



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

TWENTIETH CONGRESS
First Regular Session

House Bill No. **2468**



Introduced by **Representative GIRLIE E. VELOSO**

EXPLANATORY NOTE

The 1987 Philippine Constitution vests that sovereignty resides in the people and all government authority emanates from them. This philosophical bedrock affirms that government is not an authority above the people, but a public instrument created by the people to serve their interests and needs. Yet in practice, the system has too often reversed this by requiring the people to work for the government instead of the government working for the people.

Currently, the pursuit of essential government services and documents has long been synonymous with an arduous and often humiliating ordeal for ordinary citizens. What should be a straightforward interaction with the State frequently devolves into a multi-day saga of lost wages, interminable queues, redundant travel between disparate agencies, and the Sisyphean task of gathering documents that the government itself already possesses. The burden, invariably, falls squarely on the shoulders of the citizen, who bears the cost in precious time, hard-earned money, and eroded dignity.

This pervasive inefficiency is a profound injustice. No citizen shall be compelled to act as courier between government offices for requirements the State can obtain or validate internally. Government transactions shall be processed through a single application, a unified payment, and a lead agency accountable for coordinating all backend processes. The fragmented, manual, and outdated system that has historically resisted evolution largely due to the absence of a legal imperative for comprehensive reform also breeds a culture of distrust and disempowerment, reducing citizens from the very reason for government's existence to mere supplicants navigating an opaque bureaucratic maze.

Therefore, this Bill seeks a moral and structural correction by fundamentally reorienting government service delivery by shifting the onerous burden of coordination from the citizen to the state. It proposes the institutionalization of a citizen-centered service delivery framework through the

Pambansang Ugnayan para sa Serbisyong Organizado (PUSO). The PUSO aims to modernize governance and public administration through interoperability, secure data sharing, and unified service delivery, anchored on a government-wide digital infrastructure that actively does the legwork, allowing citizens to apply once, pay once, and conclude their transactions with efficiency and dignity. This Bill, also known as the "Gobyernong may PUSO Act," is founded on the principle that governance must be fair and public service must be humane. A government that truly has a heart is defined by how seamlessly, responsibly, and compassionately it serves its citizen.

Beyond administrative reform, this Bill serves as a strategic investment in the Filipino people and the future of governance. The long-term returns on investment from this legislation are quantifiable, multi-sectoral, and national in scope. By eliminating duplicate paperwork, manual processes, and unnecessary travel, the Bill will significantly streamline government services, reduce operational costs, and free up valuable resources. Real-time cross-checking and secure data validation will drastically deter fraud and abuse, fostering greater integrity in public transactions. Time saved translates into increased productivity and economic participation. Businesses will benefit from faster permit and license processing, stimulating economic growth. Citizens will no longer be subjected to humiliating bureaucratic hurdles. The PUSO framework will save them time, money, and stress, restoring their trust and sense of dignity. The Unified Service Fee mechanism not only simplifies payments for the public, but also preserves government revenue, which has long been implied as a core justification for maintaining the fragmented and manual system. Through the rationalization of redundant roles and upskilling of personnel, this Act also allows existing manpower to be reallocated toward higher-value roles. The Bill propels the Philippine bureaucracy into the digital age, fostering a cohesive, interoperable, and data-driven government capable of responding more effectively to the needs of its constituents. Integrated data systems speed up identity and record verification, especially during crises. While the upfront costs for infrastructure, development, and training are significant, this non-recurrent investment in maintenance, updates, and cloud operations will be far less costly than the cumulative human labor expenditures, logistical expenses, operational overhead, and administrative waste perpetuated by the current system.

This Bill is a testament to the belief that government exists to serve its people, not to burden them. It is a legislative commitment to a "Gobyernong may PUSO" or a government with a heart, that respects its citizens' time, protects their energy, and earns their trust through efficient, transparent, and dignified service delivery.

In view of the foregoing, support for the enactment of this measure is earnestly sought.


