



Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
23rd City Council

PO23CC-163

47th Regular Session

ORDINANCE NO. SP- **3532**, S-2026

AN ORDINANCE INSTITUTIONALIZING THE QUEZON CITY ELECTRONIC SERVICES (QC E-SERVICES) IN ACCORDANCE WITH REPUBLIC ACT NO. 12254, OTHERWISE KNOWN AS THE "E-GOVERNANCE ACT," APPROPRIATING FUNDS THEREFOR AND FOR OTHER PURPOSES

Introduced by Councilors ALY MEDALLA, ATTY. JESUS MIGUEL SUNTAY and MIKEY F. BELMONTE

Co-Introduced by Councilors Tany Joe "TJ" L. Calalay, Bernard R. Herrera, Joseph P. Juico, Charm Ferrer, CPA, MPA, JD, Nicole "Nikki" V. Crisologo, Candy A. Medina, Atty. Voltaire Godofredo "Bong" Liban III, Ranulfo "Tatay Rannie" Z. Ludovica, Albert Alvin "Chuckie" L. Antonio III, Don S. De Leon, Luigi D. Pumaren, Atty. Vicente Belmonte Jr., Edgar "Egay" G. Yap, Nanette Castelo Daza, Imee Rillo, Raquel S. Malañgen, Joseph Joe Visaya, Aiko Melendez, Alfred Vargas, MPA, Karl Edgar Castelo, Shaira "Shay" L. Liban, Ram V. Medalla, Maria Eleanor "Doc Ellie" R. Juan, O.D., Emmanuel Banjo A. Pilar, Kristine Alexia Matias, RN, Victor "Vic" D. Bernardo, Vito Sotto Generoso, Erwin Rey "Cocoy" A. Medina, Jose Maria "Mari" M. Rodriguez, and Jhon Angelli "Sami" C. Neri

WHEREAS, Section 16 of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, empowers local government units to exercise powers necessary, appropriate, or incidental to efficient and effective governance;

WHEREAS, Republic Act No. 12254, otherwise known as the E-Governance Act, mandates all government agencies and instrumentalities to adopt and implement e-governance systems to improve public service delivery, promote transparency, and enhance efficiency;

WHEREAS, the Quezon City Government recognizes the need to modernize its systems and processes through digital transformation to provide accessible, efficient, and transparent services to its constituents;



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WHEREAS, the institutionalization of QC E-Services will facilitate seamless transactions between the City Government and its stakeholders, reduce bureaucratic red tape, and promote good governance;

WHEREAS, there is a need to establish a comprehensive framework for the implementation, management, and continuous improvement of electronic services in Quezon City while maintaining traditional service delivery channels to ensure accessibility for all constituents.

NOW, THEREFORE,

BE IT ENACTED BY THE CITY COUNCIL OF QUEZON CITY IN REGULAR SESSION ASSEMBLED:

SECTION 1. SHORT TITLE. – This Ordinance shall be known as the “Quezon City E-Services Ordinance.”

SECTION 2. DECLARATION OF POLICY. – It is hereby declared the policy of the Quezon City Government to:

- a. institutionalize e-governance as an alternative mode of public service delivery alongside traditional channels;
- b. promote transparency, accountability, and efficiency in government operations through digital platforms;
- c. ensure accessibility of government services to all constituents regardless of location, physical mobility, or digital capability;
- d. protect the privacy and security of personal data in accordance with Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012;
- e. continuously innovate and improve electronic service delivery systems while maintaining traditional service options; and
- f. comply with national e-governance standards and frameworks as mandated by Republic Act No. 12254, otherwise known as the E-Governance Act.

SECTION 3. SCOPE AND COVERAGE. – This Ordinance shall cover all departments, offices, agencies, and barangays of the Quezon City Government. It further covers Quezon City residents and persons conducting or employed in establishments within Quezon City.

