United Nations E-Government Survey – Local Government Questionnaire (LGQ)

Local Government Questionnaire (LGQ) for the
United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E- Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to ... cities. The responses will be shared online in the <u>UN E-Government Survey Knowledgebase</u> unless otherwise requested. For any question about this questionnaire, please contact <u>dpidg@un.org</u>.

Quezon City	Philippines

I. Institutional Framework

1. What is the official **e-Government**[1] **portal** of the city/municipality? If more than one exists, please list all.

    E-services portal: qceservices.quezoncity.gov.ph
    Website: quezoncity.gov.ph
    Social Media:
        Facebook: facebook.com/QCGov
        Twitter: @QCGov
    Mobile Application: QCitizen App

2. Please provide **URLs** for **portals** providing specific services/features
    a. E-services[2]: qceservices.quezoncity.gov.ph
    b. E-participation[3]: quezoncity.gov.ph/peoples-corner/
    c. Open government data[4]: quezoncity.gov.ph/public-notices/
    d. Public procurement: quezoncity.gov.ph/public-notices/procurement/
    e. Other major portals at the city/municipality level:
        Website: quezoncity.gov.ph
        Social Media:
            Facebook: facebook.com/QCGov
            Twitter: @QCGov
        Mobile Application: QCitizen App

3. Does your city/municipality have a **Chief Information Officer (CIO)**[5] to manage its e-Government programs/strategies?

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[1] **E-government or digital government** will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

[2] A specific portal where you can see the list of all online services available to the public.

[3] **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

[4] `Open Government Data` allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

[5] **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer **(CTO)** or Chief Digital Officer **(CDO)**

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If yes, is the **city/municipality CIO linked** to any extent to the **national CIO**? (by mandate or other type of relation)

        The city communicates with the Department of Information and Communications Technology (DICT) regarding various programs.

II. Legal Framework

Is there any **legislation** on **digital governments** such as law on access to information or data privacy at the national and/or local levels? ☒Yes   ☐No

    a. If Yes, how do you adopt these in your organization?

        City Ordinance No. SP 2863, s-2019 also known as the "Quezon City Freedom of Information (FOI) Ordinance of 2019" which shall operationalize FOI in the city. Public information such as transparency reports, public procurement, executive orders, etc. are posted in the city's website (quezoncity.gov.ph/public-notices/). Initiatives and programs for easy access on information is still on-going and hopefully, be available for the public soon.

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? Yes

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:
   ☒ has an implementation plan.
   ☒ is aligned with the national development strategy.
   ☒ is aligned with the sustainable development goals (SDGs).
   ☒ is aligned with national digital development strategy.
   ☒ indicates the existence of shared solutions/platforms provided at the national/regional level.
   ☒ makes specific reference to e-Participation and/or digital inclusion/engagement.
   ☐ makes specific reference to co-creation mechanisms for citizens.
   ☒ makes specific reference to social media.
   ☒ makes specific reference to a local digital ID.
   ☐ makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
   ☒ provides other specific measures to ensure e-Government is used by the most vulnerable groups[6].
   ☒ provides other specific measures for ICT training and digital literacy by government officials.
   ☒ makes specific reference to cybersecurity.
   ☒ makes specific reference to mobile government.

Please explain further:

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

        The budget for digital government is lodged in various departments that are focused

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[6] Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

on providing frontline services.

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

    The city's budget is published online and may be accessed through this link: https://quezoncity.gov.ph/public-notices/transparency-report/ Other financial related reports such as internal revenue allotment (IRA) utilization, and procurement plan is also posted

5 . Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

    There are digital initiatives lodged at various department of the city government.

6. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

    Quezon City has partnered with UP OCTA Research wherein they help the city regarding the city's data on COVID cases and other related statistics. We also partnered with Anti-Red Tape Authority (ARTA) and DICT on National Business One Stop Shop. We also work with city registered Civil Society Organizations, as well as various third party private providers.

IV. Usage of online services

1. What is the percentage of city/municipality services offered online and through dedicated mobile means? Please explain and provide links for both online and mobile services.

    Currently, most of the city's services are now available online. Initiatives and programs are still on-going for the digitization of all frontline services of the city for easier access of the public. Available services may be accessed through: www.qceservices.quezoncity.gov.ph

2. Do you collect usage statistics of e-Government services?
    ☒Yes   ☐No

3. If yes, do you publish the results online and share those with the public institutions concerned?
    Currently, the usage data and statistics are only used for internal monitoring. Eventually, these will be published online for transparency purposes.

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?
    ☐Yes   ☒No

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.
    N/A

3. What is the percentage of the population[7] satisfied with their last experience of online public services? Please explain further.

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[7] Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

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N/A

VI. Social Media

1. How do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

> Since most of the population are present in social media, important announcements, accountability reports and information regarding services are posted there and the public is free to comment and engage on each post in the page. The comments and engagements are recorded and referred, if necessary. These becomes a basis of the people's feedback to the program or announcement of the city.

VII. COVID-19 Measures

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing the COVID-19 pandemic? Please explain further and provide links.

> In the Quezon City Website, there is a page dedicated for COVID19 updates and reports which can be accessed through this link: https://quezoncity.gov.ph/covid-19-watch/. The page includes the COVID-19 guides, the city's quarantine guidelines, financial assistance updates, and hospitals and testing center directory. For the vaccination program of the city, more information may be accessed through https://qcprotektodo.ph/ for step by step procedure for registration and frequently asked questions.

2. Are there any local e-Government initiatives that your city/municipality provided for COVID-19 response and recovery. (e.g., portals/URL; strategy for digital technologies; online services; digital solutions; budget for digital solutions)

> One of the consequence of the pandemic is that people are restricted from leaving their homes as a safety precaution against the threat of the virus. For the easy access of the city's services, it is now made available online through www.qceservices.quezoncity.gov.ph These services include the online application of businesses, real property payments, and other social services.

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on the following new technologies? *(e.g., Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing)*
   ☒Yes   ☐No

   a. If yes, please explain further and provide links.

   > On Smart City, Quezon City is currently installing community wifi spots in thousands of locations, rolling out QC ID with a mobile application and integrating all our online services.

2. Does your city/municipality strategy plans for the use of big data analytics in their decision-making processes?   Please explain further and provide links.

   > The city has plans for the use of big data analytics with the partnership with UP OCTA and other potential partners.

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X. Contact and Additional Information

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- Organization: ___**Quezon City Government**_____

- Submission Date: __**15 June 2021**_____

- Name: **Paul Rene S. Padilla**_____

- Title: __**OIC, Information Technology and Development Department**_____

- Email: __**Paul.Padilla@quezoncity.gov.ph**_____

- Organization: __**Quezon City Government**_____

- Submission Date: __**15 June 2021**_____

Please select whichever applies:

☒ I am authorized and fully knowledgeable to respond to this questionnaire.

☐ I did not have the full information to respond to this questionnaire

☐ I mostly provided my own opinion/assessment rather than official information.

☐ Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.