



# CITIZEN'S CHARTER





**Bataan Peninsula State University**

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## **PREFACE**

The BPSU Citizen's Charter is a response of the University to the call for accountable and transparent governance as embodied in Republic Act 9485 otherwise known as the Anti Red Tape Act (ARTA) of 2007.

This document compiles the service standards of each frontline service provider in the University as an easy reference for clients which includes students, alumni and the general public. Required documents, applicable fees, estimated transaction time and client steps are specified to expedite the transaction process.

In 2010, the first version of the BPSU Citizen's Charter was put in place, covering one service for each frontline office. This document is the second version of the BPSU Citizens Charter, a product of review of the existing service standards and the inclusion of additional frontline services. Series of consultations with the concerned offices and stakeholders were conducted to come up with service standards acceptable to both the provider and the client.

Improvement in service delivery is one of the primary reasons why the Citizen's Charter was formulated. And it is in that premise that the Citizen's Charter Team and the whole University commit to advance the spirit and enhance the contents and of this document for the benefits of our clients.

## **Mandate**

The University shall primarily provide advanced instruction and professional training in education, engineering, science and technology, arts and humanities, computer and forestry, and other relevant fields of study. It shall also undertake research, extension services and production activities in support of the socioeconomic development of Bataan and provide progressive leadership in its areas of specialization. (*Section 2, Republic Act 9403*)

## **Vision**

A university of excellence acknowledged in the country and the Asia-Pacific Region for quality graduates and knowledge responsive to socio-economic needs

## **Mission**

Provide quality and relevant education that will develop highly qualified and competitive human resources responsive to national and regional development

## **Service Pledge**

The Bataan Peninsula State University Officials,  
Teaching and Non-Teaching Personnel commit to:

**B**e responsive to the needs of the clients;

**P**erform the services we pledged to do;

**S**erve the public with promptness, courtesy and efficiency, and

**U**ndertake measures to address all complaints and put matters right

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# LIST OF FRONTLINE SERVICES

## **Registrar**

- Enrollment Procedure for Freshmen
- Re-issuance of Lost ID Card
- Replacement of Dilapidated ID Card
- Issuance of Transcript of Records
- Issuance of Transfer Credentials

## **Medical and Dental Clinic**

- Issuance of Medical Certificate for On-the-Job Training
- Claim of Group Accident and Health Protection Program (GAHPP) Benefits
- Claim of Charity Benefits

## **Library**

- Issuance of Library Card
- Re-issuance of Lost Library Card
- Replacement of Dilapidated Library Card

## **Admission and Guidance**

- Application for BPSU College Admission Test (BPSU-CAT)
- Issuance of Certificate of Good Moral Character for Transferring Student
- Issuance of Certificate of Good Moral Character for Other Purposes
- Application for Scholarship

## **Cashier**

- Refund for Dropping a Program
- Issuance of Statement of Account



# Enrollment Procedure for Freshmen

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present requirements to Dean	Dean	(1)Form 138 or form 137 ; (2)NSO birth certificate, (3) 1 picture (1.5 x 1.5); (4) long brown envelope	15 mins.	-	Dean's Office
2	Proceed to the Registrar's Office for Enlistment and submit requirements	Registrar's Personnel	(1)Form 138 or form 137 ; (2)NSO birth certificate, (3) 1 picture (1.5 x 1.5); (4) long brown envelope; (5)Pre-registration form	10 mins.	-	Registrar's Office
3	Pay Tuition and other fees	Cashier's Personnel	(1)Assessment form	5 mins.	See Appendices for schedule of fees	Cashier's Office
4	Proceed to the Registrar's Office and submit Assessment form with attached official receipt and other requirements	Registrar's Personnel	(1)Form 138 or form 137 ; (2)NSO birth certificate, (3) 1 picture (1.5 x 1.5); (4) long brown envelope; (5)Pre-registration form (6)OR (7)Assessment form	5 mins.	-	Registrar's Office
END OF TRANSACTION						

