

[ADMINISTRATIVE ORDER NO. 241, October 02, 2008]

MANDATING THE SPEEDY IMPLEMENTATION OF REPUBLIC ACT NO. 9485 OTHERWISE KNOWN AS THE "ANTI-RED TAPE ACT OF 2007" AND ITS IMPLEMENTING RULES AND REGULATIONS AND STRENGTHENING THE APPLICATION THEREOF

WHEREAS, the Office of the President (OP) Memorandum Circular No. 35 dated March 17, 2003 directed all government agencies, including government-owned and controlled corporations, to implement the publication of service guides and the posting of workflow charts in compliance with Republic Act No. (RA) 6713;

WHEREAS, Administrative Order No. 161 dated October 5, 2006, as amended by Executive Order No. 605 dated February 23, 2007, enjoined the implementation of a government-wide Quality Management Program which mandated, among others, the streamlining of services and the establishment of citizen's charters;

WHEREAS, RA 9485, otherwise known as the Anti-Red Tape Act of 2007, took effect on September 5, 2008 following the issuance of the Implementing Rules and Regulations (IRR) by the Civil Service Commission under the CSC Resolution No. 081471 dated July 24, 2008;

WHEREAS, Section 6 of RA 9485 provides that 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 standards to be known as the Citizen's Charter within one year after the effectivity of said law;

WHEREAS, Section 7 of the same law provides that the implementation of RA 9485 shall be the primary responsibility and accountability of the head of office or agency;

WHEREAS, Section 1, Rule VI of the IRR of RA 9485 provides that all offices and agencies are enjoined to undertake on a continuing basis programs to promote customer satisfaction and improve service delivery, and other similar activities for officers and employees in frontline services;

WHEREAS, there is a need to expedite the implementation of the abovementioned provisions for the effective realization of the State's policy of work to fix the corruption that has, unfortunately, long plagued our nation;

NOW, THEREFORE, I, GLORIA MACAPAGAL-ARROYO, President of the Republic of the Philippines, by the powers vested in me by law, do hereby order:

SECTION 1. STREAMLINING AND POSTING OF PROCEDURES. All departments, bureaus, offices and instrumentalities of the government, including government