

THE ANTI-RED TAPE ACT OF 2007 (R.A. 9485)

Republic Act 9485: An Act to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefore.

The constitutional basis of the Act is stated in Article II, Section 27 of the 1987 Constitution as follows "the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption".

The Act was passed in response to the urgent need to establish an effective system that should eliminate bureaucratic red tape, avert graft and corrupt practices and improve efficiency of delivering government frontline services.

It is declared in the Act that, the State shall maintain honesty and responsibility among its public officials and employees, and, shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that should reduce red tape and expedite transactions in government.

The Act shall apply to all government offices and agencies including local government units and government owned and controlled corporations with or without original charter, that **provide frontline services**.

The Act aims to promote transparency in government with regard to the manner of transacting with the public by requiring each agency to simplify frontline service procedures, formulate service standards to observe in every transaction and make known these standards to the client.

The creation of a Citizen's Charter is one way of making known to the client the service standards of the agency. The Citizen's Charter is the official document, a service standard or a pledge that communicates information on the services provided by the concerned government agency to the public. It describes the step-by-step procedure for availing a particular service and the guaranteed performance level that they may expect for that service.