of floor space, and Pine Crest, a sprawling residential condominium project;

- Phil. Realty Holdings' 32-storey, 180-unit cluster of residential/ commercial developments called Andrea North, at a 2.8-hectare property in New Manila;

- Eton Properties' 13-storey Cyberpod Centris, adding to their complex at the new Central Business District;

- Robinsons Land Corporation's Escalades, at 20th Avenue, which is especially designed to feature green architecture, with energy-efficient buildings.





The Bautista Administration continues the massive road building program of the City government, to further improve the accessibility of inner communities of the city, including those developed out of community mortgage projects. On its first year, 36.26 kilometers of roads were improved, 11.53 kilometers of which were in District 1 and 12.5 kilometers of which were in District 2. From 2010 to June 2011, the City Engineering Office reported 271 road projects completed worth an aggregate Php 1.64 billion.

Among the road construction and improvement projects undertaken from 2010 to June 2011, which also served to address flooding as well as access problems in many areas, were the following:

- Drainage improvement of Molave Street in Payatas, a Php4.92 million project;
- Road and drainage improvement in Kabignayan Street in Tatalon, a Php5.33 million project;
- Concrete blocking of Mayon Street for Php 16.04 million;
- Road and drainage improvement in Scout Borromeo Street in South Triangle, a Php16.84 million project;
- Road and drainage improvement in Road 2 in barangay Bagong Pag-asa, a Php19.21 million project;
- Road and drainage improvement of J. P. Rizal Street which runs through barangays Central and Pinyahan, at a cost of P20.85 million;
- Road and drainage improvement of Panay Avenue in barangay Paligsahan, at a cost of P25.22 million;
- Road and drainage improvement in Scout Fuentebella Street and its Extension, in barangay Sacred Heart, which represent Php23.76 million worth of projects;

Road safety and ease of commuting are being improved through the continuous installation of directional signs and boundary markers, at a cost of Php 81.08 million.

To further improve safety in city streets, Quezon City's Task Force on Streetlights completed the installation and energization of 3,701 streetlights in 2010, and 1,538 more as of June 2011, illuminating 86.61% of the city road network. Including the 534 streetlights whose installation was contracted out in 2010 and the 2,069 contracted out in previous years, this would mean the complete installation of 19,439 streetlights over a 6-1/2 year period. This project brings to 49,901 total streetlights illumining Quezon City's total road network.



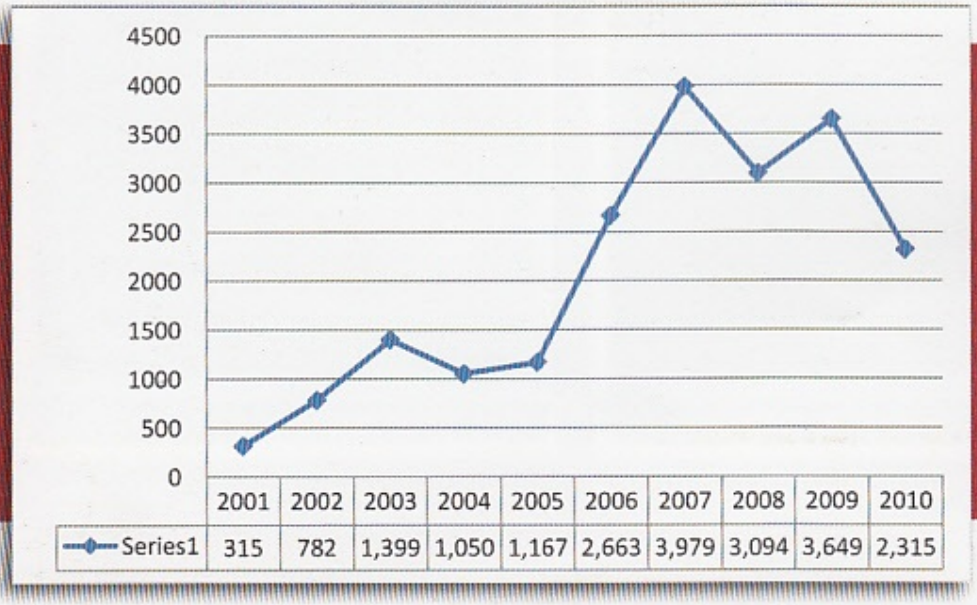


City Government Infrastructure Projects
Bidded out and completed
2010 – June 2011

	2010		2011 (Jan-June)	
Category	No. of Projects	Total Contract Amount (in Php)	No. of Projects	Total Contract Amount (in Php)
Roads, drainage, sidewalk	173	1,058,326,936.84	98	578,807,155.28
Flood control/ other drainage	32	153,915,497.98	45	303,246,473.54
Signage	12	58,192,397.95	1	22,888,826.09
Streetlight	2	3,129,427.25		
Pedestrian overpass	2	4,770,709.36	2	10,651,032.58
LRT entryway	1	5,096,231.15		
Barangay hall	7	29,084,187.05		
Day care center	3	4,085,260.16	33	51,114,335.34
School construction	3	94,958,316.04		
School repair	61	173,312,782.46	31	90,432,595.46
Health	6	11,675,112.73	22	87,045,513.93
Hospital	2	150,383,103.93		
Parks	34	185,948,667.32	12	102,452,107.71
Quezon Memorial Circle	5	68,221,831.70		
Monument	1	2,305,836.83		
Market	1	20,746,330.97		
Fire station	1	1,778,697.47		
Police station			1	631,964.52
Various buildings	21	145,248,017.67	8	58,690,127.37
Others	43	144,719,488.21	12	33,134,271.84
TOTAL	410	2,315,898,833.07	265	1,339,094,403.66

Source: City Engineering Office Accomplishment Reports City Parks Development Department Accomplishment Report (for parks data)

City Government Annual Funds
Allotted to Infrastructure Development 2010
(Amounts are in Php millions)



	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Series1	315	782	1,399	1,050	1,167	2,663	3,979	3,094	3,649	2,315



Memorandum of Agreement (MOA) signed between the Department of Environment and Natural Resources (DENR) and the Quezon City Government on the Urban Greening Program at the Bulwagan Amoranto Hall, Quezon City Hall Main Building. Present at the signing were Usec. Ernesto D. Adobo, DENR Undersecretary for Operations; Dir. Jose A. Diaz, DENR Regional Director-NCR; Quezon City Mayor Herbert M. Bautista; QC Councilor Jimmy Borres; City Administrator Victor Endriga and Engr. Zaldy dela Rosa, Head QC Parks Development & Administration Department.

The parks development strategy of Quezon City aims to support its position as the "green lungs" of the metropolis" owing to its distinction of having the largest expanse of open spaces in Metro Manila. It is part of the development strategy of the city to have a park in every community cluster, and to introduce pockets of greenery in center islands and along waterways embankments, with the multiple aims of beautifying the cityscape, introducing breathing spaces in highly developed areas, as well as protecting easements, embankments and open spaces from illegal incursions.

From 2010 to June 2011, the parks development thrust peaked with 46 parks projects undertaken at an aggregate cost of Php 288.40 million, bringing to 152 the parks developed into pleasant, recreational areas from open, blighted spaces over the past 8 years, with 12 more being completed in 2011. Forty of these



Parks Developed and Improved
2003 - 2010

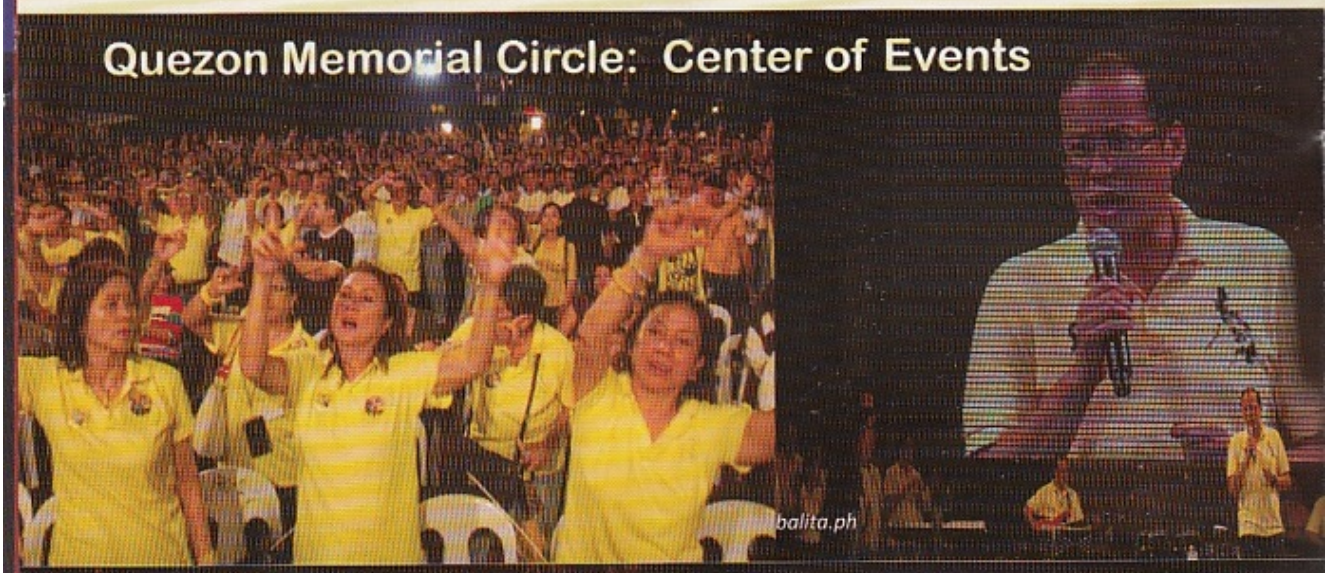
Year	Developed/ improved	Total Investment (in Php millions)
2003	5	31.663
2004	12	45.608
2005		
2006	23	61.301
2007	11	46.359
2008	44	196.2
2009	23	131.182
2010	34	185.949
TOTAL	152	698.262

were completely new parks, while the rest were rehabilitated or improved from decrepit states. Now, every community cluster has a park. The barangays, being the direct beneficiaries of the projects, help maintain these parks.

Among the newly improved parks projects in 2010 were those in Philam Homes, barangay Vasra, Violago Homes, North Olympus, People's Park in Tatalon.

As part of the City Parks Department's operations, the city government also undertakes continuing repairs of various parks. In 2010, 31 such parks were repaired by PDAD personnel, at an aggregate cost of Php 2.50 million. This brings to 337 repaired by the department over the past 10 years. In 2011, bidded out were 12 more parks projects worth Php 102.45 million.

Quezon Memorial Circle: Center of Events





The Quezon Memorial Circle, the city's central park, continued to introduce improvements in 2010 for the people's greater enjoyment. These included the following:

- Construction of the performing stage
- Improvement of the Planas Garden
- Construction of Century Hall
- Improvement of the East Avenue Entrance
- Improvement of the children's playground.

On June 30, 2010, President Benigno Aquino III broke tradition by deciding to hold his post-inaugural party at the Quezon Memorial Circle, after taking his oath as 15th President of the Philippines at the Quirino Grandstand at the Luneta. At least 120,000 people gathered in what was the biggest event in this park in that year. Well-known names in show business kicked off the "Tagumpay ng Bayan" concert which lasted until early morning.

In December 2010, the Quezon Memorial Circle was selected as the starting and ending point of the 2nd International Marathon. The marathon is organized by the Executive Runners Club of the Philippines, as part of its fitness mission. Quezon City Mayor Herbert Bautista, with Vice Mayor Joy Belmonte, fired off the starting gun. The marathon is themed "Run for Green," as the race passes through the largest "green spaces" in Metro Manila: the expansive University of the Philippines campus; the long and widest avenue in the Philippines, Commonwealth Avenue; the metro's biggest ecotourism destination, La Mesa Eco Park, and the IT campus park, the UP-Ayala Techno Hub.







The first Quezon City International Marathon was held in October 2009 in time for the city's celebration of its 70th Foundation Day. From 6,000 to 10,000 runners participate in the 5K, 10K and 21K events and in the centerpiece 42.195 km. full marathon. Kenyans dominated the December 2010 race, with Robert Kosgei beating Richard Kemeli in a mad dash to the finish. Kosgei's time also shattered the record of 2:30.08 set by last year's champion, fellow Kenyan Hillary Kipchumba, who did not compete this time.

From May to June 2011, the Quezon City Government and the French Embassy in the Philippines, together with the Alliance Française de Manille and the Niepce Museum in France, organized a photography and video exhibit at the Circle as part of FrancoPhil, the 2011 French cultural season in the Phil-



photographed by: Benjie "Buracool" Cruz
www.benjiecruz.com / www.buracool.multiply.com

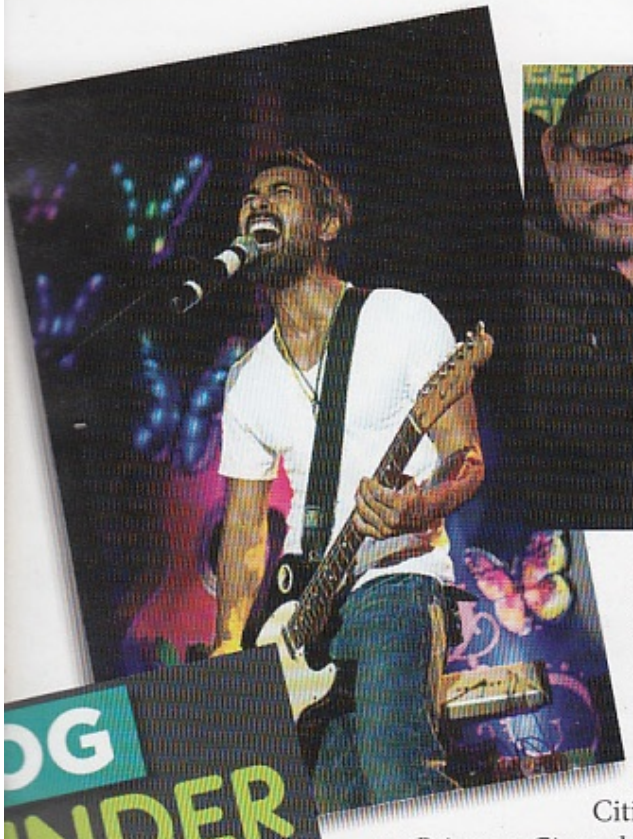


Mayor Herbert M. Bautista, French Ambassador Thierry Borja de Mozota, Vice Mayor Joy Belmonte, Niepce Museum Director Francois Cheval and Councilor Eufemio Lagumbay view giant photo installations of Filipino tribal women by renowned photographer Jake Versoza.

ippines. The goal of the project, "Kilometer 0," was to make art accessible to everyone.

Giant photo installations featuring the work of Filipino photographer Jake Versoza and French photographer Charles Fréger were placed throughout the park. Mayor Bautista and Vice Mayor Belmonte opened the exhibit with French Ambassador Thierry Borja de Mozota and Niepce Museum Director Francois Cheval. Buganda Drumbeaters performed lively Brazilian percussion music as the crowd toured the park area to view Verzosa's black and white portraits of the women of the Kalinga tribe and Fréger's colourful portraits of the Filipina performers at this year's recently concluded Sinulog festival.

In June 2011, the Quezon City Government partnered with Puerto Princesa, as fellow Green Advocates, to campaign to make the Puerto Princesa Underground River one of the New 7 Wonders of Nature.





Mayor Bautista and Mayor Edward Hagedorn seal their pact for greener and environmentally well-managed Quezon City and Puerto Princesa City.

It followed the signing last June 1, of the Green Cities Agreement between Quezon City and Puerto Princesa City, which formalized efforts of both cities to protect the environment and promote ecotourism.

To kick-off public support, popular performing artists banded together at the Quezon Memorial Circle for "Tunog Wunderground," a music festival mounted by singer-songwriter, Noel Cabangon, to encourage more Filipinos to support the bid of the Puerto Princesa Underground River to join the short list of new world wonders.

Visitors to the Quezon Memorial Circle peak during weekends and during the holiday season. There are flea markets selling merchandise of various types. Food stalls sell almost every type of street food, as well as full meals. A lot of families lay out picnic tables to enjoy a leisurely day. The night carnival, Circle of Fun, is particularly busy with people lining up with their rides, the most famous of which is the "Wild Wind" roller coaster. Other popular attractions included the "Jungle Splash" and the "Lost Pharaoh" horror tour.

At night, the fountain dances and changes lights in tune to music. The Quezon Memorial pylon itself is illumined in the four colors of the Philippine flag (red, yellow, blue, and white).



THE CHALLENGE OF SHELTER AND HUMAN SURVIVAL

While still endowed with the widest open spaces of Metro Manila, Quezon City's fast-growing and mostly young population exerts tremendous pressure, even just for housing needs alone. There is a vibrant real estate market in the city, and this has led to the rise of more subdivisions and condominiums, putting a strain on utilities and drainage systems. The growing price of real estate also increases the propensity to convert more open spaces into residential and business structures, contributing to traffic and pollution problems.

