

**ADVISORY NO. 02
SERIES OF 2020**

FOR : ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT, INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR BROAD

SUBJECT : RED-TAPE REDUCTION MEASURES IN THE CREATION OF ONE-STOP SHOPS

DATE : 15 APRIL 2020

I. PURPOSE

In line with the President’s mandate to minimize inefficient and unnecessary elements of regulatory frameworks especially in this current State of Calamity due to the Coronavirus 2019 disease (COVID-19), and in concert with the recommendation of the IATF in its Resolution No. 21, series of 2020, dated April 6, 2020, for the creation of the Bayanihan One Stop Shop for sectoral agencies involved in accreditation and logistics and the mandate of the Anti-Red Tape Authority (ARTA) in implementing and overseeing a *national policy on anti-red tape and ease of doing business*, ARTA hereby issues the following advisory in the creation and implementation of One-Stop Shops.

II. COVERAGE

This ADVISORY shall apply to all government agencies falling within the jurisdiction of ARTA under Section 3 of Republic Act No. 11032, *to wit*:

“This Act shall apply to all government offices and agencies including Local Government Units (LGUs), government-owned or -controlled corporations and other government instrumentalities, whether located in the Philippines or abroad, that provide services covering business and nonbusiness related transactions as defined in this Act.”

III. SUGGESTED MEASURES

One-Stop shops are, at the basic level, a co-location of multiple government agencies that co-regulate certain governmental transactions. For instance, the National Business One-Stop Shop (NBOSS), co-located the Securities and Exchange Commission (SEC), the Bureau of Internal Revenue (BIR), the Social Security System (SSS), the Home



Development Mutual Fund (HDMF), and PhilHealth. In co-locating in a single venue, the processes of these agencies in business registration are significantly streamlined.

The creation of One-Stop shops enable the least risk of acquiring the COVID-19 virus on the transacting public by minimizing the number of people they interact with and the number of public places they go to.

Taking the following suggested guidelines into the implementation of One-Stop shops further increases efficiency, increase of customer experience satisfaction, and a decrease in risk of contracting or infecting others with COVID-19 through a minimization of physical presence requirements.

Therefore, ARTA provides the following guidelines which all Government Agencies may implement in the conduct of their One-Stop shops and in the review and streamlining of their processes:

a. Single Window Application System

- At the core of a physical One-Stop shop is a single window where the customer interacts with the government. At this point, the application forms and attached documents are accepted and routed through the government agencies without the customer having to do the routing.

b. Full Online Application System

- An efficient alternative to the on-site application procedures is through the digitization of the application, processing, payment, and releasing procedures. This presents numerous advantages such as reduction of work by the government agencies (e.g. databasing, retyping, etc.)
- Assessments and analyses of the application and relevant documents are done digitally by the government agencies.
- Electronic payment and generation of receipts are accomplished through digital fintech systems such as LandBank EBiz, PayMaya, GCash, etc.
- Releasing of original copies of the registration documents, licenses, franchises, etc. can be couriered to the applicant for a transaction fee.

c. Maximization of Digital Communications

- Government agencies must take full advantage of available forms of communication and monitoring.
- For monitoring purposes, an Electronic Bulletin may be made available to the applicants for updates. Existing media of communications can include a Viber Community group.
- For communications purposes, text messages, emails, digital messages and other electronic means are the fastest and effective communications methods.





- These methods of communication can be actualized and made official through Memoranda of Agreement or Joint Circulars with the National Telecommunications Commission (NTC) and the private corporations.
- Policy changes are necessary to implement the effectiveness of these methods of communication as opposed to the antiquated means of requiring actual receipt of hard copies. These policy changes should incorporate the concept of electronic submissions as akin to receipt of actual physical documents that trigger the request of the customer for appropriate action by the government agency.

d. Embracing a Post-Audit Mentality

- Government agencies, for transactions that do not have a direct effect on public safety and public health, must embrace the concept of post-audit or post-market verification in order to increase ease of doing business performance.
- The current system requires deep assessments of applications prior to the issuance of the certificate, license, franchise, registration, etc. In the meantime, while the assessments are being conducted, the applicant is left helpless and under the mercy of the efficiency of the system. **It is this precise procedure that is the root of much of the red tape and corruption in government agencies.**
- Instead of tightening the application process to ensure quality of services and products, a strong post-audit or post-verification process should be implemented. This enables the government agency to shift their backlogs from in-office documentary review to on-site inspections. Furthermore, in the event the applications are defective or contain fraud and falsehood, or after on-site inspections there are anomalies and violations, the government agency has the remedy of fines, suspensions, or outright closures and revocations of governmental permits.

e. Whole of Government Regulatory Framework

- Government agencies, especially those that co-regulate, must assess the already existing regulatory functions of each other. A basic review conducted by ARTA brought to light numerous duplications of required documents and regulatory functions.
- Agencies must be open to leverage the functions and services of other fellow government agencies, thereby streamlining and even removing redundant requirements and procedures, as such have already been required of, and assessed by, another government agency.

f. Strengthening Data Sharing

- Government agencies, must begin sharing information between and among themselves for official and regulatory functions. This would



strengthen the database of individuals as well as better ensure that public information is kept up-to-date and are readily available.

ARTA stands ready to assist any government agency that wishes to adopt these reform guidelines. These measures are issued in order to assist government agencies in streamlining their processes and rendering more efficient the delivery of government services. ARTA reminds these agencies to adopt a Zero Red Tape Policy.

Finally, this ADVISORY is issued in line with the President's call to eliminate red tape and reduce time spent by the transacting public in their dealings with government.


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