

Chapter 4

Proposed Policy Interventions

For each of the development sectors, respective goals, strategies and programs are presented while the detailed list of interventions are in Annex 2.

4.1 The Social Sector Development Plan

This revolves around the overall objective of realizing the four-fold desired characteristics of Quezon City residents: healthy, educated, secure, and empowered. These desired outcomes are consistent with, or pursuant to the relevant portions of the General Welfare Goals as embodied in the Local Government Code while the policies and intervention measures are a menu of solutions to sectoral issues and to fill the vision-reality gaps identified during the planning workshops.

Goal: Healthy, educated, secure and empowered citizenry

Objective 1: To ensure HEALTHY residents in Quezon City

Strategy 1: Sustain high quality health services and promote public health and sports consciousness to reduce mortality and morbidity

- Healthy Cities Incentive Program
 - Ensuring Universal Access to Medicine, Medical Supplies, Equipment, Services, and Community Facilities
- Maternal Health Care Program
 - Pre-Natal Care Services
 - Natal Care Services
 - Post-Partum Care Services
 - Health Promotion and Advocacy
 - Enhancement of Monitoring and

Evaluation

- Disease Prevention and Control Program
 - Enhancement of Disease Prevention and Control Services
 - Maintaining Isolation Facilities in Cases of Disease Outbreaks
- Child Health Care Program
 - Enhancement of Child Health Care Services
- Environmental Sanitation Program
 - Enhancement of Service Delivery
 - Networking and Advocacy
 - Capacity Building Services
- Oral Health Program
 - Enhancement of Service Delivery
 - Health Education Lectures
- National Tuberculosis Program
 - Case Finding Efforts
 - Case Holding Capability
 - Health Promotion and Advocacy
- National Tuberculosis Program (For Day Care Students)
 - Service Delivery
 - Health Promotion and Advocacy
- Human Rabies Prevention and Control Program
 - Service Delivery
 - Health Information, Education, and Promotion
- Nutrition Program
 - Service Delivery
 - Health Promotion / Advocacy

- Dengue Prevention and Control Program
 - Case Finding and Management
 - Health Education Lectures
 - IEC Materials Production and Distribution
- Laboratory Program
 - Service Delivery
 - Maintenance and Operation of QC Molecular Diagnostic Laboratory
- STD/HIV/AIDS Control and Prevention Program
 - Service Delivery
 - Case Management and Treatment of Sexually-Transmitted Infections
 - Advocacy Campaign
- Non-Communicable Disease Control Program
 - Service Delivery
 - Health Education and Promotion
- Comprehensive Health Care Package for Elderlies Program
 - Service Delivery
- Adolescent Health Care and Development Program
 - Service Delivery
 - Education/Advocacy
- Community-Based Mental Health Program
 - Service Delivery
 - Advocacy and Public Information Campaign
- Epidemiology and Disease Surveillance Program
 - Service Delivery