Quezon City's Informal Settler Families

	No. of Families	No. of Structures
2005	201,381	166,947
2006	211,708	170,670
2007	218,375	175,293
2008	219,382	176,741
2009	231,951	186,315
2010	232,430	188,390

Source: Quezon City Shelter Plan 2011

Informal Settlers in Danger Areas in Quezon City 2010

AREA	NO. OF FAMILIES
Waterways	11,045
Transmission lines	3,108
Dumpsite	1,157
Under the bridge	532
Road right-of-way	9,082
MWSS pipelines	6,134
TOTAL	**31,058**

Source: Quezon City Shelter Plan 2011



The accessibility of the city, as well as its wide, unoccupied parcels of land, have made it vulnerable to informal settlements. By the records of the Urban Poor Affairs Office, 42% of the total Quezon City population are informal settler families (ISFs). As of December 2010, about 232,430 families or 1.16 million people are informal settlers, if viewed from the typical household family size of five persons per household. They live in 188,390 structures.

Growing congestion is pushing informal settlements into high-risk areas: sidewalks, river embankments, highly flood-prone areas and even in sediments right in the middle of waterways. 2010 UPAO records show that these involve 31,058 families living in 10,192 structures, who have put up some form of shelter in these following danger areas.

Informal settlements are primarily the problem of poor quality of life of the families living there. But they also affect the entire city. The spread of informal settler population has contributed to:

- environment-compromising conditions brought about by urban blight, unsanitary surroundings, contaminated and silted waterways;

- economic growth problems brought about by traffic congestion caused by blocked right of ways, security concerns, garbage collection problems, housing shortage, inadequate health facilities, and unemployment;

- human-induced disaster-risks brought about by shanties that restrict water flows of creeks and rivers, people living in flood-prone and other danger areas, and congestion and poorly made structures that result in high incidence of fires.

Moreover, slums cause an erosion of property values not only of the occupied properties, but also of the communities where they are found, affecting the viability of any area for residence or commercial use.

Given the immensity and multi-dimensional impact of the problem of lack of legitimate shelter and the urgency of the need to reduce the vulnerability of thousands of poor families to disaster, Mayor Bautista made the issue of housing and resettlement his priority agenda.

Clear policy instruments and directions



In his Policy Statement delivered before the City Council on October 1, 2010, Mayor Bautista declared, "When I, as Mayor, chose housing for the poor as a major backbone of my personal and professional commitment to the people of Quezon City, many told me I was committing political suicide, because of the huge amount of funds needed to sustain this program. But I so passionately believe in the great need for housing for the poor that I am willing to take this risk that so few mayors have chosen to take."

"Many informal settler families have the capacity to own homes, if only there were enough housing stock in the price range they can afford. Many desire to live in their own their homes in ideal communities. It is my goal to provide socialized housing in Quezon City to address these concerns. It is my dream that the time will come when there are no more blighted and danger areas. The poor deserve an opportunity to achieve their dreams," explained Mayor Bautista. "It is easy for me to feel what they feel. I personally know many people who are informal settlers. I cannot turn my back on the desperation of the homeless."

One of Bautista's first Executive Orders (EO No. 6, series of 2010) was the creation of the Socialized Housing and Blighted Areas Special Task Force, to integrate under the directions of Secretary to the Mayor Tadeo M. Palma, the efforts of city departments, offices and other operating units that are involved in addressing the shelter needs of the poor, and helping them move from areas of blight to properly developed communities. The members are: the Urban Poor Affairs Office head, the City Engineer, the City Planning and Development Officer, the Social Services head, and the head of Task Force Copriss.



Mayor Herbert Bautista, Pag-Ibig Chairman Darlene Marie Berberabe and Habitat for Humanity Managing Director Ricardo Jacinto sign a Memorandum of Agreement to share resources and capacities for socialized housing. Witnessing the signing are Vice Mayor Belmonte, councilors and other officials of the Quezon City Government.

In March 2011, the mayor constituted the Quezon City Housing Board through Executive Order No. 4, to perform the functions mandated by Ordinance SP-1111 (series of 2002). The Housing Board institutionalizes the participation of people's organizations in the city's policy and program formulation for shelter development. The EO was followed by Office Order No. 52, mandating the representation of the following urban poor organizations in the city's housing body: Samahan ng Nagkakaisang Magkapitbahay ng Manresa, Alyansa ng Maralita sa Nova (Almanova), Doña Lualhati Cojuangco Homeowners' Association, and the Urban Poor Council of Leaders of Quezon City. Their representatives are: Josebel Peralta, Luv P. Savilla, Jesus Frivaldo and Philip G. Latonero.

The Housing Board is chaired by the Mayor, with Vice Mayor Ma. Josefina G. Belmonte as vice chairman. The members are the City Council's Majority Floor Leader Jesus Suntay and Minority Floor Leader Eufemio Lagumbay, and the head of the Urban Poor Affairs Office, Ramon Asprer.

Mayor Bautista's first policy guidelines were contained in the document, "Housing and



Resettlement: Formulating Solutions for Quezon City thru a Social and Disaster-risk Management Approach." Because the mayor firmly believed in the power of collaborative approaches to come with workable solutions to Quezon City's huge informal settler problem, Mayor Bautista convened a series of workshops on housing and resettlement, with national housing agencies, national government offices with perennial illegal settler issues, and private companies beset by the same problems. This began in August 2010, and the consultations and coordinatoin arrangements are continuous.

A strategy of collaboration



He and his executive team also met with the leaders of Congress and the Senate, as well as mayors of Metro Manila and suburban towns, to complement each others' programs and strategies to come up with realistic, multi-stakeholder formulas that will significantly reduce urban blight in Quezon City, and resettle informal settler families to better communities. Priority was given to the more than 31,058 families living in danger areas.

"Some housing solutions have simply not been implemented. Others create new problems by driving informal settlers to the streets, with hardly any recourse other than to squat again in a different place. By complementing local efforts with national government clout, resources and mandates, as well as private sector obligations and contributions, we can formulate practical, but more sustainable approaches," explained Mayor Bautista.

Apart from the various QC-LGU departments concerned, the series of workshops were participated in by the Housing and Land Use Regulatory Board (HLURB), National Housing Authority (NHA), Housing and Urban Development Coordinating Council (HUDCC), Socialized Housing Finance Corporation (SHFC), and the Registry of Deeds. Also part of the workshop were water utility companies and companies in the power sector, whose pipelines and transmission lines are also affected by informal settlements. Private developers were also consulted on ways to encourage the growth of affordable housing stock through the insights provided by officials of the Organization of Socialized Housing Developers Association (OSHDA) and the Subdivision and Housing Developers Association (SHDA).

Meeting the deadline set by the President last March 2011, Quezon City was one of the first local governments to submit to President Benigno Aquino III, the city's Shelter Plan clearly defining the strategies needed to reduce the gap in present and projected housing needs. According to the QC Shel-



ter Plan, 66,880 of the 232,430 informal settler families need relocation, including the 31,058 living in danger areas who need immediate intervention. The formation of new households given the city's population growth of 2.92% annually, will constitute 23,550 families in 2011 growing to 32,712 families by 2016. Responding to this demand will require the construction of 33,452 new housing units from 2011 to 2016.

The Housing Board was convened on April 14, 2011, setting in quick motion the critical steps needed to implement Quezon City's major housing and resettlement programs. It began by formally adopting the City's Shelter Plan as the framework for the city's housing policy for the next five years.

Beginning 2011, the Quezon City government compelled owners and operators of malls, condominiums and mass transport hubs to include in their expenses the budget for relocating the families that would be displaced by their multi-million building projects. Mayor Bautista said providing decent housing to the affected families is the corporate social responsibility (CSR) that the concerned companies and businessmen will have to accept.

Mayor Bautista has also met with other mayors, with aim of forging with other local governments twinning arrangements with provinces and municipalities which can host new resettlement sites for QC's ISFs.



Expanding the resources for resettlement



Risking political backlash, but determined to raise the massive funds needed by the massive housing needs of the city's poor, Mayor Bautista began imposing the idle land tax in 2011, based on a law passed 16 years ago. Revenues from the idle land tax would be used for the city's housing projects for informal settlers and the relocation of residents in areas classified as danger zones.

Mayor Bautista has determinedly pressed the utility companies to accept responsibility for providing resettlement areas for the poor living precariously on water pipelines and under transmission lines, and this effort is gradually bearing fruit. Agreements are being forged with the water utility companies and the Department of Public Works and Highways for resettlement formulas that will provide for adequate resettlement funds for the informal settlers in their affected project areas.

On April 29, 2011, the Quezon City Government entered into a Memorandum of Agreement with the National Grid Corporation of the Philippines (NGCP), whereby the corporation recognized its responsibility over informal settlers living on its transmission lines and facilities by agreeing to provide financial assistance necessary to fund the relocation of these families to properties designated as relocation sites by the QC government. This operationalizes a new scheme, called "debt for housing swap," where the NGCP is settling its business permit fee delinquencies through an agreed-upon housing fund investment. Under this scheme, the local government will provide the property, housing beneficiaries will be able to acquire their homes through NGCP, while the city government will be able to recoup its investments through the Pag-Ibig takeout mechanism for the homes.

Other partnerships have been forged with the Gawad Kalinga and the Quezon City Association of Filipino-Chinese Businessmen as future housing partners.



Creating new communities

The city government's "debt for housing" swap involves an offer by a taxpayer to extinguish its past years' tax deficiencies by spending an agreed-upon settlement in the form of housing components (the dwelling units or property) for Quezon City's designated beneficiary poor families.

The Bautista Administration has also proposed the designation of socialized housing zones. This will put a cap on the value of the properties within the zone. We can offset the disincentive of having this cap by making such sites the priority for social infrastructure and social services provided by the LGU.

A proposed ordinance has also been endorsed that will mandate private-sector subdivision developers to allocate the same amount of land area or its equivalent for the establishment of new settlements or townships, public-private housing ventures and even community mortgage programs. In the same light, condominium developers are being sought to carry an equal share in the burden in balancing the housing sector needs by providing for an equivalence of 10 percent of its project cost.





On August 19, 2011, Mayor Bautista launched the first of two major housing projects of the city government. The two large housing sites are being designed in Barangay Payatas and Barangay Kaligayahan, where about 1,500 poor families are targeted to benefit. Both projects are in-City resettlements and products of public-private partnerships. The project at Barangay Kaligayahan is also an onsite resettlement scheme since among the beneficiaries will be the estimated 500 families already living there. Executive Secretary Paquito N. Ochoa, Jr. was guest of honor at the groundbreaking ceremony, where he announced that President Benigno Aquino III has a P10 billion housing assistance program that will benefit all local government units with informal settler communities. Sec. Ochoa said that Quezon City, being the LGU with the largest informal settler population, may likely receive a big share of the assistance fund.

The city's housing program is not a handout. Both projects have a financing component, enabling beneficiaries to acquire housing loans on affordable terms. A critical component of the city's housing project is effective estate management, to ensure continuous payback, by beneficiaries. This will enable the city's housing program to be sustainable and develop more housing stock for other informal settlers.

Bistekville 1 will rise at the 1.56 hectare property along Molave Street in Barangay Payatas. Site development plans prepared by the city government have factored in affordability (each dwelling unit will cost only around P2,300 a month over a 30-year amortization period), and large, breathable open spaces (58% of the lot will be devoted to the residences, while 42% will be allocated for roads and parks). This will give the poor the benefit of living in a comfortable, well-organized community, which is right next door to a public school, the Justice Cecilia Muñoz Palma High School.

Beneficiaries will include the city's public school teachers and informal settler families. Initial studies indicate that the lot can







Vice President Jejomar Binay was guest of honor at the launching of Bistekville 2. The model units for Bistekville 2 show that upscale modern urban living is possible even for socialized housing beneficiaries.

yield a maximum of 382 housing units. Housing design can be one or two-storey, loftable structures with 21 sqm or 26 sqm floor areas.

The takeout mechanism is with the Pag-Ibig Fund. The Fund's Chairman Darlene Marie Berberabe has said that Quezon City's program is one of the few socialized housing programs that Pag-Ibig is financing, and it is because the City government is acting as guarantor.

QC-LGU shall purchase the property and will invest about P23 million in road, drainage systems, streetlights and other infrastructure works.

Habitat has committed to take charge of housing construction, as well as source additional funding for the dwelling units.

Bistekville 2, the second housing project, is located at the 4.4 hectare property in Barangay Kaligayahan, near Greenfields Subdivision, Quezon City. The project is a joint venture among three partners: Ofelia Arce, who is the landowner; Phinma Property Holdings, which will fund the housing and land development, and the Quezon City

Mayor Bautista believes that the creation of new project townships reduces urban blight and disaster-risk by bringing ISFs, from disaster-prone areas, to safer, livable neighborhoods. When managed properly, the new towns will become models of good environment management, with clean and more habitable surroundings. They are designed to create new, productive communities in once idle lands and unlock the property values of once blighted or underutilized neighborhoods.



Towards safer housing

The Quezon City Government also works closely with the National Housing Authority to supplement its housing stock. As of July 7, 2011, a total of 1,836 families have been helped to move out of danger areas in 19 parts of Quezon City, and resettled in their new homes in Southville 8, an NHA housing project in San Isidro, Rodriguez, Rizal. Some of them were victims of Typhoon Ondoy, many of them were living dangerously along creeks or riverways, some even on silted soil right on top of waterways.

The resettled families also include those displaced in 6th and 7th street, Barangay Mariana, who were literally living in the streets, when the property owner claimed back his land.

To make sure that their basic needs are met, the Mayor even advanced payment of the sub-electric meters of Quezon City's relocatees, a problem that usually delays the energization of socialized housing communities. Once Meralco has energized their homes, these 1,500 submeters will be used for the next set of resettled families, and so on. This means that the local government's investment of P1,000 for each submeter will continuously be rolled over to benefit a large number of its resettlers.

Aside from the electric sub-meters, the city government provided shuttle buses in the area for the use of residents going to the main road, to lessen their commuting costs.

The city government also partnered with the United Architects of the Philippines, My Shelter Foundation, and San Miguel Properties Inc. for the international contest, "Design Against the Elements (DAtE)," to create an affordable, disaster-resilient housing design that can be used as a model for socialized housing units for the urban poor.

The winning design will provide a model that can be studied and replicated in similar areas that are flood-prone.



Mayor Bautista leads the awarding ceremonies for winners of 'Design Against the Elements,' architects of Denmark's The Winter Office, with Congressman Rodolfo Valencia, chairman of the House Committee of Housing and Urban Development (right), UAP President Ramon Mendoza and Executive Director of My Shelter Foundation Illac Diaz.

Urban Poor Beneficiaries of Shelter Assistance Programs
2001-May 2011

Programs	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011 Jan-May	Total
Direct Sale (with Contracts to Sell)	-	-	1,605	121	170	305	432	518	393	272	304	4,120
CMP Taken Out	54	166	385	235	521	1,154	810	594	826	109	386 313	5,240
Relocation Assistance	53	930	698	880	679	743	999	1,796	1,164	1,358	1,180	10,480
Legal Utilities Connection Assistance												
Meralco		1,354	1,196	4,054	3,207	3,304	4,219	4,508	7,743	11,028	4,905	45,518
MWSS		681	885	126	629	750	787	650	1,300	1,691	869	8,368

Continuing programs

Complementing the new initiatives at shelter development, the city government's Urban Poor Affairs Office continues its work to assist urban poor families gain tenurial rights over their homes, through community mortgage and direct sale programs. From 2001 to May 2011, families benefitting from 124 CMP takeout projects have reached 5,240. Among the more recent projects which have completed their loan take-out process are the following: Samahang Maralita ng Talon Payatas HOA, which is a P17.70 million project benefitting 143 families, the Nepomuceno Compound, a P5.88 million project for 65 families, and the Christian Muslim HOA, a P4.63 million takeout for 55 families. Under process are 59 other projects for 4,303 beneficiary families. The CMP takeout projects had an average collection efficiency of 83.98% in 2010, an improvement over the 81.21% average collection efficiency rating in 2009.

Under the direct sale programs, the process has led to the complete processing of contracts to sell (CTS) for 272 families in 2010 and 304 in the first five months of 2011. Among these were for Covenant Village, with 114 families having signed their CTS



in 2009 and 102 in 2010; and Tawid Sapa Phases 1 to 3, with 105 families in 2009 and 39 beneficiaries in 2010.

Other forms of assistance, include:

- Facilitation of basic utilities connection, which resulted in legal electrical connections for 7,743 families in 2009 and 11,028 families in 2010; and 1,300 legal water utilities connections in 2009 and 11,028 in 2010.
- Relocation assistance to 1,164 families in 2009 and 1,358 in 2010. These include those affected by projects for the reclaiming of sidewalks, road widening, clearing of waterways, and parks development.

ENVIRONMENT MANAGEMENT AND DISASTER-RISK MITIGATION



The long-term goals of the City's environment management programs are the following:

- Reduce its constituents' vulnerability to disaster risk;
- Achieve garbage-free surroundings in QC;
- Reduce solid waste to 50% of the current generation rate;
- Reduce carbon emission through
  - reduced electricity consumption, by switching to more efficient, alternative energy sources;
  - increased pedestrianization, through sidewalk redevelopment and through development of more mixed-use communities;
  - switch to more environment-friendly fuels for tricycles and other motor vehicles.
  - more efficient motor vehicle movements through the development of more interconnecting roads.
- Mandate the adoption of green architectural practices in local government and private buildings within the city.



International benchmarking

Quezon City is working to attain international benchmarks for ecologically compliant cities. The World Bank included the city in the eco2 Cities (Ecological Cities as Economic Cities) Initiative, which promotes an environmentally conscious approach to development. The city has also participated actively in Eco2 seminars in Singapore, Washington, Geneva, and recently, in January 2011, at the Climate Summit for the Financing of Sustainable Infrastructure for C40 cities in Basel, Switzerland.