REP. GIRLIE E. VELOSO
Malasakit@Bayanihan Partylist



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Introduced by **Representative GIRLIE E. VELOSO**

AN ACT ESTABLISHING THE PAMBANSANG UGNAYAN PARA SA SERBISYONG ORGANISADO (PUSO) AS THE GOVERNMENT-WIDE COORDINATION FRAMEWORK TO INSTITUTIONALIZE CITIZEN-CENTERED SERVICE DELIVERY THROUGH DATA SHARING, INTEROPERABILITY, AND BACKEND INTEGRATION, 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 “Gobyernong may PUSO
2 Act”.

3 **SECTION 2. Declaration of Policy.** — The State affirms that sovereignty resides in the
4 people and that all government authority emanates from them. Accordingly, it is the policy of the
5 State to ensure that public service delivery upholds the principles of transparency, accountability,
6 efficiency, and respect for the dignity of every citizen. The State shall institutionalize a citizen-
7 centered service delivery framework that shifts the burden of inter-agency coordination from the
8 public to the government itself. To achieve this, the State shall establish a secure, integrated, and
9 interoperable digital infrastructure that enables seamless backend coordination, real-time data
10 sharing, and internal verification of records among agencies. Public transactions shall be processed
11 through a single point of application, a unified payment, and a designated lead agency accountable
12 for coordinating all backend processes.

13 **SECTION 3. Definition of Terms.** — As used in this Act:

- (a) Pambansang Ugnayan para sa Serbisyong Organisado (PUSO) refers to the government-wide digital infrastructure established under this Act to enable secure, auditable, and interoperable backend coordination, data validation, and inter-agency service delivery.
- (b) Backend Coordination refers to all administrative, technical, and procedural interactions among government agencies necessary to process a citizen's request or transaction, without requiring the citizen to act as intermediary.
- (c) Interoperability refers to the capacity of different government systems, applications, and agencies to securely exchange, validate, and use information in a coordinated manner.
- (d) Public Transaction refers to any interaction between a natural or juridical person and a government entity involving a request for service, benefit, authorization, compliance, verification, or regulatory fulfillment, including, but not limited to, applications for documents, permits, licenses, subsidies, clearances, or any other form of public assistance or regulatory approval.
- (e) Unified Service Fee refers to the consolidated and transparent payment collected by the lead agency from the citizen to cover the total cost of a public transaction involving multiple agencies.

SECTION 4. Institutionalizing Government-Wide Coordination Through the Pambansang Ugnayan para sa Serbisyong Organisado (PUSO). — To operationalize citizen-centered service delivery, the Department of Information and Communications Technology (DICT), in coordination with the Department of the Interior and Local Government (DILG), the National Privacy Commission (NPC), and other relevant agencies, shall lead the development, implementation, and continuous digitalization of a government-wide backend system for inter-agency coordination and internal data validation, hereinafter referred to as the Pambansang Ugnayan para sa Serbisyong Organisado or PUSO.

- (a) The PUSO shall serve as the central digital infrastructure that enables backend coordination, secure data validation, and unified service delivery in response to public transactions across all levels of government, while upholding the autonomy, integrity, and legal custodianship of agency-managed data.
- (b) The PUSO shall support, at a minimum:
 - 1. Real-time data validation across authorized agencies, using secure queries and agency-defined protocols to confirm the authenticity, status, or availability of a document or record.
 - 2. Centralized and secure logging and auditability of all access, queries, actions, and override activity, which shall be accessible to relevant oversight bodies and may be made available to the data subject upon lawful request, in accordance with applicable laws;
 - 3. Role-based authentication and access control, defining which agencies and personnel may initiate or respond to validation requests based on legal mandate, transaction scope, or prior consent; and