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SECTION 4. DEFINITION OF TERMS. – For purposes of this Ordinance, the following terms are defined as follows:

- a. *E-Governance* – the use of information and communication technology (ICT) by the government to provide public services in a more friendly, convenient, affordable, efficient, and transparent manner. Further, it is the application of ICT for delivering government services through integration of various stand-alone systems, platforms, and applications between Government-to-Citizens (G2C), Government-to-Business (G2B), and Government-to-Government (G2G) services. It is often linked to back-office processes and interactions within the entire government framework;
- b. *QC E-Services* – the official electronic service delivery platform of the Quezon City Government that can be accessed, processed, and completed through electronic means as an alternative to traditional service delivery;
- c. *Electronic Service or E-Service* – any government service that can be accessed, processed, and completed through electronic means as an alternative to traditional service delivery;
- d. *Digital Transaction* – any transaction conducted through electronic platforms, including applications, payments, submissions, and inquiries;
- e. *User* – a person, natural or juridical, who accesses or utilizes QC E-Services and whose personal information is processed;
- f. *Interoperability* – the ability of different systems and platforms to exchange and utilize information seamlessly;
- g. *Data Privacy* – the protection of personal information in accordance with the Data Privacy Act of 2012; and
- h. *Quezon City Identification (QCID)* – the official digital identification system used by constituents to authenticate their identity when availing programs and services from the City Government.



SECTION 5. INSTITUTIONALIZATION OF QC E-SERVICES. – The QC E-Services platform is hereby institutionalized as an official alternative electronic service delivery system of the Quezon City Government, led by the Information Technology Development Department (ITDD), operating alongside traditional service delivery systems.

The QC E-Services shall include, but not be limited to, the following services:

- a. Online Portal – a web-based platform accessible through computers and mobile devices;
- b. Mobile Application – dedicated applications for iOS and Android platforms;
- c. Payment Gateway – secure electronic payment systems for fees, taxes, and other charges;
- d. Document Management System – electronic filing, tracking, and retrieval of documents for the different available online services;
- e. Appointment System – online scheduling for government services requiring physical presence;
- f. Helpdesk and Support System – multi-channel customer support including chatbots, email, and phone support;
- g. Feedback and Grievance Mechanism – electronic channels for complaints, suggestions, and feedback; and
- h. Integration Modules – systems enabling interoperability with national government platforms and other local government units.

SECTION 6. PRIORITY E-SERVICES. – The following services shall be prioritized for electronic delivery as alternatives to traditional service channels:

- a. Business permits and licenses;
- b. Building and construction permits;
- c. Real property tax payments and assessments;
- d. Community tax certificates;
- e. Civil registry services (birth, death, and marriage certificates);



- f. Health services (appointments, medical certificates, and health permits);
- g. Social welfare services (applications for assistance programs);
- h. Public safety services (police clearances and incident reports);
- i. Environmental services (waste management and environmental clearances);
- j. Education services (scholarship applications and school enrollment);
- k. Employment services (job matching and livelihood programs); and
- l. Other services as may be determined by the Quezon City Government.

SECTION 7. INSTITUTIONALIZATION OF THE QCID. – The Quezon City Identification (QCID) system is hereby established as the official digital identification system for availing of services and benefits from the City.

The QCID system shall have the following features:

- a. Unique Identifier – Each registered user shall be assigned a unique QCID number;
- b. User Profile – Centralized repository of user information and transaction history;
- c. Biometric Integration – Optional biometric authentication for enhanced security;
- d. PhilSys Integration – Interoperability with the Philippine Identification System (PhilSys) when available; and
- e. QCID Validator – Enables the public to verify the authenticity and validity of a QCID.

SECTION 8. QCID REGISTRATION. – All residents, students, business entities, and stakeholders transacting with the Quezon City Government are eligible to register for QCID as part of the QC E-Services.

- a. Registration Process – Users may register through:

- (1) online registration via QC E-Services portal or mobile app;
- (2) in-person registration at designated QCID registration centers; and
- (3) assisted registration at QC E-Services Assistance Kiosks.



b. Required Information – Registration shall require:

- (1) valid government-issued identification;*
- (2) proof of residency, enrollment, or business registration (for Quezon City residents/businesses);*
- (3) contact information (mobile number and email address); and*
- (4) other information that may be required by the City Government;*

c. Verification – All registrations shall undergo identity verification before QCID activation; and

d. Voluntary Nature – Registration for the Quezon City Identification (QCID) Card program shall be voluntary and shall operate alongside traditional service delivery systems.