In February 2011, the Quezon City Government was invited to participate in the Intersessional Conference on Building Partnerships for Moving towards Zero Waste organized by the Ministry of Environment of Japan and the United Nations Center for Regional Development (UNCRD), where it presented before a global audience, its clean development mechanism based on biogas emission reduction from a landfill. The conference also aimed at helping various cities achieve the success level attained by Japan in its aggressive programs to reduce, reuse, and recycle, as laid out in "Japan's 3R Initiatives," published by Japan's Ministry of the Environment. The initiatives plan also includes provisions to convert resources (i.e., waste) to energy.

On June 2011, the Quezon City mayor was invited as forum speaker at the 2011 Resilient Cities Forum in Bonn, Germany during the 2nd World Congress on Cities and Adaptation to Climate Change. Our city was chosen as one of the pilot cities that shall test the local monitoring tool, Hyogo Framework for Action (HFA), developed by the United Nations International Strategy for Disaster Risk Reduction (UNISDR).



The HFA is a 10-year plan to make the world safer from natural hazards. It was adopted by 168 Member States of the United Nations in 2005 at the World Disaster Reduction Conference, which took place just a few weeks after the Indian Ocean tsunami. The forum also sought to establish the need for urban planning standards to increase the performance of areas prone to climate risks, rather than simply adapting to risks.

Quezon City is also a signatory to the Global Cities Covenant on Climate Change (or the Mexico City Pact), which has the Carbonn Cities Climate Registry as its reporting mechanism. As a signatory, QC has committed to:

- Reduce its greenhouse gas emissions voluntarily;
- Adopt and implement local climate change mitigation measures;
- Develop local adaptation strategies to address the impact of climate change;
- Promote direct access to international funding for climate change actions;
- Advocate and seek partnerships with multilateral institutions and the national government, for climate change actions.

The local government's Environmental Protection and Waste Management Department (EPWMD) works in close coordination with ICLEI Southeast Asia in establishing the city's Greenhouse Gas Inventory, using global standards for accounting and reporting greenhouse gas emissions. ICLEI - Local Governments for Sustainability is an association of over 1,220 local governments who are committed to sustainable development.

On March 2011, the EPWMD organized the Carbon Finance Capacity Building Workshop, in coordination with the World Bank, to develop deeper local knowledge about the use of carbon finance for the development of feasible climate-change projects. This is a component of the three-year capacity-building project of the World Bank to encourage the use of carbon finance to reduce greenhouse gas emissions of cities of developing countries. Quezon City was chosen by the Bank as a participant in this program because of its recognition of our city as one of the emerging mega cities of Asia.

Quezon City's CFCB project is to promote energy efficiency from streetlighting. Payment for electrical power consumption is the second largest expense item of the city government, of which electricity for streetlights account for 64.6% of the total or an electric bill of about P332.13 million annually. The project seeks to produce at least 50% in energy savings, while establishing baseline data on energy use and amount of carbon emission reductions. In total, the project will involve about 22,000 streetlights, including those to be installed and retrofitted up to year 2015. The streetlighting program was one of those presented as an innovative program, at the C40 Large Cities Climate Summit in Sao Paulo, Brazil in June 2011 where Mayors from 16 different cities and 31 cities attended the summit.





From 2009 to 2010, the City government also took part in the Energy Sector Management Assistance Program (ESMAP) Energy Summit, and obtained technical assistance to develop an energy management agenda for Quezon City. This gave rise to a collaboration between the city's Department of Building Official and the International Institute for Energy Conservation (IIEC), for the adoption of the following programs for the local government:

- Procurement guidelines for life-cycle costing
- Green schools retrofit program
- Energy efficiency program for offices and hospitals
- Residential energy efficiency awareness program
- Five-year capital planning for energy efficiency retrofits
- Municipal fleet maintenance program
- Development of implementing rule and guidelines for the city's Green Building Ordinance, which was enacted in 2009
- Creation of the Energy Management Council of Quezon City.

Complementary to the above initiative was the selection of Quezon City by the World



Bank's Energy Efficient Cities Initiative as the site in the Philippines, for the field testing of the Rapid Assessment Framework (RAF) project, under the ESMAP. This project trains City building officials on the use of this assessment tool which helps cities quickly assess their energy efficiency performance, identify underperforming sectors, and define measures the city can take to make improvements. The RAF allows cities all over the world to compare their respective energy efficiency profiles with other cities, and thus, be able to concentrate their efforts on specific areas which need improvement.

Organizational strengthening





In addition to the regular operating units of the Quezon City Government, special units have been organized to strengthen the local government's environment management and disaster-preparedness thrusts:

■ Disaster-risk Reduction Management Council. The Mayor has mobilized the creation and operationalization of the city's Disaster Risk Reduction Management Council (QC-DRRMC) headed by the Mayor as chairman and the head of the city's Department of Public Order and Safety, Gen. Elmo San Diego, as vice chairman and chief action officer.

A manual of operations for the QC-DRRMC has been drafted, indicating the key players and their respective accountabilities; showing clearly various levels of coordination within the local government unit as well as with national agencies and with barangay officials, for indicated types of emergencies.

Bautista also ordered the creation of the West Valley Fault Task Group to ensure the coordinated implementation of measures that would ensure the safety of residents living near the West Valley Fault line.



The Environment Management Council is chaired by the Mayor, with the head of the Environment Protection and Waste Management department head, Frederika Rentoy, as the vice chairperson.

Environment Policy Management (EPM) Council. In 2010, the Mayor Bautista issued Executive Order No. 19, series of 2010, creating the EPM Council, in recognition of the fact that managing the City's environmental concerns is a responsibility that cuts across many City departments and offices. The EPM Council is tasked to rationalize, harmonize, integrate and consolidate the functions of all local environmental task forces and/or teams into one body to serve as the technical team and policy making arm of the City Government. The Council, which is also chaired by the Mayor and co-chaired by the head of the EPWMD Frederika Rentoy, meets regularly. Providing advisory services are various nongovernment institutions.

The three main functions of the council are:

- Establish and provide mechanisms for the proper implementation of the Green Procurement Program pursuant to Executive Order 301 dated March 21, 2004.
- Supervise and implement the Green Building Ordinance and oversee the development of other environment-related laws and endorse the same to the Quezon City Council for appropriate disposition
- Actively participate in the Carbon Finance Capacity Building Programme of the World Bank and ECOS initiative.

Among the initiatives promoted by the EPM Council are the following:

- Implementation of the energy efficiency project for the city's streetlights;
- Development of frameworks for the implementation of energy efficiency initiatives at the City Hall buildings and the city's public school buildings;
- Development of implementable policy guidelines governing easements and embankments, as a means to preserve the integrity of waterways;

Related units created in the city government are the Quezon City Smoke-free Task Force (Executive Order No. 28, series of 2010), to enforce the smoking ban within the city; and the organization of the Carbon Finance Capacity Building (CFCB) Task Team (EO No. 3, series of 2010) to guide the city government's participation in the CFCB program of the World Bank and ECOS (Ecology, Economy and Social Responsibility) global initiatives.



■ Task Force Waterways. The Mayor has constituted a task force headed by the Secretary to the Mayor and consisting of representatives of the City Engineering Office, City Planning and Development Office and the Urban Poor Affairs Office, to clear and make safe the waterways of the city. The composition of this unit recognizes the reality that the problem of the city's creeks and riverways do not consist only of siltation, garbage and eroded embankments, they also involve informal settlers, some of whom have made their homes along embankments, and even on silted soil right in the waterways. All these constrict water flows, and may result in heavy damage to life and properties during heavy rains. This taskforce therefore coordinates engineering works with resettlement strategies, and ties up local government efforts with relevant programs of the national government on public works, housing and metro development.

A task force representative was sent on a learning mission to Chiba City, Japan, a city which produces comprehensive design guidelines for its drainage and sewage systems, including manholes, various earth retaining works, manhole pump facilities, design of drainage and sewage map of the city, rain infiltration facilities and catchment areas, as well as Flood Fighting and Landslide Disaster Prevention Measures Manuals. Expected for study and adaptation are runoff control measures through the establishment of storage and infiltration tanks in existing structures and the development of QC's Drainage and Flood Control Masterplan.

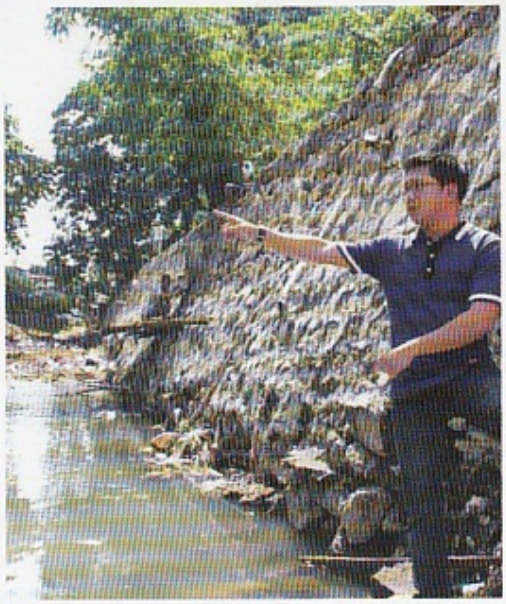


Disaster Preparedness

In terms of its vulnerability to earthquakes, the city's topography is largely rolling with alternating ridges and lowlands. Steep portions are evident in the eastern part of the city which runs parallel to the Marikina River and the Valley Fault Zone. The city's slope is generally manageable ranging from less than 8% to 15%.

Quezon City has lower risks to earthquake hazards than many parts of Metro Manila because the predominant soil type in the city is of the Novaliches Loam series, commonly called adobe and mainly characterized as hard and compact.

But the West Valley Fault system runs along the periphery of Quezon City. It runs along the City's eastern boundary from the down slope area east of Violago Parkwoods in the northeast to Bagong Silangan, through Batasan Hills, through Matandang Balara, through the periphery of Pansol and Loyola Heights, through Blue Ridge B, through St. Ignatius, White Plains and Ugong Norte in the southeast. This makes these communities very vulnerable to earthquake risks. Quezon City properties lying within 5 meters of the faultline have been identified with the help of national government experts and with the use of the city's geographic information system. The owners of the 594 lots are in the process of being notified and are being oriented on appropriate responses through workshops and seminars with knowledgeable authorities.



The Bautista Administration seeks to make areas within the 5 meter by 5 meter bound-



Flash floods occur in several places, particularly during heavy downpour caused by clogged drainage inlets and pipes, and eroded embankments. The city government is undertaking continuous infrastructure responses, as well as quick detection and evacuation response programs at the community level.

Infrastructure programs consist of:

- the construction and reinforcement of embankments
- regular cleanup and dredging of waterways and removal of obstructions to waterflows
- improvement of drainage systems, as well as
- creation of linear parks along waterways, not only to beautify these and reinforce the soil, but also to keep community members' eyes on creeks and rivers – to prevent garbage from being thrown into these and to prevent and/or quickly detect illegal encroachments.

City initiatives at flood control management, are complemented by programs of the regional Metro Manila Development Authority (whose mandate it is to mitigate flood control throughout Metro Manila), of the national government's Department of Public Works and Highways, and of the Pasig River Rehabilitation Commission, among various relevant national government agencies.

Identified as prone to flash floods are 78 areas in 35 barangays, mainly due to overflowing of creeks and poor drainage systems.

Riverways Management



Regular programs like "Sagip Batis sa QC," "Clean Up Operation for Dengue Prevention," "International Coastal Clean-Up Day" and "Clean River Zone Project are implemented to remove garbage from the city's four major river systems and its 44 tributaries.

Volunteers from the different barangays are being tapped to act as vanguards of the environment particularly of the river system near their residences. This mobilization strategy fostered a more environment-conscious society, where people have become active stewards of nature.

Because of this pioneering project, the City's Riverways Management Program has been regarded as a Sound Practice for Megacities by the National Research Institute for Earth Sciences and Disaster Prevention based in Kobe, Japan.

In 2010, about 120 volunteers collected 137,773 sacks or 5,592 cubic meters of waste, including 328 discarded tires, from the city's waterways. It was enough to fill 349 units of 10-wheeler dump trucks. Even 67 mm vintage bombs were recovered during the cleanup at Lagarian Creek in Barangay Valencia. These were immediately turned over to the Quezon City Police District.

In addition, Quezon City participated in the 24 International Coastal Clean Up through volunteers from the 1052nd Quezon City Ready Reserve Brigade, students of Quezon City Polytechnic University, and residents and barangay volunteers from San Antonio, Nagkaisang Nayon and Novaliches Proper. This clean up resulted in the collection of 86.16 cubic meters of waste from Tullahan River and 104.26 cubic meters of waste from the San Juan River.

Wastes Cleaned Up from Waterways
from partnership programs

Cleanup Activity	Period	Total Volume of wastes Collected	
		In sacks	*In cubic meters*
San Juan ICC	Sept. 25, 2010	4,773	190.92
Tullahan ICC		2,619	104.76
NWRB ICC	Sept. 24	891	35.64
Bible Readers SOC	Sept. 27	2,000	80
ULAP ICC	Sept. 28	1,700	68
Total		**11,983**	**479.32**

Source: Environmental Protection and Waste Management Dept. Accomplishment Report

The city government also assisted the Ugnayan Lakas ng Apektadong Pamilya sa baybaying Ilog Pasig (ULAP) in the cleanup of Pasig River, the Bible Reader's Society's cleanup of Marikina River at the Barangay Bagong Silangan area, the Save the Tullahan River Project and various corporate social responsibility efforts of private companies to clean up waterways.

Most of wastes collected consisted of residual wastes, rubber and recyclables, aside from sacks of wood and other debris from organic sources.

In April 2011, the city government with DENR, SM Supermalls and the Earth Day Network launched "Linis Estero: The Diliman Creek and Tributaries' Environmental Rehabilitation Program," as another public-private partnership to keep the city's waterways clean.

Green Building Ordinance

In 2009, the Quezon City government pioneered by boldly passing its Green Building Ordinance (Ordinance No. SP-1917). In 2011, implementation is in full gear, with the approval of its Implementing Rules and Regulations, the formulation of its primer, and the conduct of workshops and seminars to orient the public on its prescriptions. The ordinance mandates and provides incentives for the design, construction or retrofitting of buildings, other structures and movable properties to meet minimum standards of a green infrastructure. "Green building" refers to an integrated whole-building approach to the planning, design, construction, operation and maintenance of buildings and their surrounding land space that help mitigate the environmental, economic and social impacts of buildings. Emphasis is on site conservation and sustainable planning, water conservation and efficiency, energy efficiency and renewable energy; conservation of materials and resources and indoor environmental quality and human health.





These eco-friendly systems and technologies will inevitably reduce greenhouse gases and other emissions from buildings and other structures in our city.



Biogas Emission Reduction

Quezon City operates the first clean development mechanism from biogas emission reduction from solid waste management, in Southeast Asia. The biogas emission reduction facility is the product of an agreement of the city government with the Italian firm, Pangea Green Energy and its local counterpart, Pangea Philippines.

The facility extracts, collects, processes and converts biogas into electricity. In the process, it reduces safety concerns from the volatility of methane gas in the 22-hectare landfill. In 2010, gas extracted averaged 26,310 cubic meters per hour, 94% of which was flared and 6% converted into electricity. A total of 39,359 kwh of electricity was generated in 2010, with 27% of this power electrifying the communities around the compound.

The project has yielded 181,748tCO2eq, of which Pangea has sold 106,202 CERs equivalent to 1.23 million euros last 2009. In 2010, the total accumulated share of the City government from the sale of CERs amount to 246,890.48 euros based on its 21% share.



Waste Reduction Initiatives

Among all services of the city government, public feedback systems have continually shown "garbage collection" as the service that Quezon City constituents are most satisfied with. Garbage collection efficiency has been maintained at 99% efficiency since 2004, with the ratings going up to 99.99% in 2010. The city generated 1.76 million cubic meters of waste in 2010, or a collection responsibility of an average of 4,894 cubic meters daily, achieved through 136,042 trips a year (or an average of 377.89 trips daily). From January to June 2011, total waste generated was 557,742 cubic meters, or an average of 3,064.5 cubic meters daily – since the peak garbage-generating months have yet to occur (November and December).

The city government also conducts special cleanup operations for the removal of streamers and posters (as many as 54,710 pieces in 2010), retrieval of discarded tires, collection of coconut husks (especially during holiday season), collection of tree cuttings and other debris (especially after typhoons), cleanup of public cemeteries (in Novaliches and Bagbag).

In 2011, the city government made it mandatory for households to segregate their waste (biodegradable and non-biodegradable), imposing penalties on those who do not conform.

Waste markets represent the partnership of the city government with the large shopping malls in the city. These are regular recyclable collection events that managed to recover 7,255 kilograms of recyclables per day in 2010, which is equivalent to a savings of about 34 cubic meters of landfill space a day.

Waste segregation at City Hall has resulted in a reduction of food wastes by 331 kilos in 2010. "Hakot Bulasi sa Eskwela" raises the environmental awareness of students and educates them about waste segregation and recycling. Students are encouraged to exchange disposables with groceries and school supplies on designated Shopping Days. Exchanges are recorded in their passbooks. The schools which have performed best in this program from 2010-2011 are: Diosdado Macapagal Elementary School, P. Bernardo Elementary School, Payatas A Elementary School, Lagro High School, North Fairview High School and Commonwealth High School.

