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INVEST Support to the Inter-Agency Committees on Investment and Business Registration

Investment Enabling Environment (INVEST) Project

Submitted to

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ACRONYMS AND ABBREVIATIONS

| | |
|-----------|--|
| BOC | BPLS Oversight Committee |
| BPLS | Business Permit and Licensing System |
| DILG | Department of the Interior and Local Government |
| DOST | Department of Science and Technology |
| DTI | Department of Trade and Industry |
| eBPLS | Electronic Business Permit and Licensing System |
| IFC | International Finance Corporation |
| INVEST | Investment Enabling Environment Project |
| JDAO | Joint Administrative Department Order |
| LINC-EG | Local Implementation of National Competitiveness for Economic Growth |
| LGSP-LED | Local Government Support Program for Local Economic Development |
| LGUs | Local Government Units |
| MC | Memorandum Circular |
| MOA | Memorandum of Agreement |
| NG | National Government |
| PDF | Philippine Development Forum |
| SWG – LIR | Sub Working Group on Local Investment Reforms |
| TWG | Technical Working Group |
| USAID | United States Agency for International Development |
| WG-GIC | Working Group on Growth and Investment Climate |

I. INTRODUCTION

The Investment Enabling Environment Project (INVEST) is a United States Agency for International Development (USAID)-supported project that aims to assist the Philippine government to: (a) lower the transaction costs in doing business, particularly those in securing business permits and licenses and (b) capacitate local government units (LGUs) in promoting investments.

One of INVEST's strategies in pushing for its reform agenda is to support inter-agency committees at the national level that set the directions in investment-related reforms. Its participation in these committees would enable it to influence, to the extent it is allowed to do so, the direction of policy-making in the said reform areas. An added benefit to this strategy is the Project's contribution to better donor coordination in investment-related areas, consistent with the harmonization and ownership principles of the Paris Declaration on Aid Effectiveness.

For the past three years, the Project has been providing technical support to the following committees: (1) the Working Group on Growth and Investment Climate (GIC) under the Philippine Development Forum (PDF); (2) the BPLS Oversight Committee (BOC); (3) the Sub-Working Group on Local Investment Reforms (SWG-LIR); and (4) the Technical Working Group on eBPLS (TWG-eBPLS). Its assistance consisted of the following: (1) assisting the committee secretariats based in DTI and/or DOST set the agenda, formulate the work plan, and provide advice on the management and direction of the committees to the committee chairpersons; and (2) providing materials/studies for discussion in the committees.

This report on the activities of the Project in the committees cited above constitutes Output 2.1 Deliverable No. 2 of Program Areas 1.2 on "Streamlining Business Registration Processes & Lowering Transaction Cost." The report also includes a section on the ICT Innovations Forum, which was included in the revised work plan of the Project for the Option Year extension (as of June 2014) as "BPLS Automation Forum" under Program Area 1.2 on *Strengthening National Government Support to BPLS Reforms*. Aside from the forum, the report also included an additional section on the eReadiness Survey, which is an important activity that the Project supported as part of the TWG-eBPLS.

II. TECHNICAL ASSISTANCE PROVIDED TO INTER-AGENCY COMMITTEES

Of the four committees that INVEST has been supporting, only two were active during the Project's option year. These are the BPLS Oversight Committee, which had four meetings, and the TWG on eBPLS, which had three formal meetings (Table 1). The INVEST technical support to the committees was generally thru advice to the secretariats on agenda setting and to the Chairs/Conveners of the committees on some of the agenda discussions. The specific assistance provided is summarized in the succeeding sections.

**Table 1.
Summary of Meetings of Inter-Agency Committees Supported by INVEST**

| Title of the Meeting | Date | Participants | | |
|--|-------------------|--------------|--------|-------|
| | | Male | Female | Total |
| <i>BPLS Oversight Committee</i> | | | | |
| 8 th BPLS Oversight Committee Meeting | 31 March 2014 | 18 | 19 | 37 |
| 9 th BPLS Oversight Committee Meeting | 30 June 2014 | 13 | 16 | 29 |
| 10 th BPLS Oversight Committee Meeting | 11 September 2014 | 9 | 13 | 22 |
| 11 th BPLS Oversight Committee Meeting ¹ | 20 November 2014 | - | - | - |
| <i>Technical Working Group on eBPLS</i> | | | | |
| Meeting No. 5 | 15 January 2014 | 4 | 8 | 12 |
| Meeting No. 6 | 26 March 2014 | 2 | 5 | 7 |
| Meeting No. 7 | 4 November 2014 | 4 | 5 | 9 |

A. BPLS Oversight Committee (BOC)

As explained in the 2012 report of INVEST on its support to inter-agency committees, the BOC was created on August 6, 2011 through the DTI-DILG Joint Administrative Department Order (JDAO) No. 1, series of 2010. The committee was envisioned "to provide policy direction in the nationwide upscaling of the BPLS reforms." The following specific functions for the committee were identified in the JDAO:

- a. To oversee the implementation of the BPLS reforms, particularly the service standards on BPLS;
- b. To mobilize resources for the implementation of the various components of the BPLS reforms;
- c. To coordinate the various initiatives of government, the private sector and the development community on BPLS reforms;

¹Minutes of the meeting were not available as of the time of report writing.