# Issuance of Transcript of Records

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present clearance and secure request form.	Registrar's personnel	Clearance	5 mins.		Registrar's Office.
2	Fill-up and submit request form.	Registrar's personnel	Filled up request form.	5 mins.		Registrar's Office.
3	Pay TOR fee.	Cashier	Filled up request form.	5 mins.	P 60.00 /page	Cashier's Office
4	Submit request form with official receipt, and documentary stamp.	Registrar's personnel	Request form with official receipt; Documentary Stamp	5 working days.		Registrar's Office.
5	Return on the scheduled date and present request form with official receipt.	Registrar personnel	Client copy with official receipt	5 mins.		Registrar's Office.
6	Receive TOR and sign the log book.					
END OF TRANSACTION						

# Issuance of Transfer Credentials

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present clearance and secure request form.	Registrar's personnel	Clearance	5 mins.		Registrar's Office.
2	Fill-up and submit request form.	Registrar's personnel	Filled up request form.	5 mins.		Registrar's Office.
3	Pay Transfer Credential Fee	Cashier	Filled up request form.	5 mins.	P 60.00 /page	Cashier's office
4	Submit request form with official receipt, and documentary stamp	Registrar's personnel	Request form with official receipt	30 mins.	-	Registrar's Office.
5	Receive Transfer Credential and sign the log book.					
END OF TRANSACTION						

# Re-Issuance of Lost ID

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Secure affidavit of loss form.	Director/Associate Director of Administrative Services	(1) Certificate of registration; (2) Letter explaining the loss	5 mins.	-	Administrative Services Office
2	Fill up and submit affidavit of loss.	Administrative Services Office	Filled up form	5 mins.	-	Administrative Services Office
3	Submit signed Affidavit of loss.	Registrar's Personnel	signed affidavit of loss	5 mins.	-	Registrar's Office
4	Pay ID Fee.	Cashier	ID Reissuance Form	5 mins.	Php 200	Cashier's Office
5	Proceed to MIS Office.	MIS Staff	Reissuance form with official receipt	10 mins.	-	Technical Room, MIS Office, Main Campus
END OF TRANSACTION						

# Replacement of Dilapidated ID Card

STEP	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Secure Reissuance Form.	Registrar's Personnel	(1) Dilapidated ID (2) certificate of registration	5 mins.	-	Registrar's Office
2	Pay ID Fee.	Cashier	ID Reissuance Form	5 mins.	200 Pesos	Cashier's Office
3	Proceed to MIS Office.	MIS Staff	Reissuance form with official receipt	10 mins.	-	Technical Room, MIS Office, Main Campus
END OF TRANSACTION						

# Issuance of Medical Certificate for On-the-Job Training

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present requirement and fill up medical examination/ certificate form.	Nurse/Admin Aide	School ID or Certificate of Registration	1 min.		Campus Clinic
2	Undergo health assessment.	Nurse		10 mins.		Campus Clinic
3	Undergo medical examination.	Physician		10 mins.		Campus Clinic
4	Receive the signed medical examination/certificate and sign on the logbook.	Nurse/Admin Aide		1 min.		Campus Clinic
END OF TRANSACTION						

# Claim of Group Accident and Health Protection Program (GAHPP) Benefits

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present requirements	Nurse	(1) ID certificate of registration; (2) Medical/ death certificate, (3) original Official receipt of hospital bills, medicines bought; (4) narrative/ police report	10 mins.	-	Campus Clinic
2	Fill up and submit the GAHPP form	Nurse		3 weeks	-	Campus Clinic
3	Claim the benefit at the Cashier's office	Cashier	ID/ certificate of registration and Claim stub		-	Cashier's Office
END OF TRANSACTION						

