

Republic of the Philippines  
**HOUSE OF REPRESENTATIVES**  
Quezon City



**EIGHTEENTH CONGRESS**  
First Regular Session

HOUSE BILL NO. 189

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**Introduced by Representative Michael L. Romero**

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**EXPLANATORY NOTE**

The Philippines has a very rich and promising **call center industry**, these sectors include health care and insurance providers, tourism planners, airline and travel executives, safety and security workers. Also involved are sectors in finance, real estate, retirement planning, communications and advertising, as well as those in information technology. The timely, relevant and strategic inputs of all concerned sectors lead to increased Philippine industry competitiveness amidst the increasing opportunities in the field.

**1.2 Million** Filipinos work in call centers based in Manila and across the Philippines. The BPO industry has been a blessing for the nation and has created a middle-class that was nearly non-existent before the late nineteen-nineties. Trickle down businesses in the capital city have flourished over the last two decades and depend heavily on the disposable income of twenty-something call centre representatives (CSR) who, in many cases, have few bills to pay.

Eighty percent of all call centre jobs will disappear by 2025; With an average salary of \$450 per month, that results in 5.2 Billion USD disappearing from the Philippine economy. Six percent of the Philippine GDP is from call centers and the elimination of these dollars will cause an economic fallout that the Philippines has never experienced before.

Countries all over the world are thinking of viable means to reduce their costs of delivering quality and sufficient BPO services for their public and private subscribers.

In recent years, the Philippines has gained considerable momentum in the BPO industry and this pace can only be further improved through sustained and focused attention for its growth.

It has been noted that the Philippines is a perennial provider of BPO services, with the high level of competence, their ability to communicate well in English, the upgrade of equipment and infrastructure to provide very efficient services, as well as the innate hospitality of the Filipino people.

This House Bill seeks to foster the continuity and expansion of a responsive call center (BPO) workforce. This House Bill also seeks to regulate and set the proper standards and adequate protocols of the entire call center (BPO) industry.

Thus, the early passage of this bill is earnestly requested.



**MICHAEL L. ROMERO Ph.D.**



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AN ACT

CREATING THE **CALL CENTER WORKERS WELFARE  
ADMINISTRATION**, DEFINING ITS POWERS AND FUNCTIONS,  
AND FOR OTHER PURPOSES

*Be it enacted by the Senate and House of Representatives of the Philippines in  
Congress assembled:*

**SECTION 1. DECLARATION OF POLICY** – it is hereby declared a policy of the state to protect and uphold the security and welfare of all call center workers/agents.

It is also a policy of the state to create a welfare administration that will oversee, regulate and create an effective control mechanism for all this call center workers/agents.

It shall hereby be declared a policy of the state to create a **Call Center Workers Welfare Administration**.

**SECTION 2. COMPOSITION OF THE CALL CENTER WORKERS WELFARE ADMINISTRATION:**

1. Department of Labor (DOLE);
2. A representative from the top call center firms; and
3. An executive director, appointed by the Office of the President (OP).

The Welfare Administration shall choose its official home base, and organize a staffing protocol to aid and carry out its functions.

### **SECTION 3. POWERS AND FUNCTIONS OF THE REGULATORY BOARD:**

- Promote security and welfare;
- Facilitate immediate rendering of critical procedures;
- Rationalize the ease and comfortability of all services;
- Make improvements in both technology and standards of handling in the countries industry; and
- Establish competitive and excellence in the undertaking of their tasks at all times.

### **SECTION 4. PROTOCOLS AND GUIDELINES:**

List of policies that shall be created:

Employee Code of Conduct for Online Communications  
Employee Code of Conduct for Company Representation  
Employee Code of Conduct for Online Representation  
Employee Disclosure Policy  
Employee Usage Policy  
Employee Personal Policy  
Employee Personal Network Policy  
Corporate Post Approval Process  
Corporate Commenting Policy



Corporate Usage Policy  
Corporate Messaging Policy  
Corporate Account Policy  
Corporate Public Comment Policy  
Company Security Policy

#### **SECTION 5. APPROPRIATION -**

The amount determined by the **CALL CENTER WORKERS WELFARE ADMINISTRATION** for the implementation of this Act shall be charged under the existing General Appropriations Act.

Thereafter such amounts necessary for the successive and continuous implementation of this Act, including the operational, organizational and developmental funding shall be automatically appropriated in the General Appropriations Act.

**SECTION 6. TRANSITORY PROVISION** – Existing industries, businesses and offices affected by the implementation of this Act shall be given six **(6)** months transitory period from the effectivity of the IRR or such other period as may be determined, to comply with the requirements of this Act.

**SECTION 7. IMPLEMENTING RULES AND REGULATIONS** – The departments and agencies charged, to be lead by the DOLE with carrying out the provisions of this Act, shall within sixty **(60)** days after the effectivity of this Act, formulate the necessary rules and regulations for its effective implementation.

**SECTION 8. REPEALING CLAUSE** – All laws, decrees, executive orders, rules and regulations, or parts thereof inconsistent with the provisions of this Act are hereby repealed or modified accordingly.

**SECTION 9. SEPARABILITY CLAUSE** – If, for any reason, any section or provision of this Act is held unconstitutional or invalid, the other sections or provisions hereof shall not be affected thereby.

**SECTION 10. EFFECTIVITY CLAUSE** – This Act shall take effect after fifteen (15) days from its publication in the Official Gazette or in at least two (2) national newspapers of general circulation whichever comes earlier.

Approved,