- d. To assist the government in BPLS reforms related to the operations of NG agencies, e.g. SSS, Philhealth;
- e. To assist government in building capacity of local governments in implementing BPLS reforms; and
- f. To ensure that BPLS reforms are aligned with other reforms for enhancing the competitiveness of the Philippines in general and local governments in particular.

The BOC is co-chaired by DTI and DILG. The BOC was inactive in 2013, partly due to the overall government reorganization that affected both DTI and the DILG. There was a change in assignments in DTI, which resulted in new designations to the BOC, both in the assigned Co-chair and in the group that will provide secretariat support to the committee.² However, the reorganization did not result in changes in the official representation of the DILG to the committee.

8th BPLS Oversight Committee Meeting

The first meeting of the BOC after the government reorganization (8th meeting) was held on March 2014, 9 months after the last meeting on June 2013. In that meeting, a reorganization within the committee was agreed on, viz.: (1) the oversight committee will be transformed into a steering committee; (2) more meetings will be organized which will be scheduled every two months henceforth; and (3) additional private sector representatives will be added to the committee. Since it was the first time for the secretariat to organize the BOC, INVEST assisted in setting the agenda and in preparing the discussion guide for the Chairs of the Committee (refer to Annex 1 for the highlights of the 8th Meeting)

9th BPLS Oversight Committee Meeting

During the 9th meeting, a number of agenda items was suggested by INVEST. These include: (1) Best Practices in Business permit Processing in USAID's CDI Cities; (2) Revision in the Joint Memorandum Circular on Business Permit and Licensing System (BPLS); and (3) Proposed Streamlining of Construction-related Permits. The meeting was significant for INVEST since the new standards for business permit processing (second presentation) was approved in principle by the committee, triggering the process of review of the draft Joint memorandum Circular on the Revised Standards prepared by INVEST by the concerned agencies - DILG, DTI and DOST.

There were other agenda items, which involved INVEST. For instance, the National Competitiveness Council (NCC) presented the results of the 2014 BPLS Client Satisfaction Survey, which was reviewed and refined by a consultant contracted by INVEST. The Department of Science and Technology presented the work plan on BPLS Automation, which INVEST assisted in formulating. DILG also reported on the ICT Innovations Forum, which INVEST supported.

Attached as Annex 2 are the minutes of the 9th meeting of the committee.

² DTI Undersecretary Nora Terrado was designated as Co-Chair of the BOC, vice DTI Undersecretary Zenaida Maglaya while the secretariat to the National Competitiveness Council was also assigned as the new secretariat to the same committee.

10th BPLS Oversight Committee Meeting

INVEST was also instrumental in preparing a number of technical presentations during the 10th meeting of the BOC. As a result of the approval in principle of the new standards in business processing, INVEST presented a draft manual, which the government can use in rolling out the new standards.

For its part, the committee secretariat proposed a work plan for the conduct of a national forum on the revised BPLS Streamlining Project, which essentially disseminates the new standards on business permitting and “launches” a BPLS automation software developed by DOST. Dubbed as the “National Forum on the Revised Nationwide Streamlining of BPLS Project”, it was planned to be held in the three major islands of the Philippines, with the first one in Manila for the 5 regions of Luzon (October 14-15, 2014), the second in Cebu for the 3 regions in the Visayas (October 28-29, 2014) and third in Davao for the five regions in Mindanao. In these workshops, two of the CDI cities – Batangas and Cagayan de Oro – will be invited to present their experiences in streamlining BPLS under the INVEST Project.

INVEST also presented the proposed guidelines for processing business permits for tourism enterprises, which was the offshoot of a study conducted by the Project.

The minutes of the 10th meeting are attached as Annex 3.

11th BPLS Oversight Committee Meeting

The discussions on the 11th meeting of the committee focused on the status of the activities related to the proposed new standards in business permitting as well as the results of the national forum that the secretariat organized. On the part of INVEST, which was ending, an announcement was made on the launching of the online business registration in Cagayan de Oro and Iloilo which is targeted to be fully operational during the 2015 business renewal period. Representatives of the Department of Tourism were also present to discuss the status of the JMC on the guidelines for securing a business permit for tourism enterprises.

B. Technical Working Group on eBPLS (TWG on eBPLS)

The TWG on eBPLS was a creation of a Memorandum of Agreement (MOA) signed by the DTI, DILG and the Department of Science and Technology (DOST) on July 24, 2012 during the launching of the BPLS Automation Project. Chaired by the DOST and co-chaired by the DILG through the Local Government Academy (LGA), the TWG is expected to formulate a framework, scope of work, and work plan for the BPLS automation project, among others.

Three formal meetings were organized by DOST during the Project’s option year. However, there were more meetings actually conducted by both DOST and DILG to discuss two important projects of the committee – the ICT Innovations Forum and the eReadiness Survey – which will be described in more detail in succeeding sections of this report.

INVEST also assisted the committee through attendance in the meetings, provision of comments on the two major projects of the committee, formulation of the committee’s work plan and assistance in drafting a training program on BPLS Automation to be conducted by DOST which will make use of two knowledge products produced by DOST with USAID assistance: (1) the *BPLS Planning and Implementation Guide: Computerizing Business Permits and Licensing*

Systems in the Philippines; and (2) BPLS Automation and Baseline Design Guide: Automation System Flows and Baseline Design.