SECTION 9. QC E-SERVICES SECURITY AND PRIVACY. – The Quezon City Government shall implement robust security to protect user data in compliance with the Data Privacy Act of 2012. It shall:

- a. implement appropriate technical and organizational security measures;*
- b. conduct regular security audits and vulnerability assessments;*
- c. encrypt sensitive data during transmission and storage;*
- d. establish access controls and user authentication mechanisms;*
- e. prohibit the sharing of QC E-services data with third parties without user consent, except as required by law;*
- f. develop incident response and data breach protocols; and*
- g. conduct privacy impact assessments for new e-services.*

SECTION 10. SERVICE STANDARDS. – The QC E-Services shall comply with the following standards:

- a. Accessibility: The QC E-Services system shall be maintained to ensure high availability and accessibility to the public, subject to scheduled maintenance, system upgrades, cybersecurity protocols, and circumstances beyond the control of the City. It shall ensure business continuity and disaster recovery mechanisms; provided that, in the case of scheduled downtime, the ITDD shall issue an advance notice to the public;*



- b. User-Friendliness: the QC E-Services system shall feature an intuitive interface with clear instructions;*
- c. Responsiveness: the QC E-Services shall be optimized for various devices and screen sizes;*
- d. Reliability: the QC E-Services shall ensure consistent performance with minimal errors;*
- e. Security: the QC E-Services shall provide industry-standard protection against unauthorized access and cyber threats;*
- f. Inclusivity: the QC E-Services shall be accessible to persons with disabilities and those with limited digital literacy;*
- g. Equivalence: the QC E-Services shall provide the same quality and outcomes as traditional service delivery channels; and*
- h. Single Sign On: Access to the QC E-Services platform shall be done using Single Sign On via email, Gmail or Apple ID.*

SECTION 11. INTEROPERABILITY STANDARDS. – The QC E-Services adopts the national e-governance interoperability framework. It shall:

- a. use open standards and protocols where applicable;*
- b. enable data exchange with national government systems;*
- c. facilitate integration with platforms of other local government units; and*
- d. maintain system documentation for third-party integration where authorized.*

SECTION 12. USER RIGHTS. – The users of QC E-Services have the right to:

- a. choose between electronic and traditional service delivery channels;*
- b. access, correct, and request deletion of their QC E-services data;*
- c. privacy and protection of personal data;*
- d. file complaints and receive redress;*
- e. clear information on service requirements and processing times for all service channels;*
- f. assistance in using QC E-Services without prejudice or discrimination; and*



g. equal treatment and service quality across all delivery channels.

SECTION 13. USER RESPONSIBILITIES. – *The users of QC E-Services shall:*

- a. provide accurate and truthful information;*
- b. safeguard their login credentials when using QC E-Services;*
- c. use QC E-Services for lawful purposes only;*
- d. report system errors or security vulnerabilities; and*
- e. comply with terms of service and acceptable use policies.*

SECTION 14. ESTABLISHMENT OF QC E-SERVICES ASSISTANCE CENTERS. – *The Quezon City Government shall establish QC E-Services Assistance Kiosks with internet access in strategic locations to:*

- a. offer guidance in using QC E-services;*
- b. process transactions on behalf of constituents when necessary; and*
- c. provide information on both electronic and traditional service options.*

SECTION 15. DIGITAL LITERACY PROGRAMS. – *The Quezon City Government shall conduct regular digital literacy programs, including, but not limited to:*

- a. awareness programs on using QC E-Services;*
- b. digital literacy campaigns for senior citizens and vulnerable sectors;*
- c. information drives through various media channels highlighting the availability of multiple service channels; and*
- d. partnerships with barangays, educational institutions, and civil society organizations.*

SECTION 16. ACCESSIBILITY FOR ALL. – *The Quezon City Government shall ensure:*

- a. traditional over-the-counter services remain fully-operational and accessible;*
- b. QC Helpdesk 122 for inquiries and assistance;*



- c. accommodations for persons with disabilities and senior citizens across all service channels; and
- d. language accessibility in both Filipino and English.

SECTION 17. USER FEEDBACK MECHANISM. – The Quezon City Government shall gather and use feedback for continuous improvement of all service delivery modes. It shall:

- a. conduct regular user satisfaction surveys for all service channels;
- b. maintain a feedback portal for suggestions and complaints; and
- c. implement a grievance redress mechanism.

SECTION 18. LEAD IMPLEMENTING OFFICE. – The Quezon City ITDD shall serve as the lead implementing office for QC E-Services, with the following responsibilities:

- a. overall management and coordination of the QC E-Services platform;
- b. policy recommendation and strategic direction;
- c. inter-departmental coordination and integration;
- d. monitoring and evaluation of system performance;
- e. coordination with national e-governance initiatives, as needed;
- f. resource mobilization and budget management; and
- g. reporting to the City Mayor and the Sangguniang Panlungsod.