# Claim of Charity Benefits

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present requirements	Nurse	(1) Medical/death certificate, (2) original OR of hospital bills, medicines bought, (3) certificate of registration	10 mins.	-	Campus Clinic
2	Fill up and submit the GAHPP form	Nurse		3 weeks	-	Campus Clinic
3	Claim the benefit at the Cashier's office	Cashier	ID/ certificate of registration and Claim stub		-	Cashier's Office
END OF TRANSACTION						



# Issuance of Library Card

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present requirements.	Library personnel	Certificate of Registration and 2 pcs. 1X1 pictures (white background, not computer generated)	5 mins	-	Campus Library
2	Fill up student information sheet and library card, then submit to the library personnel.	Library personnel	accomplished student information sheet and library card	15 mins.	-	Campus Library
3	Receive the library card.	Library personnel	-		-	Campus Library
END OF TRANSACTION						

# Re-Issuance of Lost Library Card

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Pay penalty fee.	Library personnel	ID/COR	5 mins	P60.00	Campus Library
2	Have the Affidavit of Loss form signed by authorized official.	Director/Associate Director of Administrative Services	ID/COR	2 mins.	-	Campus Library
3	Submit signed Affidavit of Loss to the library personnel.	Library personnel	one (1) pc. 1x1 picture	2 mins.	-	Campus Library
4	Fill out library card and submit to the library personnel.	Library personnel		5 mins		Campus Library
5	Receive laminated library card.					Campus Library
END OF TRANSACTION						

# Replacement of Damaged Library Card

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Surrender old/damaged library card	library personnel	old/damaged library card, one (1) pc. 1x1 picture	3 mins.	-	Campus Library
2	Fill out and submit library card and replacement form	library personnel		5 mins.		Campus Library
3	Pay replacement fee	library personnel		2 mins.	P 50.00	Campus Library
4	Receive laminated library card and provisional receipt					Campus Library
END OF TRANSACTION						

# Application for BPSU College Admission Test

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Pay processing fee.	Cashier		5 mins.	P250.00	Cashier's Office
2	Present requirements.	Guidance and Admission Office Staff	(1) Certified photocopy of latest Form 138 (report Card) or Certification of Grades from the School Principal or Transcript of records, (2) two pieces passport size, (3) photocopy of certificate of good moral character, (4) official receipt	2 mins.		Guidance and Admission Office
3	Fill up and submit application form.	Guidance and Admission Office Staff		2 mins.		Guidance and Admission Office
4	Receive the confirmation slip.	Guidance and Admission Office Staff				
END OF TRANSACTION						

# Application for Scholarship

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present requirements.	Guidance and Admission Office Staff	<ul style="list-style-type: none"> <li>(1) Three (3) 1x1 picture,</li> <li>• DILG Scholar- certification from LGU concerned</li> <li>• DOST Scholar- certification from DOST</li> <li>• DILG Scholar- certification from LGU concerned</li> <li>• Privilege Scholar of BPSU Employee- Parents certificate of employment</li> <li>• CSC/Publication Scholar- certification from office of Student Affairs</li> <li>• Academic Scholar- certification of grades</li> <li>• Sports and Cultural Scholar- certification from Sports Director/ Cultural Adviser</li> <li>• ROTC Scholar- certification from the commandant</li> <li>• High school Valedictorian/ Salutatorian- certification from the principal</li> <li>• AFP/ Veterans Scholar- certification from AFP</li> </ul>	5 mins	-	Guidance and Admission Office
2	Fill up and submit accomplished application form.	Guidance and Admission Office Staff		3 working days	-	Guidance and Admission Office
3	Secure approved application forms, photocopy approved form and submit original copy to the cashier.					
END OF TRANSACTION						

# Issuance of Certificate of Good Moral Character For Transferring Student

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present requirements.	Guidance and Admission Office Staff	(1) one (1) documentary stamp; (2) honorable dismissal or transfer credential	5 mins.		Guidance and Admission Office
2	Sign logbook and receive certificate of good moral character					
END OF TRANSACTION						