The highlights of the meetings of the TWG are attached as Annexes 4-6.

C. Sub-Working Group on Local Investment Reforms (SWG-LIR)

The SWG-LIR was created by virtue of a Memorandum of Agreement signed by the DILG and DTI on August 6, 2010. The objectives of the committee are to: (1) promote investments at the local level through reforms that provide a positive environment for both local and foreign investments; (2) identify projects that will address the constraints to investments at the local level; and (3) seek funding support for its activities. There are four reform areas covered by the committee: (1) streamlining local and national regulatory processes; (2) addressing governance issues affecting investments; (3) promoting local economic strategies conducive to investments; (4) improving information support through generation of data that are critical to investment generation; and (5) addressing consumer-related issues. The committee is co-chaired by DTI and DILG for the government and USAID for the development partners.

The SWG-LIR was one of the committees affected by the reorganization of government in 2013. It has been inactive, with the last meeting held on June 2013. During the option year, the Project attempted to revive the committee by hosting meetings with the co-chairs of the committee in May 2014, where it presented a short note pushing for the revival of the committee (refer to Annex 7). A subsequent meeting was organized with committee secretariat on May 29, 2014 to plan the 5th Meeting of SWG-LIR on August 20, 2014 (refer to Annex 8 for the provisional agenda). However, the meeting never materialized, despite two attempts, because of lack of quorum and problems with the availability of the two co-chairs.

III. THE ICT INNOVATIONS FORUM

A. Background

An important follow-thru to the BPLS training provided by the government in 2010 was the organization of a Forum on BPLS Automation on July 24-25, 2012 that launched the BPLS Automation Project thru the signing of the Memorandum of Agreement among DTI, DILG and DOST. Since then, a number of local governments have invested in computerizing their business permitting processes. The private sector, for its part, has also developed a number of software solutions on business processes that are successfully being implemented. The online payment gateway has also been introduced, encouraged by the recent ruling of the Commission on Audit. These initiatives are in line with broader programs of both the government and the private sector in making service delivery more efficient thru the use of technology.

To improve the country's competitiveness thru reduced cost of doing business, it is imperative that business permitting be further streamlined thru greater use of technology. Hence, a forum that will showcase innovations in business permitting was therefore proposed, to coincide with the celebration of the IT month on June 2014.

The Project supported the holding of the ICT Innovations Forum under Component 1, which focuses on streamlining business registration processes and promoting the use of automation in business registration. It was intended to be a venue to showcase the initiatives of the partner cities in introducing ICT-enabled solutions that are intended to make business permit processing more effective and efficient. For instance, Batangas City is the first city to use mobile payments in business permitting system. Iloilo City, together with Batangas City, piloted the online submission of business permit application form and the email transmission of tax order of payment, reducing the steps that applicants go thru to just one – payment of business tax and fees, which was done at the city hall. Cagayan de Oro city, on the other hand, introduced a kiosk where applicants are able to choose transactions and where tax order of payments can be computed.

The Forum was originally conceived as a conference on BPLS automation, but the coverage was expanded to ICT innovations in local governance upon the request of DILG and DTI.

B. Objectives

The forum had the following objectives:

1. To brief LGUs on the government's policies and programs aimed at promoting the use of technology to enable the delivery of more efficient government services at the local level, with focus on the initiatives of the national government agencies involved in business permitting;
2. To present the current options for system development in business permitting, e.g. cloud computing, online payment, mobile banking;
3. To present available software developed by the government, development partners, LGUs and the private sector that are compliant with the service standards set in the DTI-DILG

Joint Memorandum Circular No. 1, series of 2010 and can be tapped by LGUs desiring to computerize their BPLS;

4. To showcase LGUs that have successfully implemented innovative business permitting operations as well as related services, e.g. construction permitting that made use of technology, resulting in shortened processing time and reduced steps in business permitting; and
5. To enable the private sector and government banks like the Development Bank of the Philippines and the Land Bank of the Philippines) to present the latest technological developments in service delivery for cities and municipalities, especially those pertaining to business permitting.

C. The Program

The one-day event had the following parts:

1. **Opening Ceremonies** This part of the program had the customary Welcome Remarks and Messages of Support from the Forum partners.
2. **Part II** presented the role of ICT in local governance and the directions being provided by the national government including the government-wide Medium-Term ICT Harmonization Initiative (MITHI).
3. **Part III** featured “lightning talks” by local governments who have taken the initiative to use ICT to improve their operations and thereby benefitted their constituents. Two global private organizations presented their innovative ICT solutions for city-level applications in Part IV.
4. **Part IV**, during lunch, had several luncheon speakers. The Local Government Support Program for Local Economic Development (LGSP-LED) launched its SparkBiz “LED Information Portal”. This was followed by a brief presentation by USAID’s Scaling Innovations in Mobile Money (SIMM) Project on the mobile payments system in Batangas City, Iloilo City, Cagayan de Oro City, Valenzuela City, and Quezon City. The system is expected to improve transparency, accountability and security in government financial transactions by digitizing payment and collection systems.
5. **Part V** (after lunch) of the program consisted of four simultaneous sessions that ran for an hour and a half with the following topics: (a) Automating Business Services and Fiscal Management which was moderated by Mr. Verb Bonilla of Globe Telecom; (b) Digitizing Administrative Operations and Communication which was moderated by Mr. George Parrilla of Microsoft Philippines; (c) Delivering More Effective Social Services with the Use of ICT which was moderated by Ms. Pehm Grafilo of LGSP-LED; and (d) a special session on iTax which was moderated by Ms. Kareen Oloroso of GIZ. The first three sessions had speakers from the LGUs and private solutions providers.
6. **Closing Ceremonies** had several components. The first was the awarding of plaques of recognition to ten cities which topped the **e-Readiness Survey** conducted by the DOST, together with the DILG and the DTI, in partnership with INVEST. The nationwide-survey on “BPLS Compliance and E-Readiness of LGUs” assessed the compliance of cities and municipalities on BPLS standards and their state of e-Readiness based on their ICT capacity and ICT environment.

