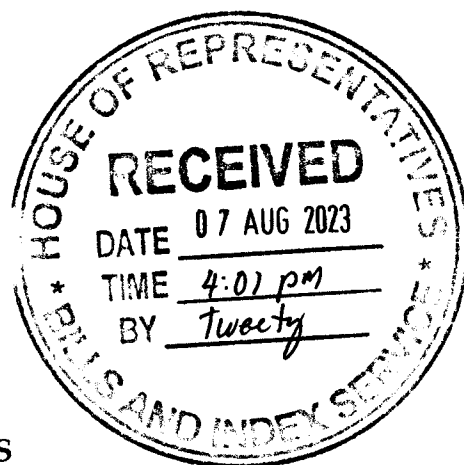




Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

NINETEENTH (19th) CONGRESS
Second Regular Session

House Bill No. 8792

Introduced by: Hon. Ma. Victoria Co - Pilar

EXPLANATORY NOTE

Social Security is recognized as one of the basic human rights. The Philippines as a party to the International Covenant on Economic, Social and Cultural Rights is committed to ensure its application within our jurisdiction. Article XV, Section 4 of the Philippine Constitution affirm this commitment.

However, despite having a national policy that upholds universal security coverage, a sizable proportion of workers and their families remain uncovered, with only 38.4 percent of labor force contributing either through the SSS or GSIS (*Philippine Statistics Authority, 2017*). Similarly, the labor force contributing to Pag-ibig Fund accounted for 45.9 percent only in 2018. On the other hand, the population covered by the National Health Insurance Program (NHIP) is maintained high and generally increasing either through direct or indirect contributions due to the enactment of RA 11223 Universal Health Care Act.

In a study conducted by the International Labor Organization, among the reasons why there is low coverage of social security pension is the complex and burdensome procedures. Particularly in rural areas, people face difficulties in accessing social protection schemes due to a low density of administrative structures and services.

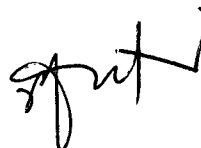
To ease the burden of daunting processes of registration, collection of contributions, processing of loan applications, release of loans and pensions, among others, this bill proposes to create a One-Stop Shop for all state-controlled

provident funds and other government mandated benefit institutions in every Legislative District of the country.

Through these One-Stop Shops called the Pangarap Centers, a member does not need to go to different government mandated provident funds agencies, with different locations just to remit their contributions or remittances. This will not only cut the time and effort in processing their transactions, moreover this will encourage members of the workforce and those who are from the informal sector to register and contribute to their social security funds. Through this sudden ease in their transactions, we can expect that the coverage of our social security instruments to increase and become streamlined.

This measure is aligned with the President's vision of creating a single operating system for all government transactions to ensure ease of doing business across the Philippines.

In view of the foregoing passage of this bill is earnestly sought.

A handwritten signature in black ink, appearing to be a stylized name or set of initials, possibly "Sputi".

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

NINETEENTH (19th) CONGRESS
Second Regular Session

House Bill No. **8792**

Introduced by: Hon. Ma. Victoria Co – Pilar

AN ACT
ESTABLISHING PANGARAP CENTERS IN ALL LOCAL GOVERNMENT
UNITS IN THE COUNTRY AND PROVIDING FUNDS THEREFOR AND
FOR OTHER PURPOSES

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

1 **SECTION 1. Short Title** – This Act shall be known as the “Pangarap Centers
2 Act of 2023”

3
4 **SECTION 2. Declaration of Policies** – It is a declared policy of the State to
5 improve the delivery of social security, health and housing services to the people
6 and to ensure access to and efficiency in the process of availing services and
7 assistance to fund social security, health and housing services.

8 Further, the State shall adopt a multi-sectoral and streamlined approach in
9 addressing social security, health and housing issues and affirm their inherently
10 integrated and indivisible linkage consistent with the emphasis of “work, save,
11 invest, and prosper framework”.

12 Towards this end, the State shall adopt a well-coordinated One-Stop Shop
13 for all beneficiaries of state-controlled provident funds and other government
14 mandated benefit institutions.

1 **SECTION 3. *Pangarap Program*** - The Department of Labor and
2 Employment shall establish a Pangarap Program that shall adopt and implement
3 the following objectives:

4 a. Provide a policy framework for integrated- and people-centered social
5 benefit program that shall:

6 1. Ensure and promote organizational culture geared towards
7 responsiveness;

8 2. Ensure the promotion of information for beneficiaries to know every
9 avenue of investments in the Pangarap One-Stop Shop System;

10 3. Ensure appropriate infrastructure and processes;

11 4. Promote client engagement and empowerment.

12 b. Ensure financial risk protection and alleviate financial burden of financially
13 incapacitated beneficiaries who avail of the different benefit programs of
14 government mandated benefit institutions;

15 c. Maximize investment opportunities for workers through the different
16 benefit programs such as, but not limited to, PAG-IBIG MP1 and PAG-IBIG
17 MP2;

18 d. Eliminate the transferring and the inconvenience of long and arduous
19 processes for first time workers to obtain necessary identity numbers.

20 The Department of Labor and Employment shall provide the policy
21 direction and pertinent guidelines together with the Home Development Mutual
22 Fund (HDMF), Government Service Insurance System (GSIS), the Social Security
23 System (SSS), Philippine Health Insurance Corporation (PhilHealth), and the
24 Department of Migrant Workers (DMW) to ensure and promote responsive and
25 effective benefit engagement in Pangarap Centers.

26
27 **SECTION 4. *Pangarap Center Office*** - There shall be established a Pangarap
28 Center Office under the Department of Labor and Employment. The Pangarap
29 Center Office shall oversee the operations of Pangarap Centers nationwide.