## Refund of Tuition Fees for Dropping of Program

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present requirements.	Cashier	(1) Dropping Form signed by the Dean and the Registrar, (2) official receipt, (3) certificate of registration	3 working days	-	Cashier's Office
2	Return on the scheduled date and present the required documents.	Cashier	(1) Client's I.D., (2) claim stub, (3) authorization letter and representative's I.D. (in case a representative will receive the refund)	5 minutes	-	Cashier's Office
3	Sign the voucher and receive the refund.	Cashier		1 min.		
END OF TRANSACTION						

## Issuance of Statement of Account

STEP	CLIENT STEP	OFFICE/ PERSON RESPONSIBLE	Documents Required	Maximum Duration	Fee	Location of Office
1	Present requirements.	Cashier	ID or Certificate of registration	5 mins.	-	Cashier's Office
2	Pay certification fee.	Cashier		1 min.	P50.00 per copy	Cashier's Office
3	Receive the certification.	Cashier				Cashier's Office
END OF TRANSACTION						

# APPENDICES

## Tuition Fee per program for AY 2012-2013 and AY 2013-2014

Program	Existing Tuition Per Unit AY 2012-2013	Tuition Per Unit AY 2013-2014*
Doctor of Education	800.00	850.00
Master of Science in Agriculture	550.00	600.00
Master of Arts in Education	550.00	600.00
Master of Arts in Nursing	750.00	800.00
Master in Business Administration	600.00	650.00
Master in Public Administration	600.00	650.00
Master of Physical Education and Sports	550.00	600.00
Master of Engineering Management	750.00	800.00
Bachelor of Science in Architecture	280.00	300.00
Bachelor of Science in Civil Engineering	280.00	300.00
Bachelor of Science in Electrical Engineering	280.00	300.00
Bachelor of Science in Electronics Engineering	280.00	300.00
Bachelor of Science in Mechanical Engineering	280.00	300.00
Bachelor of Science in Computer Science	280.00	300.00
Bachelor of Science in Information Technology	280.00	300.00
Bachelor of Science in Management Information Systems	280.00	300.00
Bachelor of Science in Nursing	280.00	300.00
Bachelor of Science in Agricultural Engineering	280.00	300.00
Associate in Computer Technology	280.00	300.00
Associate in Technical Graphics	280.00	300.00
Associate in Computer Secretarial	280.00	300.00
Bachelor of Science in Industrial Technology	240.00	260.00
Bachelor of Science in Hotel and Restaurant Management	240.00	260.00
Bachelor of Science in Tourism Management	240.00	260.00
Bachelor of Science in Accountancy	240.00	260.00
Bachelor of Science in Business Administration	240.00	260.00
Bachelor of Science in Entrepreneurship	240.00	260.00
Bachelor of Secondary Education	240.00	260.00
Bachelor of Elementary Education	240.00	260.00
Bachelor of Science in Psychology	240.00	260.00
Bachelor of Science in Fisheries	240.00	260.00
Bachelor of Science in Agriculture	240.00	260.00
Diploma in Engineering Technology	240.00	260.00
Two-Year Trade Technician Curriculum	240.00	260.00
Certificate of Technology	240.00	260.00
Midwifery	240.00	260.00

*\*approved by the Board of Regents per Resolution No. 14 series 2012.  
Applicable to incoming freshmen only*



**Miscellaneous Fees for Post-Graduate and Graduate Programs  
for AY 2012-2013 and AY 2013-2014**

Miscellaneous/Other Fees	Existing Fees Collected AY 2012-2013	Proposed Fees to be Collected AY 2013- 2014*
Registration Fee	400.00	No proposed rate yet as of June 5, 2012
Library Fee	350.00	No proposed rate yet as of June 5, 2012
Infra/Facilities Development	500.00	500.00
ID (Plus Strap)**	200.00	210.00
GSS Council	200.00	No proposed rate yet as of June 5, 2012
Handbook/Guidelines	150.00	No proposed rate yet as of June 5, 2012
GS Publication	150.00	No proposed rate yet as of June 5, 2012
Insurance	75.00	75.00

