

SENATE

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S.B. NO. 2589

Prepared by the Committees on Civil Service and Government Reorganization and Public Information and Mass Media, with Senators Flavier, Angara, Pimentel, Jr., and Lacson as authors thereof.

**“AN ACT  
TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE  
TO THE PUBLIC BY REDUCING BUREAUCRATIC RED TAPE,  
PREVENTING GRAFT AND CORRUPTION, AND  
PROVIDING PENALTIES THEREFOR”**

*Be it enacted by the Senate and the House of Representatives in Congress assembled:*

1 SECTION 1. **Short Title.** – This Act shall be known as the “Anti-Red Tape  
2 Act of 2007.”

3 SEC. 2. **Declaration of Policy.** - It is hereby declared policy of the  
4 State to promote integrity, accountability, proper management of public affairs and  
5 public property as well as to establish effective practices aimed at the prevention  
6 of graft and corruption in government. Towards this end, the State shall maintain  
7 honesty and responsibility among its public officials and employees, and shall take  
8 appropriate measures to promote transparency in each agency with regard to the  
9 manner of transacting with the public, which shall encompass a program for the  
10 adoption of simplified procedures that will reduce red tape and expedite  
11 transactions in government.

12 SEC. 3. **Coverage.** - This Act shall apply to all government offices  
13 and agencies including local government units and government-owned or  
14 controlled corporations that provide frontline services as defined in this Act. Those  
15 performing judicial, quasi-judicial and legislative functions are excluded from the  
16 coverage of this Act.

1           **SEC. 4. Definition of Terms.** – As used in this Act, the following terms are  
2 defined as follows:

3           (a)    “*Simple transactions*” refer to requests or applications submitted by  
4 clients of a government office or agency which only require  
5 ministerial actions on the part of the public officer or employee, or  
6 that which present only inconsequential issues for the resolution by  
7 an officer or employee of said government office.

8           (b)    “*Complex transactions*” refer to requests or applications submitted  
9 by clients of a government office which necessitate the use of  
10 discretion in the resolution of complicated issues by an officer or  
11 employee of said government office, such transaction to be  
12 determined by the office concerned.

13           (c)    “*Frontline service*” refers to the process or transaction between  
14 clients and government offices or agencies involving applications for  
15 any privilege, right, permit, reward, license, concession, or for any  
16 modification, renewal or extension of the enumerated applications  
17 and/or requests which are acted upon in the ordinary course of  
18 business of the agency or office concerned.

19           (d)    “*Action*” refers to the written approval or disapproval made by a  
20 government office or agency on the application or request submitted  
21 by a client for processing.

22           (e)    “*Officer or employee*” refers to a person employed in a government  
23 office or agency required to perform specific duties and  
24 responsibilities related to the application or request submitted by a  
25 client for processing.

26           (f)    “*Irrelevant requirements*” refer to any document or performance of  
27 an act not directly material to the resolution of the issues raised in  
28 the request or needed in the application submitted by the client.

1           (g)    “Fixer” refers to any individual whether or not officially involved in the  
2                    operation of a government office or agency who has access to  
3                    people working therein, and whether or not in collusion with them,  
4                    facilitates speedy completion of transactions for pecuniary gain or  
5                    any other advantage or consideration.

6            **SEC. 5. Re-engineering of Systems and Procedures.** – All offices and  
7            agencies which provide frontline services are hereby mandated to regularly  
8            undertake time and motion studies, undergo evaluation and improvement of their  
9            transaction systems and procedures and re-engineer the same if deemed  
10           necessary to reduce bureaucratic red tape and processing time.

11           **SEC. 6. Citizen’s Charter.** – All government agencies including  
12           departments, bureaus, offices, instrumentalities, or government-owned and/or  
13           controlled corporations, or local government or district units shall set up their  
14           respective service standards to be known as the Citizen's Charter in the form of  
15           information billboards which should be posted at the main entrance of offices or at  
16           the most conspicuous place, and in the form of published materials written either  
17           in English, Filipino, or in the local dialect, that detail:

- 18           (a)    The procedure to obtain a particular service;  
19           (b)    The person/s responsible for each step;  
20           (c)    The maximum time to conclude the process;  
21           (d)    The document /s to be presented by the customer, if necessary;  
22           (e)    The amount of fees, if necessary; and  
23           (f)    The procedure for filing complaints.