SECTION 19. QC E-SERVICES COMMITTEE. – The QC E-Services Committee is hereby created with the following composition:

Chairperson: City Mayor or designated representative;

Vice Chairperson and Secretariat: QC ITDD;

Members:

- City Administrator;
- City Treasurer;
- City Planning and Development Officer;
- City Budget Officer;
- City Legal Officer;



- Head, Quezon City Citizen Services Department;
- Head, Public Affairs and Information Services Department;
- Head, Business Permits and Licensing Department;
- Head, Quezon City Department of Engineering;
- Head, Quezon City Health Department;
- Head, Quezon City Social Services Development Department;
- Head, Barangay and Community Relations Department; and
- Representative from Civil Society Organizations.

SECTION 20. FUNCTIONS OF THE QC E-SERVICES COMMITTEE. –
The QC E-Services Committee shall:

- a. provide policy direction and strategic guidance;
- b. approve the QC E-Services implementation roadmap;
- c. review and approve service level agreements;
- d. monitor implementation progress and address challenges;
- e. ensure compliance with laws, regulations, and standards;
- f. recommend budget allocations for QC E-Services initiatives;
- g. facilitate inter-departmental coordination;
- h. ensure that traditional service delivery channels remain accessible and functional; and
- i. meet quarterly or as needed.

SECTION 21. PERFORMANCE MONITORING. – The QC ITDD shall establish and monitor the following key performance indicators:

- a. System uptime and availability;
- b. Transaction volume and completion rates across all service channels;
- c. Average processing time for electronic and traditional services;
- d. User satisfaction ratings for both service delivery modes;
- e. Number of registered users and QC E-Services adoption rates;
- f. Cost savings and efficiency gains;



- g. Security incidents and resolution time; and
- h. Service channel preference and utilization statistics.

SECTION 22. CRIMINAL LIABILITY. – Violations involving cybercrime, data privacy breaches, or fraud shall be prosecuted under:

- a. Republic Act No. 10175, otherwise known as the Cybercrime Prevention Act of 2012;
- b. the Data Privacy Act of 2012;
- c. the Revised Penal Code; and
- d. other applicable laws.

SECTION 23. ADMINISTRATIVE PENALTIES. – Any Quezon City Government personnel who violates this Ordinance shall be subject to:

- a. reprimand for first offense;
- b. suspension for repeated offenses;
- c. dismissal for grave violations; and
- d. other penalties as provided in Republic Act No. 6713, otherwise known as the Civil Service Rules and the Code of Conduct and Ethical Standards for Public Officials and Employees.

SECTION 24. IMPLEMENTING RULES AND REGULATIONS. – The QC E-Services Committee, in coordination with all City Government offices and departments, and barangays, shall formulate the implementing rules and regulations (IRR) of this Ordinance within ninety (90) days upon its approval.

The QC E-Services Committee shall refer to existing policies, guidelines, and standard operating procedures governing the QC E-Services. Relevant offices shall continuously update technical standards and issue supplemental guidelines through administrative issuances, circulars, or manuals, as necessary.

SECTION 25. APPROPRIATIONS. – An annual budget shall be allocated for the implementation of this Ordinance in accordance with proper accounting and auditing procedures, other existing laws, rules and regulations.

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SECTION 26. REPEALING CLAUSE. – All executive orders, circulars, memoranda, and other issuances inconsistent herewith are hereby repealed or modified accordingly.

SECTION 27. SEPARABILITY CLAUSE. – The provisions of this Ordinance are hereby declared separable and in the event that any such provisions are declared unconstitutional, the other provisions which are not affected shall remain in force and effect.

SECTION 28. EFFECTIVITY CLAUSE. – This Ordinance shall take effect fifteen (15) days after its publication in a newspaper of general circulation in Quezon City and its posting in at least three (3) conspicuous public places within the City.

ENACTED: May 18, 2026.

CERTIFICATION

This is to certify that this Ordinance was ENACTED by the City Council on Second Reading on May 18, 2026, was Reverted to Second Reading on June 8, 2026 and was PASSED on Third/Final Reading on July 16, 2026.


GIAN G. SOTTO
City Vice Mayor
Presiding Officer

APPROVED: JUL 28 2026


MA. JOSEFINA G. BELMONTE
City Mayor

ATTESTED:


ATTY. JOHN THOMAS S. ALFEROS, III
City Government Department Head III
(Secretary to the Sanggunian)

