

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

SEVENTEENTH CONGRESS
Second Regular Session

HOUSE BILL NO. 7924

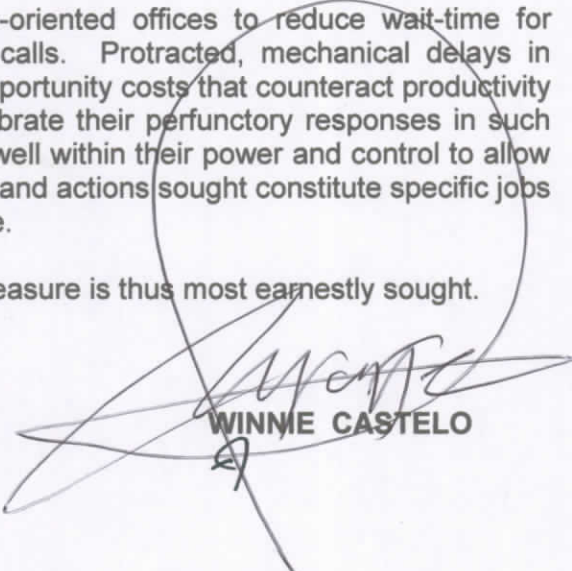


Introduced by Rep. Winston "Winnie" Castelo

EXPLANATORY NOTE

This bill contemplates on mandating all service-oriented offices to reduce wait-time for requests for an action or service in telephone calls. Protracted, mechanical delays in response to caller requests set off considerable opportunity costs that counteract productivity and efficiency. Such offices, hence, have to calibrate their perfunctory responses in such fashion as to reduce delays in their answer. It is well within their power and control to allow for prompt response considering that the requests and actions sought constitute specific jobs for which they were commissioned in the first place.

The immediate passage of this timely proposed measure is thus most earnestly sought.


WINNIE CASTELO

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AN ACT
REDUCING WAIT TIME FOR REQUESTS FOR AN ACTION OR SERVICE IN PHONE
CALLS FOR SERVICE-ORIENTED OFFICES AND PRESCRIBING PENALTIES FOR
VIOLATION THEREOF AND FOR OTHER PURPOSES

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

SECTION 1. This Act shall be known as the "National Phone Call Protocol Act."

SEC. 2. There shall hereby be prescribed a phone call protocol for service-oriented offices whereby callers seeking an action or service shall be put on hold for no more than two minutes.

SEC. 3. To effectively carry out the purpose of this Act, the National Telecommunications Commission shall issue the implementing rules and regulations.

SEC. 4. The competent courts shall determine the appropriate penalties for violations of the provisions of this Act.

SEC. 5. This Act shall take effect fifteen (15) days following its publication in the Official Gazette or in at least two (2) newspapers of general circulation.

Approved,