- Strengthening of Community Disease Surveillance and Response
 - Advocacy Campaign
 - Monitoring and Evaluation of Disease Reporting
 - National Blood Donation Program
 - Service Delivery
 - Health Advocacy
 - Capacity Building Services
 - Expansion of "Batang 1000" Program
 - Service Delivery
 - Health and COVID19 Management Program
 - Health Emergency Response to Infectious Disease Outbreaks or Pandemics
 - COVID 19 Management Strategies and Service Delivery
 - Medical and Medical Support Program for Hospitals
 - Obstetrics and Gynecology
 - Pediatric /Child Health Care
 - Internal Medicine
 - Surgery
 - Ophthalmology and ENT
 - Anesthesia
 - Infection Control
 - Nursing Service
 - Development of Geriatric Service
 - Pharmacy
 - Dietetics
 - Social Service
 - Health Information Management (Medical Records)
 - Dental
 - Laboratory
 - Radiology
 - Meat Inspection Program
 - Intensification of Police Power
 - Intensification of Regulatory Program
 - Animal Rabies Control Program
 - Service Delivery
 - Health Information Awareness
 - Impounding Program
 - Service Delivery
 - Sports Development Program
 - Annual Barangay Sports Festival
 - Annual Sports Festival at TAHANAN
- Strategy 2: Provide and improve health and sports infrastructure*
- Health and Sports Infrastructure Development Program
 - Enhancement of Community Health Facilities
 - Enhancement of Hospital Facilities
 - Maintenance and Upkeep of Sports Facilities
- Strategy 3: Enhance health personnel and software capability*
- Health Human Resource Development Program
 - Augmenting the Personnel Need in Community Facilities
 - Augmenting the Manpower Need for Local Government Hospitals
 - Health Information Management System Program
 - Facility Enhancement
- Strategy 4: Manage population growth*
- Family Planning Program
 - Intensification of Family Planning Services
- Objective 2. To ensure EDUCATED citizenry in Quezon City**
- Strategy 1: Achieve 100% literacy*
- Educational Enhancement Program
 - Enhancement of the existing capability of educational program
 - Strengthen Academic Programs in All Schools
 - Student Service Program
- Research, Extension and Development Program
 - Collection Development and Cataloging Program for Public Libraries
 - Library and Information Program
 - Revival of Reading Centers in All Barangays
 - Expand Community Involvement in Alternative Learning Systems
- Strategy 2: Produce the best quality educational outcomes in basic education*
- Advocacy and Capability Development Program
 - Training and development for Students, Parents/Guardians and Teachers
 - Youth Development Program
 - Community Awareness and Promotional Program
- Strategy 3: Raise the level of cultural awareness, arts and sciences promotion and encourage the pursuit of higher education*
- Scholarship and Financial Assistance Program
 - Scholarship Assistance Services for Senior High School, College, Graduate Schools, and ALS Learners
 - Kalingang QC Financial Assistance for Public Senior High School Students
 - Local Government Assistance to Educational Institutions to Recruit the Best and Brightest Students to Enter the Teaching Profession
- Strategy 4: Improve educational and cultural infrastructure*
- Educational Support Program
 - Upgrading of educational facilities
 - Upgrading of cultural facilities
 - Provision of ICT tools, materials, equipment etc.

- Development of official website and online systems for Academic Information and Management
- KALINGANG QC Program for Public School Learners, Teachers and Staff (for the duration until health and safety against COVID)
- Urban Farming/Gardening Project

Objective 3. To accord citizens a feeling of SECURITY

Strategy 1: Effectively curb crime incidences

- Peace and Order Modernization Program
 - Improvement of Police Facilities and Visibility
 - Intensification of Police Service Delivery
 - Case Investigation and Monitoring Program
 - Case Monitoring Program
 - Research and Analysis Program
 - Intensification of Information and Education Campaign
- Public Order and Public Safety Program
 - Anti-Criminality Program
 - Counter-Insurgency and Terrorism Program

Strategy 2: Provide protection from fire and other disasters

- Peace and Order Modernization Program
 - BFP Modernization Project
 - Fire Suppression and Prevention Program

Strategy 3: Provide social justice and protection and safety nets to the vulnerable members of the population regardless of age and gender

- Social Welfare and Relief Program
 - Child Welfare Program
 - Youth Welfare Program
 - Youth Development Program
 - Women Welfare Program

- Solo Parent Welfare Program
- Welfare for the Differently-abled Program
- Elderly Welfare Program
- Medical, Burial and Other Forms of Social Services for Indigents
- Emergency Disaster Relief Program
- Social Support Services to Deprived Families and Individuals

- Residential and Rehabilitation Program
 - Molave Youth Home
 - Reception and Action Center
 - Halfway Home
 - QC Protection Center
 - Male and Female Dormitories
- Capability Development Program
 - Human Resource Capability-Building Program
 - Enhancement of clients' level of competency /awareness
- Vocational and Skills Development Program
 - Skills Training, Counseling and other Livelihood Support Services
- Referral and Networking Resources
 - Referral linkage to families needing assistance
- Institutionalization of Database Program
 - Data Collection and Analysis

Strategy 4: Ensure effective implementation of traffic rules and other laws

- Public Advisory and Information Dissemination
- Traffic Operation Program
 - Intensification of Traffic Operation
- Communication and Command Control Program
 - Provision of services for immediate response to all contingencies and for monitoring purposes

- Public Order and Public Safety Program
 - Public Safety to address Road Obstruction
 - Equipping of Public Safety Structures of the City Government
 - Communication and Monitoring of Public Safety Concerns
 - Enhancement of Fire Emergency Response Capabilities
 - Organization of fire brigade in barangays
 - Trainings of fire brigade command in barangays
 - Provision of vehicles to service PDLs
 - Intensify Civil Disturbance and Management

