

Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City, Metro Manila

NINETEENTH CONGRESS
3rd Regular Session

House Bill No. **11059**



**Introduced by Representatives JOCELYN P. TULFO, ERWIN T. TULFO,
RALPH WENDEL P. TULFO, and EDVIC G. YAP,**

AN ACT
INSTITUTIONALIZING A UNIFIED NATIONAL EMERGENCY HOTLINE
"911" AS THE NATIONWIDE EMERGENCY TELEPHONE NUMBER FOR
PUBLIC SAFETY AND SECURITY, PROVIDING ITS FRAMEWORK AND
FUNDS THEREFOR

EXPLANATORY NOTE

This proposed measure seeks to institutionalize the "911" National Emergency Hotline ensuring a swift provision of assistance to the public in times of crisis and emergencies.

Under Sections 4 and 5, Article II of the 1987 Constitution, it is the primary duty of the State to ensure the safety and protection of its people. Despite the issuance of Executive Order No. 56¹ on 25 May 2018, the current emergency response system of the country is still fragmented, with multiple emergency hotlines managed by various agencies, non-government office and local government units (e.g. Quezon City Emergency - 112 and National Disaster Risk Reduction Management Council - (02) 421-1918). This lack of unification often leads to confusion, delays, and inefficiencies in emergency response in the country.

The proposed measure aims to establish a single, unified 911 National Emergency Hotline to streamline and enhance the efficiency of emergency response services across the country. The establishment of a single emergency hotline will integrate the various existing numbers into one accessible and easy-to-remember contact number, minimizing confusion and ensuring that emergency services are reached promptly.

It will also create a centralized system which will enhance coordination among different emergency responders, including police, fire, medical services, and disaster

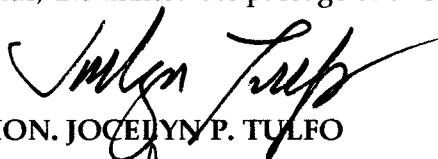
¹ Institutionalizing the Emergency 911 Hotline as the Nationwide Emergency Answering Point, Replacing Patrol 117 and For Other Purposes.

response teams which will lead to more effective and timely interventions during emergencies.

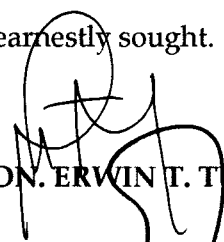
The "911" hotline will serve as a critical tool in crime prevention and addressing emergencies related to health issues, natural disasters, and other urgent situations which will be accessible nationwide, ensuring that all citizens, regardless of their location, can easily reach emergency services when needed.

This proposed measure underscores the State's commitment to safeguarding its citizens and maintaining public order through a modernized and unified emergency response system.

Thus, the immediate passage of this measure is earnestly sought.



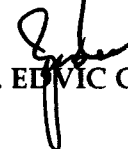
HON. JOCELYN P. TULFO



HON. ERWIN T. TULFO



HON. RALPH WENDEL P. TULFO .



HON. EDVIC G. YAP

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

1 **SECTION 1. *Short Title.*** - This Act shall be known as the “*National Emergency*
2 *Hotline Act of 2024*”.

3
4 **Sec. 2. *Declaration of Policy.*** - It is the policy of the State to maintain peace and
5 order, ensure the safety and security of its citizens and protect its people through a
6 unified and efficient emergency response system. This Act aims to institutionalize a
7 national emergency hotline, “911”, to enhance public order and safety throughout the
8 country.

9
10 **Sec. 3. *Institutionalization of “911” as the National Emergency Hotline.***

11
12 a) The telephone number “911” is hereby designated as the only national
13 emergency hotline which shall be available nationwide for landline and
14 wireless telephone systems;

15
16 b) There shall be a “911” Emergency and Public Safety Response Center (Call
17 Center) in every region, province, city and municipality nationwide. The
18 local government units (LGU) are enjoined to establish and run local 911
19 call centers within their area of jurisdiction which shall be under the
20 supervision of the National Development Office;

21
22 c) All calls received through the “911” National Emergency Program shall be
23 recorded, monitored and reviewed by the 911 National Development Office

1 and shall be monitored through a Global Positioning System (GPS) to aid in
2 the accurate and timely dispatch of emergency services;
3

4 d) All information and data gathered through the "911" National Emergency
5 Hotline shall be processed and protected in accordance with Republic Act
6 No. 10173 or the Data Privacy Act of 2012 and other existing laws;
7