24           **SEC. 7.        Accountability of the Heads of Offices and Agencies.** The  
25           head of the office or agency shall be primarily responsible for the implementation  
26           of this Act and shall be held accountable to the public in rendering fast, efficient,  
27           convenient and reliable service. All transactions and processes are deemed to  
28           have been made with the permission or clearance from the highest authority  
29           having jurisdiction over the government office or agency concerned.

1           **SEC. 8.       Accessing Frontline Services.** – The following shall be  
2 adopted by all government offices and agencies:

3           (a) **Acceptance of Applications and Requests** - (1) All officers or  
4 employees shall accept written applications, requests, and /or documents  
5 being submitted by clients of the office or agency.

6                   (2) The responsible officer or employee shall acknowledge  
7 receipt of such application and/or request by writing or printing  
8 clearly thereon his/her name, the unit where he/she is  
9 connected with, and the time and date of receipt.

10                  (3) The receiving officer or employee shall perform a preliminary  
11 assessment of the request so as to promote a more  
12 expeditious action on requests.

13           (b) **Action of Offices**

14                  (1) All applications and/or requests submitted shall be acted upon  
15 by the assigned officer or employee during the period stated  
16 in the Citizen's Charter which shall not be longer than five  
17 working days in the case of simple transactions and ten (10)  
18 working days in the case of complex transactions from the  
19 date the request or application was received. Depending on  
20 the nature of the frontline services requested or the mandate  
21 of the office or agency under unusual circumstances, the  
22 *maximum time prescribed above may be extended. For the*  
23 *extension due to nature of frontline services or the mandate of*  
24 *the office or agency concerned the period for the delivery of*  
25 *frontline services shall be indicated in the Citizen's Charter.*  
26 The office or agency concerned shall notify the requesting  
27 *party in writing of the reason for the extension and the final*  
28 *date of release for the extension and the final date of release*  
29 *of the frontline service/s requested.*

1 (2) No application or request shall be returned to the client  
2 without appropriate action. In case an application or request  
3 is disapproved, the officer or employee who rendered the  
4 decision shall send a formal notice to the client within five (5)  
5 working days from the receipt of the request and/ or  
6 application, stating therein the reason for the disapproval  
7 including a list of specific requirement/s which the client failed  
8 to submit.

9 (c) Denial of Request for Access to Government Service - Any denial of  
10 request for access to government service shall be fully explained in  
11 writing, stating the name of the person making the denial and the  
12 grounds upon which such denial is based. Any denial of request is  
13 deemed to have been made with the permission or clearance from  
14 the highest authority having jurisdiction over the government office or  
15 agency concerned.

16 (d) Limitation of Signatories - The number of signatories in any  
17 document shall be limited to a maximum of five signatures which  
18 shall represent officers directly supervising the office or agency  
19 concerned.

20 (e) Adoption of Working Schedules to Serve Clients - Heads of offices  
21 and agencies which render frontline services shall adopt appropriate  
22 working schedules to ensure that all clients who are within their  
23 premises prior to the end of official working hours are attended to  
24 and served even during lunch break and after regular working hours.

25 (f) Identification Card - All employees transacting with the public shall  
26 be provided with an official identification card which should be visibly  
27 worn during office hours.

1 (g) Establishment of Public Assistance/Complaints Desk - Each office  
2 or agency shall establish a public assistance/complaints desk in all  
3 their offices.

4 **SEC. 9. Automatic Extension of Permits and Licenses.** – If a  
5 government office or agency fails to act on an application and/ or request for  
6 renewal of a license, permit or authority subject for renewal within the prescribed  
7 period said permit, license or authority shall automatically be extended until a  
8 decision or resolution is rendered on the application for renewal: *Provided*, That  
9 the automatic extension shall not apply when the permit, license, or authority  
10 covers activities which pose danger to public health, public safety, public morals or  
11 to public policy including but not limited to natural resource extraction activities.

12 **SEC.10. Report Card Survey.** – All offices and agencies providing  
13 *frontline services shall be subjected to a Report Card Survey to be initiated by the*  
14 Civil Service Commission, in coordination with the Development Academy of the  
15 Philippines, which shall be used to obtain feedback on how provisions in the  
16 Citizen's Charter are being followed and how the agency is performing.

17 The Report Card Survey shall also be used to obtain information and/ or  
18 estimates of hidden costs incurred by clients to access frontline services which  
19 may include, but is not limited to, bribes and payment to fixers.

20 A feedback mechanism shall be established in all agencies covered by this  
21 Act and the results thereof shall be incorporated in their annual report.

