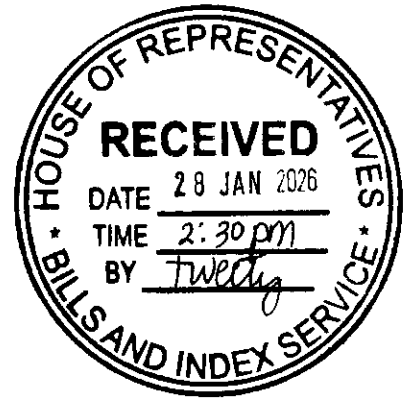


Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City, Metro Manila

TWENTIETH CONGRESS
First Regular Session

HOUSE BILL NO. 7465



**Introduced by Representative JB BERNOS
and Representative CHING BERNOS**

**AN ACT ESTABLISHING ACCELERATED CITIZEN-CENTERED SOCIAL
SERVICES (ACCESS) SYSTEM IN EVERY MUNICIPALITY, AND APPROPRIATING
FUNDS THEREFOR**

EXPLANATORY NOTE

All Filipinos are entitled to efficient, accessible, and rights-based social services as mandated under the Constitution, which directs the State to promote social justice and ensure the basic needs of its citizens. Article XIII of the 1987 Constitution emphasizes the responsibility of the government to provide social services that uplift the quality of life of all citizens, especially of those belonging to the marginalized sectors, through responsive and efficient public institutions. Despite the existence of numerous social protection programs administered by national government agencies and local government units (LGUs), access to these services remains fragmented. Ordinary citizens, particularly senior citizens, persons with disabilities, solo parents, indigent families, and workers in the informal sector, are often required to visit multiple offices, submit repetitive documents, and navigate complex bureaucratic processes to avail of assistance. This system disproportionately affects vulnerable individuals who may lack the time, resources, or physical capacity to comply with such requirements.

At present, social services are delivered through separate agency channels, each operating under its own procedures, databases, and eligibility systems. While certain agencies have introduced digital platforms or localized one-stop desks, these initiatives remain limited in scope, unevenly implemented, and largely uncoordinated. There is currently no national law that institutionalizes a unified, municipality-level single window mechanism that integrates social services across agencies into one accessible physical and digital system.

This measure seeks to address this long-standing governance gap by establishing Accelerated Citizen-Centered Social Services (ACCESS) System, supported by a unified digital interface, in every municipality nationwide. These

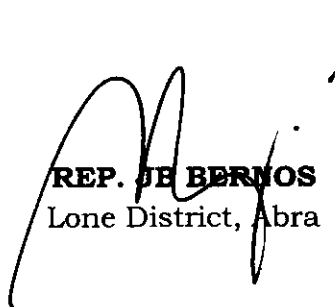
centers shall serve as the primary access point for government social services, allowing citizens to apply for assistance, receive referrals, track applications, and obtain information through a streamlined and coordinated process. By integrating service delivery, the proposed system aims to reduce red tape, eliminate duplication, improve accountability, and restore public trust in government institutions.

The proposed measure likewise strengthens inter-agency coordination by institutionalizing data sharing protocols, standardized procedures, and joint service delivery mechanisms, while ensuring compliance with data privacy and security standards. It empowers local government units to serve as the frontline implementers of integrated social protection, consistent with the principles of decentralization and local autonomy.

Beyond administrative efficiency, this measure recognizes that accessibility is a matter of dignity. When government services are difficult to reach, the burden falls most heavily on those who need them the most. A citizen-centered single window system ensures that assistance is not only available in law but reachable in practice.

By establishing a permanent, institutionalized framework for integrated social services, this Act advances the goals of inclusive governance, responsive public service, and people-centered development.

In view of the foregoing, the immediate passage of this measure is earnestly sought.



REP. JE BERNOS
Lone District, Abra



REP. CHING B. BERNOS
SOLID NORTH Party-List

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

SECTION 1. Short Title. – This Act shall be known as the “ACCESS Act.”

SEC. 2. Declaration of Policy. – It is hereby declared the policy of the State to promote efficient, accessible, and citizen-centered delivery of government social services. The State shall institutionalize an integrated single window system at the city level to reduce fragmentation, eliminate unnecessary bureaucratic processes, and ensure that all citizens, particularly members of vulnerable sectors—can conveniently access government assistance and social protection programs.

