

A Compendium of Service Standards of PNP Frontline Services

Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law to improve efficiency in the delivery of government services to the public by reducing bureaucratic red tape, preventing graft and corruption.

The Anti-Red Tape Act of 2007 was signed into law amid corruption and bureaucratic red tape that are besetting government agencies for the past decades.

Through this Act, all government offices including local government units and government-owned and -controlled corporations are required to expedite transactions and/or adopt fixed deadline for the completion of transactions and assess regularly as well as enhance their frontline services.

This Act also requires all agencies to 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.

RA 9485 also states that heads of government offices are accountable to the public in rendering fast, efficient, convenient, and reliable services. It also requires agencies concerned to act on pending papers within five working days involving simple transactions and a minimum of 10 days for complex cases. Thus the PNP, in support to this Act, has adopted various modifications and revisited its frontline services for the convenience of the transacting public minus the unnecessary voluminous documents.