All in all, waste diversion activities conducted in the city, have resulted in the following:

Waste Diversion Results in QC
2010

Actual volume of composted materials (kg./day)		% Waste diversion
Barangays	31,687.80	
Business establishments	4,302.50	
Subdivisions	9,647.73	2.44%
Schools	29.09	
Quezon City Hall MRF	331.26	
Total	***45,998.38***	
Actual volume of recycled materials (kg./day)		**%**
Barangays	30,916.94	
Malls	7,255.72	
Schools	112.08	
Sinop Bulasi sa Eskwela	3,526.28	35.77%
QC Hall Waste Market & other recycling activities	1,177.87	
Junkshops	632,399.90	
Total	***675,388.79***	
Barangays	135.55	
QC Hall MRF	0.43	0.01%
Total	***135.98***	
TOTAL	**721,523.15**	**38.21%**

Source: Environmental Protection and Waste Management Dept. Accomplishment Report

The city government provides incentives to barangays that are able to manage their own waste collection activities. In 2010, barangays Holy Spirit, Tatalon, Bagong Pag-asa and Pasong Tamo were able to operate their own garbage trucks and qualified for incentives which aggregated Php 4,137,121.64.



Closure of the Payatas Controlled Landfill

The conversion of Payatas from an open dumpsite into a controlled disposal facility started in 2004, as compliance to the provisions of the Ecological Waste Management Act of 2000. This was also a disaster-risk reduction management response of the city government, to prevent a trash slide (which occurred in year 2000) from happening again.



Having achieved its final footprint based on the closure plan submitted by the city government to the DENR, which it approved, the Payatas Controlled Disposal Facility was officially closed on December 31, 2010, at exactly 5:47 pm. It is now undergoing post-closure care as mandated by the DENR. The components of the closure program are: reduction of the amount of wastes at the dumpsite, slope re-profiling to improve the surface runoff, soil capping to improve the stability of the slope, drainage improvement and leachate collection to improve leachate control, as well as fencing, greening and development of access roads.

New Landfill

The city's garbage is now being disposed of in a 3.2 hectare sanitary landfill located near the old disposal site. The new Quezon City Sanitary Landfill started its operations in January 2011. This new facility, which is privately owned and operated, has been issued an Environmental Compliance Certificate by the Department of Environment and Natural Resources (DENR) and is employing a materials recovery facility as one of its major components to help ensure that only residual wastes end up at the landfill.



Anti-pollution

The 2010 Transport Summit was organized, to improve compliance with the city's Anti-Smoke Belching Ordinance through meaningful dialogue with members of the transport sector. An Anti-pollution Summit was likewise organized among the business sector to educate them more comprehensively about environmental laws and new programs of the city. Majority of the participants included owners and operators of car wash establishments, laundry shops, gasoline stations, water refilling stations, restaurants and lodging facilities.



The city's Anti-Smoke Belching Task Force apprehended 10,938 vehicles in 2010, of which 3,275 passed the emissions test. The 7,663 which failed were imposed the corresponding penalties.

To monitor the environmental impact of business establishment's operations, 2,609 firms were monitored for compliance with the ordinance prohibiting food establishments and restaurants from dumping grease and oil residue in drainage sewers (Ordinance no. SP-1804, series of 2007), and 983 were issued environmental clearances in 2010.



POVERTY ALLEVIATION AND PROMOTION OF QUALITY OF LIFE

From day one of his Administration, the priority of Mayor Bautista has been poverty alleviation. Chosen by the World Bank to head the city's delegation at the very first run of the Singapore government – World Bank Institute's "Leadership in Local Government: Decision, Action, results (DARE)" Program at the Lee Kuan Yew School (LKYS) of Public Policy last July 2010, the mayor chose to develop as the city's program, the development of a comprehensive beneficiary data base project on the city's poor.

He believed that such a data base can more objectively identify problems of the poor in Quezon City, clearly define their needs, the extent of these needs, their priorities, and better tailor-fit programs and approaches to address their needs. It will also better ensure that resources allotted by the Quezon City government on its poverty alleviation programs are effectively utilized, for maximum impact to the targeted beneficiaries.

The program was well received at the LKYS and helped infuse concepts and best practices from international experts. To create the mechanism that can develop such a data base and integrate the city government's efforts at poverty alleviation, on August 12, 2010, Mayor Bautista reconstituted the city government's Anti-Poverty Integration Task Force (APITF) by issuing Executive Order No. 18, with Vice Mayor Belmonte as chairman and the head of the Social Services Development Department (SSDD), Ma. Teresa Mariano, as co-chairman.



The Anti-Poverty Integrated Task Force with Vice Mayor Josefina G. Belmonte as chairperson and Social Services Development head Teresa Mariano as vice chairperson.

The comprehensive, integrated and reliable computerized Beneficiary Data Base is intended to:

- Contain a profile of each poor family in Quezon City, clearly identifying names and birthdates of members of families, income profiles, health and sanitation conditions, geographical location, and services received from the city government.

- Be a dynamic data base, that will be automatically updated with each visit for new services at any of the Anti-Poverty Task Force members' frontline offices.

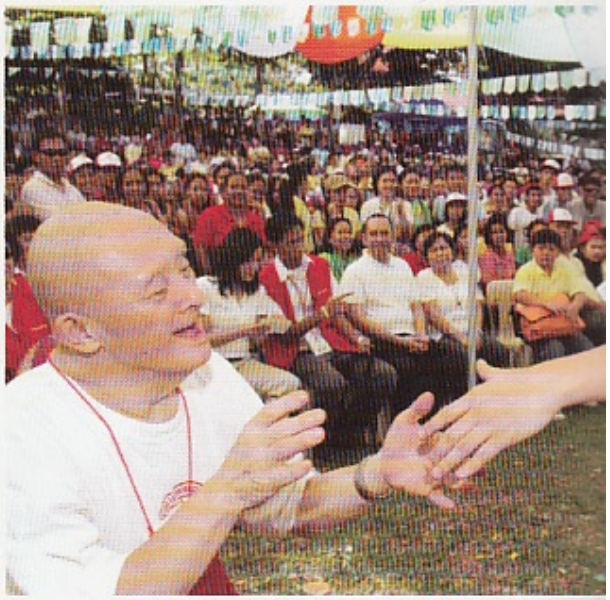
- Generate poverty maps, showing the location and density of poor families, as well as various other poverty analysis tools for policy formulation and program setting.

The data base survey which shall cover all households (about 600,000) in all barangays of Quezon City is targeted for completion in October 2011. It will generate household-level data on critical poverty dimensions on income, nutrition/health, education and shelter. Once completed, all data will be stored and processed in an electronic network connecting all APITF operating units. The City Planning and Development Office shall oversee the network and processing of reports.

The APITF is also tasked to rationalize, integrate and coordinate the city's anti-poverty programs and policies through the development and implementation of the Medium-term "Socioeconomic Development Action Plan" that breaks down the city's Comprehensive Development Plan (CDP) into new development projects, enhanced services and regulatory measures.

The Task Force has developed an initial set of Human Development Indicators which are anchored on the CDP and cross-referenced with the Millennium Development Goals. These consist of 7 goals, 20 targets and 86 indicators. These indicators shall be finalized after the completion of the data base survey.

Social Action and Interventions



In an ideal world, the people needing interventions from the Social Services Development Department should be tapering to nil. However, coping with poverty and urbanization affect families in different ways. Those without private resources are aided by government, and they are among the beneficiaries of the city's social welfare programs. In 2010, the number of beneficiaries reached 198,964 who, individually, were assisted through any or a combination of the following programs:

Programs/Seminars	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011 Jan-Jun	Total
1. Community Outreach Programs												
Child Welfare Programs	15,227	16,302	30,604	18,426	36,957	20,750	58,752	19,717	20,468	22,173	21,682	281,058
Youth Welfare Programs	8,279	10,597	15,647	8,829	6,888	8,292	5,942	12,054	7,167	9,409	3,398	96,502
Family Welfare Programs	17,352	18,145	24,789	22,647	64,732	65,610	50,650	92,467	96,950	72,045	48,894	574,284
Women Welfare Programs	4,777	5,191	10,550	9,286	28,555	23,658	16,421	5,893	9,599	11,047	5,597	130,574
Elderly Welfare Program	4,445	7,234	9,962	10,849	9,469	17,540	25,426	25,609	8,969	10,284	3,389	133,196
Disabled Welfare Program	2,540	2,796	5,800	5,229	7,769	10,223	10,550	3,396	8,195	18,583	3,554	78,637
Mendicant's Welfare Program	529	-	700	550	766	1,452	1,829	-	-	466	-	6,292
Sub Total	*53,149*	*60,270*	*98,072*	*75,816*	*155,136*	*147,525*	*169,570*	*159,136*	*151,348*	*144,007*	*86,514*	*1,300,543*
2. Welfare and Relief Programs												
Public Assistance Program	60,630	29,185	46,102	81,597	38,048	35,362	37,674	21,147	104,971	33,432	28,329	516,477
Volunteerism & Auxiliary Program	2,836	2,300	600	1,412	2,124	7,028	7,552	5,030	3,861	9,782	968	43,293
Funeral Assistance Program	1,756	331	421	2,332	1,293	1,514	-	-	-	-	286	7,933
Sub Total	*65,222*	*31,816*	*47,123*	*85,341*	*41,465*	*43,904*	*45,226*	*26,177*	*108,832*	*43,214*	*29,583*	*567,703*
3. Residential and Rehabilitation Programs												
Molave Youth Home and Reception Action Center	1,440	1,393	1,747	1,305	1,753	1,386	751	4,404	1,255	379	574	13,387
Sub Total	*1,440*	*1,393*	*1,747*	*1,305*	*1,753*	*1,386*	*751*	*1404*	*1,255*	*379*	*574*	*13,387*
4. Vocational Development Programs												
Skills Training Programs	20,199	20,367	18,490	18,470	41,720	15,243	13,918	18,264	17,838	9,653	6,709	200,871
Labor and Employment Program	9,102	8,988	11,370	7,898	25,131	3,412	11,283	4,216	1,963	2,181	573	86,117
Sub Total	*29,301*	*29,355*	*29,860*	*26,368*	*66,851*	*18,655*	*21,718*	*22,480*	*19,801*	*11,834*	*7,282*	*283,505*
Grand Total	149,112	141,808	176,802	188,830	265,205	212,400	237,265	209,197	281,036	199,434	123,953	2,165,138

Notes:
1/ Child welfare programs cover infants to 5 years old
2/ Youth welfare programs cover youth age 6 to 17 years
3/ Women and family welfare programs cover those from 18-59 years
4/ Elderly welfare programs cover those 60 years and older
5/ Public assistance programs cover disaster relief, providing food and shelter to victims

Source: Social Services and Development Department 2011 Accomplishment Report







Among the new programs started in 2010 were the Community-based Rehabilitation (CBR) for Persons with Disability. This was pilot-tested in barangay Apolonio Samson, where 50 parents of disabled children were trained as volunteers. The City government equipped the center with the needed facilities, with resource contributions from nongovernment organizations and other self-help groups, to enable persons with disabilities to have the place inside their community to undergo rehabilitation. This will be replicated in other barangays in 2011.

Diasbled persons in Quezon City are issued IDs that entitle them to the same privileges as senior citizens, such as discounts for medicines and food. Such privileges have been extended to 5,293 PWDs. Those who go to school, about 200, are extended educational assistance through a Php 35.00 per child per day transportation fare subsidy, to make commuting easier. Quezon City is the first LGU to provide this assistance to PWDs.

To care for children who vend the city's streets at night, a Night Minding Center was set up also in barangay Apolonio Samson, starting with 15 children under 7 years old. The lessons learned from the initial implementation will guide the establishment of similar centers in barangays South Triangle, Socorro and Fairview in 2011.

Street children are further assisted through character-building and capacity-building trainings, skills training (so that they can be properly economic self-sufficient) and educational assistance. Their parents also undergo training in effective parenting skills, as well as provided capital assistance to set up proper home businesses that can keep their children off the streets.

Among the programs that provide such services are the Micro-Geo Net Centers, which are activity centers designed to encourage children from plying the streets for economic reasons, which makes them vulnerable to drugs and other crimes. These centers also serve as processing areas during rescue operations. The MGNCs are operationalized in barangays, through the partnerships of the barangay officials and residents, SM Foundation and religious organizations. The city's centers are in barangays Pag-Asa, Paang Bundok, and Apolonio Samson.

In 2010, some 2,654 children needed special protective interventions because they were either victims of abuse, trafficking, child labor, street children or had behavioural problems. Most needed rescue, and were given temporary shelter with counselling also involving their families. Close coordination is done by SSDD personnel with barangays and other stakeholders for diversion, intervention and other care programs.

To encourage parents of such children to keep them in school, an educational subsidy of P1,500 is given. The SSDD also maintains the Molave Youth Home, which extends custodial care, temporary shelter and rehabilitation services; and the Reception and Action Center, a 24-hour crisis intervention center.

Senior Power

The City government's Senior Citizens Volunteers Program was a finalist in a Gawad Galing Pook search for best governance program, as well as recognized as a Best Practice in the National Capital Region (NCR). The program benefits not only the 300 senior citizen volunteers, but also the recipients of their work.

- Young school-age children, from daycare, to elementary and high school, who gain from tutorial lessons in Mathematics, English, Science and Value Formation from retired teachers.
- City librarians, as well as library users, who are helped in gathering and even preparing reading materials.
- Children in conflict with the law, particularly those at the Molave Youth Home, who gain from the help of retired psychologists and lawyers. The lawyers provide legal advice and remedies, help families understand and prepare needed documents.
- Other senior citizens, who are assisted in

Number of Registered Senior Citizens
Per year of registration
2001-2011

	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	Jan-Jun 2011
Dist 1	1,390	2,087	3,259	3,026	3,882	3,909	3,781	4,397	4,365	6,711	2,426
Dist 2	3,700	4,400	5,000	4,237	4,922	6,748	8,195	8,042	9,547	11,926	6,363
Dist 3	1,170	1,653	2,099	1,622	3,622	2,348	2,462	2,856	2,853	4,920	1,472
Dist 4	1,140	2,520	2,440	2,463	3,766	2,602	2,781	3,041	4,015	4,249	1,792
Total	**7,400**	**10,660**	**12,798**	**11,348**	**16,192**	**15,607**	**17,219**	**18,336**	**20,780**	**27,806**	**12,053**

Accomplishment Reports of the Office of Senior Citizens Affairs

Distribution of Registered Senior Citizens
By District
2001 – June 2011

District 1	39,233.00
District 2	73,080.00
District 3	27,077.00
District 4	30,809.00
Total	170,199.00



applying for senior citizens' cards, organizing social or health activities in communities. Physically able seniors visit their sick or bed-ridden colleagues, especially those with no one to look after them; or provide counseling to their caregivers to ensure that the elderly patients receive proper care, treatment and respect.

Some volunteers also become trainors of new volunteers, echoing and multiplying the lessons and skills learned.

The program is a conduit for organized activities in wellness, as more and more of the seniors experience the preventive and the healing effects of tai-chi, ballroom dancing coupled with health education and promotion of healthy lifestyle.

In full recognition of their work, the City Government has raised their monthly incentive, from P2,500 a month to P3,000.

Based on the annual records of the Office of Senior Citizens Affairs (OSCA) from 2001 to June 2011, the City has 170,199 registered senior citizens as of end period.

Senior citizens in Quezon City enjoy two free movies a day, every Mondays and Tuesdays. They are also given free livelihood training, through the coordination of OSCA with the Social Services Development Department and the Sikap Buhay Economic Center, recognizing that age is no hindrance to productivity and at even the elderly can start becoming new and better entrepreneurs. The trainings include the home production of soap, fabric softeners, perfumed body lotions, and banig (local mat). At the medical desk of the OSCA Office, seniors can get blood pressure checks and can get assistance for government hospital services for bone scan, blood sugar tests, cataract screening, skin consultations, and ENT consultations. Regularly, wellness clinics and lectures are also organized and offered for free.

Quezon City residents who are 100 years and older receive other special privileges. They are given plaques to honor their special role in society, P10,000 cash, and monthly allowance of P1,000. To qualify for the financial assistance, the centenarians are required to present proper documents to show that they are bonafide Quezon City residents and authenticated birth certificates or equivalent documents to validate their age.

To harmonize senior citizens organizations with the guidelines provided by Council Resolution No. 4783, series of 2009, the OSCA has been working at organizing and unifying all such organizations in Quezon City under one umbrella. This will facilitate official recognition and availment of benefits granted by the City Government in compliance with Republic Act 9257. Presently, there are 175 registered senior citizens' organizations in the city.

Raising productivity

The Quezon City Entrepreneurship and Cooperative Office (QC ECO), better known as Sikap Buhay, is working towards three goals:

- Lift the quality of life of underprivileged informal dwellers through self-employment;
- Expand and improve new businesses by way of small and medium-scale development;
- Create new entrepreneurs by way of entrepreneurship development, which refers to the process of enhancing entrepreneurial skills and knowledge through structured training and institution-building programs.

Puhunang Pangkaunlaran ng Sikap Buhay (PPSB) is the centerpiece program that provides collateral-free loans to the city's microentrepreneurs. These loans are extended through the following seven institutions which have extended P998.78 million worth of loans for 43,053 beneficiaries, majority of them female.