SEC. 3. Establishment of the Accelerated Citizen-Centered Social Services (ACCESS) System. – There is hereby established in every municipality an Accelerated Citizen-Centered Social Services (ACCESS) System, which shall serve as a unified access point for government social services through both physical service centers and a corresponding digital platform.

The System shall be administered by the city government through the City Social Welfare and Development Office, in coordination with concerned national government agencies.

SEC. 4. Scope of Social Services Covered. – The Single Window System shall facilitate access, intake, coordination, referral, and tracking of the following government social services, without prejudice to the statutory mandates of the concerned agencies:

- (a) Social welfare and assistance services, including programs of the Department of Social Welfare and Development (DSWD);
- (b) Health and social insurance services, including membership registration, updating, verification, and information services of the Philippine Health Insurance Corporation (PhilHealth);
- (c) Social security and retirement services, including registration, contribution inquiries, and benefit application assistance for the Social Security System (SSS) and the Government Service Insurance System (GSIS);
- (d) Housing and savings services, including membership and program assistance under the Home Development Mutual Fund (Pag-IBIG Fund);
- (e) Employment and livelihood services, including job matching, employment facilitation, and labor assistance programs of the Department of Labor and Employment (DOLE) and Public Employment Service Offices (PESOs);
- (f) Civil registration and identity services, including facilitation of birth, marriage, and death registration under the Philippine Statistics Authority (PSA), and services related to the Philippine Identification System (PhilSys);
- (g) Local government social services, including programs for senior citizens, persons with disabilities, solo parents, scholars, indigent residents, and other priority sectors; and
- (h) Other social services as may be determined by the implementing agencies consistent with the objectives of this Act.

SEC. 5. Nature of the Single Window System. – The Single Window System shall function solely as a frontline access, coordination, and facilitation mechanism. Nothing in this Act shall be construed as transferring, diminishing, or modifying the authority of national government agencies to approve, deny, release, or adjudicate benefits under existing laws.

SEC. 6. Functions of the Single Window System. – The System shall:

- (a) Serve as the primary entry point for citizens seeking government social services;
- (b) Provide standardized intake, documentation assistance, and referral services;
- (c) Coordinate with concerned agencies for application processing and follow-up;
- (d) Establish a unified tracking or reference system for service requests;
- (e) Provide information on eligibility, requirements, and timelines; and
- (f) Maintain both physical service centers and digital access platforms.

SEC. 7. Inter-Agency Coordination and Data Sharing. – Concerned national government agencies shall designate focal persons to coordinate with city governments for purposes of implementing this Act. Data sharing shall be subject to the Data Privacy Act of 2012 and existing confidentiality laws. Shared information shall be limited to what is necessary for service facilitation and coordination.

SEC. 8. Role of the Department of the Interior and Local Government. – The Department of the Interior and Local Government (DILG) shall:

- (a) Issue policy guidelines to ensure uniform implementation across cities;
- (b) Provide technical assistance and capacity-building to LGUs; and
- (c) Monitor compliance with this Act in coordination with concerned agencies.

SEC. 9. Appropriations. – The amount necessary to implement this Act shall be included in the annual General Appropriations Act. City governments may allocate funds from their local budgets and may receive financial, technical, or logistical assistance from national government agencies for system development, training, and operations.

SEC. 10. Implementing Rules and Regulations. – Within ninety (90) days from the effectivity of this Act, the Secretary of the Department of the Interior and Local Government, in consultation with the Department of Social Welfare and Development, Department of Information and Communications Technology, Department of Labor and Employment, Philippine Health Insurance Corporation, Social Security System, Government Service Insurance System, Philippine Statistics Authority, and other concerned agencies, shall promulgate the necessary rules and regulations for the implementation of this Act..

SEC. 11. Separability Clause. – If any portions or provisions of this Act are declared unconstitutional or invalid, the remaining portions or provisions not otherwise affected shall remain valid and subsisting.

SEC. 12. Repealing Clause. – All laws, presidential decrees, executive orders, memoranda, circulars, and other issuances, or parts thereof, which are inconsistent with the provisions of this Act, are hereby repealed or modified accordingly.

SEC. 13. Effectivity. – This Act shall take effect fifteen (15) days after its publication in the Official Gazette or in two (2) newspapers of general circulation.

Approved,