- 1 4. Standardized data formats, application programming interfaces (APIs), and
2 integration protocols to ensure interoperability, backward compatibility, scalability,
3 and long-term system coherence across government platforms.
- 4 (c) All data shall remain under the control and custody of the originating agency. No data
5 shall be transferred, copied, or exposed beyond what is strictly necessary to validate a
6 claim or fulfill a public transaction, as determined by law, regulation, or informed
7 consent.
- 8 (d) While the initiation of a public transaction shall be deemed as consent to backend
9 coordination for the purpose of fulfilling that transaction, the transmission of full records
10 shall not be the default. Agencies shall limit data sharing to the minimum necessary to
11 process the transaction, and may transmit full records only when such transmission is
12 demonstrably necessary, consistent with applicable laws, or as may be further defined in
13 the implementing rules and regulations (IRR).
- 14 (e) The DICT shall ensure the provision, availability, and continued development of the
15 necessary digital infrastructure to support the PUSO, including but not limited to reliable
16 network connectivity; secure, scalable, and redundant physical or cloud-based servers and
17 data storage systems; automated backup and recovery mechanisms; cybersecurity
18 protocols; and interoperable software platforms consistent with the standards established
19 under this Act.
- 20 (f) The PUSO shall serve as the primary infrastructure for backend coordination.
21 Institutional or manual coordination mechanisms may be utilized as complementary
22 measures, but shall not substitute or delay the digital modernization mandated under this
23 Act. The DICT, in coordination with relevant agencies, shall ensure the alignment and
24 phased integration of all institutional arrangements into the PUSO, supported by
25 sustained infrastructure investment, time-bound implementation schedules, and defined
26 performance indicators toward full interoperability and automation.

27 **SECTION 5. Support and Coordination of Participating Agencies.** —To ensure
28 effective implementation and system-wide alignment, the DICT shall be supported by the following
29 agencies, in accordance with their respective mandates:

- 30 (a) The NPC to ensure compliance with data privacy laws, safeguard citizen rights, and
31 enforce lawful access, consent, and breach management protocols;
- 32 (b) The DILG to facilitate the alignment, integration, and capacity-building of local
33 government units (LGUs) into the national infrastructure;
- 34 (c) The Philippine Statistics Authority (PSA) to support identity authentication, record
35 standardization, and integration of the Philippine Identification System (PhilSys) across
36 participating platforms;
- 37 (d) The Department of Budget and Management (DBM) to align funding priorities, release
38 mechanisms, and budgetary support necessary to implement this Act;
- 39 (e) The Civil Service Commission (CSC) to regulate, guide, and ensure proper human
40 resource adjustments, workforce transitions, position reclassification, and redeployment

1 of personnel in support of PUSO, in accordance with civil service laws, merit principles,
2 and institutional readiness.

- 3 (f) All other national government agencies, government-owned and -controlled corporations
4 (GOCCs), and LGUs to align their systems, respond to backend verification and
5 coordination requests, and participate in the PUSO as required by the IRR.

6 **SECTION 6. Coverage and Compliance.** — This Act shall apply to all national
7 government agencies, GOCCs, LGUs, and other instrumentalities of the government involved in the
8 delivery of public services, including, but not limited to, the issuance of documents, permits,
9 licenses, authorizations, clearances, and other regulatory or benefit-related transactions, whether
10 physical or digital in nature. All covered institutions shall ensure that their systems, processes, and
11 service delivery mechanisms are interoperable and aligned with the PUSO. Compliance shall be
12 mandatory within the timeframe and transition guidelines set by the IRR.

13
14 **SECTION 7. Non-Compliance and Sanctions.** — Failure to adopt, align with, or
15 integrate into the PUSO within the period prescribed by the IRR shall constitute a violation of this
16 Act. Agencies or units found to be non-compliant may be subject to:

- 17 (a) Administrative sanctions in accordance with civil service rules, budget circulars, or
18 relevant agency regulations;
19 (b) Funding consequences, including the suspension, realignment, or withholding of digital
20 infrastructure allocations or interoperability-related support; or
21 (c) Other penalties as may be provided under existing laws, rules, or regulations.

22 The IRR shall detail the levels of non-compliance and the corresponding sanctions, ensuring
23 that enforcement mechanisms are responsive, equitable, and proportional to the degree of violation.