Status of PPSB Microfinancing Program
As of December 2010

Name of Micro-Financing Institution	Start of Partnership with QC LGU	Total Number of Cients (Since start of partnership)			Total Loan Disbursement (Since start of partnership)
		Male	Female	Total	
Cooperative Rural Bank of Bulacan (CRBB)	2002	0	5,585	5,585	P68,161,500.00
Novaliches Development Cooperative, Inc. (NOVADECI)	2002	0	2,239	2,239	P37,356,639.00
ASA Philippines Foundation, Inc. (ASA)	2006	0	12,002	12,002	P790,498,900.00
Center for Community Transformation Credit Cooperative, Inc. (CCT)	2007	0	11,794	11,794	P41,387,725.00
Bagbag Multi Purpose Cooperative (BMPC)	2008	16	51	67	P276,000.00
Caritas Savings and Livelihood with Values Credit Cooperative (CARITAS SALVE)	2008	346	6,583	6,929	P16,226,771.00
Urban Program for Livelihood Finance and Training (UPLIFT)	2008	221	4,216	4,437	P44,874,000.00
TOTAL		**583**	**42,470**	**43,053**	**Php 998,781,535.00**

Source: Quezon City Entrepreneurship and Cooperative Office Accomplishment Report

Clients and Loan Releases in 2010

Conduit/Partner	TOTAL 2010	
	Clients	Loans Disbursed
ASA Phils. Foundation	124,409.00	7,060,947,100
Bagbag Multi-Purpose Credit Cooperative	17	6,050,200.00
Caritas Salve Credit Cooperative	26,719.00	37,874,225.00
Center for Community Transformation Credit Cooperative (CCT)	5,580.00	16,380,700.00
Cooperative Rural Bank of Bulacan (CRBB)	0	0
Novaliches Development Cooperative, Inc. (NOVADECI)	0	0
UPLIFT Philippines, Inc.	39,687.00	46,493,000
TOTAL	196,412.00	Php 7,167,745,225

Source: Quezon City Entrepreneurship and Cooperative Office Accomplishment Report

The loans extended by the seven microfinance institutions were individual loans. To generate loans for self-employed, informal sector groups, the QC ECO tapped the Integrated Livelihood Program of the Department of Labor and Employment, particularly its Worktrep Program, which extends financial grants. Through this mechanism, the QC ECO was able to provide the financial assistance for the following groups:

Quezon City Informal Sector Groups
which have received grants from DOLE

Name & Address of Group	Nature of Business	No. of Members	Amount Granted & Released
Samahan ng Manininda sa UP Campus, Inc. Brgy. UP Campus, Diliman	Food/Snacks vending	70	700,000.00
Commonwealth West Micro Entrepreneurs, Inc. Brgy. Commonwealth	Retail store, Bigasan, Computer shop, Party needs, Tricycle operation, Food vending	50	500,000.00
Escopa III Senior Citizens Org. Brgy. Escopa III	Sari-sari store, Bigasan, Computer shop, Party needs, Tricycle operation, Food vending	60	600,000.00
Maranaw Traders Multi-purpose Cooperative Shopwise, Gen. Luis Street, Brgy. Nova Proper	Cellphone accessories, RTW, Shoes & bags, Slippers/sandals	66	660,000.00
TOTAL		246	Php 2,460,000.00

Source: Quezon City Entrepreneurship and Cooperative Office Accomplishment Report



Eight other groups have been assisted in preparing their documents for acceptance in the program and are now being processed. These groups include: Samahan ng Kababaihan ng SMDP, Ramon Magsaysay Concerned Citizens for Development Association, Samahan ng Kababaihan ng Pag-ibig sa Nayon, Dona Imelda Vendors' Association, Pinag-pala Homeowners' Association, Payatas Alliance Recycling Exchange Multipurpose Cooperative, Older Person's Organization and Sikap Tagumpay Ladies Association.

QC Eco also facilitated the conduct of 55 training events in 2010 for 6,394 participants, 785 of whom were female. These programs were the following: entrepreneurship/ business skills training, as well as for the production of: soap, glycerine and herbal soap, perfumes, lotion and cream-based products, grass cards, fashion jewelry and other accessories, siopao and siomai, fish and meat processing, trendy and decorative balloons, alchohol-based products. Courses were also provided for massage and English profiency. Inventors Technology Demonstrations were also organized for 16 different types of technologies, from which new, small businesses may be developed.

To further inspire more of the poor in Quezon City to become entrepreneurs, QC ECO highlighted the successful experiences of many who have done well for themselves, by publishing the book, "Matagumpay ang MagsiSikap Buhay." This publication features how 50 microentrepeneurs nurtured

their businesses into stable sources of income for themselves and their families. Copies of the book were distributed to barangays, high schools, city libraries and partner-institution offices.

QC Eco is also starting to develop an entrepreneurial mind-set among the very young, targeting indivuals from 15 to 25 years old. Its program was a YouthBiz Idea Contest, which was pilot-tested in all barangays in District 4. Its components included a Mindset Orientation Seminar and business planning workshop. Three hundred youth went through the seminars, and 10 successfully passed through the process and were granted seed capital of P10,000 each.

During the National Cooperative Summit, QC ECO organized the Coop Market and Trade Fair from September 30 to October 17, 2010, where 63 cooperatives featured their products and services. Thirty-nine were Quezon City-based and others were from different Metro Manila cities and provinces.

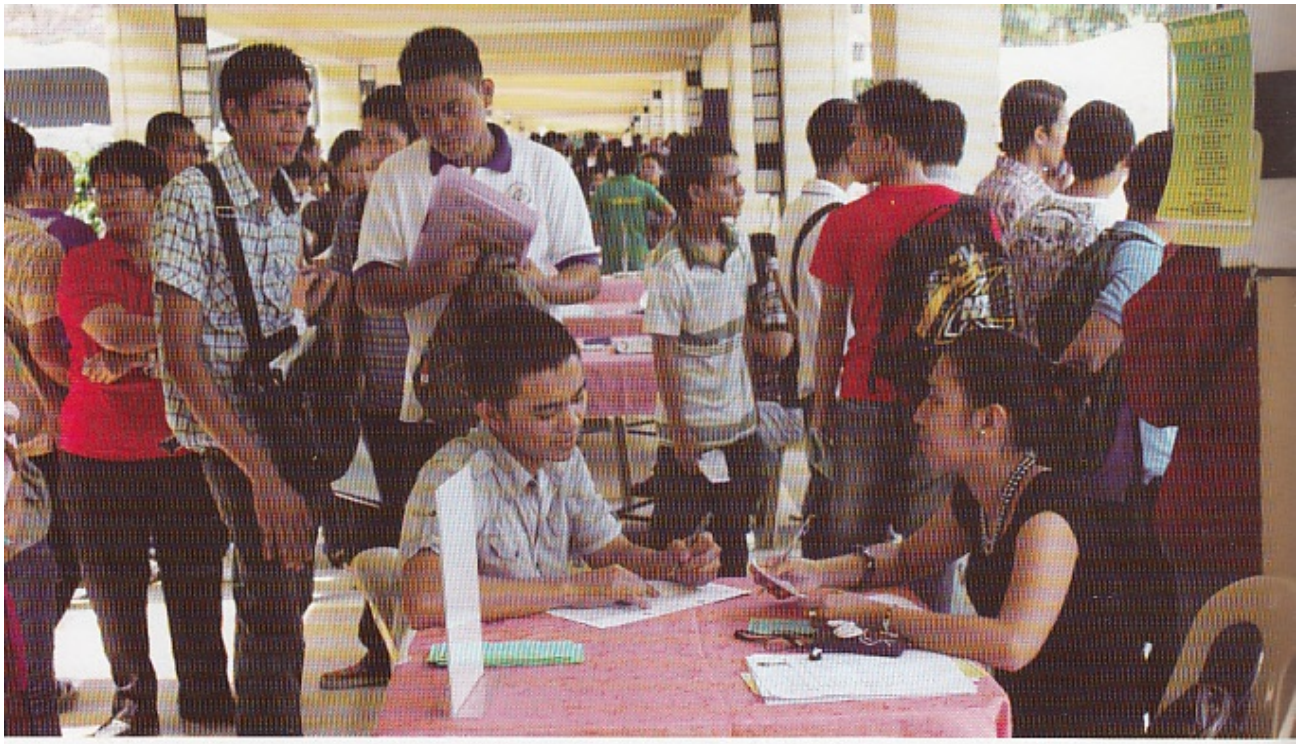
The Social Services Development Department's conducted livelihood programs as well. These consisted of 67 workshops for 2,324 participants belonging to 51 barangays. These were for:

- Manpower and skills training courses: hotel and restaurant services, dress making with high-speed sewing, cosmetology, building wiring electricity, and massage;
- Soft trade skills training courses: soap making, fresh flower arrangement, balloon décor and arrangement, meat processing, perfume making, fashion jewelry, chocolate molding, novelty items and candle-making;
- Productivity skills capability building for disadvantaged women





These were organized in coordination with barangay officials, daycare parents and teachers, civic and religious groups, and nongovernment organizations. The SSDD is also a conduit for the national government's SEA-K and DOLE livelihood programs. Two associations were recommended for capital assistance: Masigasig SEA-K association in barangay Obrero (for Php 86,000 in capital assistance), and Sta. Barbara Sea-K association in barangay Gulod (for Php 66,500).



The Public Employment Services Office (PESO), on the other hand, provides job-placement assistance, in coordination with 480 participating companies.

Among the other regular programs of this Office are:

- Special Program for the Employment of Students, or the summer youth program, where the City government provides 60% of the salaries and wages of the beneficiaries, with the DOLE providing the balance of 40%; there were 262 beneficiaries in 2010 and 359 in 2011;

- Government Internship Program, which is a component of the Sikap Kabataang Pinoy Program of the national government; the program had 272 participants in 2010 and 270 in 2011.

PESO also manages a Skills Registration System, which is part of a continuing nationwide manpower registration system. As of

Job Fairs Conducted
2001-June 2011

	Number Conducted										
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	Jan-June 2011
Mega	5	8	6	7	10	10	10	4	6	4	2
Barangay	5	13	21	18	26	46	65	35	35	24	25
Call Center Job Fair								33	18	14	10
Mini-Job Fairs	-	-	-	34	96	107	118	186	170	169	126
Total	**10**	**21**	**27**	**59**	**132**	**163**	**193**	**258**	**229**	**211**	**163**

Source: Public Employment Services Office Accomplishment Report

Number of Job Seekers Assisted
2010 – June 2011

Type of Job Fair	No. of Registered Job Seekers	
	2010	Jan. – June 2011
Mega	5,724	2,430
Barangay	8,163	8,214
Call Center Job Fair	33,944	40,771
Mini-Job Fairs	5,990	2,187
Total	**53,821**	**53,602**

Source: Public Employment Services Office Accomplishment Report

June 2011, Quezon City applicants registered have reached 9,382. The data base becomes part of Phil Job Net, which is an online automated job and applicant matching facility.

In 2011, with the escalating conflict in the Middle East displacing a number of Filipino workers and professionals, Quezon City Mayor Herbert M. Bautista set in motion, an OFW Assistance and Enhancement Program for OFW repatriates. The focus was particularly Libya, because of large number of Filipinos there whose home base is Quezon City. Moved by the plight of the suddenly displaced Filipino workers who were forced to flee the violence-wracked country, Mayor Bautista instructed City executives to put together a package of assistance to alleviate the basic needs of these repatriated QC residents and help them get back on their feet. Two hundred repatriates were assisted with P5,000 cash assistance.





Upgrading Health Care



Mayor Bautista and UP President Alfredo Pascual (center) sign the Memorandum of Agreement for the CHITS health information system. Others in photo are: QC IT head Paul Imjada, City Health Officer Dr. Antonietta Inumerable, Vice Mayor Joy Belmonte, UP Chancellor Ramon Arcadio, Prof. Portia Fernandez, Director UP-Manila National Telehealth Center, and Dr. Eduardo C. Janairo of the DOH Center for Health Development.

Determined to make sure that affordable health care for the poor is efficient and responsive, Quezon City Mayor Herbert M. Bautista prioritized on his first term, technology programs that can remarkably upgrade the City's public health care system. In this light, Quezon City signed a Memorandum of Agreement (MOA) with the University of the Philippines for the project, "Computerized Health Information System for the Quezon City Government's Health Centers," on September 12, 2011 at the Quezon City Hall.

CHITS is an Php 8.5 million investment (for the system) and Php 30 million (for the equipment) of the Quezon City government for a health system solution provider for its 62 health centers, seven lying-in clinics, and three social hygiene clinics. The end users of the project are about 600 of the city's health personnel.

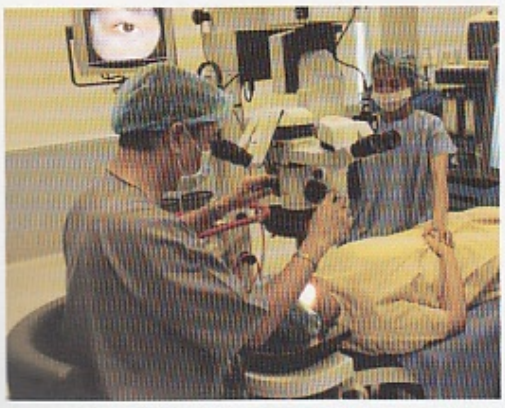
"Among the public service areas most clamored for improvement is the City's health sector. The upgrading of our City's services and programs in public health must therefore be deliberately addressed," explains Mayor Bautista. "This will be through improved management, better use of both human and material resources, and applications of technology, such as CHITS, that will help our health workers more easily monitor the incidences of diseases and injuries in their communities of assignment, and through an information systems strategic plan for all health centers."

CHITS is a low-cost computerization project for public health centers. It is software that combines the features of an electronic health record and clinic appointment system, while also integrating modules for different national health programs. It is an extensible system that leverages existing routine health information systems in public health to serve as a starting point for implementing comprehensive information system integration. Through this program, community-based health information is made available not only to public health agencies requiring this level of information, but also



to the community itself generating the information. Through this, the community is aided in making decisions.

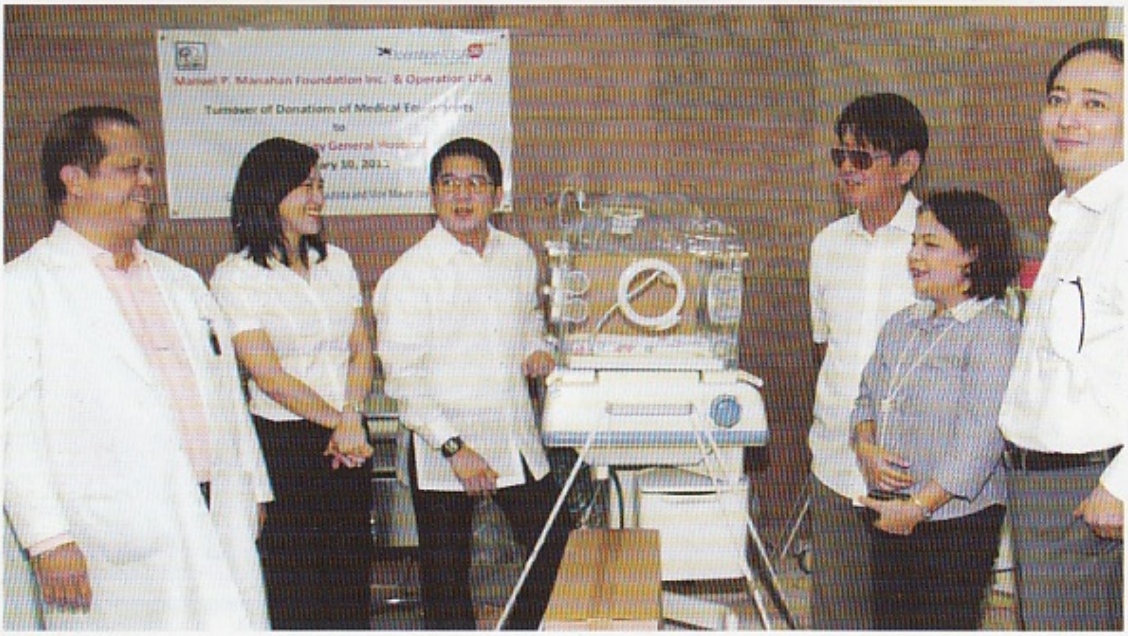
Aside from improving the health center's record management, one of the advantages of using CHITS is streamlining the workflow. As the patient comes in, searching of his/her record would normally take around 4-5 minutes. For a health center with 50 patients per day, that is 200 minutes of searching individual records. The use of CHITS makes search and accessing the patient record just a matter of seconds.



Once a patient is encountered at the admission, the doctor will immediately know the chief complaint, vital signs and history without waiting for the patient to come in. Drugs for dispensing at treatment room can be prepared beforehand since the doctor's treatment plan can be viewed immediately on the computer.

CHITS is an open source electronic medical record designed to run in public health centers and rural health units. It has built-in modules for general patient consultations, consultation scheduling, maternal care services, child care, family planning, and reporting features for the Department of Health's (DOH) Field Health Service Information System (FHSIS). It runs over a local area network (LAN) installed inside the health center and is accessible to computers installed within the health center.

What CHITS aims to do, is improve three aspects of records management. These include the quality of FHSIS reports, timeliness of submission and ease of access of data



for health center personnel. By automating critical areas of public health data management, health center personnel are somehow eased with the burden of manually consolidating reports and could provide more in providing health care services to patients due to the technology involved.

