

## Mini-Lectures on ARTA at LHIO San Pablo City

by Grace Difuntorum-Ramilo

The Local Health Insurance Office (LHIO) - San Pablo City joins the Civil Service Commission and all other government agencies in the battle against red tape and inefficiency in the bureaucracy.

Each personnel takes turns on a daily basis to share with the public the important provisions of RA 9485: The Anti-Red Tape Act of 2007. A five-minute talk is held for LHIO clients to raise awareness on the said law. The short lecture includes some important reminders on the PhilHealth Citizens Charter (PCC) and feedback mechanism, anti-fixer policy, no smoking policy, no noon break policy, no gift policy and the contact numbers through which clients may report any observed violations by any public official or employee. Directions to the comfort room and emergency exits are also discussed and the locations of the water dispenser and breastfeeding station are emphasized.

Lorenza P. Bautista recently visited the LHIO to pay her premium under the Informal Sector-Self Earning Category and was able to attend one of the lectures. "*Maganda po ang serbisyo at dire-diretso,*" she said. When asked if she had learned something from what was discussed, she affirmed and added that she was at ease transacting with government agencies especially with PhilHealth where these policies are being strictly observed and even promoted.

The LHIO Work Improvement Team is in-charge of the development and monitoring of the promotion advocacies of the LHIO. They have been meeting constantly to improve the frontline services and achieve the highest possible customer satisfaction. The group believes that innovation is always part of the process of satisfying customers and that it goes hand-in-hand with the strict adherence to the precepts of being a public servant.

In LHIOs Trece Martires City and Imus, three-to-four minute discussions on ARTA and the PCC are provided to clients at 1:00 a.m., 12:00 noon, 2:00 p.m. and 4:00 p.m. daily. It is during these discussions that they explain circumstances such as offline transactions and no personnel on duty in some counters. These discussions address clients' lack of knowledge on ARTA and PCC.

With these innovations and continuous improvement in processes, clients need not settle for long lines, bureaucratic red tape, and impolite employees in government agencies. Gone are the days when one has to wait for hours or even days before their transactions are completed. Most importantly, feedbacks from clients are encouraged as these are used to improve on government services towards ensuring clients' satisfaction. (END)