Strategy 5: Provide more homes that are decent and affordable in hazard-free location, either thru sale or rental mode

- Comprehensive Housing Program for Quezon City
 - Socialized Housing Program
 - Housing and Community Development Program
- Resettlement Program
 - Land Acquisition for Housing (on-site and off-site)
 - Relocation and Resettlement of ISFs
 - Rehabilitation of Areas Previously Occupied by Informal Settler Families (ISFs) in Quezon City
- Capacity Development Program
 - Provision of Training Program for Institutional Development
 - Awareness-raising and preparedness trainings among clients

Strategy 6: Improve protective and social welfare infrastructure

- Protective and Social Welfare Facilities Development Program
 - Establishment of new/additional social welfare facilities
 - BJMP Modernization Infrastructure Project

- Improvement of Police and Other Law Enforcement Facilities and Visibility

Objective 4. To guarantee a sense of EMPOWERMENT for citizens

Strategy 1: Implement data-driven decision-making and governance practices

- Socio-economic Database Programs

- Computerization Program of the Quezon City Council

Strategy 2: Ensure higher absorptive capacity for employment opportunities

- Capacity Development Program on Employment
- Employment Promotion and Generation Program
- Employment Support Program

Strategy 3: Empower citizens of eve-

ry gender and social class

- Gender & Development Program

Strategy 4: Strengthen social capital formation anchored on families, political participation & socio-cultural identity

- Family Welfare Program
- Enhanced Participation & Awareness Program
- Culture & Values Promotion Program

4.2 The Local Economic Development Plan

The relevant General Welfare Goals of the Local Government Code assume that the pursuit economic growth guarantees employment for everyone who is willing and able to work. Gainful employment is the key to personal and family prosperity. The kind of local economy that is able to realize this twin mandate is one that is **diverse, strong, vibrant and inclusive**.

Goal: Diverse, strong, vibrant and inclusive economy

Objective 1: To bring about a DIVERSE economy that provides wide employment and income opportunities, increases investments and uplifts the standard of living of the city residents.

Strategy 1: Develop further the health and wellness industry

- Development of a Health / Medical and Wellness Integrated Program

Strategy 2: Establish the city as ICT capital, i.e., as user and producer of software

- Master planning and development of the Quezon City Knowledge District as delineated in the CLUP

Strategy 3: Promote QC as tourist destination and increase tourist arrivals

- Tourism Development Program

Strategy 4: Encourage development of SMART (customized, assembly type) and clean (using innovative/improved technology) industries and support growth of local products and services

- Trade and Industry Development Program

Objective 2: To develop a STRONG economic environment that will ensure sustained growth

Strategy 1: Upgrade level of employability of the labor force and raise standard of living of Quezon City families

- Employment Promotion and Generation Program
- Industrial / Labor Protection and Industrial Peace Promotion Program
- Special Programs
- Migration and Development Program
- Technology and Livelihood Development Program
- Cooperative Development Program

Strategy 2: Improvement of economic database

- Business Information Development Program

Strategy 3: Regulate operations of the informal sector

- Informal Sector Regulation Program

Strategy 4: Ensure adequate, safe food supply to all residents

- Economic Enterprise Development Program
- City-wide Food Security Program

Objective 3: To develop a VIBRANT economic climate conducive to doing business both for local and foreign investments

Strategy 1: Develop the city into a globally competitive business center

- New Growth Hubs Development Program

Strategy 2: Increase new investments and retain old existing businesses and encourage them to expand operations on site

- Industry Revitalization Program

Objective 4: To develop an INCLUSIVE economy by expanding opportunities for more broadly shared prosperity

Strategy 1: Support city residents to have access to better opportunities by connecting them to high-quality employment support and to learn new skills, get good quality, well-paid work and progress their career throughout their working life.

- Business Incubation Program
- Planning Development and Monitoring Program

4.3 Environment and Natural Resources Management Plan

The environment sector seeks to create a **clean, green, resilient and sustainable environment** that is conducive to healthy city living and attracts not only the local residents but also visitors from outside the city. This envisioned outcome, when realized, ensures compliance with its General Welfare mandate of the Local Government Code which directs local governments to enhance the people's rights to a balanced ecology.