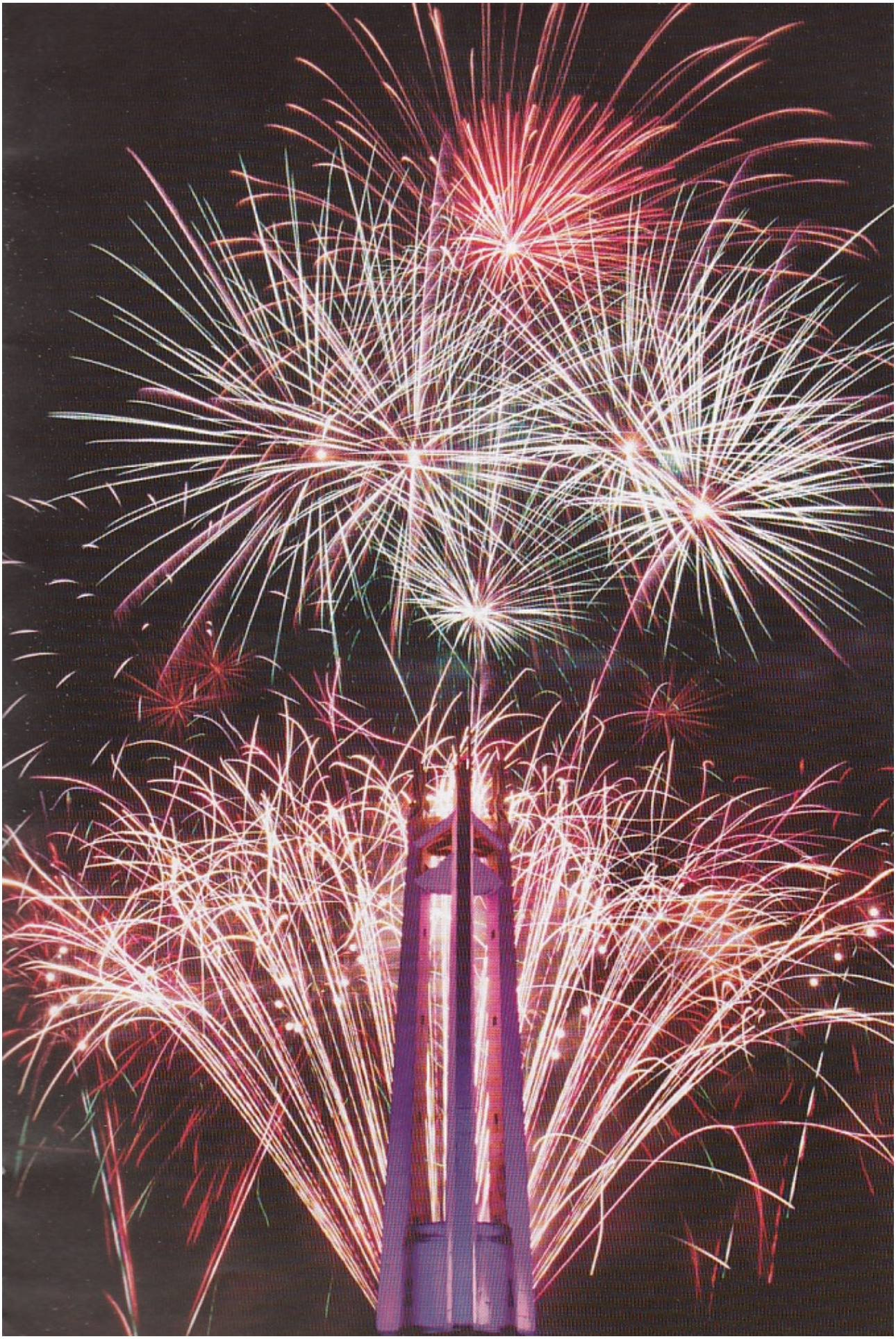
Health concerns that can be addressed by the CHITS system include: maternal care, child care, family planning, morbidity and modifiable diseases, tuberculosis, leprosy and dental health care.

CHITS' other features include: appointment and follow-up scheduling system (patients can be set to return on a certain date; manpower allocation can also be planned ahead of time); projection of logistical needs, where patient services, maternal care, as well as EPI will be recorded and can provide forecast on how supplies and commodities will be needed in the future.

CHITS' facility administrators are the 72 health facilities plus the district offices and the City Health Department. The system manager is the QC Information Technology Office.

The City government's health services are extended through the following facilities:

- 62 health centers
- 7 superhealth centers with 24-hour lying-in clinics
- 3 social hygiene clinics
- 18 microscopy centers
- 1 External Quality Assurance Laboratory
- 1 city employees clinic
- 1 central laboratory
- 1 satellite clinic laboratory
- 8 barangay health stations

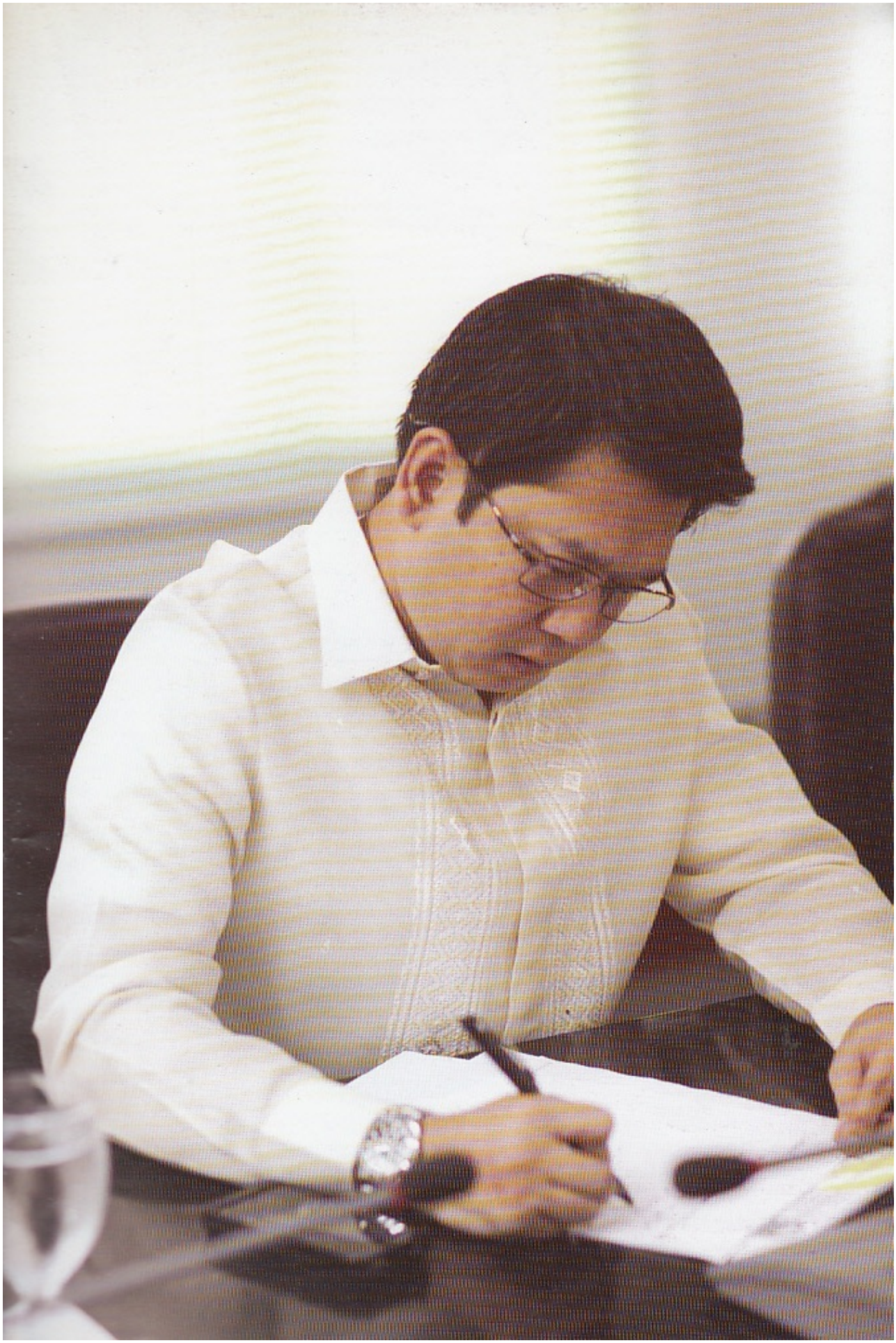






The continuing challenge to the city government is to balance the needs of urban development, including shelter and enterprise needs of its growing population, with just as important need for preserving and maintaining its green space.

Managing this balance is a constant test of political will, tempering the need to give in to business and housing demands, with the more sustainable need for an environmentally well-managed city.







Mayor Herbert M. Bautista (seated, 5th from left) and Vice Mayor Ma. Josefina G. Belmonte (seated, 6th from left) with the City Council (standing, from left) Hon. Roderick M. Paulate, Hon. Alexis R. Herrera, Hon. Godofredo T. Liban II, Hon. Ranulfo Z. Ludovica, Liga ng mga Barangay President; Hon. Jose Mario Don S. De Leon, Hon. Alfredo D. Vargas, Hon. Joseph Emile P. Juico, Hon. Gian Carlo G. Sotto, Hon. Ricardo T. Belmonte, Hon Marvin D. Rillo, Hon. Vincent Eric DG. Belmonte, Jr., Hon. Anthony Peter D. Crisologo, Hon. Edcel B. Lagman Jr., Hon. John Ansell R. De Guzman, Hon. Francisco A. Calalay Jr., Hon. Julian ML. Coseteng, Hon. Allan Benedict S. Reyes, (seated, from left) Hon. Eufemio C. Lagumbay, Hon. Eden Delilah A. Medina, Hon. Precious Hipolito-Castelo, Hon. Dorothy A. Delarmente, Hon. Jessica C. Daza, Hon. Raquel S. Malangen, Hon. Julienne Alyson Rae V. Medalla and Hon. Jesus Manuel C. Suntay. Hon. Jaime F. Borres is not in photo.





Mayor Herbert M Bautista (seated left) together with members of the Management Committee (standing, from left) Aldrin C. Cuña, Chief of Staff; Tadeo M. Palma, Secretary to the Mayor; Sec. Salvador M. Enriquez Jr., Senior Adviser to the Mayor; Edgar T. Villanueva, City Treasurer; Tomasito L. Cruz, City Planning and Development Officer; Victor B. Endriga, City Administrator; (seated from left) Regina A. Samson, Head, Communications Coordination Center; Marian C. Orayani, City Budget Officer; Editha V. Alzona, City Accountant.



Mayor Herbert Bautista and Vice Mayor Ma. Josefina Belmonte (seated, center) with the Executive Committee (from top, left) Garry Domingo, Head, Business Permits and Liscensing Office ; Jose Ragos, Head, Barangay Micro Business Entrepreneur; Ramon T. Asprer, Head, Urban Poor Affairs Office; Alberto M. Galarpe, Chairman, Liquor Licensing & Regulatory Board; Jorge P. Felipe, Officer-In-Charge, Barangay Operations Center; Pedro Rodriguez , Jr., Subdivision Administration Unit Head; Reynald Paul M. Imjada, Head, Quezon City Information Technology and Development Office; Carlos I. Verzonilla, Head, Radio Communications Service Office; Manuel S. Buncio, Head, Task Force Commonwealth; Albert A. Seno, Officer-In-Charge, Community Relations Office; Gerardo Magat, Consultant, Office of the Mayor; Conrad Buenaventura, Assistant Head, Amoranto Sports Complex; Edgardo V. Salud, Director, Quezon City General Hospital; Manuel N. Sabalza, President and General Manager, Housing and Urban Renewal Authority; Augusto C. Cortez, Chief, Ancillary Medical Services; Jose Christopher Belmonte, Historical Banlat Task Force head; (standing, from left) Regina A. Samson, Head, Communications Coordination Center; Tomasito L. Cruz, Head, City Planning and Development Office; Rolando P. Montiel, Head, City General Services Office; Donato C. Matias, City Market Administrator; Edgar P. Villanueva, City Treasurer; Jameel RM. Jaymalin, Head, Payatas Operations Group; Ramon R. Matabang, City Civil Registrar; Zaldy A. Dela Rosa, Head, Parks Development and Administration Department; Joselito B. Cabungcal, City Engineer;



Gregorio T. Bañacia, Head, Public Affairs and Information Services Office; Aldrin C. Cuña, Chief of Staff, Office of the Mayor; Victor B. Endriga, City Administrator; Tadeo M. Palma, Secretary to the Mayor; Christian B. Valencia, City Attorney; Manuel S. Alba, Senior Adviser to the Mayor; Virgilio Regala, Head, Special Design Group; Elmo San Diego, Head, Department of Public Order and Safety; Adriano I. Apostol, Head, Amoranto Sports Complex; Eduardo F. Aldana, Director, Novaliches District Hospital; Bobby V. Baruelo, City Fire Marshall; Teodoro A. Bay, Consultant to the Mayor; Isagani R. Versoza, Local Building Official, Department of Building Official; (seated, from left) Cynthia DJ. Tolado, Asst. City Librarian, Quezon City Public Library and Information Center; Mary Ruby M. Palma, Head, Gender and Development Resource and Coordination Office; Antonieta V. Inumerable, City Health Officer; Corazon C. Rubio, School Division Superintendent, Division of City Schools; Eden R. Villanueva, Head, Administrative Management Office; Marlene S. Aguilar, City Personnel Officer; Frederika C. Rentoy, Head, Environmental Protection and Waste Management Department; Ma. Teresa M. Mariano, Head, Social Services Development Department; Marian C. Orayani, City Budget Officer; Rosario DL. Yara, Officer-In-Charge, Cultural Tourism Affairs Office; Marlyn S. Siapno, Head, Sikap Buhay Entrepreneurship and Cooperatives Office; Nena P. Ordoñez, Head, Quezon City Business Affairs Coordinating Office; Elias Jesus F. Santos, Head, Land Titling Production Unit; Victoria V. Luanzon, Consultant, Office of the Mayor

QC Government Directory

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Task Forces and Special Operating Units

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Hospitals

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426-3383 / 920-7081
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■ QCPU – Main Campus
Quirino Highway, San Bartolome, Novaliches
936-0526

■ QCPU - San Francisco Campus
San Francisco High School Compd., Brgy. Sto Cristo
468-5023

■ QCPU – Batasan Campus
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Office of the Warden, Quezon City Jail
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444-7272 local 8505 (fax)

COMMISSION ON AUDIT
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COMMISSION ON ELECTIONS (COMELEC)
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District I - 922-4938
District II - 924-6174
District III - 924-1414
District IV - 442-8916

METROPOLITAN TRIAL COURT (MTC)
Hon. Nadine Jessica Corazon J. Fama
Executive Judge
Hall of Justice, City Hall Compound
924-3851 / 924-3964

NATIONAL BUREAU OF INVESTIGATION (NBI)
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Head
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926-3903

PHIL. NATIONAL RED CROSS - Q.C. CHAPTER
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Office of the City Secretary

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Barangay DAMAYAN
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WILLIAM MANUGAR S. CHUA
Iriga St. bet. Retiro & Tacio Sts.
741-6977 / 741-8625

Barangay PAG-BIG SA NAYON
LEONARDO P. SALTING
#23 J. Pineda St. Balintawak
414-8727

Barangay PALTOK
EDGARDO A. PARAGUA, JR.
Basa St., Cor. Mendoza St., SFDM
738-2967 / 413-0838

Barangay PARAISO
LILIA D. AGCAOILI
Along Roosevelt Ave. cor. De Vera St.
411-3824 / 411-5889

Barangay PHIL-AM
JOSE A. DIAZ
Baguio Road, Clubhouse Complex, Phil-Am Homes
920-7840

Barangay PROJECT 6
VICENTE HONORIO C. LLAMAS,
Road 2 cor. Road 8, Project 6
355-2236

Barangay RAMON MAGSAYSAY
EDUARDO M. FIRMALINO
Ilocos Sur cor Cagayan St.
454-5415 / 453-4348 / 453-7894

Barangay SALVACION
JUANITO DJ. MIRANDA
#74 Bulusan St., Laloma
415-2439 / 742-0944

Barangay SAN ANTONIO
ERNESTO R. BERROYA
#12 Batangas St San Francisco Del Monte
376-4602 / 433-99-43

Barangay SAN ISIDRO LABRADOR
RAMONCITO S. REYES
#91 Halcon St. cor. Maria Clara St.
416-8019 / 353-5821

Barangay SAN JOSE
DANTE S. CAGUIOA
#14 Tendido St.
412-7644

Barangay SIENA
EMMA LOURDES C. DE JESUS
Sto. Domingo fronting Binga St.
492-8410

Barangay ST. PETER
RENALDO R. BAENA
Patok Cor. Cordillera St.
413-7463 / 412-5805 / 836-8984

Barangay STA. CRUZ
ERNESTO B. BAETIONG, SR.
#101 Roosevelt Ave.
415-8146

Barangay STA. TERESITA
LORENZO S. REYES, V
Mayon cor. Dapitan St.
731-7539 / 743-1713

Barangay STO. CRISTO
RIZALDY C. NEPOMUCENO
#5 Romblon St.
927-0824 / 454-1295

Barangay STO. DOMINGO
RICHARD YU
Don Manuel Aggregado St.
413-6332 / 414-0558 (fax)

