



M. C. No. 16, s. 2008

MEMORANDUM CIRCULAR

**TO : ALL HEADS OF CONSTITUTIONAL BODIES;
DEPARTMENTS, BUREAUS AND AGENCIES OF
THE NATIONAL GOVERNMENT; LOCAL
GOVERNMENT UNITS; GOVERNMENT-
OWNED OR CONTROLLED CORPORATIONS
WITH ORIGINAL CHARTERS; AND STATE
UNIVERSITIES AND COLLEGES**

SUBJECT : Implementation of the Anti-Red Tape Act of 2007

The Office of the President issued in October 2008 Administrative Order No. 241 to expedite implementation of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and its Implementing Rules and Regulations which the Civil Service Commission promulgated in July 2008.

To further speed up the enforcement of the said law and Implementing Rules and Regulations, the Office of the President has issued Administrative Order No. 241-A on November 2008 to amend the following provisions of Administrative Order No. 241:

1. Section 1, 1st paragraph of Administrative Order No. 241

This section is hereby amended to read as follows:

“Section 1. STREAMLINING AND POSTING OF PROCEDURES. All departments, bureaus, offices and instrumentalities of the government, including government financial institutions and government-owned and controlled corporations, hereinafter referred to as “agencies”, shall streamline and post the procedures for the twenty (20) most heavily utilized processes or services not later than **December 31, 2008.**”

2. Section 2, 1st paragraph of Administrative Order No. 241

This section is also amended to read as follows:

“Section 2. PUBLIC ASSISTANCE AND COMPLAINTS DESKS 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 9485 **December 31, 2008.**”

Please be guided accordingly.



RICARDO L. SALUDO
Chairman

November 25, 2008

ADMINISTRATIVE ORDER NO. 241-A

AMENDING ADMINISTRATIVE ORDER NO. 241, SERIES OF 2008

WHEREAS, Administrative Order No. 241 dated 02 October 2008 was issued to expedite the implementation of Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007", and its Implementing Rules and Regulations which the Civil Service Commission promulgated through its Resolution No. 081471 dated 24 July 2008;

WHEREAS, there is an imperative need to further speed up the enforcement of the said law for the effective realization of the State's policy of promoting integrity, accountability, proper management of public affairs and public property as well as its goal of establishing effective practices aimed at preventing graft and corruption in the government and ensuring its guaranteed performance level for the clientele and the public in general;

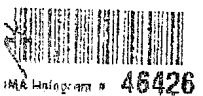
NOW, THEREFORE, I, GLORIA MACAPAGAL-ARROYO, President of the Republic of the Philippines, by virtue of the powers vested in me by law, do hereby amend Administrative Order No. 241 dated 02 October 2008, as follows:

SECTION 1. Section 1, 1st paragraph of Administrative Order No. 241 is hereby amended to read as follows:

"SECTION 1. STREAMLINING AND POSTING OF PROCEDURES. All departments, bureaus, offices and instrumentalities of the government, including government financial institutions and government-owned and controlled corporations, hereinafter referred to as "agencies", shall streamline and post the procedures for the twenty (20) most heavily utilized processes or services *not later than December 31, 2008.*"

SECTION 2. Section 2, 1st paragraph of Administrative Order No. 241 is hereby amended to read as follows:

"SECTION 2. PUBLIC ASSISTANCE AND COMPLAINTS DESKS AND HOTLINES. All agencies shall establish in their



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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 9485 December 31, 2008."

SECTION 3. Repealing Clause. - All administrative orders, rules and regulations and other issuance or parts thereof, which are inconsistent with this Administrative Order, are hereby revoked, amended, or modified accordingly.

SECTION 4. Effectivity. - This Administrative Order shall take effect immediately.

DONE in the City of Manila, this 10th day of **November**, in the Year of Our Lord, Two Thousand and Eight.

Gloria M. Arroyo



By the President:

Ermita
EDUARDO R. ERMITA
Executive Secretary