**Miscellaneous Fees for Undergraduate, Associate and Diploma Programs  
for AY 2012-2013 and AY 2013-2014**

Miscellaneous/Other Fees	Existing Fees Collected AY 2012-2013	Proposed Fees to be Collected AY 2013-2014*
Entrance	50.00	50.00
Registration Fee	50.00	50.00
Library Fee	150.00	150.00
Medical/Dental	150.00	170.00
Laboratory**	150.00	170.00
Student Manual***	150.00	160.00
Athletics	130.00	140.00
SCUAA	130.00	140.00
NSTP****		
ID (Plus Strap)***	200.00	210.00
School Organ	130.00	140.00
Student Council	130.00	140.00
Socio-cultural	130.00	140.00
Insurance	75.00	75.00
Computer Fee**	600.00	650.00
Infra/Facilities Development	500.00	500.00
Charity	75.00	75.00
OJT**	500.00	550.00

*\*approved by the Board of Regents per Resolution No. 14 series 2012*

*\*\*Fees applicable only if student is enrolled in a LAB class, computer class or OJT*

*\*\*\*Fees collected from first year enrollees only*

*\*\*\*\* Collected from first year students based on 50% of tuition fee rate of program multiplied by the no. of NSTP units*

*Dorm fee applicable to student availing the services in Abucay Campus*

*RLE and Affiliation Fees are computed based on the number of enrolled students per year level.*

**Republic of the Philippines**  
**Congress of the Philippines**  
Metro Manila

**Thirteenth Congress**  
**Third Special Session**

Begun and held in Metro Manila, on Monday, the nineteenth day of February, two thousand seven.

**Republic Act No. 9485**          **June 02, 2007**

**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 of the Philippines in Congress assembled:*

**SECTION 1. *Short Title.*** - This Act shall be known as the "**Anti-Red Tape Act of 2007**".

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

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

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

- (a) "*Simple Transactions*" refer to requests or applications submitted by clients of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government office.
- (b) "*Complex Transactions*" refer to requests or applications submitted by clients of a government office which necessitate the use of discretion in the resolution of complicated issues by an officer or employee of said government office, such transaction to be determined by the office concerned.
- (c) "*Frontline Service*" refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned.
- (d) "*Action*" refers to the written approval or disapproval made by a government office or agency on the application or request submitted by a client for processing.
- (e) "*Officer or Employee*" refers to a person employed in a government office or agency required to perform specific duties and responsibilities related to the application or request submitted by a client for processing.
- (f) "*Irrelevant requirement*" refer to any document or performance of an act not directly material to the resolution of the issues raised in the request or needed in the application submitted by the client.
- (g) "*Fixer*" refers to any individual whether or not officially involved in the operation of a government office or agency who has access to people working therein, and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration.

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

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

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

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

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

- (a) Acceptance of Applications and Request - (1) All officers or employees shall accept written applications, requests, and/or documents being submitted by clients of the office or agencies.
- (2) The responsible officer or employee shall acknowledge receipt of such application and/or request by writing or printing clearly thereon his/her name, the unit where he/she is connected with, and the time and date of receipt.
- (3) The receiving officer or employee shall perform a preliminary assessment of the request so as to promote a more expeditious action on requests.
- (b) Action of Offices - (1) All applications and/or requests submitted shall be acted upon by the assigned officer or employee during the period stated in the Citizen's Charter which shall not be longer than five working days in the case of simple transactions and ten (10) working days in the case of complex transactions from the date the request or application was received. Depending on the nature of the frontline services requested or the mandate of the office or agency under unusual circumstances, the maximum time prescribed above may be extended. For the extension due to nature of frontline services or the mandate of the office or agency concerned the period for the delivery of frontline services shall be indicated in the Citizen's Charter. The office or agency concerned shall notify the requesting party in writing of the reason for the extension and the final date of release for the extension and the final date of release of the frontline service/s requested.
- (2) No application or request shall be returned to the client without appropriate action. In case an application or request is disapproved, the officer or employee who rendered the decision shall send a formal notice to the client within five working days from the receipt of the request and/or application, stating therein the reason for the disapproval including a list of specific requirement/s which the client failed to submit.
- (c) Denial of Request for Access to Government Service - Any denial of request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based. Any denial of request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.
- (d) Limitation of Signatories - The number of signatories in any document shall be limited to a maximum of five signatures which shall represent officers directly supervising the office or agency concerned.
- (e) Adoption of Working Schedules to Serve Clients - Heads of offices and agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours.
- (f) Identification Card - All employees transacting with the public shall be provided with an official identification card which should be visibly worn during office hours.
- (g) Establishment of Public Assistance/Complaints Desk - Each office or agency shall establish a public assistance/complaints desk in all their offices.

