

Technological Innovations in Local Governance: *The Valenzuela City Experience*

Liveable Cities Lab on the Rise of Intelligent Cities and Municipalities

LIVEABLE CITIES PHILIPPINES

February 22, 2023

“Smart City” in Valenzuela City is ***e-Governance***

Innovative use of technology



Streamlined processes



Efficient social service delivery

“e-Governance” in Valenzuela City



e-Leadership Award



eGov Award



Digital Governance Award

Valenzuela City is among the pioneers in digitalization and innovative use of new technologies in governance.

Pioneering Digital Initiatives



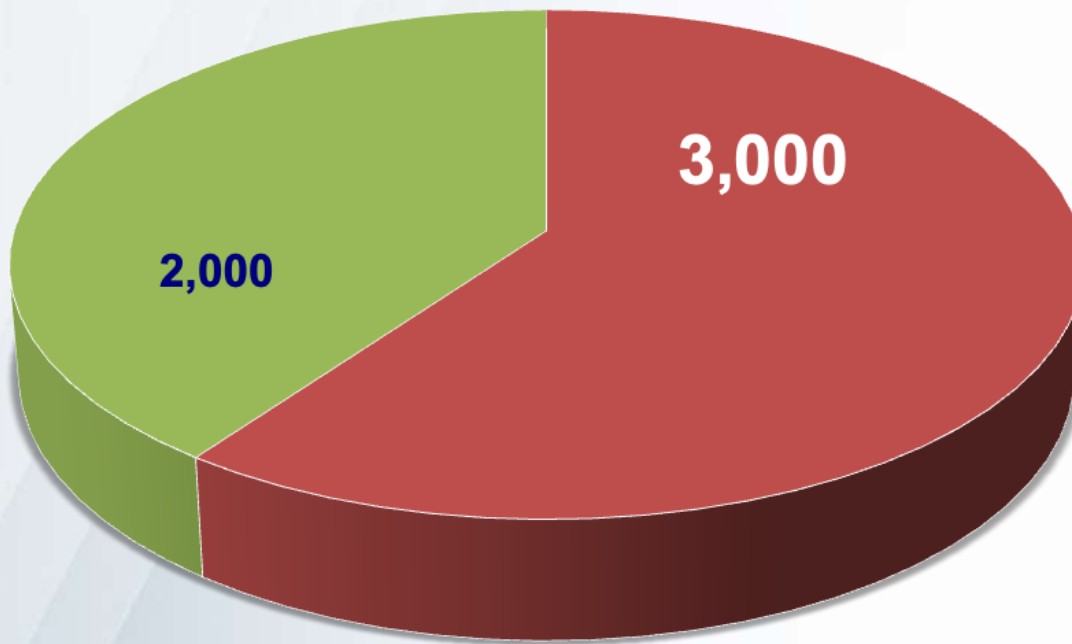
Before Digitalization

About 50 to 60% of the clients who flock to the City Hall merely asks for the basic requirements



