

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City

NINETEENTH CONGRESS
Second Regular Session

HOUSE BILL NO. 10426



Introduced by **Representative Wilbert T. Lee**

AN ACT
PROVIDING TWENTY FOUR-SEVEN (24/7) FRONTLINE SERVICES, VOICE
AND NON-VOICE RESPONSE TO INQUIRIES, AND EXTENDED DAYS OF
OPERATION FOR FACE-TO-FACE TRANSACTIONS

EXPLANATORY NOTE

Technology has made it possible for various countries and economies to be connected through globalization. As a result, the subject of flexible employment has gained a lot of interest both in the private and public sectors. Adjustments in work arrangements and working hours have been introduced since the pandemic which was proven to be beneficial to clients and the public. One of the solutions to traffic congestion, for instance, was adjusted working hours for local government units (LGUs) and mall hours during the December Christmas rush.

We can veer away from the traditional working hours that typically run from 8AM to 5PM and respond to a 24-hour economy characterized by extended operating hours and the use of technology, allowing essential government services to cater to the diverse schedules and needs of a 24/7 society.

Given that 73.6% of Filipinos are internet users and 73.4% are on social media, the government should be innovative to maximize what these platforms can offer.¹ Internet can be used to avail of the services without going to the office and the social media to answer queries and provide service.² Due to its importance, the President has directed all government offices to digitalize vital services immediately to attain digital transformation in all offices³.

¹ Datareportal, Digital 2024: The Philippines, 21 February 2024.

² David, C. 2016. Social Media Use by Frontline Government Agencies: Review and Recommendations. Public Policy Journal XV(2):.

³ Presidential Communications Office (PCO), 'PBBM orders immediate digitalization of vital government services to boost ease of doing business, combat corruption', 2023 July 2024.

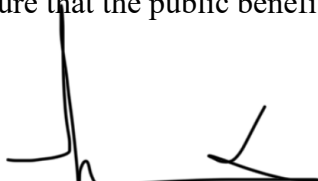
Presently, some government offices have already implemented digitalization of some of their frontline services—the Department of Environment and Natural Resources (DENR) with its E-Frontline System, Social Security System (SSS) for online filing of claims, salary and calamity loan applications, the Philippine Statistics Authority (PSA) with its online request for birth, marriage, and death certificate, and Certificate of No Marriage Record (CENOMAR), and the National Bureau of Investigation (NBI) with its online requests. However, it should not end here.

This measure aims to institutionalize the use of the internet and social media in availing frontline services. In line with this goal, the identification of Zero Contact Services of government offices is essential. These are frontline services that do not need face-to-face interaction and can be made available 24/7 to all Filipinos who have access to the internet. Such services are offered by the respective office through their Frontline Service System which will implement a zero-contact policy. This way, the hassle of going to the office is undertaken only when the document is ready to be released or when necessary. Moreover, the constituents do not need to go to the office for their inquiries because there will be an allotted response team in every government office for their frontline services.

In line with the drive to make services more accessible, the frontline services and response teams shall operate from Monday to Saturday with extended hours of 7AM to 7PM. This is to give people who are mostly working or studying during weekdays from 8AM to 5PM a chance to avail of the frontline services without compromising their daily tasks.

The 1987 Constitution provides that the State shall prioritize education, science and technology, arts, culture, and sports to foster patriotism and nationalism, accelerate social progress, and promote total human liberation and development.⁴ It is further declared that science and technology are essential for national development and progress. The State shall give priority to research and development, invention, innovation, and their utilization; and to science and technology education, training, and services. It shall support appropriate, and self-reliant scientific and technological capabilities, and their application.⁵ Lastly, the State recognizes the vital role of communication and information in nation building.⁶

A technology-driven delivery of frontline services is an innovation of maximizing what social media and the internet can offer, and making sure that the public benefits from it.



HON. WILBERT T. LEE
Representative
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⁴ Article II, Section 17, 1987 Constitution.

⁵ Article XIV, Section 10, 1987 Constitution.

⁶ Article II, Section 24, 1987 Constitution.

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

3 **SECTION. 1. Short Title.** This Act shall be known as the “24/7 Frontline
4 *Government Services Act*”

5 **Sec. 2. Declaration of Policy.** It is hereby declared to the policy of the State, in
6 accordance with the Constitution, that science and technology are essential for national
7 development and progress. The State shall support indigenous, appropriate, and self-reliant
8 scientific and technological capabilities, and their application to the country’s productive
9 systems and national life.

10 The State also recognizes innovative ways of adapting to the wide use of the internet
11 and social media to transform frontline services and make it more accessible and convenient.
12 The State further recognizes that frontline services have a crucial role in the country’s
13 national life, development, and progress. It is hereby declared as a policy of the State to
14 provide 24/7 Frontline Services, extended hours for frontline services, and an efficient
15 response team for queries.