The second feature of the Closing Ceremonies was the call for nominations for the 3rdeGov Awards for LGU. The eGov Awards had two categories: (a) the Best in eGov Business Empowerment (G2B) Award; and (b) the Best in eGov Customer Empowerment (G2C) Award. The G2B Award recognizes the significant effect of an LGU's laudable practices in integrating ICT solutions towards a business-friendly and competitive environment. The G2C Award, on the other hand, recognizes the measurable effect of an LGU's practice in applying ICT solutions in educating and engaging the public in the use of electronic facilities toward an improved, timely and relevant delivery of public service.

D. Institutional Support to the Forum

An Organizing Committee was set-up to oversee the management of the Forum. The Forum was jointly organized by the DILG, DTI, DOST from the government, USAID (through INVEST), *Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ)*, Local Governance Support Program for Local Economic Development (LGSP-LED) of CIDA from the donor community, and National ICT Confederation of the Philippines (NICP), Globe Telecom and Microsoft Philippines from the private sector. The two Undersecretaries of DTI and DILG directly supervised this project and the Organizing Committee.

Sponsorship

The forum was a good model of public-private partnership with donor support. The sponsorships were coordinated by the NICP. Globe and Microsoft, both Platinum sponsors, each gave PhP300,000.00 which they paid directly to Intercontinental Manila to partially cover the banquet expense. Intel came in with a US\$1,000 sponsorship, which was partially applied to cover for the rental cost of the sounds and lights system.

Globe further gave notebook and pen sets to all delegates, which in the absence of the Forum bags during registration (DILG's supplier delivered the bags close to the end of the forum), were placed on each table setting. The notebooks proved to be very useful as delegates were seen taking down notes of the presentations. Raffle prizes from Globe were also given away, spread out during the program – pen sets, hurricane umbrellas, tumblers, blenders, monopods with shutters and two IPAD minis.

Online Registration

A Forum website was created by Microsoft, one of the forum's Platinum sponsors, using the template of the e-mail blast flyer for the content. MEET, Inc. registered the domain name, www.lguictforum.com, in which the Forum website is being maintained to-date. The website, with its online registration facility, proved to be a significant help that not only made pre-registration to the Forum accessible and easy for the invitees, but also reflected the efficiency in managing the forum through the use of ICT, in keeping with the forum's theme. Out of the 183 LGU attendees and 40 non-LGU attendees (chambers of commerce, foreign embassies, financial institution, national associations, and service providers), 80 people registered online or a 35.87% usage. An additional 18 people registered online but were not able to attend the Forum.

E. Participants

A total of **360** persons attended the forum, of which 192 came from LGUs (NCR and 41 provinces). Almost all regions were represented. Eleven mayors attended.

F. Post-forum Activities

The success of the ICT Innovations Forum convinced the DILG replicate the forum in Cebu and Davao for the LGUs in Visayas and Mindanao, respectively. The three CDI cities – Batangas, Iloilo and Cagayan de Oro – were showcased during these forums, which were held on September 16 (Cebu) and September 30 (Davao) with sponsorship from the NICP and Microsoft.

IV. BPLS Compliance and E-Readiness Survey

A major accomplishment of the TWG on eBPLS during the year was the conduct of the BPLS Compliance and E-Readiness Survey (henceforth referred to as the ERS), which was run for the second time by the DOST, this time in partnership with the DILG.

A. Background

The Project supported the preparation of the E- Readiness Survey Questionnaire in its first year of operation. The survey was intended to assess the LGU's readiness in automating their BPLS. Specifically, the objectives for conducting the survey were to: (1) assess the institutional capacity of the LGU to automate its BPLS; (2) evaluate the sufficiency of the Information Technology (IT) staff complement; and (3) explore automation options an LGU can employ based on the results of the survey. The survey built on the two previous surveys prepared by the National Computer Center (NCC) and took into account the requirements of the Philippine Business Registry (PBR), as well as the eReadiness Survey of the eGov4MD project of the Canadian International Aid Agency, which is promoting the eBPLS plus software.

The Survey was conducted starting July 2012 as part of the BPLS Automation Forum in partnership with the Local government Academy, which distributed the questionnaire. A total of 276 local government units (LGUs) responded to the survey. The results were presented in the BPLS Oversight Committee (BOC) meeting in June 2013.

The discussions in the BOC were quite encouraging. The DOST decided to review the questionnaire with support from INVEST and, in partnership with the DILG, conduct the survey which will become the basis for the training assistance on BPLS automation which the government will organize. On February 7, 2014, the DILG issued a circular to its regional offices to assist in the conduct of the online survey for all cities and municipalities dubbed as "BPLS Compliance and e-Readiness Survey."³ The deadline for the survey was set on February 28, 2014 but this had to be extended to April 2014.