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

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

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

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

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

- (a) Light Offense - (1) Refusal to accept application and/or request within the prescribed period or any document being submitted by a client;
- (2) 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;
- (3) Failure to attend to clients who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch
- (4) Failure to render frontline services within the prescribed period on any application and/or request without due cause;
- (5) Failure to give the client a written notice on the disapproval of an application or request; and
- (6) Imposition of additional irrelevant requirements other than those listed in the first notice.

Penalties for light offense shall be as follows:

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

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

Third Offense - Dismissal and perpetual disqualification from public service.

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

Penalty - Dismissal and perpetual disqualification from public service.

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

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

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

**SEC. 15. *Immunity; Discharge of Co-Respondent/Accused to be a Witness.*** - Any public official or employee or any person having been charged with another under this Act and who voluntarily gives information pertaining to an

investigation or who willingly testifies therefore, shall be exempt from prosecution in the case/s where his/her information and testimony are given. The discharge may be granted and directed by the investigating body or court upon the application or petition of any of the respondent/accused-informant and before the termination of the investigation: *Provided, That*:

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

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

**SEC. 16. *Implementing Rules and Regulations.*** - The Civil Service Commission in coordination with the Development Academy of the Philippines (DAP), the Office of the Ombudsman and the Presidential Anti-Graft Commission (PAGC), shall promulgate the necessary rules and regulations within ninety (90) days from the effectivity of this Act.

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

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

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

Approved,

**JOSE DE VENECIA JR.**  
Speaker of the House of Representatives

**MANNY VILLAR**  
President of the Senate

This Act which is a consolidation of Senate Bill No. 2589 and House Bill No. 3776 was finally passed by the Senate and the House of Representatives on February 8, 2007 and February 20, 2007 respectively.

**ROBERTO P. NAZARENO**  
Secretary General  
House of Representatives

**OSCAR G. YABES**  
Secretary of Senate

Approved: **JUN 02, 2007**

**GLORIA MACAPAGAL-ARROYO**  
*President of the Philippines*

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## FEEDBACK FORM

Paki Check kung: PAPURI ( ) KOMENTO ( ) REKLAMO ( )  
Departamento o Opisinang Tinutukoy \_\_\_\_\_  
Pangalan ng Empleyado (o Guro) \_\_\_\_\_  
Ano po ang inyong PAPURI / KOMENTO / REKLAMO? \_\_\_\_\_

\_\_\_\_\_

Kailan po nangyari? \_\_\_\_\_  
Ano po ang gusto ninyong gawin namin? \_\_\_\_\_

\_\_\_\_\_

Pangalan \_\_\_\_\_  
Address \_\_\_\_\_  
Phone Number \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
Lagda \_\_\_\_\_  
Petsa \_\_\_\_\_

Nais nyo po ba ng sagot na nakasulat? \_\_ (Oo) \_\_ (Hindi)

(Ang feedback form na ito ay maaaring ihulog sa suggestion box o dalhin sa opisina ng Administrative Services )