22 **SEC. 11. Violations.** – After compliance with the substantive and  
23 procedural due process, the following shall constitute violations of this Act together  
24 with their corresponding penalties:

25 (a) Light Offense - (1) Refusal to accept application and/ or request  
26 within the prescribed period or any document being submitted by a client;

27 (2) Failure to act on an application and/ or request or failure to refer  
28 back to the client a request which cannot be acted upon due to lack of  
29 requirement/s within the prescribed period;

1           (3) Failure to attend to clients who are within the premises of the office  
2 or agency concerned prior to the end of official working hours and during lunch  
3 break;

4           (4) Failure to render frontline services within the prescribed period on  
5 any application and / or request without due cause;

6           (5) Failure to give the client a written notice on the disapproval of an  
7 application or request;

8           (6) Imposition of additional irrelevant requirements other than those  
9 listed in the first notice.

10          (a) Penalties for light offense shall be as follows;

11                 First Offense - Thirty (30) days suspension without pay and  
12 mandatory attendance in Values Orientation Program

13                 Second Offense - Three (3) months suspension without pay; and

14                 Third Offense -Dismissal and perpetual disqualification from public  
15 service

16          (b) Grave Offense - Fixing and/or collusion with fixers in consideration of  
17 economic and/ or other gain or advantage.

18                 Penalty - Dismissal and perpetual disqualification from public  
19 service.

20          **SEC. 12. Criminal Liability for Fixers** - In addition to Sec. 11 (b),  
21 fixers, as defined in this Act, shall suffer the penalty of imprisonment not  
22 exceeding six years or a fine not less than Twenty Thousand Pesos (P20,000.00)  
23 but not more than Two Hundred Thousand Pesos (P200,000.00) or both fine and  
24 imprisonment at the discretion of the court.

25          **Sec. 13. Civil and Criminal Liability, Not Barred.** – The finding of  
26 administrative liability under this Act shall not be a bar to the filing of criminal, civil  
27 or other related charges under existing laws arising from the same act or omission  
28 as herein enumerated.

1           **SEC.14. Administrative Jurisdiction.** - The administrative jurisdiction  
2 on any violation of the provisions of this Act shall be vested in either the Civil  
3 Service Commission (CSC), Presidential Anti-Graft Commission (PAGC) or the  
4 Office of the Ombudsman as determined by appropriate laws and issuances.

5           **SEC. 15. Immunity; Discharge of Co-Respondent/Accused to be a**  
6 **Witness.** - Any public official or employee or any person having been charged with  
7 another under this Act and who voluntarily gives information pertaining to an  
8 investigation or who willingly testifies therefore, shall be exempt from prosecution  
9 in the case/s where his/her information and testimony are given. The discharge  
10 may be granted and directed by the investigating body or court upon the  
11 application or petition of any of the respondent/accused-informant and before the  
12 termination of the investigation: *Provided, That:*

- 13           a) There is absolute necessity for the testimony of the  
14 respondent/accused-informant whose discharge is requested;
- 15           b) There is no other direct evidence available for the proper prosecution  
16 of the offense committed, except the testimony of said  
17 respondent/accused-informant;
- 18           c) The testimony of said respondent/accused-informant can be  
19 substantially corroborated in its material points;
- 20           d) The respondent/accused-informant has not been previously  
21 convicted of a crime involving moral turpitude; and,
- 22           e) Said respondent/accused-informant does not appear to be the most  
23 guilty.

24           Evidence adduced in support of the discharge shall automatically form part  
25 of the records of the investigation. Should the investigating body or court deny the  
26 motion or request for discharge as a witness, his/her sworn statement shall be  
27 inadmissible as evidence.

28           **SEC. 16. Implementing Rules and Regulations.** – The Civil Service  
29 Commission in coordination with the Development Academy of the Philippines

1 (DAP), the Office of the Ombudsman and the Presidential Anti-Graft Commission  
2 (PAGC), shall promulgate the necessary rules and regulations within ninety (90)  
3 days from the effectivity of this Act.

4       **SEC. 17. Separability Clause.** – If any provision of this Act shall be  
5 declared invalid or unconstitutional, such declaration shall not affect the validity of  
6 the remaining provisions of this Act.

7       **SEC. 18. Repealing Clause.** – All provisions of laws, presidential  
8 decrees, letters of instruction and other presidential issuances which are  
9 incompatible or inconsistent with the provisions of this Act are hereby deemed  
10 amended or repealed.

11       **SEC. 19. Effectivity.** – This Act shall take effect within fifteen (15) days  
12 following its publication in the *Official Gazette* or in two (2) national newspapers of  
13 general circulation.

14       Approved.