



Republic of the Philippines CITY OF BAIS

WHAT IS THE ANTI-RED TAPE ACT (REPUBLIC ACT NO. 9485)

Republic Act No. 9485, also known as the Anti-Red Tape Act (ARTA), is the government's weapon against bureaucratic red-tape.

WHAT YOU SHOULD KNOW ABOUT THE ANTI-RED TAPE ACT OF 2007

1. The law applies to all government offices that provide Frontline Services.
2. The law limits the number of signatures of officials or employees, directly supervising the evaluation, approval or disapproval of the frontline service (request, application or transaction) to a maximum of five (5) signatures.

~ LGU BAIS HAS STRICTLY OBSERVED THIS AND THAT IT MADE SURE THAT HAVING LESSER SIGNATORIES ON ALL FRONTLINE SERVICES IS BEING PRACTICED.

3. The law requires all government offices to draw up a CITIZEN'S CHARTER which identifies frontline services offered, the step-by-step procedures, the employees responsible for each step, the amount of fees, the documents to be presented by the client and procedure for filing complaints in relation to the requests and applications.
4. THE CITY GOVERNMENT OF BAIS HAS PROVIDED A TARPAULIN SHOWING THE FOLLOWING:
 - a) THE STEP-BY-STEP PROCEDURES IN PROVIDING SERVICE TO THE PUBLIC WITH CORRESPONDING NAME OF PERSONNEL IN-CHARGE, FOR EACH STEP;
 - b) THE CORRESPONDING FEES FOR EACH SERVICE AND THE DURATION OF THE ACTIVITY;
 - c) FEEDBACK AND REDRESS MECHANISM;
5. POSTED THE TARPAULIN IN FRONT OF THE OFFICE THAT PROVIDES THE SERVICE.
6. UPLOADED THE CITIZEN'S CHARTER AT THE LGU WEBSITE - baiscity.gov.ph
7. POSTED ON CONSPICUOUS PLACES THE FOLLOWING:
 - F.1 - Office Directional Map
 - F.2 - Office Directory
8. FIXER is defined as any individual whether or not officially involved in the operation of government office, which facilitates speedy completion of transactions for pecuniary gain or any advantage or consideration.
9. All requests for frontline services shall be acted upon not longer than five (5) working

days for simple transactions and ten (10) working days for complex transactions.

10. Denial of request to access a government service shall be fully explained in writing and the grounds for the denial.
11. Government offices rendering frontline services should adopt appropriate working schedules to ensure that clients within the premises before the end of official working hours are attended to and served.

THE CITY GOVERNMENT OF BAIS STRICTLY ADOPT THE NO NOON BREAK POLICY ON OFFICES WITH FRONTLINE SERVICES. AN EMPLOYEE IS ALWAYS PRESENT DURING NOONTIME TO ATTEND TO THE NEEDS OF LGU CLIENTS.

12. Public assistance desks should be set-up in all offices and shall be attended to even during break time. All officers and employees transacting with the public should wear an ID or nameplate or other means of identification.

THE PUBLIC ASSISTANCE & COMPLAINT DESK (PACD) OF THE CITY GOVERNMENT OF BAIS IS LOCATED AT THE ENTRANCE OF THE CITY HALL NEAR THE POST OFFICE, AT THE ENTRANCE OF THE ANNEX BUILDING AND AT THE ENTRANCE OF THE CITY HEALTH OFFICE. THEY ARE MANNED BY CAPABLE EMPLOYEES AND WITH A HEART TO SERVE. PERSONS WITH DISABILITY (PWDS), SENIOR CITIZENS AND PREGNANT WOMEN ARE GIVEN PRIORITY.

13. If a government agency fails to act on an application/request for renewal of license, permit or authority subject for renewal within the prescribed period, said permit shall automatically be extended until a decision is rendered on the application for renewal.
14. CSC shall conduct a survey of government agencies to check on the existence and effectiveness of the Citizen's Charter.

