

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

**TWENTIETH CONGRESS
Second Regular Session**

House Bill No. 11452



INTRODUCED BY **HONORABLE JANICE V. DEGAMO**

EXPLANATORY NOTE

In the Philippines, both private employees and government offices essentially follow the same weekday work schedule. This presents a fundamental difficulty for working Filipinos who must process official transactions during business hours such as license applications, loan and benefits facilitation, or payment of taxes and fees. They are often left with an impossible choice: postpone essential transactions, use their vacation leaves or absent themselves from work at the cost of their daily wage. This burden falls heaviest upon our daily wage earners and frontline workers.

Through the years, technology has been integrated into government services to assist citizens who cannot personally visit government offices. Various agencies such as the Social Security Service (SSS), Philippine Health Insurance Corporation (PhilHealth), and Home Development Mutual Fund (PAG-IBIG) have adopted digital solutions, including mobile applications, chat support services, and online portals. However, these advancements remain insufficient. Certain transactions inherently demand face-to-face processing and personal review, particularly those involving frontline services that require physical presence, identity verification, or the submission of original documents.

This bill seeks to institutionalize accessible government service. Frontline services shall operate on extended working hours, including Saturdays or even Sundays if deemed necessary, with 24/7 availability for digital platforms, hotline, inquiries, appointments, and document submissions. By mandating extended operating hours across all covered agencies, we ensure that Filipinos can complete essential matters including urgent and emergency transactions without sacrificing their time and wages.

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


JANICE V. DEGAMO
Representative, 3rd District of Negros Oriental

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AN ACT
EXPANDING FRONTLINE SERVICE HOURS INCLUDING WEEKEND
COVERAGE FOR VOICE AND NON-VOICE INQUIRIES AND IN-PERSON
TRANSACTIONS

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 “*The 24/7 Access to Government Services Act of 2026*”

SEC. 2. Declaration of Policy. – It is the declared policy of the State to ensure seamless, accessible, and convenient frontline services to the people, including 24/7 availability, extended operating hours, and an efficient response team for inquiries, in order to uplift national life, development, and programs.

It is likewise the policy of the State, in accordance with the 1987 Philippine Constitution, that science and technology are essential for national development and progress. The State shall support indigenous, appropriate, and self-reliant scientific and technological capabilities and their application to the country's productive system and national life.

SEC. 3. Definition of Terms. – As used in this Act, the following terms are defined as follows:

- a) *Frontline Services* refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned;¹
- b) *Voice Response Team* refers to civil servants from the office who answers queries from the constituents through their landline or hotline for their available frontline services;

¹ Section 4 (c) Republic Act No. 9485 otherwise known as the Anti- Red Tape Act of 2007

- c) *Non-Voice Response Team* refers to civil servants from the office who answer electronic message queries through a platform widely used by the constituents;
- d) *Zero-Contact Services* refers to frontline services that can be delivered without requiring face-to-face interaction;
- e) *Frontline Service System (FSS)* refers to a single and digital platform providing front line services to all who can access the internet.

SEC. 4. Coverage. – The government offices with respective frontline services that shall provide extended hours of operations from seven (7) o’clock in the morning to seven (7) o’clock in the evening and extended days of operations including Saturdays, are:

- 1) Department of Foreign Affairs (DFA)
- 2) Department of Migrant Workers (DMW)
- 3) National Bureau of Investigation (NBI)
- 4) Public Attorney’s Office (PAO)
- 5) Land Transportation Office (LTO)
- 6) Professional Regulation Commission (PRC)
- 7) Bureau of Internal Revenue (BIR)
- 8) Social Security System (SSS)
- 9) Government Service Insurance System (GSIS)
- 10) Philippine Health Insurance Corporation (PhilHealth)
- 11) Home Development Mutual Fund (PAGIBIG)
- 12) Philippine Postal Corporation (PhilPost)
- 13) Technical Education and Skills Development Authority (TESDA)
- 14) Philippine National Police (PNP)
- 15) Such other government offices, agencies, government-owned or controlled corporations (GOCCs), and local government units as may be determined under the implementing rules and regulations (IRR).