24 **SECTION 8. Support Mechanisms.** — To promote inclusive and sustainable integration,
25 the DICT, in coordination with the DILG, DBM, and other relevant agencies, shall provide support
26 mechanisms such as:

- 27 (a) Technical assistance for data governance, system integration, and cybersecurity;
28 (b) Capacity-building programs for Information and Communications Technology officers
29 and frontline staff;
30 (c) Access to shared infrastructure or cloud-based solutions for resource-constrained
31 agencies;
32 (d) Grants or realigned funding for infrastructure upgrades, subject to existing laws and
33 regulations; and
34 (e) Transitional arrangements to enable compliance within the prescribed timeline.

35 **SECTION 9. Data Protection, Access Controls, and Privacy Safeguards.** — All
36 coordination and data-sharing activities under this Act shall be governed by the principles of data

1 minimization, lawful access, transparency, and accountability. The rights of citizens to privacy,
2 informed consent, and data security shall be upheld at all times. To this end, the following safeguards
3 shall apply:

- 4 (a) Lawful and Purpose-Specific Access. Agencies may only access, validate, or exchange
5 data when necessary to complete a specific, legally authorized transaction or service, and
6 only to the extent required for that purpose.
- 7 (b) Informed Consent and Lawful Use. When a citizen initiates a transaction, their informed
8 consent to data validation and backend coordination shall be deemed given for the
9 purpose of completing that specific service. Any access or use of personal data beyond
10 the scope of the transaction shall require separate consent, unless otherwise permitted
11 under existing laws, such as in cases of public health emergencies, court orders, or fraud
12 investigations.
- 13 (c) Centralized Logging and Auditability. All data access, queries, and inter-agency
14 exchanges shall be recorded in a secure, tamper-proof log accessible to authorized
15 oversight bodies and the data subject.
- 16 (d) Breach Management and Accountability. Any unauthorized access, misuse, or breach
17 involving data exchanged through the PUSO shall be reported within prescribed periods
18 and investigated in accordance with applicable laws, including administrative and
19 criminal liability where warranted.

20 The NPC shall exercise oversight over all privacy-related aspects of this Act and shall assist
21 in the development of protocols, safeguards, and compliance mechanisms consistent with applicable
22 privacy and data protection laws.

23 **SECTION 10. Voluntary Participation by Co-Equal Branches and Independent**
24 **Constitutional Bodies.** — The Judiciary, Congress, and independent constitutional commissions
25 are encouraged to align with the principles and infrastructure of this Act, where feasible, in a manner
26 consistent with their institutional independence, internal rules, and operational discretion.
27 Coordination may be established through mutually agreed protocols or separate implementing
28 mechanisms that safeguard autonomy while enabling citizen-centered service delivery.

29 **SECTION 11. Unified Service Fee and Rationalized Revenue Collection.** — To
30 protect government revenue while streamlining service delivery:

- 31 (a) For any public transaction involving multiple agencies, only one consolidated payment
32 shall be required through a unified service fee, regardless of the number of participating
33 agencies. The payment shall be made to the designated lead agency responsible for
34 processing the transaction and coordinating all backend services.

- (b) The unified service fee shall be subject to backend allocation, with each participating agency receiving its corresponding share in accordance with existing laws, regulations, or updated revenue-sharing formulas as may be prescribed.
- (c) The unified service fee shall also be clearly broken down and disclosed to the citizen at the point of application or public transaction, identifying the specific components or charges attributable to each participating agency.
- (d) No agency shall impose additional, duplicate, or hidden charges on top of the unified service fee unless specifically authorized by law and disclosed prior to application.
- (e) The implementing agency shall establish a centralized revenue reconciliation system to track, audit, and ensure timely remittance of each agency's share.
- (f) Nothing in this Act shall be construed as a waiver of the authority of the State to impose and collect lawful fees for services rendered. The adoption of consolidated service delivery mechanisms shall not diminish or impair the fiscal entitlements of participating agencies.
- (g) The rationalization, reallocation, or adjustment of service fees under this Act shall be undertaken in accordance with applicable laws, rules, and regulations, and shall be guided by considerations of cost-efficiency, administrative practicality, and fiscal sustainability.

