

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

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Senate
Office of the Secretary

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SENATE

RECEIVED BY:

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

4 WHEREAS, under Republic Act 6713 or "*The Code of Conduct and Ethical*
5 *Standards for Public Officials and Employees*," it is the policy of the State to promote
6 a high standard of ethics in public service. Public officials and employees shall at all
7 times be accountable to the people and shall discharge their duties with utmost
8 responsibility, integrity, competence, and loyalty, act with patriotism and justice, lead
9 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;

15

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 become 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;¹

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 2020²;

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

¹ 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/>

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


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

3 WHEREAS, it is the duty of the government to ensure the protection of human
4 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