Goal: Clean, green, resilient and sustainable community

Objective 1: To create a CLEAN environment that is conducive to healthy urban living

Strategy 1: Reduce the volume of solid waste reaching the final disposal site to 50% of the amount generated

- Comprehensive Waste Management Program
 - Solid Waste Management Project
 - Efficient Waste Collection Program
 - Special and Hazardous Waste Management Program

Strategy 2: Develop ecological waste disposal systems

- Comprehensive Waste Disposal Program
 - Promotion of ecologically-sound waste management
 - Web-Based Document Management Expansion Project
 - Distribution of Reusable Materials in Line with the City's Plastic Ordinances
 - Updating of Waste Analysis and Characterization Study (WACS)
 - Technology-based Monitoring System
 - Installation of Biodigester Sys-

tem in City-owned Public Markets

- Payatas Controlled Disposal facility (PCDF) Post-Closure Care

Strategy 3: Ensure efficiency in solid waste collection

- Efficient Waste Collection Program
 - Efficient Waste Collection System
 - Barangay Incentives Project

Strategy 4 : Ensure effective implementation of Covid-19 recovery and rehabilitation

- Recovery and Rehabilitation Program
 - Urban Solid Waste Management System
 - Responsive Special Operations
 - Special Waste Collection and Disposal Services Project
 - Sanitation and Disinfection Operations Project
 - Increase Compliance to Waste-Related Ordinances
 - Continued Property Management through Disinfection Activities
 - Activation of Online Public Services System
 - Creation of the Department of Sanitation and Clean-up Works

Objective 2: To nurture and sustain a GREEN environment where there is an ample and convivial space for living

Strategy 1: Develop an integrated system and hierarchy of parks and open spaces to make Quezon City the greenest city and most disaster-resilient community in Metro Manila; and to transform and promote the city's parks as attractive public spaces for recreation, social interaction, education, cultural and historical promo-

tion, and environment protection

- Parks and Open Space Development
 - Identification and provision of lands for development of parks and open spaces prioritizing
 - Formulation of the Integrated Parks and Open Spaces Plan
 - Plant Nursery Development
 - Rationalized Tree Planting Projects to increase the city's carbon sinks
 - Establishment of Bike Lanes
 - Comprehensive Parks Development Program
 - Development/ Rehabilitation/ Improvement of parks
 - Development/ Improvement of Linear Parks along Waterways
 - Immediate implementation of greening projects on identified open spaces to prevent informal settler families from returning
- Easement Development Program
 - Clearing and Greening of easement of waterways and buffer area of fault zone
 - Conversion of aqueduct and transmission line ROWs, center islands and sidewalk into linear and inter connected parks
- Parks Repair and Maintenance Program
 - Provides for the maintenance of existing parks, plazas and monuments in good conditions

Strategy 2: Promote and support green development in the city

- Comprehensive Greening and Beautification Program
 - Urban Green Space Network Development Program
 - * Urban farming project/ Edible landscaping development
 - * Comprehensive Quezon City Greening Program
 - * City-wide Tree-Planting

- * Greening of Public Buildings
- * Roadside Planting
- * Development/ Rehabilitation/ Beautification of center islands, directional islands and sidewalks
- * Beautification of entry points
- * Development, greening and beautifications of pocket parks, center island and other suitable areas
- * Construction of linear parks, integrated and interconnected parks and greenbelts
- * Development of green walkable areas or green elevated pedestrian walkways connected to the main motor / rail corridors
- * Revitalization of stream corridors by creating wider easements with green spaces

Strategy 3: Effective implementation of the COVID-19 recovery and rehabilitation plan

- COVID 19 Recovery and Rehabilitation Plan
 - Greening/ Urban Green Space Network Development

Objective 3: To build a RESILIENT city

Strategy 1: Strengthen measures and institutionalize policies and mechanisms for disaster risk reduction and climate change mitigation and adaptation.

