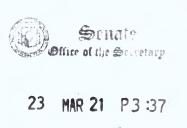
**NINETEENTH CONGRESS OF THE REPUBLIC OF THE PHILIPPINES** First Regular Session



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## P.S. Res. No. 554

## Introduced by SENATOR RAFFY T. TULFO

A RESOLUTION DIRECTING THE APPROPRIATE SENATE COMMITTEE TO CONDUCT AN INQUIRY IN AID OF LEGISLATION TO IMPROVE AND ENHANCE GOVERNMENT FRONTLINE SERVICES WITH THE END VIEW OF ADOPTING STRICTER MEASURES AND PENALTIES IN CASES OF HARRASMENT, MISCONDUCT AND HUMAN RIGHTS VIOLATION BY GOVERNMENT FRONTLINERS

- 1 WHEREAS, government frontline services are crucial in providing necessary 2 services to the public and ensuring that their needs are met efficiently and effectively; 3
- WHEREAS, under Republic Act 6713 or "*The Code of Conduct and Ethical Standards for Public Officials and Employees,* "it is the policy of the State to promote a high standard of ethics in public service. Public officials and employees shall at all times be accountable to the people and shall discharge their duties with utmost responsibility, integrity, competence, and loyalty, act with patriotism and justice, lead modest lives, and uphold public interest over personal interest;
- 10

11 WHEREAS, instances of harassment, misconduct, and even human rights 12 violations by government frontline workers have been reported, which adversely affect 13 the delivery of public services to the public, thus creating an atmosphere of fear and 14 mistrust in government institutions, agencies and personnel;

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16 WHEREAS, one of the government agencies that provide frontline services is 17 the Bureau of Immigration, a crucial government agency tasked with regulating the 18 entry and exit of persons into and out of the country; 1 WHEREAS, on March 01, 2022, one Filipina traveler, Cham Tanteras took to 2 social media to voice her frustration when she was unreasonably and unnecessarily 3 questioned by an Immigration Officer at the Ninoy Aquino International Airport, 4 resulting to her being offloaded from her Israel trip, and incurring additional expenses 5 for rebooking. Her Tiktok video has since became viral and resonated heavily with a 6 lot of Filipinos who had gone through the same horrible experience, calling these 7 Bureau of Immigration officers as "power-tripping" Filipinos;<sup>1</sup>

8 WHEREAS, offloaded passengers in particular, have been subjected to 9 irrelevant questioning and were forced to submit unnecessary documents, a clear 10 manifestation of the abhorrent behavior of immigration personnel at the airport which 11 must be stopped immediately;

12 WHEREAS, the Tanteras incident has sparked massive concerns about the 13 capacity, not only of Bureau of Immigration employees, but all government officers 14 and employees, especially frontliners in general, in performing their duties with utmost 15 integrity, compassion, and in accordance with the Code of Conduct governing 16 government staff;

17 WHEREAS, in a 2020 survey conducted by the Development Academy of the 18 Philippines designed to measure citizens' and businesses' ratings of frontline 19 government services, results showed a decline in the citizen satisfaction score of 20 government services, from 86.93 in 2018 to 70.14 in 2020<sup>2</sup>;

21 WHEREAS, several complaints have surfaced online relating not only to 22 immigration and airport personnel, but across government offices such as those 23 providing health and welfare services, public utilities, transportation and 24 communication services, the Philippine National Police, educational and training

<sup>&</sup>lt;sup>1</sup> Madarang, Catalina Ricci S., 13 March 2023, *"Power tripping?": Pinay traveler misses flight due to lengthy immigration interview"*; https://interaksyon.philstar.com/trends-spotlights/2023/03/13/245591/pinay-traveler-misses-flight-lengthy-immigration-interview/

<sup>&</sup>lt;sup>2</sup> http://pdc.dap.edu.ph/index.php/improving-frontline-government-services-through-citizens-feedback/

institutions – all relating to the arrogant, harassing and condescending behavior of
government frontliners;

WHEREAS, it is the duty of the government to ensure the protection of human
rights and the fair and just treatment of its citizens;

5 WHEREAS, it is necessary to conduct an inquiry in aid of legislation to determine 6 the extent of the aforementioned issues and concerns, with the end view of proposing 7 remedial measures to address the situation;

8 NOW THEREFORE, BE IT RESOLVED BY THE SENATE, as it is hereby resolved, 9 to direct the appropriate Senate Committee to conduct an inquiry in aid of legislation 10 to improve and enhance government frontline services with the end view of adopting 11 stricter measures and penalties in cases of harassment, misconduct and human rights 12 violation by government frontliners and officers.

Adopted,

RAFFY T. TULFO