8 e) A call made to the "911" National Emergency Hotline constitutes consent
9 by the caller for the distress call to be recorded and may be used as evidence
10 to prosecute against illegitimate calls;
11

12 f) The "911" hotline shall be connected to major service responders including,
13 but not limited to:
14

- 15 1. The Philippine National Police (PNP);
- 16 2. The Bureau of Fire Protection (BFP);
- 17 3. The Bureau of Jail Management and Penology (BJMP);
- 18 4. The Philippine Drug Enforcement Agency (PDEA);
- 19 5. The National Bureau of Investigation;
- 20 6. The National Disaster Risk Reduction and Management Council
21 (NDRRMC);
- 22 7. Philippine Coast Guard (PCG);
- 23 8. Local Government Units (LGUs);
- 24 9. Bureau of Immigration (BI);
- 25 10. The Metro Manila Development Authority (MMDA);
- 26 11. Other government agencies such as the Department of Health (DOH),
27 Department of Social Welfare and Development (DSWD), and the
28 Department of Justice (DOJ); and
- 29 12. Accredited non-government organizations (NGOs) such as hospitals,
30 medical facilities and safety volunteers.
31

32 g) The creation of Emergency and Public Safety Response Centers shall anchor
33 on the mandatory participation of existing primary communication carriers
34 operating nationwide and in each locality;
35

36 h) All private communication carriers and telecommunications companies
37 shall ensure and provide uninterrupted connectivity and integration of all
38 calls made by their subscribers to the "911" National Emergency Hotline;
39

40 i) In areas where an emergency telephone number does not yet exist, the
41 National Telecommunications Commission (NTC) shall immediately direct
42 the concerned telephone companies to designate "911" as the nationwide
43 emergency telephone number within a reasonable period of time. Any
44 emergency hotline established by any local government unit or state agency
45 using a number other than "911" shall be changed to "911".
46

- 1 j) All existing agreements in connection with the effective operation of
2 Hotline "911" with the private sector and the NGOs prior to the enactment
3 of this law shall continue to be enforced.
4

5 Sec. 4. *Creation of the "911" Hotline Commission.* - A "911" Hotline
6 Commission (Commission) is hereby created which shall serve as the policy-making
7 body and overseer of the Emergency 911 National Program and shall be composed of
8 the following members:
9

- 10 a) Secretary of the Department of Interior and Local Government (DILG) as
11 Chairperson;
12 b) Secretary of the Department of National Defense (DND), as Co-
13 Chairperson;
14
15 c) Secretary of the Department of Information and Communications
16 Technology (DICT) as Vice-Chairperson;
17
18 d) Representatives of the following government agencies and offices with a
19 rank not lower than Director IV or its equivalent, as members:
20
21 i. National Disaster Risk Reduction and Management Council;
22 ii. Department of Social Welfare and Development;
23 iii. Department of Health;
24 iv. National Telecommunications Commission
25 v. Metro Manila Development Authority; and
26 vi. The Philippine National Police.
27
28 e) Two (2) other members with a term of two (2) years, to be selected by the
29 Chairperson from the private sector upon recommendation of the
30 Commission.
31

32 Sec. 5. *Functions of the Commission.* - The following are the functions of the
33 911 Hotline Commission:
34

- 35 a) Provide policy direction and formulate necessary guidelines in the
36 implementation and supervision of the Emergency 911 National Program;
37
38 b) Prepare and recommend policies and solutions that are responsive to crime
39 prevention, public order and public safety;
40
41 c) Submit an annual report to Congress and the President on the
42 implementation of the Emergency 911 National Program; and
43
44 d) Perform such other duties as the President may direct.
45

1 Sec. 6. *The "911" National Development Office* - The existing DILG Hotline
2 "117" Development Group, activated by the DILG under the PATROL "117"
3 Commission is hereby institutionalized as the Hotline "911" National Development
4 Office.

5
6 Under the direction of the Commission, the "911" National Development
7 Office shall function as the primary implementing office of the Emergency 911
8 National Program.

9
10 It shall serve as the Secretariat of the "911" Hotline Commission which shall
11 consist of existing uniformed personnel of the interior sector and the non-uniformed
12 Plantilla personnel of the PATROL "117" Commission.