Barangay TALAYAN
VIRGINIA C. ONGTAUCO
Simbal cor. Malambo St., Talayan Village
559-5256 / 731-3839

Barangay VASRA
JOSE PAOLO D. FORTUNO
#40 Forestry St.
456-1278

Barangay VETERANS VILLAGE
ENGR. GIDEON F. GENER
#61 Bansalangin St.
414-5745 / 410-3718

Barangay WEST TRIANGLE
BENG SAN U. SIA
#8 Daily Mirror St., West Triangle
371-9101 / 332-1226

Barangay Directory
District II

Barangay APOLONIO SAMSON
CASIANO S. DELA CRUZ
Kaingin Road. cor. Old Samson Road. Balintawak
413-2002 / 330-1548

Barangay BAESA
EDUARDO R. JUAN
#3 Joaquin St., T.S. Cruz Subd., Baesa

455-5670 / 456-1552

Barangay BAGBAG
CARLITO R. BERNARDINO
#625 Parokya ng Pagkabuhay Road, Bagbag
417-0477 / 419-1927 / 417-0461 / 419-1474 (fax)

Barangay BAGONG SILANGAN
CRISELL B. BELTRAN
A. Bonifacio St., Bagong Silangan
931-8615 / 427-0337

Barangay BALONGBATO
ROBERTO C. ORLIN
Maxima Drive, Balongbato
453-4222 / 455-4852

Barangay BATASAN HILLS
RANULFO Z. LODOVICA
Saret St., Batasan Hills
427-6278 / 427-6257 / 427-6260

Barangay CAPRI
ARNALDO A. CANDO
Narra St., Area 3
418-5587

Barangay COMMONWEALTH
JOSE M. GAVIOLA, SR.
Katipunan St., Commonwealth
921-2272 / 932-2395 / 932-7554 / 427-9210 /
431-2710

Barangay CULIAT
JAIME P. GARCIA
Along Tandang Sora Ave. beside Culiat High School
453-7370 / 456-3483 / 456-3528

Barangay FAIRVIEW
JOSE ARNEL L. QUEBAL
Dahlia Ave., West Fairview
930-0040

Barangay GREATER LAGRO
RENATO GALIMBA
Blk. 47 Lot 1 Ascension St., Lagro Plaza
417-2587 / 930-8815

Barangay GULOD
ROGIWIL P. ACOSTA
#915 Quirino Highway
418-8699 / 418-0249 / 419-7977 / 938-5176

Barangay HOLY SPIRIT
FELECITO VALMOCINA
Faustino St., (Annex), San Simon Road, Holy Spirit
430-8723 / 431-1663

Barangay KALIGAYAHAN
REYNALDO B. MIRANDA, JR.
Mockingbird St., Zaborte Subd., Kaligayahan
417-5668 / 418-8645

Barangay NAGKAISANG NAYON
VIRGILIO C.DRUECO
Banahaw St., Sitio Kapri, Nagkaisang Nayon
930-5155 / 4187690

Barangay NEW ERA
REYNALDO B. EBRON
St. Joseph St., Milton Hills, New Era
455-1776 / 454-8757 / 981-4311 loc. 4861

Barangay NORTH FAIRVIEW
MANUEL A. CHUA
Fairville Homes Subd.
355-9410 / 355-9458

Barangay NOVALICHES PROPER
JOSE A. VISAYA
Buenamar St., Novaliches Proper
936-4485 / 935-9491 (fax)

Barangay PASONG PUTIK PROPER
Barangay Captain EVANGELINE F. DUNGCA
Belfast Ave., cor. Bishop St. Teresa Heights Subd.,
Pasong Putik
417-4897 / 938-8062

Barangay PASONG TAMO
EMMANUEL BANJO A. PILAR
JP Eugenio St. Philand Drive, Pasong Tamo
930-7970 / 455-3700 / 4562218 (fax)

Barangay PAYATAS
ROSARIO L. DADULO
Bulacan St., Group 3, Area B, Payatas
427-1372 / 427-1362

Barangay SAN AGUSTIN
ALEJANDRO F. PALMA
Patnubay St., St. Francis Village, San Agustin
417-0588

Barangay SAN BARTOLOME
LAMBERTO L. PASCUAL
Q. Highway cor. P. Dela Cruz St., Quirino Highway,
San Bartolome
419-7386 / 419-7385 / 419-8346

Barangay SANGANDAAN
JUAN M. UNTALAN
Premium St., cor. Parklane St., GSIS Village,
Sangandaan
454-2052 / 455-2205

Barangay SAUYO
GERARDO F. VITUG
Old Sauyo Road cor. Sampaguita St.
453-2625 / 454-3106 (fax)

Barangay STA. LUCIA
WILLIAM BAWAG
Sta. Lucia Ave.
419-4743

Barangay STA. MONICA
NELSON C. ALCANTARA
Moises St., Jordan Plains, Sta. Monica
930-0928 / 930-0929

Barangay TALIPAPA
URSULA JUAN
#506 Quirino Highway
455-6904 / 454-6980

Barangay TANDANG SORA
HECTOR GERONIMO
#116 Mindanao Ave., Ext., Tandang Sora
454-6083 / 453-4037 / 453-2577

Barangay UNANG SIGAW
ORLANDO MAMONONG
Beside Bonifacio Elementary School
367-9104

Barangay Directory
District III

Barangay AMIHAN
MARIO C. DE GUZMAN
Palosapis St., Amihan
912-5660

Barangay BAGUMBAYAN
ELMER C. MATURAN
#6 San Roque St., Bagumbayan
439-7950

Barangay BAGUMBUHAY
ROEL T. GOLIMLIM
#2 B P. Tuazon St.
439-9399

Barangay BAYANIHAN
EDGARDO F. PANGILINAN
#231 J.P. Rizal St., Project 4
913-9535

Barangay BLUE RIDGE A
GONZALO B. MISA
#13 Cliff Drive Multipurpose Hall
647-0531

Barangay BLUE RIDGE B
ARTURO S. DIMAYUGA
Moonlight Loop St.
647-1299

Barangay CAMP AGUINALDO
Barangay Captain PATRICIA S. BELARDO
Gozar St., Road 3, West Castañeda
911-6001

Barangay DIOQUINO ZOBEL
Barangay Captain OSCAR Q. CONCEPCION
Lizardo St., 20th Ave.
440-9048

Barangay DUYAN DUYAN
Barangay Captain MANUEL B. LLANES
Kalantas St., cor. Kamagong St.
913-2483

Barangay E. RODRIGUEZ
Barangay Captain DANILO TAN
#40 Purdue St., Cubao
861-5630

Barangay EAST KAMIAS
ARNOLD R. GADDI
K-10th St., cor. Kasing-kasing St.
435-2303

Barangay ESCOPA I
MARVIN C. MORALES
#51-I Escopa I, along P. Burgos St.
440-7496

Barangay ESCOPA II
FERNANDITO M. ORTIZ
Escopa II Proper, infront of basketball court
438-1807

Barangay ESCOPA III
LEOLIBETH S. DALURAYA
PUD Site Escopa III
438-2920 / 439-7180

Barangay ESCOPA IV
RONALD M. TAGUBA
Block 4 Lot 21 Escopa IV
438-7115

Barangay LIBIS
LENY LETICIA P. GLIVANO
E. Rodriguez Sitio 2, Libis
438-0858

Barangay LOYOLA HEIGHTS
CAEZAR C. MARQUEZ
Park 9 St., Esteban Abada
433-8554 / 425-1434

Barangay MANGGA
CESAR R. DELA FUENTE, JR.
#4-D Private Compd., 20th Ave.
421-1846

Barangay MARILAG
RAUL C. ADDATU
Plaza Camerino Compound Project 4
386-4756

Barangay MASAGANA
JULIET L. GINETE
#7 Camcha St., Project 4
421-9089

Barangay MATANDANG BALARA
BEDA T. TORRECAMPO
252 Calderon St., Commonwealth Ave.
932-4551 / 931-8961

Barangay MILAGROSA
ROLANDO B. JARABELO
Tirona St., Project 4
912-6467

Barangay PANSOL
DOMINIC P. FLORES
Plaza St., Pansol
434-8604 / 924-5626

Barangay QUIRINO 2-A
RICARDO C. VIROLA
Chico cor. Kubili St., Project 2
433-2035 / 929-9844 (fax)

Barangay QUIRINO 2-B
CELSO G. DE VEAS
Pajo cor. Langka St.
929-0642

Barangay QUIRINO 2-C
AUGUST E. DIAZ
#179 Bignay St., Project 2
434-1324 / 433-5121

Barangay QUIRINO 3-A
MARIO V. PADOLINA
#16 Anonas St., Project 2
911-5650

Barangay QUIRINO 3-B (CLARO)
ROMEO B. TAGLE
#19 Almon St., Project 3
435-2714

Barangay SAN ROQUE
EDWIN R. DELA CRUZ
#85 19th Ave., and Diego Silang St.
421-6246

Barangay SILANGAN
REYNALDO P. NITRO
#193 Ermin Garcia St.
439-59-48

Barangay SOCORRO
JOSE D. DE GUZMAN
15TH Ave. cor. Boni Serrano St., Cubao
438-3820 / 421-0702 / 912-1492 (fax)

Barangay ST. IGNATIUS
EDWIN S. TANSING CO
#16 Riverdale St.
911-7310/913-1694

Barangay TAGUMPAY
ENRICO C. RIZO
2-B P. Tuazon St., Project 4

Barangay UGONG NORTE
ZARINA YASMINE XENELLE W. JORGE
Gate 1, Corinthian Garden
531-2011

Barangay VILLA MARIA CLARA
REYNALDO B. RIVERA
Alimudin St., Project 4
437-5992

Barangay WEST KAMIAS
EMILY T. ALGABRE
#2 K-10th St., West Kamias
434-1814

Barangay WHITE PLAINS
GLICERIO J. INTENGAN
Gold Star St., White Plains
913-5433 / 437-2394

Barangay BAGONG LIPUNAN NG CRAME

Barangay Directory
District IV

TERESITA G. JARDIO
#57 1st Ave., Cubao
410-0408

Barangay BOTOCAN
BENJAMIN A. EREDIANO
Makadios St.
435-2542

Barangay CENTRAL
JOSEPHINE L. VELASCO
Multi Purpose Hall Quezon Ave.
434-6908 / 924-4257

Barangay DAMAYANG LAGI
RENATO C. TANYAG
La Felonila cor. E. Rodriguez Sr. Ave.
384-4671

Barangay DON MANUEL
JIMMY A. LIM
Matimyas cor. Dota St.
743-1771

Barangay DOÑA AURORA
NELSON V. GARCIA
N. Ponce cor. Luskot St.
413-3619 / 740-4986

Barangay DOÑA IMELDA
CONCEPCION S. MALAÑGEN
#145 Bayani St. cor. Guirayan St.
414-0675

Barangay DOÑA JOSEFA
ALFREDO S. GARCIA
Agno cor. Kitanlad St.
410-8034 / 411-2471

Barangay HORSESHOE
JOSEFINA P. ANG
Sunset Drive Horseshoe Village
724-4268 / 412-1184

Barangay IMMACULATE CONCEPCION
EDWIN M. MAZO
Rm. 304, Sujeco Bldg.
412-8777 / 410-3152

Barangay KALUSUGAN
ROBIN C. PORLAJE
19th St. cor. Sta. Ignacia St., New Manila
412-9432

Barangay KAMUNING
JAYSON G. ENCOMIENDA
#113 Kamuning Road
922-67-60

Barangay KAUNLARAN
MA. TERESA L. ATENTAR
#156 N. Domingo St., Cubao
705-1100 / 726-5106

Barangay KRISTONG HARI
ARMANDO T. LAZO
Doña Juana Rodriguez St.
473-9091

Barangay KRUS NA LIGAS
JULIAN B. SANTOS
Plaza Inez (Infront of Holy Cruz Parish)
434-5087 / 436-6240

Barangay LAGING HANDA
ROBERTO A. ALINEA
#73 Sct. Gandia St.
372-0349 / 412-5638

Barangay MALAYA
FERNANDO P. ASIA, JR.
Dead end of Matahimik St.
920-2583

Barangay MARIANA
VICTOR K. LORZA
#122 4th St. cor New Jersey St., New Manila
722-4968 / 413-5483

Barangay OBRERO
MARCELO I. SAN PEDRO
Parkway Cor. T. Morato Ave.
372-9373

Barangay OLD CAPITOL SITE
MAURICIO C. GUTIERREZ,SR.
Matiwasay cor. Masaya St.
434-6359

Barangay PALIGSAHAN
LEOPOLDO A. TIAMZON
A. Roces Acenue beside Glori Supermarket
413-2492

Barangay PINAGKAISAHAN
VINCENT T. SAAB
Ermin Garcia St. beside RMCHS
727-1874

Barangay PINYAHAN
JESUS N. LIPNICA, JR.
Malakas St. back of L.T.O.
921-6243 / 434-9410

Barangay ROXAS
ATTY. MARCOS L. ESTRADA, JR.
Jasmin cor. Madre Silva Sts. Roxas District
373-7849 / 411-0693 / 374-7248

SACRED HEART
ALBERTO C. FLORES
17-C Scout Ybardolaza St.
411-7893 / 416-3747

Barangay SAN ISIDRO GALAS
EFREN B. CUDAL
Unang Hakbang St., Galas
415-4602 / 415-4601

Barangay SAN MARTIN DE PORES
MELECIO C. ADVINCULA III
Conrado Benitez St.
723-3504 / 411-4399

Barangay SAN VICENTE
KHRISTINE G. DEL ADRANEDA
Maayusin Ext.
480-2023

Barangay SANTOL
DANIEL C. SAKAY
#60 Silencio cor. Baloy St.
713-1928

Barangay SIKATUNA VILLAGE
ANNABELLA I. CURATCHO
Lot 80 V. Luna Ext.
433-1136 / 703-2004

Barangay SOUTH TRIANGLE
LARRY L. HANDAYAN
Scout Bayoran
415-5735

Barangay STO. NIÑO
WILFREDO DG. CONCEPCION
San Isidro cor. Santol St.
714-8054

Barangay TATALON
BENEDICK B. BAÑEGA
Cabalata St.
742-9517 / 732-6283 / 448-5971

Barangay TEACHERS' VILLAGE EAST
ROBERT EDMUND G. BAUTISTA
Maginhawa cor. Masinsinan
929-4785 / 382-1632

Barangay TEACHERS' VILLAGE WEST
FEDERICO S. JONG, JR.
#49 Mahinhin St.
426-7450

Barangay UP CAMPUS
ISABELITA P. GRAVIDES
Amorsolo Civic Complex, C.P. Garcia Ave.
426-9779

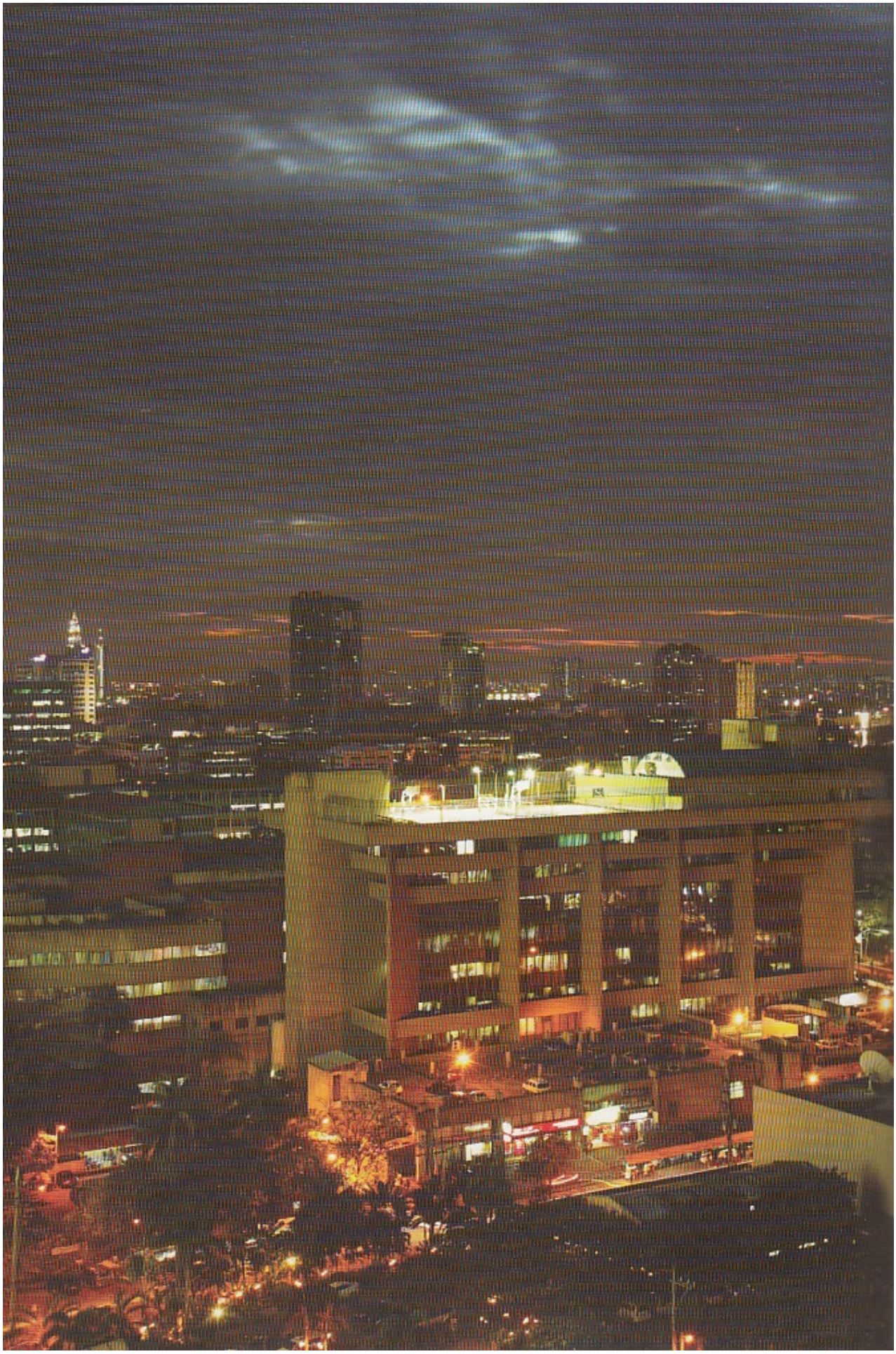
Barangay UP VILLAGE
HECTOR B. INDUCTIVO
Maayusin cor. Mapayapa St.
441-4775