15. **PENALTIES FOR VIOLATIONS OF ARTA**

Fixers shall suffer the penalty of imprisonment not exceeding six (6) years or a fine of not less than twenty thousand pesos (P20,000.00) but not more than two hundred thousand (P200,000.00) or both fine and imprisonment at the discretion of the court.

The City Government of Bais is committed to:

Improve efficiency in the delivery of government service to the public by preventing graft and corruption and eliminating bureaucratic red tape. This commitment is in compliance with the Anti-Red Tape Act of 2007 (ARTA) or Republic Act 9485.

It is the thrust of the City Government of Bais under the leadership of MAYOR MERCEDES TEVES GOÑI with the help of the City Council headed by VICE MAYOR MIGUEL C. REAL to promote service responsiveness and efficiency. It envisioned that Officials and employees should be of IMPECCABLE INTEGRITY with a leadership that is CONSULTATIVE, TRANSPARENT, CLIENT FOCUSED and ACCOUNTABLE to the people they served.

Personnel complement of LGU-Bais City:

	Permanent	Elective	Co-term
1 st Level			
Male	125		5
Female	103		0
2 nd Level			
Male	44	10	11
Female	52	3	7
Total	324	13	23

TELEPHONE DIRECTORY

Offices	Heads of Offices	Contact Number
City Mayor's Office	Hon. Mercedes T. Goñi	402-4932; FAX 402-4932
SP (2nd Floor)	Hon. Miguel C. Real	402-2030
SP Session Hall	Hon. Miguel C. Real	402-8260/402-8188
City Accounting's Office	Mrs. Lorelei C. Balansag	402-2093/ 402-2180
City Administrator's Office	Mr. Pancho F. Villasis	402-2545
City Agriculture's Office	Mr. Ariston M. Cardaño	402-3519
City Assessor's Office	Mrs. Margarita O. Borromeo	402-8542
City Budget Office	Mr. Arsenio C. Adana Sr.	402-8254
City Engineer's Office	Engr. Elvis T. Libradilla	402-9459
CENRO	Engr. Melijon T. Buquiran	402-9505
City General Services Office	Engr. Lowen B. Sygaco	402-8115
City Health Office	Dr. Wilton Chui Q. Engtai	402-3179
Bids & Awards Committee	Engr. Ronilo N. Cablao	402-8047
City Library	Ms. Lo Jean Celis	402-2143/ 402-2087
CPDO	Engr. Banogon	402-3797
CPICAD	Ms. Melecita G. Baena	402-8077
City Registrar's Office	Mrs. Mary Jean V. Lado	402-2049
CSWD	Mrs. Ma. Corazon Z. Dinopol	402-2123
City Tourism Office	Mr. Andres T. Guevarra	522-8851
City Treasurer's Office	Mr. Angelo V. Sarabia	402-8261
City Veterinarian's Office	Ms. Melanie F. Pescadilla	402-2120
Civil Security Office	Mr. Joel L. Lasmarias	402-3180; 09053177561
HRMO	Mr. Jose F. Balansag	402-2019; 09071352601
New Public Market	Ms. Marissa B. Silva	522-8568; 09161789061
Permit Section	Mr. Gerardo B. Depalas	522-2014
Prosecutor's Office	Pros. Alejandro A. Ferraren	402-2494
CDRRMO	Mr. Roseller A. Lubaton	402-3827
City Legal Officer	Atty. Lloyd Jeson L. Elmaco	522-8558
Fire Protection (Bais)	SR. INSP. Allan M. Patrocinio	402-9455; 522-0898; 9268469181
PNP Bais	PCI Jody Mar F. Bonilla	402-3178; 09177742167
Bais District Hospital	Dr. Juanito T. Tiu	402-8317
DILG - Bais	Mr. Mario Z. Torres	522-2950
NORECO Bais	Mr. Jose Juvileo D. Acabal	402-2069
NORECO Bais (Substation)		402-3761; 09154065835

Hope we have enlightened you on the salient points of this law that will eliminate bureaucratic red tape, avert graft and corrupt practices and improve efficiency of delivering government frontline services.

Thank you.