- Disaster Prevention and Mitigation Program
 - Establishment of Permanent Evacuation Centers
 - Establishment and Installation of Effective Monitoring Systems
 - Establishment of Satellite Offices of the QCDDRM
 - Installation of fire hydrants especially in hard to reach areas

- Development of drainage masterplan which will provide actions on strategic improvement of drainage systems in the city
- Establish and strengthen communication infrastructure and networks between barangays and city
- Research and planning services
- Disaster Response Programs
 - Establishment of an effective command and control structure for all city-owned, city-issued, partnership resources in the city
 - Effective and Efficient Response Services
 - Building safer and more resilient city
 - Enhanced Climate Change Adaptive Capacity of Quezon City Residents

Strategy 2: Increase/strengthen capacities of local communities to anticipate, cope with and recover from the negative impacts of disasters brought about by natural and man-made hazards

- Disaster Preparedness Program
 - Establish knowledge center or institute at the local level to centralize efforts towards strengthening community capacities/ awareness

Strategy 3: Increase awareness and instill preparedness to avoid loss of life and damage to social, economic and environment assets before, during and after emergencies and disasters.

- Disaster Prevention and Mitigation Program
 - Greening the buffer area of the fault-zone (5 m both sides)
- Disaster Recovery and Rehabilitation Program

Strategy 4: Effective Implementation of COVID-19 Recovery and Rehabil-

itation Plan

- Disaster Recovery and Rehabilitation Program
 - Mainstreaming of DRR and CCA Strategies into Public Health System Program
- Enhancement of the Implementation Arm of DRRM and CCA
 - Expansion of the QCDDRM
 - Creation of the Climate Change and Environmental Sustainability Department
 - Risk Communication and information dissemination

Objective 4: To promote SUSTAINABLE urban development without compromising the future environmental condition

Strategy 1: Urban development with the use of environmentally friendly practice

- Climate Change Mitigation Program
 - Alternative Energy Source Program
 - Installation of Biodigester System in City-owned Public Markets
 - Waste Analysis and Characterization Study for Establishing
 - Baseline on Food Loss and Food Waste

Strategy 2: Enhance the quality of the city's air to the levels meeting EMB standards

- Air Quality Management Program
 - Development of Quezon City Air Quality Management Plan
 - Establishment, operation and maintenance of air quality monitoring devices/equipment
 - Anti-Smoke Belching/Air Pollution Project/ QC Zero-Carbon Vehicles towards Emission Reduction
 - Green Transport Program

Strategy 3: Control/manage the utilization of groundwater and other water sources

- Water Quality Management Program
 - Development of Quezon City Water Quality Monitoring and Management Plan
- Water Conservation Program
 - Rainwater Harvesting System
 - Development of aquifer recharge schemes
 - Water quality monitoring system

Strategy 4: Protect and preserve the city's wildlife, educating the public on its richness and engaging the participation of the community, civil society and habitat landowners and

harnessing the expertise/services of the academe and scientists in conservation programs and efforts.

- Biodiversity Management Program
 - Formulation of a QC Urban Biodiversity Plan
 - Inventory of flora and fauna wildlife
 - Development of conservation partnerships with habitat landowners and the private sector
 - Sustained information, education, and communication on the city's biodiversity and to increase the level of awareness and participation of the public in promoting and enriching biodiversity

- Establishment of Hydroponics and Aeroponics System

Strategy 5: Rehabilitate and restore rivers and creeks to the level/condition that can support aquatic life and non-contact sports and recreation and keep the community safe from danger and disasters

- Riverways Management Program
 - Sagip Batis sa QC Project
 - Manila Bay Recovery and Rehabilitation Program

Strategy 6: Effective implementation of Covid-19 recovery and rehabilitation

- Recovery and Rehabilitation Program

4.4 The Development Plan for the Infrastructure Sector

The outputs and outcomes of the Land Use/Infrastructure Development Plan are the most visible results of public intervention toward achieving the desired pattern of physical development of the city. Apart from the attractive cityscape that a well-conceived and well-executed physical development plan seeks to achieve, this sectoral plan is also important in that it provides the basis for the realization and enjoyment of the goals of the other sectors.

