

13<sup>th</sup> Congress of the Republic )  
of the Philippines )  
3<sup>rd</sup> Regular Session )

SENATE  
OFFICE OF THE CLERK

5 FEB 24 1998

SENATE  
SB 2546

SENATE OFFICE OF THE CLERK  
*[Signature]*

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Introduced by Senator Aquilino Q. Pimentel, Jr.

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### EXPLANATORY NOTE

Article II, Section 27 of the Constitution states that, "The state shall maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption."

Despite this constitutional mandate, there is still pervasive corruption in the Government. In a study funded by the Asia Foundation in 1999, roughly twenty-two percent (22%) of the respondents said that they have been personally asked for money by a government official at some point to speed up transaction.

Such occurrences may partly be attributed to the fact that many are not familiar with the procedures necessary to transact business with government agencies. To solve this problem, the World Bank through its book Combating Corruption in the Philippines proposed that all government agencies be required to post each step of procedure to obtain a particular service; person/s responsible for each step; maximum time to conclude the process; amount of fees if necessary; and procedure for filing complaints.

In view thereof, immediate passage of this bill is earnestly sought.

*[Signature]*  
AQUILINO Q. PIMENTEL, JR.

13<sup>th</sup> Congress of the Republic )  
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6 FEB -4 2015

SENATE  
SB2546

APPROVED BY: 

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**AN ACT REQUIRING ALL GOVERNMENT AGENCIES THAT PROVIDE FRONTLINE SERVICES TO PROVIDE PUBLIC INFORMATION ON HOW TO ACCESS SUCH SERVICES FROM THEIR RESPECTIVE OFFICES**

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

**SECTION 1. *Declaration of Policy.*** It is the policy of the State, consistent with the Constitution, to promote and maintain integrity, competence and efficiency in public service and to take positive and effective measures against graft and corruption.

**SECTION 2. *Information to Access Government Service.*** – All units of the government, including departments, bureaus, offices, instrumentalities, or government-owned or controlled corporations, or local government or distinct units therein, that provide frontline services to the public shall put-up information billboards, and if feasible, produce handbooks that detail:

- a. each step of procedure to obtain a particular service;
- b. employee/officer responsible for each step;
- c. maximum time to conclude the process;
- d. document/s to be presented by the requesting party, if necessary;
- e. amount of fees, if necessary; and
- f. procedure for filing complaints in cases of violations or negligence in the implementation of this Act.

**SECTION 3. *Language.*** – Information billboards shall be in the language most commonly used in the area where the government agency is located and in the English language, at the option of the agency concerned.

**SECTION 4. *Maintenance of Billboards.*** – Information billboards shall be updated regularly and maintained in good and readable condition at all times.

**SECTION 5. *Location of Billboards.*** – Information billboards shall be posted at the entrance of the government agencies concerned.

**SECTION 6. *Extension of Period to Conclude the Process.*** – Under unusual circumstances, the maximum time to access government service as indicated in the billboard or handbook may be extended within a reasonable period; Provided, that the agencies concerned shall notify the requesting party of the cause of extension and the final date of release of the document/s requested.

**SECTION 7. *Denial of Request for Access to Government Service.*** – Any denial of request or access to government service shall be fully explained in writing, signed by the employee / officer denying such request and the grounds thereof. Any denial of request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government agency concerned.

**SECTION 8. *Penalties.*** – Any public officer or employee who violates or is negligent in the performance of the provisions hereof, shall be punished by a fine of not less than one hundred pesos nor more than one thousand pesos, or by imprisonment not exceeding one year, or both, at the discretion of the Court.

The violation of this Act proven in a proper administrative proceeding shall be sufficient cause for removal or dismissal of a public officer or employee, even if no criminal prosecution is instituted against the former.

**SECTION 9. *Implementing Rules and Regulations.*** The Government agencies concerned shall, within 60 days from the approval hereof, promulgate the appropriate rules and regulations in implementing the provisions of this Act.

**SECTION 10. *Separability Clause.*** If, for any reason, any part or provision of this Act is declared invalid or unconstitutional, other parts or provisions hereof which are not affected thereby shall continue to be in full force and effect.

**SECTION 11. *Repealing clause.*** All laws, decrees, executive orders, rules and regulations, issuances or any parts thereof inconsistent with the provisions of this Act are deemed repealed or amended accordingly.

**SECTION 12. *Effectivity.*** This Act shall take effect after fifteen days following the completion of its publication in the Official Gazette or in a national newspaper of general circulation.

Approved,