13
14 It shall be headed by a Director with an equivalent position of Director IV, to
15 be appointed by the President, upon the recommendation by the Secretary of DILG,
16 subject to civil service rules and regulations. It shall have parallel offices in the
17 regional level to be headed by a regional officer and in the field level to monitor
18 provincial, city and municipal operations.

19
20 Sec. 7. *Functions of the "911" National Development Office.* - The Emergency
21 "911" National Development Office shall have the following functions:

- 22
23 a) Act as the Secretariat of the Commission;
24 b) Serve as the primary implementing arm of the Commission in carrying out
25 the objectives of this Act;
26 c) Institutionalize localized networks of service responders upon the direction
27 of the Commission;
28 d) Conduct reviews and readiness tests, and monitor and evaluate the
29 response capabilities of various aspects of the Emergency 911 National
30 Program;
31 e) Conduct reviews and monitor calls received by Emergency and Public
32 Safety Response Centers nationwide;
33 f) Develop and implement training programs for emergency communications
34 personnel and responders;
35 g) Process accreditation of NGOs, hospital and medical institutions and
36 facilities, and other civic sector institutions, facilities, and volunteers in line
37 with the objectives of this Act; and
38 h) Undertake such other duties as the Emergency 911 Commission may direct.

39
40 Sec. 8. *Free Service to the Calling Public.* - The Commission shall ensure that
41 all calls made to the "911" National Emergency Hotline shall be free of charge and
42 other fees.

43
44 Sec. 9. *Involvement of Other Government Agencies.* - All government agencies
45 are stakeholders in the promotion of peace and order and public safety. They shall

1 provide the necessary support in the implementation of the program with the
2 Secretary of Interior and Local Government as the lead coordinator.

3
4 **Sec. 10. *Participation of the Public Sector.*** – The private sector and NGOs are
5 enjoined to actively participate in whatever capacity in advocating crime prevention
6 and public safety by supporting Hotline “911”.

7
8 **Sec. 11. *Penalties for Illegitimate “911” Calls.*** – A call shall be deemed
9 illegitimate when a person accesses the “911” National Emergency Hotline for the
10 following purposes:

- 11
12 a. Making a prank call;
13 b. Cause a false alarm, disorder, or unrest to the public;
14 c. Making deceitful complaints or giving false information; or
15 d. Harassing emergency responders by using obscene, vulgar or profane
16 language which interferes or disrupts the emergency telephone service;
17

18 For this purpose, a false report shall mean the fabrication of an incident or
19 alleged crime which the person making the report knows to be false at the time of
20 making said report.

21
22 Any person found to guilty under this provision shall be punished as follows:

- 23
24 1. First offense, a fine of Ten Thousand Pesos (P10,000.00);
25 2. Second offense, a fine of Twenty Thousand Pesos (P20,000.00) or
26 imprisonment of *Arresto Menor*;
27 3. Third offense, a fine of Fifty Thousand Pesos (P50,000.00) or imprisonment
28 of *Arresto Mayor*; and
29 4. For succeeding offenses, a fine of One Hundred Thousand Pesos
30 (P100,000.00) or imprisonment of *Prision Correccional*;
31

32 The foregoing shall be without prejudice to any other liability or penalty that
33 may be imposed arising from existing laws.

34
35 **Sec. 12. *Appropriations.*** – The amount needed for the initial implementation of
36 this Act shall be taken from the current year’s appropriations of the Department of
37 Interior and Local Government. Thereafter, such sums as may be necessary for its
38 continued implementation shall be included in the annual General Appropriations
39 Act.
40

41 **Sec. 13. *Implementing Rules and Regulations.*** – Department of Interior and
42 Local Government, as the lead agency, shall promulgate the implementing rules and
43 regulations within ninety (90) days after the effectivity of this Act.
44

1 SEC. 14. *Repealing Clause.* - All other laws, decrees, executive orders,
2 issuances, rules and regulations, or part thereof inconsistent with this Act are hereby
3 likewise repealed or amended accordingly.
4

5 SEC. 15. *Separability Clause.* - If, for any reason, any section or provisions of
6 this Act is declared unconstitutional or invalid, the other sections or provisions not
7 affected thereby shall remain in full force and effect.
8

9 SEC. 16. *Effectivity Clause.* - This Act shall take effect fifteen (15) days after its
10 publication in the Official Gazette in at least two (2) newspapers of general circulation.
11

12 *Approved,*