



AUG 06 2009

DepED ORDER
No. **84**, s. 2009

IMPLEMENTATION OF THE ANTI-RED TAPE ACT OF 2007

To: Undersecretaries
Assistant Secretaries
Bureau Directors
Directors of Services, Centers and Heads of Units
Regional Directors
Schools Division/City Superintendents
All Others Concerned

1. Republic Act No. 9485, otherwise known as 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 Thereof" or the Anti-Red Tape Act of 2007, was signed into law by President Gloria Macapagal-Arroyo on June 2, 2007.
2. The enactment of the aforementioned law articulates the government's serious call to facilitate and improve the delivery of public service in the country.
3. To expedite the implementation of the said law and its Implementing Rules and Regulations (IRR), the Office of the President issued in October 2008 Administrative Order No. 241, "Mandating the Speedy Implementation of Republic Act No. 9485 otherwise known as the Anti-Red Tape Act of 2007" and its Implementing Rules and Regulations and Strengthening the Application Thereof".
4. To further speed up the enforcement of the said law and its Implementing Rules and Regulations, the Office of the President issued Administrative Order No. 241-A in November 2008 to amend Sections 1 and 2 of Administrative Order No. 241. Section 2, 1st paragraph of Administrative Order No. 241-A as amended states as follows:

"SECTION 2. PUBLIC ASSISTANCE AND COMPLAINTS DESK AND HOTLINES. All agencies shall establish in their respective offices a public assistance and complaints desk and provide the public hotline number/s which should be purposely set up to effectively receive feedback and monitor customer satisfaction in conformity with Rule VI of the IRR of RA No. 9485 dated December 31, 2008."
5. In the same order, the President instructed government agencies to set up a system to curb so-called fixing in their workplaces and subsequently file criminal and/or administrative cases against fixers.
6. In view of the foregoing, all regional directors, schools division/city superintendents and school heads are enjoined to set up a public assistance and complaints desk in their respective offices, which should be situated in a conspicuous place accessible to the public, and to mount a campaign against fixers

by posting an anti-fixer campaign tarpaulin, adopting the CSC Anti-Fixers Campaign tarpaulin banner (with the dimensions of 3 ft by 2 ft and sample of its contents is herein enclosed as Enclosure No. 1) and Fix the Fixers calling card (sample copy of which is herein enclosed as Enclosure No. 2).

7. Immediate dissemination of and compliance with this Order is directed.



JESLI A. LAPUS
Secretary

Encls.:

As stated

Reference:

DepED Memorandum: No. 502, s. 2008

Allotment: 1—(D.O. 50-97)

To be indicated in the Perpetual Index
under the following subjects:

BUREAUS & OFFICES
LEGISLATION
OFFICIALS
RULES & REGULATIONS






3 ft.

ANTI-FIXER CAMPAIGN

The Anti-Red Tape Law (R.A. 9485) imposes stiff penalties on fixers: imprisonment of as long as six years, or a fine of up to P200,000, or both.

Labanan ang Fixers! —

Report the name of the fixer, name and location of government office, date and type of transaction to the following:

Office of the Ombudsman  0926-6994703
 (02) 927-4102;
 (02) 927-2404
Civil Service Commission  0917-8398272
 (02) 932-0111

Fix the Fixers!

ANTI-FIXER CAMPAIGN ANTI-FIXER CAMPAIGN

Report the name of the fixer, name and location of government office, date and type of transaction to the following numbers:

Office of the Ombudsman ☎ 9274102
☎ 9272404
📠 09266994703
Civil Service Commission ☎ 9320111
📠 09178398272

Fixing is illegal under Republic Act No. 9485 or the Anti-Red Tape Act of 2007.

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