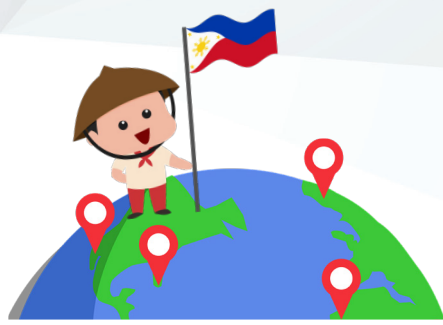


12 THINGS TO KNOW ABOUT THE EODB EGSD ACT OF 2018 (REPUBLIC ACT NO. 11032)



7 THE ANTI-RED TAPE AUTHORITY

To ensure the attainment of the objectives of the EODB EGSD Act of 2018, there is hereby created the Anti-Red Tape Authority, which shall be organized within six (6) months and shall be attached to the Office of the President.



The Anti-Red Tape Authority, in coordination with the Civil Service Commission (CSC) and the Ease of Doing Business and Anti-Red Tape Advisory Council, shall conduct an information dissemination campaign in all LGUs and national government agencies (NGAs) to inform them of the EODB EGSD Act amending Republic Act No. 9485 or the Anti-Red Tape Act of 2007.

8 ANTI-RED TAPE UNIT IN THE CSC

The CSC shall maintain an anti-red tape unit in its central and all its regional offices, utilize Report Card Survey (RCS) findings for purposive and integrated government-wide human resource systems and programs toward efficient delivery of government service as contemplated in this Act; and receive, review, hear, and decide on complaints on erring government employees and officials and non-compliance with the provisions of the EODB EGSD Act of 2018.

1 COVERAGE

The **Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018** applies to all government offices and agencies including local government units (LGUs), government-owned and/or -controlled corporations (GOCCs), and other government instrumentalities, whether located in the Philippines or abroad, that provide services covering business and non-business related transactions as defined in this Act.

2 PURPOSE OF EODB EGSD ACT

It aims to establish efficient service delivery, prevent graft and corruption, reduce red tape, and expedite business and non-business transactions in government. The Act also provides for rules, tools, and mechanisms designed to improve frontline service efficiency and ensure customer satisfaction.



3 THE CITIZEN'S CHARTER

The posted information should have a comprehensive and uniform checklist of requirements; procedure to avail of the service; person/s responsible for each step; maximum time to complete the process; document/s to be presented by the customer, if necessary; amount of fees to be paid, if necessary; and procedure for filing complaints.



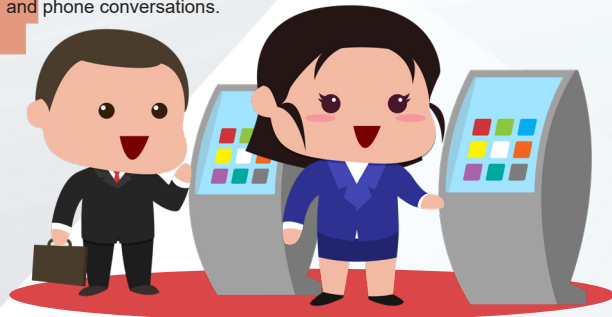
9 REPORT CARD SURVEY

The RCS will be used to check compliance of all government agencies with the law. The RCS will be initiated by the Authority, in coordination with the CSC, and the Philippine Statistics Authority (PSA).



4 ZERO CONTACT TRANSACTIONS

Except during preliminary assessment of the request and evaluation of the sufficiency of submitted requirements, no government officer or employee shall have any contact with a customer. Examples of which are physical interaction and phone conversations.



5 3-7-20 DAY PROCESSING TIME

Assigned officers or employees shall follow specific processing times for client transactions.

3 DAYS
SIMPLE TRANSACTION

Applications or requests which only require ministerial actions or that which present only inconsequential issues for resolution.

7 DAYS
COMPLEX TRANSACTION

Requests or applications which necessitate evaluation in the resolution of complicated issues by an officer or employee of a government office.

20 DAYS
HIGHLY TECHNICAL APPLICATION

Applications or requests which require use of technical knowledge, specialized skills and/or training in the processing and/or evaluation.

6 GRANT OF AUTOMATIC EXTENSION

An application or request shall be automatically extended if a government office or agency fails to act on it, until such time a decision or resolution is rendered.



10 ADMINISTRATIVE JURISDICTION AND PENALTIES

The administrative jurisdiction on any violation of the provisions of the EODB EGSD Act of 2018 shall be vested either with the CSC or the Office of the Ombudsman.

- First Offense: Administrative liability with six (6) months suspension;
- Second Offense: Administrative liability and criminal liability of dismissal from the service, perpetual disqualification from holding public office and forfeiture of retirement benefits and imprisonment of one (1) year to six (6) years with a fine of not less than Five Hundred Thousand Pesos (P500,000.00) but not more than Two Million Pesos (P2,000,000.00).

11 VIOLATIONS AND PERSONS LIABLE

Any person who performs or causes the performance of the following acts shall be liable:

- Refusal to accept request and/or application with complete requirements without due cause;
- Imposition of additional requirements other than those listed in the Citizen's Charter;
- Imposition of additional costs not reflected in the Citizen's Charter;
- Failure to give the applicant or requesting party a written notice on the disapproval of an application/request;
- Failure to render government services within the prescribed processing time on any application without due cause;
- Failure to attend to applicants who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
- Failure or refusal to issue official receipts; and
- Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.



12 IMPLEMENTING RULES AND REGULATIONS

The Authority with CSC and DTI, and in coordination with DICT, DOF, DILG, NEDA, PSA, CDA, SEC, and the Office of the Ombudsman, and the Union of Local Authorities of the Philippines shall promulgate the necessary rules and regulations within ninety (90) working days from the effectivity of the EODB EGSD Act.