Goal: A well-linked, balanced, attractive and livable city

Objective 1: To attain a WELL-LINKED city

Strategy 1: Formulate a Road Framework Master Plan to serve as reference for all parties on alignment of proposed main roads to be developed

- Road Network Development Program
- Acquisition of Road and Drainage Rights-of-way

- Develop Inventory System of Roads Prone to Flooding to Provide Structural
- Measures for Seamless Transportation

Strategy 2: Design innovative schemes in acquiring road right-of-way and auxiliary land spaces for various transport infrastructure projects

- Land readjustment schemes
- Land-swapping negotiations

Strategy 3: Rationalize public utility vehicle routing to minimize trip transfers and to shorten walking distances between transfers

- Local Public Transport Route Plan

Strategy 4: Introduce more efficient modes of transport in certain routes based on the proposed land use

- Establishment of Local Mass Transit System

Strategy 5: Improve public transport system giving due attention to physical and institutional requirements for safety, convenience, and comfort of pedestrians and commuters

- Provision of public transport commuters' facilities in strategic areas
- Development of program for climate-proofing energy and transport systems infrastructure
- Integrated Transport System/ Intermodal Transport Terminal

Strategy 6: Minimize short distance vehicle trips by promoting pedestrianization through improved sidewalks, bicycle lanes and walkways

- Development of Pedestrian Walkways, Promenades, Bike Lanes,
- Construction of Pedestrian Overpass/Underpass

Objective 2: To achieve a BALANCED land use distribution

Strategy 1: Develop a hierarchy of business centers

- Development of Shopping Districts

- Establishment of Trading Centers / *Bagsakan*
- Development of a CBD and other growth centers
- Redevelopment of Cloverleaf Area
- Formulate Workshops for QCG to inspect, facilitate issuance of construction permits in building smart industry, infrastructures and its services following the City Green Building Code

Strategy 2: Promote dispersed concentration of urban development in self-contained communities

- Development of community accessible commercial centers, tertiary and vocations schools, health and medical facilities, sports and recreation centers

Strategy 3: Ensure adequate space for urban expansion

- Adoption of multi-storey designs for housing to generate more open spaces
- Update inventory of open spaces for planning and other purposes

Strategy 4: Enhance executive-legislative cooperation, coordination to facilitate enactment and enforcement of legislative measures affecting land use and zoning

- Executive-Legislative Cooperation on land use and zoning

Objective 3: To provide city inhabitants efficient services and facilities and make the city an attractive place to visit, live, play, work, and do business in

Strategy 1: Develop efficient drainage and sewerage systems to make the city safe and disaster-resilient

- Flood Control and Drainage Development Program
- Structural flexibility including the strategic use of valves during

emergency by laying pipes that can be moved and changed to accommodate various household

Strategy 2: Recover and improve the city's natural waterways and utility easements and develop these into linear park

- Riverbank/creek side improvement program
- *Sagip Batis* Program

Strategy 3: Strengthen coordination with water and power companies toward improving their facilities and service delivery systems

- Synchronized planning and programming of government and utility companies

Strategy 4: Adopt schemes that will provide depressed communities adequate access to water, electricity, and other facilities

- Built-in structural measures along waterways to prevent flooding and introduce water harvesting schemes to the city stakeholders

Strategy 5: Provide infrastructure support to different development sectors

- Land Use / Infrastructure
- Socio-Economic Infrastructure Development Program
- Environmental Sector Support Infrastructure
- Institutional Sector Support Infrastructure

Strategy 6: To provide priority infrastructure support to COVID-19 recovery

- Health Facilities with Crematorium Development
- Housing Development
- School Building Development
- Parks and Open Spaces Development
- Flood Control Program

- Other Infrastructure Support

Objective 4: To develop a livable cityscape

Strategy 1: Provide affordable and decent housing for all

- Comprehensive Housing Program

Strategy 2: Improve and develop existing roads giving due attention on safety of motorists, cyclists, commuters and pedestrians

- Development of Pedestrian Walkways, Promenades, Bike Lanes,
- Construction of Pedestrian Overpass/Underpass
- Improvement of Road Intersection, Signalization, Road Signs and Markings
- Provision of CCTVs and Streetlights

Strategy 3: Improve protective/security infrastructure

- Improvement of Law Enforcement and Fire Protection Facilities

Strategy 4: Establish partnership and cooperation between neighborhood communities and local authorities to curb crime and improve disaster and emergency response

- Community-Based Neighborhood Watch Program

Strategy 5: Provide safe, accessible and inclusive community facilities for recreation and socialization

- Development of pocket parks, and neighborhood/community recreation and play lots
- Provisional use of un-utilized vacant lots and abandoned places/buildings for use as public spaces

Strategy 6: Improve, preserve and maintain cultural, historical and heritage sites

- Cultural and Historical Infrastructure Development Program
- Heritage Conservation

4.5 The Institutional Sector Development Plan

This development outcome will lead to the realization of relevant General Welfare provisions in Sec. 16 of the Local Government Code, namely; 1) improvement of public morals and 2) preservation of the comfort and convenience of the city's inhabitants.