16
17 **Sec. 3. Definition** – As used in this Act, the following terms are defined, as follows:

1
2 (1) *Frontline Services* - refers to the process or transaction between clients and
3 government offices or agencies involving applications for any privilege, right,
4 permit, reward, license, concession, or for any modification, renewal or extension
5 of the enumerated applications and/or requests which are acted upon in the
6 ordinary course of business of the agency or office concerned.⁷
7

8 (2) *Voice Response Team* – refers to civil servants from the office who answer queries
9 from the constituents through their landline for their available frontline services.
10

11 (3) *Non-voice Response Team* - refers to civil servants from the office who answer
12 electronic message queries through a platform widely used by the constituents.
13

14 (4) *Zero Contact Services* – frontline services that can be delivered without requiring
15 face-to-face interaction.
16

17 (5) *Frontline Service System (FSS)* – refers to a single and digital platform providing
18 frontline service to all who can access the internet.
19

20 **Sec. 5. Coverage** – The government offices with respective frontline services that
21 shall provide extended hours of operations from seven (7) o'clock in the morning to seven (7)
22 o'clock in the evening and extended days of operations including Saturdays, are:

- 23 1) Department of Foreign Affairs (DFA)
24 2) National Bureau of Investigation (NBI)
25 3) Land Transportation Office (LTO)
26 4) Professional Regulation Commission (PRC)
27 5) Social Security System (SSS)
28 6) Philippine Health Insurance Corporation (PhilHealth)
29 7) Home Development Mutual Fund (PAGIBIG)
30 8) Government Service Insurance System (GSIS)
31 9) Philippine Postal Corporation (PhilPost)
32 10) Technical Education and Skills Development Authority (TESDA)
33 11) Philippine National Police (PNP)
34

35 Government offices, including Local Government Units, that offer Zero Contract
36 Services are tasked to provide a Frontline Service System. Other offices that require face-to-
37 face interaction in all of their frontline services are not required to create FSS.

⁷ Republic Act 9485 (RA 9485), Sec. 4.

1 **Sec. 4. Availability of Frontline Services and Response Team** – The frontline
2 services and the response team at the office shall be available and answer the responses from
3 seven in the morning to seven in the evening (7AM to 7PM).

4 **Sec. 5. Working Arrangement** – The office shall provide a working arrangement to
5 ensure that there will be sufficient personnel to execute the function of the response team and
6 frontline service from 7AM to 7PM. Necessary hiring of additional manpower for the
7 enumerated agencies providing frontline services in Section 5 of this Act are hereby authorize
8 to submit their staffing plan for funding.

9 **Sec. 6. Zero Contact Services** - The offices of the government shall provide a list of
10 their frontline services that can be delivered without face-to-face interaction. Services that
11 require the submission of a written document shall not hinder the implementation provided
12 that submission of an electronic document will suffice. The rules on Sec. 7 (7) of the
13 Republic Act No. 8792 shall be observed in determining whether electronic documents shall
14 be accepted or not. The list for zero contact services shall be released within two (2) months
15 upon the effectivity of this Act.

16 **Sec. 7. Non-exclusivity of Frontline Service System** – Constituents who choose to
17 personally go to the office to avail themselves of the services shall not be rejected due to the
18 institution of FSS. No person shall be deprived of the services due to failure to use the FSS.

19 **Sec. 8. Information Dissemination** – The office shall disseminate the information
20 about their available Zero Contact Services on their official social media page and site.

21 Moreover, the following shall be used to inform the constituents, but not limited to,
22 posters, signages, and infographics posted in the area where frontline services are being
23 delivered in the office.

24 **Sec. 9. Creation of Frontline Service System for Zero Contact Services** – The
25 office shall coordinate with the Department of Information and Communications Technology
26 (DICT) on the creation of a system for requests. It shall include the following, but not limited
27 to, uploading of documents, filling up of required information, and mode of payment.

28 The Frontline Service System shall be fully operative in the first year from the
29 effectivity of this Act.

1 **Sec. 10. *Non-Impairment Clause.*** - Nothing in this Act shall be construed as to
2 diminish, impair, or repeal rights recognized, granted, or made available to disadvantaged,
3 marginalized, or specific sectors under existing laws.

4 **Sec. 11. *Separability Clause.*** - If for any reason, any part or provision of this Act is
5 declared invalid or unconstitutional, the remaining parts or provisions not affected thereby
6 shall remain in full force and effect.

7 **Sec. 12. *Repealing Clause.*** - All laws, executive orders, presidential decrees, rules
8 and regulations or parts thereof contrary to or inconsistent with any provisions of this Act are
9 hereby repealed, amended, or modified accordingly.

10 **Sec. 13. *Effectivity.*** - This Act shall take effect fifteen (15) days after its publication
11 in the Official Gazette or in two (2) national newspapers of general circulation.
12