B. Components of the Survey

Similar to the 2012 questionnaire, the recent survey also consisted of 4 parts as described below:

1. Demographic Profile

These are the basic information of the city or municipality such as the region, province, city/municipality name, income class, details of the Mayor and total number of business registrations in 2013.

2. Part I: Human Resource (HR) Capacity

This part dealt with the data on the information and communications technology (ICT) personnel and/or units, performance of ICT functions, and trainings.

³Note that while the DILD and DOST prepared for an online administration of the survey, there were still LGU respondents that submitted hard copies of the survey which had to be encoded by DILG.

3. Part II: Information and Communications Technology (ICT) Environment

This part described the ICT environment of the city/municipality in terms of the availability of hardware and computing devices, software components such as the operating system, database management software, BPLS software, network facilities, and security schemes being used.

4. Part III: Compliance with Business Permits and Licensing System Standards

This part is in relation to the DILG and DTI Joint Memorandum Circular (JMC) No. 1, series of 2010, entitled "Guidelines in Implementing the Standards in Processing Business Permits and Licenses in All Cities and Municipalities." The service standards are stipulated in the JMC such as use of the unified form, number of steps in applying for business permits, processing time and number of signatories.

A copy of the questionnaire and the guide are attached as Annexes 9-10.

C. Survey Results

There were about 1,124 respondents out of the total number of cities and municipalities in the Philippines which number 1,634 total or 68.8% response rate. An estimated 117 cities (out of the 143 cities in the country) and 1,007 (out of the total 1,491) participated in the survey.

The results of the survey for the cities were announced during the ICT Innovations Forum held on June 18, 2014. Cagayan de Oro, one of the CDI cities, topped the survey. The nine other cities who were given recognition, in the order of their ranking, were San Fernando City (Pampanga), Makati City, Valenzuela City, Mandaluyong City, Cebu City, Balanga City (Bataan), Angeles City (Pampanga), Batangas City, and Taguig City. Note that Batangas City is also being supported by USAID through the Cities Development Initiative.

V. LESSONS LEARNED

The involvement of INVEST in the two national-level inter-agency committees was important in ensuring that needed policy reforms on business permitting are tackled and agreed on by the oversight agencies. This year was particularly significant because of three major activities: (1) the ICT Innovations Forum; (2) the conduct of the eReadiness Survey; and (3) the approval of the new standards for business permitting by the BPLS Oversight Committee. All of these activities has nationwide implications.

Some of the specific learning from INVEST's involvement in the committees are as follows:

1. *Identifying Reform Champions in Oversight Agencies*

Important policies that would have far-reaching consequences such as those affecting LGUs can only be formulated and implemented if there are senior officials (undersecretaries) championing the reform. In the case of the three activities mentioned above, two senior government officials - undersecretaries from DTI and DILG – provided oversight guidance in the conduct of these activities. Their support paved the way for the identification of activities that the Project will undertake as well as for the involvement of the Project in the policy making process of these committees.

2. *Support to the Secretariat of the Inter-agency Committees*

The Project's ability to assist the secretariats of the committees was important in the two major activities of the project – the ICT Innovations Forum and the eReadiness Survey. This was partly the offshoot of the trust of the partner agencies in the Project, which has been developed through the years.

3. *Leveraging Project Resources with the Private Sector and Other Development Partners Forged Thru the Committees*

The Project was able to partner with other development partners, the national government agencies and the private sector in conducting the ICT Innovations Forum. The activity paved the way for further engagements of the government with the private sector, which, even after the forum, assisted DILG in holding similar ICT related forums in the Visayas and Mindanao.

4. *Supporting Capacity Building of the Committee Secretariats*

The technical assistance to the committee secretariats by the Project can be viewed as part of its capacity building efforts for the government. The discussions with the officials of the Secretariat are opportunities to strengthen their ability not only to manage meetings but also to prepare the technical policy studies and project briefs that are necessary for soliciting assistance from the development community.

In conclusion, INVEST's involvement in the committees was an important factor in its success in affecting critical reforms in the business permitting processes as well as addressing some of the constraints in investment generation in local governments.

ANNEXES

ANNEX 1. HIGHLIGHTS OF THE 8TH BPLS OVERSIGHT COMMITTEE

Highlights of the 8th Business Permits and Licensing System (BPLS) Oversight Committee Meeting

JV Del Rosario Room, 4th Floor
AIM Conference Center, Makati City

31 March 2014, 2:00-4:00PM

ATTENDEES:

Undersecretary Austere A. Panadero, DILG
Lead Convener, WG-DLG

Undersecretary Nora K. Terrado, DTI
Alternate Lead Convener, WG-GIC

Mr. Hans Shrader, IFC
Co-Convener, WG-GIC

Government

Dir. Teresita Roberto, DOST-ICTO
Dir. Anna Liza Bonagua, DILG-BLGD
Dir. Yay Lasam, DTI-RODG
Dir. Ernani Dionisio, DTI-PBR
Asst. Dir. Thelma Vecina, DILG-LGA
Ms. Sally Jumalon, DILG-LGA
Ms. Leah Marie Sanchez, DILG-LGA
Mr. Nick Baoy, DILG-LGA
Mr. Jay Ablay, DILG-LGA
Mr. Christopher Llarenas, DILG-LGA
Ms. Delia Basada, DOST-ICTO
Ms. Tess Ycasas, DTI-PBR
Mr. Theoperr Empis, DTI-PBR

