

# Republic Act No. 9485

## The Anti-Red Tape Act of 2007

**1.** The law applies to all government offices that provide frontline services.

**2.** The law limits the number of signatures of officials and employees to a maximum of five (5) signatures.

**3.** The law requires all government offices to draw up a Citizen's Charter which identifies:

- Frontline services offered
- Step-by-step procedures
- Employee responsible for each step
- *Amount of fees*
- Document to be presented
- Procedure for filing complaints
- Feedback mechanisms

**4.** The Citizen's Charter must be posted as information billboards at the main entrance or most conspicuous place and in published materials.

**5.** Public assistance and complaints desk should be set up and attended to even during break time. All officers and employees transacting with the public should wear an ID.

**6.** All applications/request for frontline services shall be acted upon within five (5) to ten (10) working days.

**7.** Denial of request for access to a government service shall be fully explained.

### **8.1** Disciplinary Action for Violating the Act

#### Light Offense

- Refusal to accept application and/or request within the prescribed period
  - Failure to act on an application and/or request or failure to refer back to the client a request which cannot be acted upon due to lack of requirement/s within the prescribed period;
  - Failure to attend to clients who are within the premises during official working hours and during lunch break;
  - Failure to give client a written notice on the disapproval of an application or request; and
  - Imposition of additional irrelevant requirements.
- #### Penalties for light Offenses
- **1<sup>st</sup> Offense**- 30 day's suspension without pay and mandatory attendance in Values Orientation Program (CSC)
  - **2<sup>nd</sup> Offense**- 3 month's suspension without pay;
  - **3<sup>rd</sup> Offense**- Dismissal and perpetual disqualification from public service

### **8.2** Grave Offenses

#### Grave Offenses

Fixing and/or collusion with fixers in consideration of an economic gain or advantage.

#### Administrative Penalties

Dismissal and perpetual disqualification from public service.

#### Criminal Liability for Fixers

Criminal liability for Fixers-Penalty of imprisonment not exceeding 6 years or pay a fine of not less than P20,000.00 but not more than P200,000.00 or both fine and imprisonment at the discretion of the court.

**9.** The head of the office or agency shall be primarily responsible and accountable for the implementation of the Rules.

**10.** CSC shall conduct a Report Card Survey of government agencies to check on the existence and effectiveness of the Citizen's Charter.