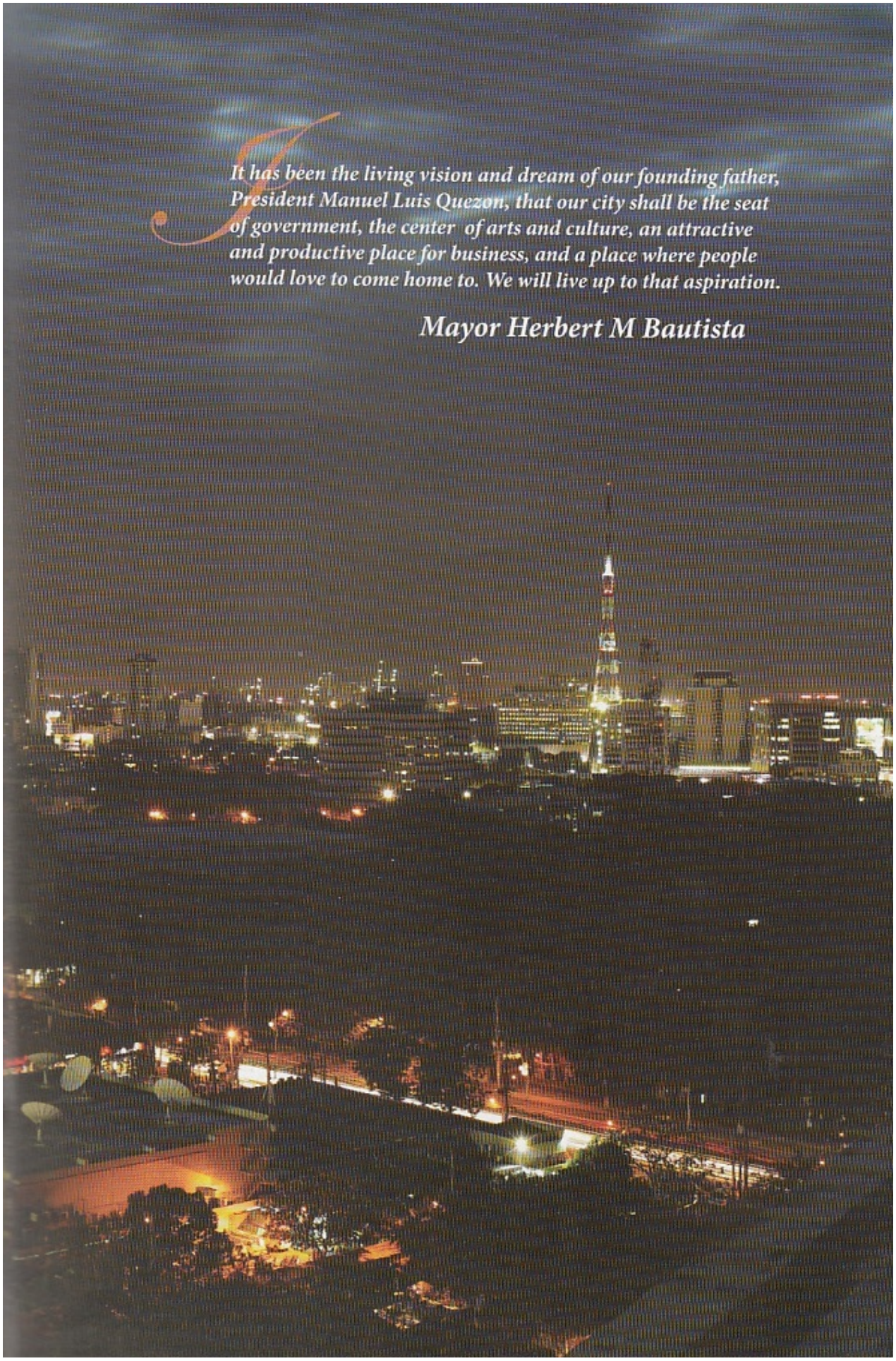
Barangay VALENCIA
LUISITO L. DE GUZMAN
#164 Santolan Road
721-4327 / 413-5055





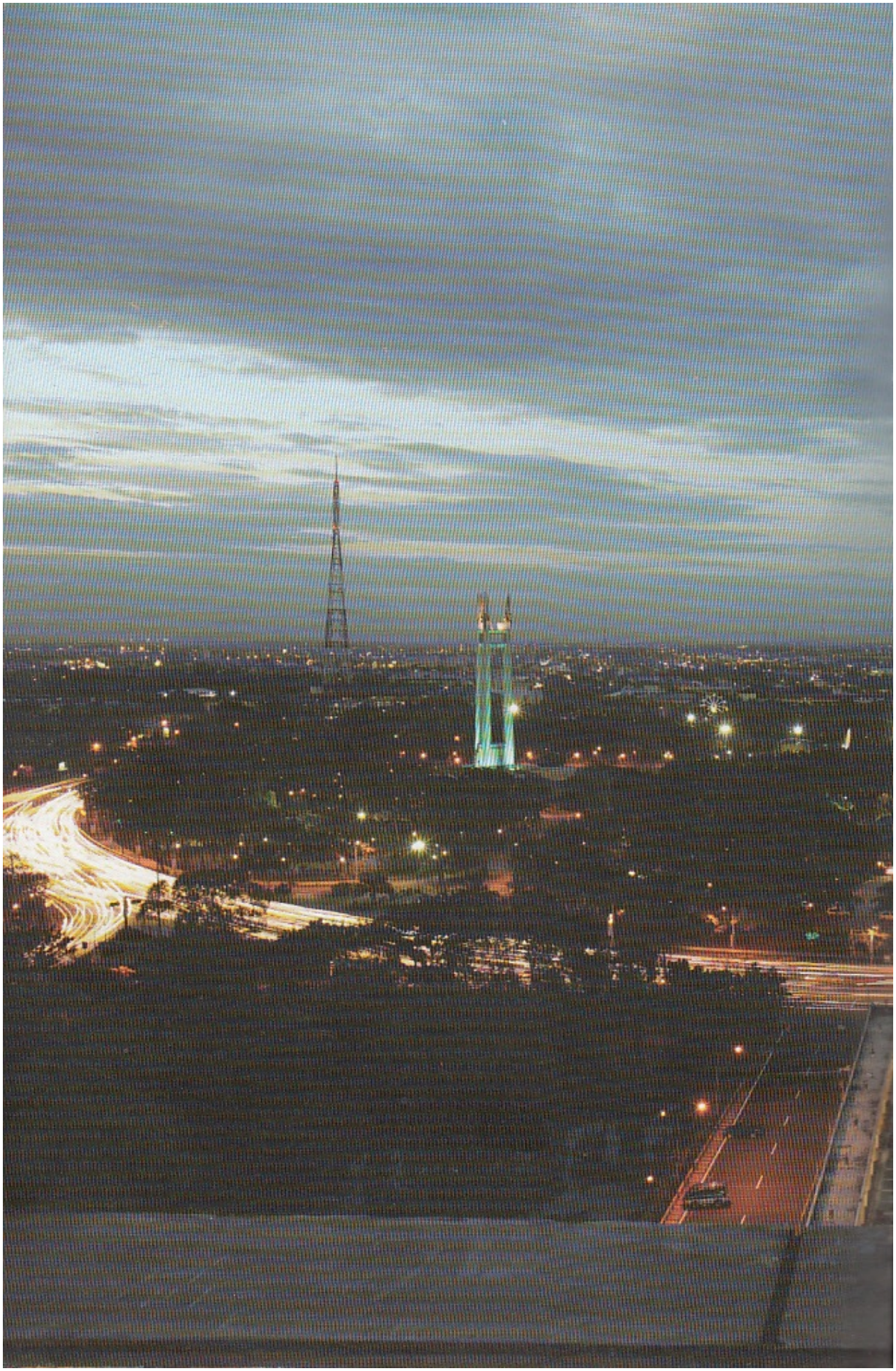
The Mayor regularly holds a breakfast meeting with the Executive and Legislative officials every Monday morning.

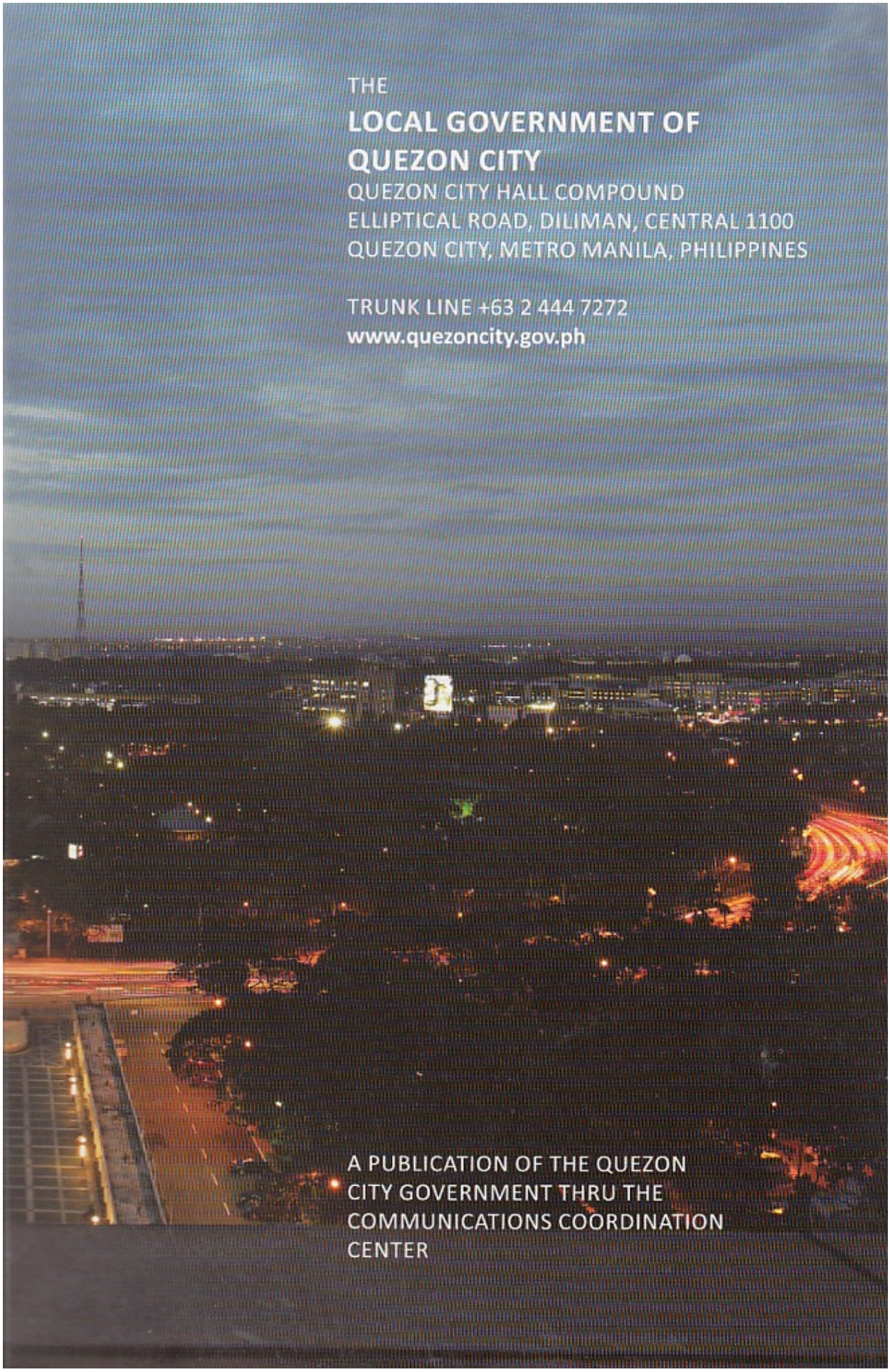




It has been the living vision and dream of our founding father, President Manuel Luis Quezon, that our city shall be the seat of government, the center of arts and culture, an attractive and productive place for business, and a place where people would love to come home to. We will live up to that aspiration.

Mayor Herbert M Bautista

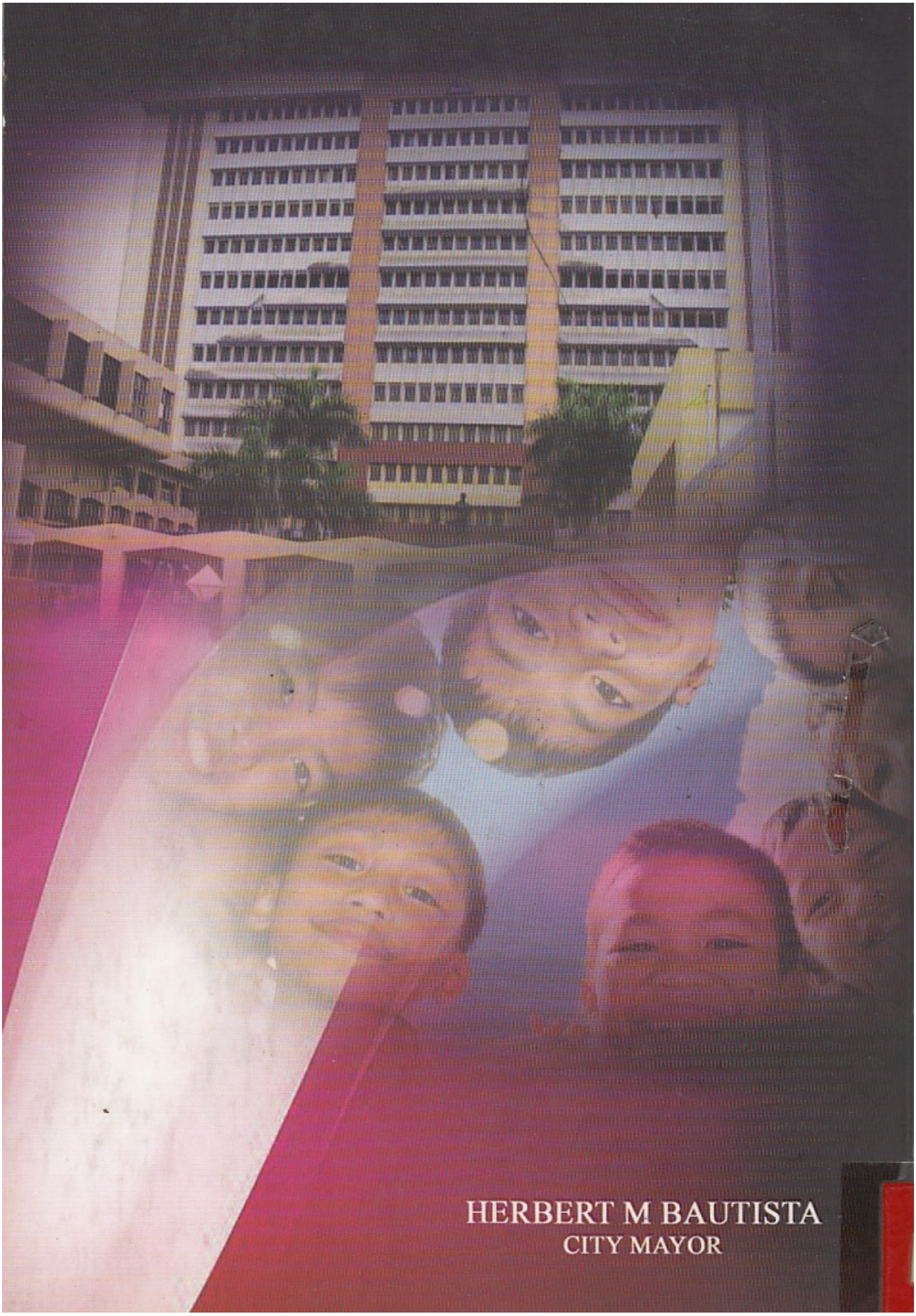




THE
LOCAL GOVERNMENT OF QUEZON CITY
QUEZON CITY HALL COMPOUND
ELLIPTICAL ROAD, DILIMAN, CENTRAL 1100
QUEZON CITY, METRO MANILA, PHILIPPINES

TRUNK LINE +63 2 444 7272
www.quezoncity.gov.ph

A PUBLICATION OF THE QUEZON CITY GOVERNMENT THRU THE COMMUNICATIONS COORDINATION CENTER


HERBERT M BAUTISTA
CITY MAYOR