Development Partners

Mr. John Avila, USAID
Ms. Ofie Templo, USAID-INVEST
Ms. Vickie Antonio, GIZ-ProGED
Mr. Andre Quintos, LGSP-LED

League

Dr. Herwig Mayer, LPP

Private Sector

Mr. Guillermo M. Luz, NCC
Mr. Ruy Y. Moreno, NCC
Mr. Gerry Anigan, PhilExport
Ms. Suzzette Rosuelo, PCCI
Mr. Edwin Glindro, PCCI

Quezon City

Ms. Regina Samson, QC-CCC
Mr. Jermaine Jumadiao, QC
Mr. Joem Salazar, QC

Secretariat

Ms. Kim Blasa, NCC
Ms. Jenny Racca, NCC
Ms. Myrna delos Reyes, NCC
Ms. May AngeliTayona, NCC
Ms. Sarah Jane Ramos, NCC
Ms. DanyaRegondon, DTI
Mr. Nico Gonzalez, NCC
Mr. Faisahdela Rosa, NCC

I. Call to Order

Usec. Austere A. Panadero called the meeting to order at 2:15 PM.

II. Highlights of the Meeting

Review of Highlights of the 7th BPLS Oversight Committee Meeting, 10 June 2013

- The Chair dispensed with the review of the Highlights of the 7th BPLS Oversight Committee Meeting as the minutes have been distributed to the members prior to the March 31 meeting. No comments were received by the Secretariat.

III. Matters Arising from the Minutes

- The Chair asked the Secretariat to update the body with the matters arising. Ms. Kim Blasa of the Secretariat read the suggestions for consideration of the BPLS Oversight Committee from the previous meeting:
 - Adapt a ladderized system of compliance;
 - Need to help LGUs analyze and interpret national laws;
 - Need for a group to handle the formulation of policies including incentivizing LGUs, standards, advocacy and promotions, coordination and monitoring evaluation (M&E);
 - Formulate a long-term plan for BPLS;
 - Need to harmonize and rationalize all efforts of concerned departments and offices on e-BPLS; and
 - Need to assign a person or a group to oversee BPLS implementation, report to the Committee actionable items and recommendations, for decision/approval.

ITEMS FOR DECISION

IV. Proposed Reorganization of the BPLS Oversight Committee

- In reorganizing the BPLS Oversight Committee, Mr. Guillermo M. Luz of the National Competitiveness Council proposed the following:
 - To change the Oversight Committee to a Steering Committee
The BPLS Oversight Committee has become a bit passive which met only once last year. The Steering Committee would be able to actively manage the BPLS which is a big program that aims to streamline all 1,634 Local Government Units by 2016.
 - The Committee to meet more often.
The Oversight Committee is supposed to meet quarterly, however, in 2013, the group met only once.
 - To add more private sector members to the Committee
It was observed that the government side is well represented in the Committee, however, there are only few representatives coming from the private sector. Right now, the non-government people in the Committee are the Development Partners, NCC and PCCI. Getting a few more private sector representatives would help the Committee to get more feedback from the customerthemselves on how to put in more improvement in the BPLS.
- On identifying the additional private sector representatives, the NCC will facilitate the process by nominating representatives and by discussing with them their willingness to be engaged in the project. As suggested by Usec. Panadero, the nominees will include representatives from the small and medium enterprises (SMEs), and agri and tourism based-activities.
- Ms. Ofie Templo reminded the group about the legal aspects of changing the Committee from an Oversight to a Steering Committee.

- **It was agreed to have the regular meeting of the Committee every afternoon of the last Monday every 2 months. Next meeting will be on May 26, 2014 at 2:00pm.**
- Secretariat to check with DTI and DILG on how to legally change the Oversight Committee into a Steering Committee.

V. Proposal to improve the Philippine ranking in Ease of Doing Business Starting a Business Indicator

- Mr. Guillermo Luz introduced the Ease of Doing Business Starting a Business Indicator and highlighted the following:
 - The Philippines ranks us 170 out of 189 economies in the Starting a Business
 - Right now it takes 15 steps, 35 days to incorporate a business in the Philippines which runs through different government agencies: SEC; BIR; SSS; Philhealth; Pagibig; and LGU of Quezon City.
 - The proposed new steps for Starting a Business in the Philippines are the following:
 - Step 1 - SEC + BIR + SSS + PhilHealth + Pag-Ibig (all in one form and online transaction)
 - Step 2 - All LGU steps = Barangay clearance + CTC + BPLS (all in one form and single transaction)
 - Step 3 - Review + Consent + Pay (with submission of notarized docs to follow within 7 days or entire process is invalidated)
 - We will need the help of the DILG to issue a directive to standardize the process of combining the 3 steps involving the LGU into a single step.
- Dr. Mayer suggested talking to the President to get all the National Government Agencies to work together. On the proposed new step for the LGUs, like the BPLS, it will take a lot of convincing, but in the end, most of the LGUs will comply.
- Mr. Ruy Moreno suggested starting with one city in discussing and implementing this proposal.
- Ms. Regina Samson commented that a top level intervention is needed for this discussion. There were some reforms made by the LGUs but were later on invalidated by the Commission on Audit. She suggested that reforms should be synchronized so that the government will speak in one voice.
- Mr. Hans Shradersuggested focusing on streamlining the steps and not on the days. He also thinks that working with a thousand LGUs is challenging that's why we should look at key cities first.
- Ms. Regina Samson shared that they have proposed to the Senate to have a law that will have a standardrange of fees that barangays will impose. In this way, the LGU can now perform function of the barangay which is to collect payment from the businessmen and then the LGU will just remit to the barangays.
- Mr. Luz shared that some countries are having a concerted effort to review and repeal laws that are no longer needed. Some of the countries who have done it are Korea, Vietnam and Australia. This effort would help in streamlining the processes.