SECTION 12. Human Resource Transition and Workforce Repurposing. — To support the implementation of this Act:

- (a) All covered agencies shall identify personnel currently performing tasks that will become redundant or automated due to the implementation of this Act, and shall take appropriate measures to repurpose such personnel for functions relevant to digital service delivery, backend coordination, or technical operations under the PUSO.
- (b) The CSC, in coordination with the DICT, the DILG, and the DBM, shall issue the necessary guidelines for the reclassification, redeployment, or upskilling of affected personnel, consistent with applicable civil service laws, rules, and regulations.
- (c) No personnel shall be separated from service solely by reason of the automation or system integration carried out pursuant to this Act.

SECTION 13. Prohibited Acts. — The following acts are prohibited under this Act and shall be subject to appropriate administrative, civil, or criminal penalties, as may be provided by applicable laws, rules, and regulations:

- (a) Requiring any individual to personally obtain or submit documents or data that are already available through the PUSO or authorized backend coordination mechanisms established under this Act;
- (b) Accessing, using, or disclosing personal or institutional data beyond what is necessary for the specific, authorized purpose of the public transaction, or without proper authority, consent, or legal basis;

- 1 (c) Using the interoperability infrastructure or coordination mechanisms for any
2 unauthorized purpose, including monitoring, profiling, or data matching not expressly
3 permitted by law;
- 4 (d) Tampering with, destroying, or unlawfully disabling any part of the shared infrastructure,
5 security protocols, access logs, or backend coordination mechanisms, resulting in service
6 disruption, data loss, or unauthorized access; or
- 7 (e) Failure by a responsible official or designated personnel to report a confirmed security
8 breach or unauthorized access incident involving systems covered by this Act, when such
9 breach falls within their reporting duties and is known or reasonably should have been
10 known to them, in violation of applicable protocols.
- 11 (f) Imposing additional or duplicate fees for services or coordination steps already covered
12 by the unified service fee, in violation of the prescribed fee structure.

13 Violations under this Section shall be classified by severity in the IRR, which shall prescribe
14 the corresponding administrative, civil, or criminal penalties.

15 **SECTION 14. Implementing Rules and Regulations.** – Within ninety (90) days from the
16 effectivity of this Act, the DICT shall, in consultation with the DILG, the NPC, the DBM, the PSA,
17 and other concerned government agencies and stakeholders, promulgate the necessary rules and
18 regulations for the effective implementation of this Act.

19 **SECTION 15. Appropriations.** — The amount necessary for the initial implementation of
20 this Act shall be charged against the current appropriations of the DICT, and other concerned
21 implementing agencies. Thereafter, the funds necessary for the continued implementation of this
22 Act shall be included in the annual General Appropriations Act.

23 The DICT, in coordination with the DBM, shall prepare a multi-year implementation and
24 investment plan to cover the costs of infrastructure, system development, integration support,
25 capacity-building, maintenance, and cybersecurity. Priority shall be given to resource-constrained
26 agencies and LGUs to ensure equitable compliance and access across all levels of government.

27 **SECTION 16. Repealing Clause.** — All laws, decrees, executive orders, rules and
28 regulations, or parts thereof inconsistent with the provisions of this Act are hereby repealed or
29 modified accordingly.

30 **SECTION 17. Separability Clause.** — If, for any reason, any section of this Act shall be
31 deemed unconstitutional or invalid, the other sections or provisions shall not be affected and shall
32 remain in force and in effect.

1 **SECTION 18. Effectivity Clause.** — This Act shall take effect after fifteen (15) days from
2 its publication in the Official Gazette or in at least two (2) national newspapers of general
3 circulation, whichever comes earlier.

4 Approved.