Goal: Good, dynamic, and participative governance

Objective 1: To maintain good governance

Financial Management

Strategy 1: Broaden tax base

- Revenue Generation
 - Tax Collection and Enforcement
 - Tax Literacy & Information

On Resource Allocation / Utilization

Strategy 1: Rationalize budget allocation/utilization by giving priority to areas with great potentials or which will spur growth and areas with pronounced needs or inadequate services and areas that benefit the greater majority

- Program Planning and Budgeting
- Budget Development and Management
- City Property Management & Maintenance Program
- Utility Expense
- Supply and Equipment Management Program
- Central Warehouse Management

Local Legislation

Strategy 1: Enjoin the City Council to exercise consultation and participation in their legislative function

- Legislative Requirement Support
- Capacity Development and System Enhancement
- Settlement Barangay Boundary Disputes

On Transparency

Strategy 1: Ensure Transparency in the city government systems and processes

- Creation of Quezon City Freedom of Information Portal (FOI) manual consistent with the Data Privacy Act

On Accountability

Strategy 1: Exercise Accountability

- Financial Management/Transaction
- Development of an Interconnected Financial System of the City

Strategy 2: Establish/Install complaint & grievance mechanism

- Establishment/Installation of Complaints/ Grievance Mechanism
- Development of QCitizen App

Objective 2: To maintain a dynamic city governance

On Human Resource

Strategy 1: Professionalize and strengthen the Quezon City Workforce

- Formulation of Comprehensive Human Resource Development (HRD) Plan and Succession Plan
 - Capacity Development/ Skills & Knowledge Enhancement Program
 - Employees Benefits/ Contributions & Welfare
 - Human Resource Information System / Electronic Database and Record System

- Program to Institutionalize Meritocracy and Excellence (PRIME) in Human Resource (HR)
- Provision of Incentives/ Insurance for Quezon City Hall employees

Strategy 2: Strengthen the anti-discrimination and equal opportunity measure

- Gender and Development (GAD) Program
- GAD Capacity Development
- Creation of Committee on Decorum & Investigation (CODI)
- Advocacy Campaign

Strategy 3: Re-structure organization set-up

- Rationalization Program

On Workstation

Strategy 1: Improve accessibility of government office and provide more conducive working environment

- Construction/Improvement of Government Buildings/Offices and/ Facilities
- Construction / Renovation of Barangay Halls
- Establishment of Information Center
- Land Banking/Acquisition

On Data-Driven Decision-Making

Strategy 1: Formulate City Development Programs

- Formulation of the Comprehensive Development Program (CDP)
- Strategic Planning of City Managers & Legislators

Strategy 2: Institutionalize database management

- Community Based Monitoring System (CBMS)

On Management System and Processes

Strategy 1: Continuously improve/simplify system and procedure using modern technology and decentralization of services

- Business One Stop Shop (BOSS)
- Full Automation of Public Service
- Internet Connectivity Program
- KORPHIL IT
- Computerization of Health Centers Services
- Enhancement of Communication System
- Networking and Webpage Services
- Document /Records Management System
- Decentralization of Services

Objective 3: To ensure participative governance

Strategy 1: Expand collective participation in the city decision process

- Partnership Program
- Barangay Program Awareness
- Development NGOs/POs Database
- Multi Sectoral Summit
- Barangay / Community Assistance / Legal Assistance Program

Strategy 2: Strengthen the linkages between the city government, the barangays and the local communities

- Capability Development Program for Barangay and NGOs/POs
- Annual Barangay Sports Festival
- Recognition Program

Strategy 3: Exercise transparency and participation process to gain consensus

- Accreditation Process Awareness
- Information Dissemination
- Strengthening the participation in local governance between the city government and its constituents (PAT Ord.)

Strategy 4: Provide relevant and updated information

- Public Information Program
- Media and Public Relations