- Usec. Nora Terrado emphasized that we should focus on the process of Starting a Business and separate that from the process of running a business. She shared that the regulations on Starting a Business are different from running the business.

VI. Business Permit Processes in Quezon City

- Ms. Regina Samson reported that, excluding barangay clearance, Quezon City Government requires only 3 steps in filing for a business permit which take place within 15 to 30 minutes inside the business one-stop-shop.
- The Business Permits and Licensing Office check the industry classification of the business which determines the amount that needs to be paid by the applicant. It is an automated system that calculates the tax bill which has to be paid by the businessman. After paying, the applicant will have to present the Official Receipt in order to obtain the business permit.
- Ms. Samson confirmed that the 3 steps can be reduced to 1 step since they are already working towards mobile payment and also online payment through the Landbank and Bancnet. They have already received a Memorandum Circular from the Commission on Audit that allows acceptance of electronic receipt. She hopes that other agencies concerned with Starting a Business would also practice this reform.
- Lastly, Ms. Samson mentioned that the step involving the community tax certificate is already eliminated in Quezon City since it is already integrated in the one-time assessment of the Mayor's Permit.
- In order to demonstrate the proposed framework for the LGUs and to further improve their system, Usec. Panadero suggested looking at the Best Practices of the cities of USAID, IFC and LGA (RSP) which must be formalized and be shared with many LGUs as possible.
- Usec. Panadero also agreed on the suggestion of giving an incentive to the LGUs to speed up the adoption rate of the LGUs.
- As part of the re-organization of the BPLS Committee, Usec. Terrado suggested the following 4 streams of work plan:
 - i. Process Reforms – this includes adoption of best practices;
 - ii. Legal Reforms – organizing a team, including a representative from the Office of Sen. Bam Aquino, who will focus on deregulating;
 - iii. Advocacy and Promotion – promoting the good works of the BPLS programs; and
 - iv. Rewards System – highlighting the good works of LGUs which can take place in June during the IT month
- Mr. Hans Shraders suggested adding Reporting System to the 4th work plan (Rewards System) to be able to have a good data that will be collected and disseminated.
- The Committee agreed to have the following as teams for the work plan:
 - i. Process Reforms – LGA, DTI and DOST-ICTO subject to the new inputs of USAID and IFC;
 - ii. Legal Reforms – NCC including the Leagues, DILG, DTI and PCCI;
 - iii. Advocacy and Promotion – DTI, DILG, LGA and PCCI; and
 - iv. Rewards System – DBM

- Ms. Samson suggested having the NCC website as a portal for the list of new legal reforms that have been issued, new guidelines that have been given, new laws that are inacted and new procedures that are prescribed.
- It was also agreed by the Committee that the NCC will be the new Secretariat of the Committee.

VII. BPLS 2014 Program

1. Presentation of the status of BPLS streamlining as of 4th Quarter of 2013

- Mr. Jay Ablay of the Local Government Academy reported that a total of 1,310 LGUs (137 cities and 1,173 municipalities) were already trained. Out of the 1,310 trained LGUs, 1,145 LGUs have completed streamlining their BPLS process and are compliant with the BPLS standards. The remaining 165 LGUs are still undergoing reforms.
- Out of the 480 priority target LGUs to streamline, 468 LGUs have already completed streamlining their permitting process and currently applying it, the remaining 3% or 12 LGUs are still undergoing reforms.
- 830 non-target LGUs were also trained for the BPLS streamlining, 677 of these have completed in streamlining and 153 were undergoing reforms. This number does not include the ARMM LGUs.
- Streamlining of the LGUs in the ARMM will start this year.
- Tracking of effects of the BPLS Streamlining had started last April 2012 highlighting BPLS outcome and process time. As a result, average process time in getting mayor's permit have decreased both in new businesses and business renewals, the number of days for processing have also decreased to 6 days to 3 days after BPLS reforms, number of days in business permits is 4 days before BPLS reforms which resulted to 2.3-1.7 days in cities and municipalities after BPLS reforms.
- The numbers of steps in getting mayor's permit both in new business and business renewals have decreased from 7.5 steps down to 4.2 steps after BPLS reforms in cities, 7.6 to 4.4 steps in municipalities. Average steps to renew business permits from 6.6 steps down to 4.4 steps in cities, 7.2 to 4.2 for municipalities and a number of 5 steps for processing mayor's permit both new and renewal.
- Indicated growth rate in business from the data of 23 cities (based on the LGUs report) that have implemented BPLS reforms in 2011 registered an increase of 6% before reform to 14% after the reform.
- Out of 569 of LGUs submitted reports (streamlining) to DILG, only 477 have issued new legal instrument in support of BPLS streamlining, The 80% of 477 have already issued executive/administrative orders and resolutions as legal instrument.
- Early part of 2013, the LGA have issued the validation of baseline data to test the accuracy of the validation findings and it was found out (from the 10 sample LGUs of the data validated survey) that the number of steps have reached more than 5 steps (mayor's permit), 12 steps (new businesses), and 11 steps (renewal) which is inconsistent with the range of steps reported by LGUs, with varying definition of procedure such as face to face interaction and/or submission of application. (Shorter period of time but more number of steps).