Before Digitalization

City Social Welfare & Development Office *Monthly Clients Profile*

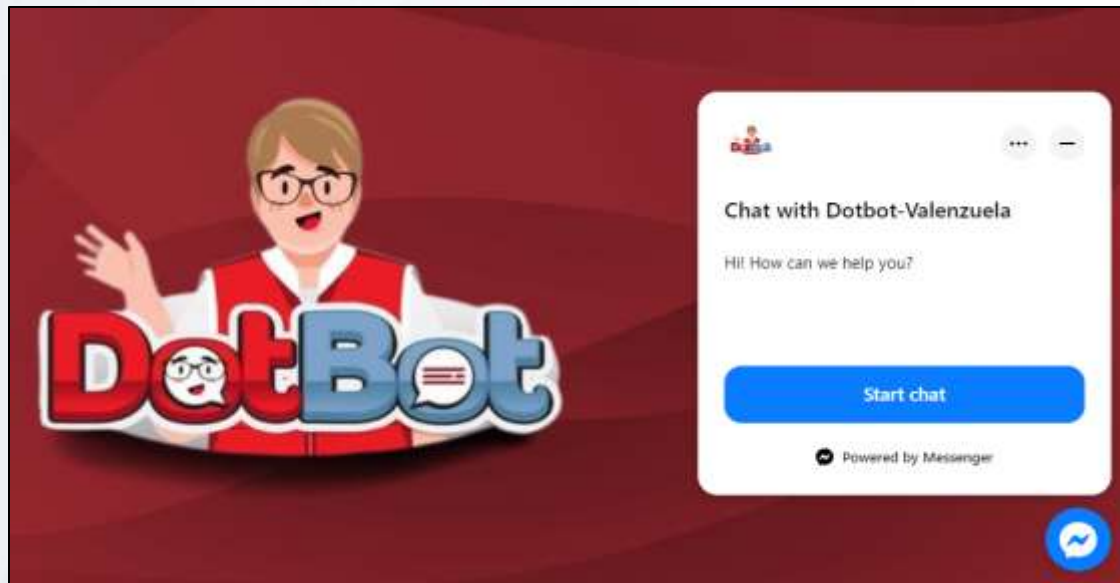


Estimated monthly clients: 5,000

- Clients Inquiring for Requirements
- Clients Applying with Requirements



What is **DotBot** ?



- ✓ **DotBot is a revolutionary and pioneering artificial intelligence (AI)-powered social service platform.**
- ✓ **A Facebook Messenger chatbot that will answer the queries of the clients at the comfort of their homes.**

What is **DotBot** ?



BENEFITS:

- 1. Decongest the city hall: shorter queues.**
- 2. Educate clients on the requirements**
- 3. Quicker and more convenient application process**
- 4. Streamlined and digitalized social welfare services**

Partner of



DotBot is the product of the **partnership** between the **City Government of Valenzuela** and the **New Zealand Government** through **GovTech Accelerator Program**.

Partner of



Launched on September 13, 2022
with New Zealand Ambassador Peter Kell

Partner of



Launched on September 13, 2022
with New Zealand Ambassador Peter Kell

Partner of



Launched on September 13, 2022
with New Zealand Ambassador Peter Kell

Partner of



Launched on September 13, 2022
with New Zealand Ambassador Peter Kell

The Future of

Phase 1 – Officially launched February 21, 2023

- ✓ Clients can inquire about the requirements
- ✓ Learn the locations where they can apply for assistance.

Phase 2 – To be launched by the end of 2023

- ✓ Online documents uploading by clients
- ✓ Online validation by social workers
- ✓ Data banking / online database

Phase 3 – Early 2024

- ✓ Electronic disbursement of assistance through e-wallet (GCash, Paymaya)
- ✓ Manual disbursement (for those who have no access to technology)
- ✓ House-to-house disbursement (for senior citizens and PWDs)

Soon at DSWD: AI to answer aid applicants' questions

By: [Dempsey Reyes](#) - Reporter / [@dempseyreyesINQ](#) Philippine Daily Inquirer / 05:35 AM February 08, 2023



EASING INTO THE JOB | Social Welfare Secretary Rex Gatchalian on Tuesday, Feb. 7, 2023, visits the Study Center for Children in Bago Bantay, Quezon City, a shelter run by his agency for abandoned and neglected infants and children. (Photo by NIÑO JESUS ORBETA / Philippine Daily Inquirer)

EDITORS' PICK



DotBot goes nationwide!

Instructions, contacts

In Valenzuela, DotBot takes questions from residents inquiring about medical, burial or transportation assistance, how to secure a certificate of indigence, etc. It also gives instructions on the next steps and the contact details of the government office to approach.

After making the applicant fill out a checklist, DotBot also asks for the applicant's barangay so it can make its own "followup" with the concerned village government regarding the individual's requested assistance.

DotBot has been in operation since September last year, but it will be formally launched with a full-blown awareness campaign by the city government this Saturday in a program to be led by the incumbent mayor, Wes Gatchalian, the DSWD chief's younger brother.

The Department of Social Welfare and Development (DSWD) plans on adopting DotBot on national scale.



The first of its kind artificial intelligence (AI)-powered social service platform in the Philippines.



Thank you!

Mayor WES Gatchalian
Valenzuela City

Liveable Cities Lab on the Rise of Intelligent Cities and Municipalities
LIVEABLE CITIES PHILIPPINES
Radiate Room, Globe Tower, Bonifacio Global City
February 22, 2023