

RA 9485. Anti Red Tape Act of 2007 IRR

(Resolution No. 081471)

Rule VI. Accessing Frontline Services

Section 5. Public Assistance Desk

Each office or agency shall establish a public assistance/complaints desk in all their offices, where an officer or employee knowledgeable on frontline services shall at all times be available for consultation and advice. The desk shall be attended to even during breaktime.

The office or agency shall institute hotline numbers, short message service, information communication technology, or other mechanisms by which the clients may adequately express their complaints, comments or suggestions. It may also institute one-stop shops or walk-in service counters. Special lanes may be established for pregnant women, senior citizens, and persons with disabilities"