All covered agencies shall ensure that their Essential Frontline Services are available on a twenty-four/seven (24/7) basis through digital, voice, non-voice, or other accessible service channels. Face-to-face frontline transactions of the covered agencies shall be made available from seven o’clock in the morning to seven o’clock in the evening including Saturday subject to the guidelines issued pursuant to this Act.

Government offices, including Local Government Units (LGU) that offer Zero Contact Services are tasked to provide a Frontline Service System. Other offices that require face-to-face transaction in all of their frontline services are not required to create FSS.

SEC. 5. Availability of Frontline Services and Response Team – The frontline services and the response team of covered agencies shall be available to the public twenty-four/seven (24/7). Such availability may be provided through digital platforms, online portals, hotline, voice response teams, non-voice response teams, or other service channels that allow continuous public access. For services that cannot be

fully completed outside extended office hours, the covered agency shall at least provide 24/7 access to inquiry response, appointment setting, status verification, submission or uploading of requirements where legally allowed, complaints receipt, and referral mechanisms. Face-to-face frontline transactions shall be available from 7:00am to 7:00pm, including Saturdays. This shall not prevent any agency from providing longer hours, Sunday operations, or additional service days when necessary and feasible.

SEC. 6. Working Arrangements. – Covered agencies of this Act shall adopt a working arrangement that ensures sufficient personnel, systems support, and operational capacity to implement the twenty-four/seven (24/7) availability of Frontline Services and extended hours for face-to-face frontline transactions.

Covered agencies are hereby authorized to adopt shifting schedules, flexible work arrangements, skeletal staffing, digital support systems, automated response system, and other appropriate mechanisms to ensure continuous service delivery without unduly impairing employee welfare. Where additional personnel are necessary, the covered agencies may submit staffing plans and funding requirements to the Department of Budget and Management for evaluation and inclusion in the appropriate budgetary process, subject to existing civil service, budgeting, and auditing laws, rules and regulations.

SEC. 7. Zero Contact Services. – Government offices shall provide a list of their frontline services that can be delivered without face-to-face interaction. Services requiring the submission of written documents shall not be hindered from implementation, provided that submission of electronic documents will suffice. The rules under Section 7 of Republic Act No. 8792, otherwise known as the Electronic Commerce Act of 2000, shall be observed in determining whether electronic documents shall be accepted. Additionally, processing of information from submitted documents shall comply with Republic Act No. 10173, or the Data Privacy Act of 2012.

SEC. 8. Non- exclusivity of Frontline Service System – Constituents who choose to personally go to the office to avail themselves of the services shall not be rejected due to the institution of the Frontline Services System. No person shall be deprived of the services due to failure to use the FSS. Covered agencies shall ensure that the digitalization and 24/7 service availability shall supplement, and not replace, reasonable access to face-to-face frontline transactions.

SEC. 9. Information Dissemination. – The government offices shall disseminate information about their available Zero Contact Services through a comprehensive outreach campaign utilizing physical postings in office facilities and public spaces, traditional media channels, and official social media pages and websites.

SEC. 10. Monitoring and Reporting System. – Government offices shall include in their annual report a comprehensive assessment of the Frontline Service System's effectiveness, incorporating disaggregated data by age, gender, geographic location, number of individuals served, and type of service rendered.

SEC. 11. Separability Clause. – If any part or provision of this Act is held invalid or unconstitutional, the remaining parts or provisions not affected shall remain in full force and effect.

SEC. 12. Repealing Clause. – All laws, executive orders, presidential decrees or issuances, letters of instruction, administrative orders, rules and regulations contrary to or inconsistent with the provisions of this Act are hereby repealed, amended, or modified accordingly.

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

Approved,