30
31 **SECTION 5. *Pangarap Centers*** - There shall be established a Pangarap
32 Center in all Local Government Units which shall:

33 Serve as a One-Stop Shop for all government mandated benefit institutions
34 for workers, including but not limited to, collection of contributions, processing of

1 loan applications, release of loans and pensions, processing of documentary
2 requests from members;

- 3 a. Provide beneficiary navigation and referral to proper agencies and benefit
4 packages;
- 5 b. Provide information with regard to membership, coverage and other
6 packages to maximize all benefit programs according to each one's
7 investments and contributions;
- 8 c. Provide capacity building and performance evaluation to ensure good
9 client interaction;
- 10 d. Document, process and utilize data from beneficiaries through a
11 standardized form if institutional changes in government benefit
12 institutions; and
- 13 e. Provide critical information on future benefit programs that will emanate
14 from each government mandated benefit institution.

15 There shall be a special lane in each Pangarap Center for exclusive use of
16 Senior Citizens and Persons with Disabilities.

17 The Pangarap Center shall be non-partisan, convenient, free of charge,
18 accessible and shall have a standard system of availment of benefits.

19
20 **SECTION 6. *Administration of Pangarap Centers*** – The Department of Labor
21 and Employment shall designate its Regional Directors to oversee the proper
22 management and efficient operation of the Pangarap Centers in their respective
23 localities. The Pangarap Center Director shall:

- 24 a. Ensure the provision of appropriate space, furniture, equipment and
25 fixtures based on the standard Pangarap Centers plan of the Department of
26 Labor and Employment;
- 27 b. Promote harmony, coordination and cooperation among the participating
28 agencies in the Pangarap Centers and strengthen the delivery of services by
29 upholding the highest performance of duties and responsibilities; and
- 30 c. Perform such other functions as may be necessary for the accomplishment
31 of the objectives of the Pangarap Center Program.

32 The Pangarap Center Director shall assign the Head Officer of the
33 respective DOLE local office as the Pangarap Center Operations Manager, who
34 shall take charge of the day-to-day management and operations of the Pangarap

Centers. The Pangarap Center Director, and the Pangarap Center Operations Manager, shall receive no extra compensation.

SECTION 7. *Personnel Complement* – The Pangarap Center shall be adequately staffed by the employees of the Department of Labor and Employment and support staff. The Pangarap Center Director and the Pangarap Center Operations Manager shall appoint and assign such other personnel as may be necessary for the effective operation of the Pangarap Center.

Each Pangarap Center shall consist of duly designated representatives from the HDMF, GSIS, SSS, PhilHealth and DMW. The HDMF, GSIS and SSS representatives shall process and approve the application of new members and requests for loans, requests for increase of contributions. The DMW representative shall process and approve applications for benefits of Overseas Filipino Workers and their respective beneficiaries.

The HDMF, GSIS, SSS, PhilHealth and DMW are hereby authorized to create the required plantilla and staffing pattern necessary for the implementation of this Act in coordination with the Department of Budget and Management (DBM). The Civil Service Commission (CSC), and the Governance Commission for Government Owned or Controlled Corporations (GCG), as the case may be.

The DMW and PhilHealth shall include in their budgetary submission to the DBM the required budget for the personnel services requirements of each Pangarap Center. Such budgetary requirement shall be included in the budgets of the respective agencies in the General Appropriations Act

SECTION 8. *Monitoring and Evaluation* – The DOLE shall conduct monitoring and evaluation to assess the responsiveness of the Pangarap Centers, including a client satisfaction survey, utilizing indicators such as reduced waiting time, percentage of beneficiaries and individuals served, and percentage of complaints endorsed for action, among others.

SECTION 9. *Annual Report* – The HDMF, GSIS, SSS, PhilHealth and the DMW shall jointly submit to the Office of the President of the Philippines, Senate Committee on Labor, Employment and Human Resources Development, House Committee on Labor and Employment on or before the end of December of every

1 year, or upon the request of any of the aforesaid offices, a report giving a detailed
2 account of the status of the implementation of this Act.

3
4 **SECTION 10. *Appropriations*** – The DOLE shall immediately include in the
5 program of the Department the operationalization of this Act, the initial funding
6 of which shall be charged against its current year's appropriations. Thereafter, the
7 amount necessary for the establishment and operation of the Pangarap Centers
8 shall be included in the General Appropriations Act.

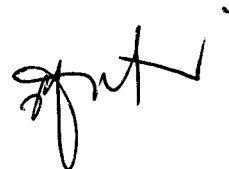
9
10 **SECTION 11. *Implementing Rules and Regulations*** – Within one year, from
11 the Approval of this Act, the Secretary of DOLE, in coordination with the
12 Departments stipulated in the preceding section of this Act, shall formulate rules
13 and guidelines as may be necessary for the proper implementation and
14 enforcement of this Act.

15
16 **SECTION 12. *Separability Clause*** – If any portion or provision of this Act is
17 held unconstitutional or invalid, the remaining provisions not affected thereby
18 shall continue to be in full force and effect.

19
20 **SECTION 13. *Repealing Clause*** – All laws, executive orders, proclamations,
21 rules, regulations and other issuances or parts thereof which are inconsistent with
22 the provisions of this Act are hereby repealed, amended or modified accordingly.

23
24 **SECTION 14. *Effectivity*** – This Act shall take effect fifteen (15) days after its
25 publication in the Official Gazette or in a newspaper of general circulation.

26
27 Approved,

A handwritten signature in black ink, appearing to be 'J. N. L.', is located at the bottom right of the page.