



Republic of the Philippines
QUEZON CITY COUNCIL

Quezon City
19th City Council

PR19CC-912

72nd Regular Session

RESOLUTION NO. SP- **6533**, S-2015

A RESOLUTION URGING THE CITY MAYOR, HONORABLE HERBERT M. BAUTISTA TO INSTITUTIONALIZE A GRIEVANCE COMMITTEE AND COMPLAINTS EMAIL/PHONE HOTLINE AS MANDATED BY REPUBLIC ACT NO. 9485, ALSO KNOWN AS THE ANTI-RED TAPE ACT (ARTA) OF 2007.

Introduced by Councilor ANDRES JOSE G. YLLANA, JR.

Co-Introduced by Councilors Anthony Peter D. Crisologo, Ricardo T. Belmonte, Jr., Dorothy A. Delarmente, Lena Marie P. Juico, Victor V. Ferrer, Jr., Alexis R. Herrera, Precious Hipolito Castelo, Voltaire Godofredo L. Liban III, Roderick M. Paulate, Ramulfo Z. Ludovica, Ramon P. Medalla, Estrella C. Valmocina, Allan Benedict S. Reyes, Gian Carlo G. Sotto, Franz S. Pumaren, Eufemio C. Lagumbay, Jose Mario Don S. De Leon, Jaime F. Borres, Jesus Manuel C. Suntay, Marvin C. Rillo, Vincent DG. Belmonte, Raquel S. Malañgen, Jessica Castelo Daza Bayani V. Hipol, Jose A. Visaya, Julianne Alyson Rae V. Medalla, Godofredo T. Liban II, Allan Butch T. Francisco, Karl Edgar C. Castelo, Candy A. Medina, Diorella Maria G. Sotto, Marivic Co-Pilar, Rogelio "Roger" P. Juan, Melencio "Bobby" T. Castelo, Jr. and Donato C. Matias.

WHEREAS, the Quezon City Government, in its aim to promote integrity, accountability, proper management as well as graft and corruption prevention, recognizes the importance of crafting its own Citizen's Charter to maintain honesty and responsibility among its public officials and employees;

WHEREAS, Section 5 of the Implementing Rules and Regulation of Republic Act No. 9485 provides that, "The Office or agency shall institute hotline numbers, short message service, information communication technology or other mechanism by which the clients may adequately express their complaint, comments or suggestion";

WHEREAS, Grievance Machinery is intended to simplify, speed up, and install an effective, expeditious, fair, equitable, and just grievance machinery in order to create an atmosphere conducive to good relationship with the transacting public and boost excellent service delivery;

WHEREAS, the Quezon City Government receives several complaints from its constituents regarding their transactions on the services rendered by the departments and offices without the existence of a committee to address on their issues as mandated in the ARTA;

WHEREAS, the Grievance Committee shall maintain a database to record all complaints made by the constituents whether pertaining to delay/lapses in the procedures or complaints against officials or employees of the concerned department and office;


WHEREAS, the records compiled by the Grievance Committee should be transmitted to the Office of the City Mayor and the Presiding Officer of the City Council for policy making/legislation considerations;

WHEREAS, it is imperative for the Quezon City Government to institute a grievance committee to maintain honesty and responsibility among its public officials and employees, and to take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government.

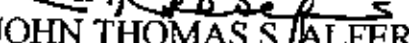
NOW, THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL OF QUEZON CITY IN REGULAR SESSION ASSEMBLED, to urge, as it does hereby urge the City Mayor, Honorable Herbert M. Bautista, to institutionalize a Grievance Committee and Complaints Email/Phone Hotline as mandated by Republic Act No. 9485 also known as the Anti-Red Tape Act (ARTA) of 2007.

ADOPTED: September 14, 2015.

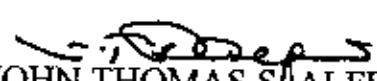

ANTHONY PETER D. CRISOLOGO
City Councilor
Acting Presiding Officer

ATTESTED:


Atty. JOHN THOMAS S. ALFEROS III
City Gov't. Asst. Dept. Head III

CERTIFICATION

This is to certify that this Resolution was APPROVED by the City Council on Second Reading on September 14, 2015 and was CONFIRMED on September 21, 2015.


Atty. JOHN THOMAS S. ALFEROS III
City Gov't. Asst. Dept. Head III