- The total processing time is equal to transaction time plus waiting time plus travel time within the day. (Extracted from the client and personnel perspective).
- As reported, the team is confident that the number of 1, 634 LGUs will be compliant to the standards by 2016 with 480 priority LGUs. (Clarification to the instruction made by the DILG and OP as to the real target LGUs).
- Ms. Kim Blasa asked the Local Government Academy regarding the frequency of their monitoring report. She shared that the Office of Exec. Sec. Paquito N. Ochoa Jr. recently instructed all members of the Cabinet and heads of agencies to submit accomplishment reports on the status of Presidential priority programs and initiatives, and other notable projects every two (2) weeks. BPLS was identified as one of these projects.
- Asst. Dir. Vecina responded that in compliance with the directive of ES Ochoa, they have already instructed their counter parts and DILG staff in the regions to submit monitoring reports every two (2) weeks.
- Ms. Kim Blasa requested the Local Government Academy to furnish the committee with the list of the LGUs that already streamlined.

VIII. Proposed 2014 Work Plan for BPLS Automation

- The proposed 2014 Work Plan for BPLS Automation was presented by Dir. Thess Roberto of DOST-ICTO.
- The presentation focused on the accomplishments done in the 1st quarter of the year which includes then following:
 - Implementation of the enhanced survey questionnaire;
 - On-going survey that initially done last February 11 and ended last February 28 however, there is an extension request made by the Director Benny of DILG to move the deadline to March 13;
 - Part of the on-going activities, the ICTO also did an assessment of the available software in aid to on-line survey, meeting with concerned stakeholders in finalizing the MOA and initial program design for the prototype;
 - Also, part of this is the capacity building in mobilizing training programs that is consistent with development and updating software and engaging in social media that can be accessible to the LGUs and concerned private sectors;
 - As to the e-readiness survey, the ICTO aimed to target a total number of 1,634 participants (143 for cities and 1,491 for municipalities) and ICTO made an appeal to DILG to issue another memorandum circular to those affected areas such as Tacloban and Zamboanga in connection to the survey till April 15 since it is part of the agreement;
- The BPLS Automation work plan should be deliverable subject to approval(for one week review of the members upon submission) that contains the following categories: conduct of e-readiness survey, capacity building and system development;

- The BPLS Automation System is in line with the RS simplification that prioritized the 480 LGUs to be automated thus, there is a re-engineering of automation procedures;
 - The purpose of e-readiness as monitored by DOST is to check if the LGUs are technically ready for automation and participation in training programs in a one roadmap that is clear and consistent.
- Usec. Nora Terrado recommended having a single roadmap that will contain the workplan of the BPLS and eBPLS. She asked the thought leaders and original architects of the project to work on the roadmap.

IX. Other highlights of the Meeting:

- Ms. Templo informed the Committee that there is a new JMC that will shorten the process of the renewal of Mayor's Permit. Through the JMC, clients of Philhealth, SSS, and PAG-IBIG will no longer need to secure clearances from these agencies since the agencies will be the one to provide a negative list to the LGUs. The negative list will contain the list of the establishments that should not be allowed for renewal.
- She also added that the JMC has already been signed and is about to be released by the DILG to the LGUs. Pag-ibig is also ready to release their own directives to their Regional Offices to follow this new procedure.

1. Philippine Business Registration System

- Dir. Ernani Dionisio of the Philippine Business Registry shared that Business Name applicants can now pay online through the use of cash transfer to banks. Through the e-payment, applicants can do the transaction even if they are in the workplace, home etc. by going to the website of the DTI and downloading the PBR system application with the option of G-cash payment mode or bank payment mode.
- He mentioned that other electronic means of payment are also being considered by the DTI. There are on-going discussions to include other payment facilities such as Megalink.
- They also plan integrating the requirement of the social agencies such as SSS, Philhealth and PAG-IBIG in providing connectivity to selected LGUs to complete the cycle from business registration system to the local permitting process for a single proprietor.
- For 2014, they are also looking at negotiating with the Cooperative Development Authority and other players to complete the registration process.
- Other functionalities available in the website include a search module with a selection on whether a proposed business name is registrable and not a duplicate of other existing business names.
- Usec. Terrado shared that the e-payment facility is a deliverable of the Philippines on the sole proprietorship side and has already been implemented. Using mobile wallet and an ATM card through Bancnet, an end-to-end registration can already be done online for the Business Name registration of single proprietorships.

2. SPARKBIZ – LED Information Portal

- Dir. Anna Liza Bonagua of the Department of Interior and Local Government -Bureau of Local Government Development explained that in lieu of the request of the National Competitiveness Council to the DILG to help in the gathering of information for the Cities and Municipalities Competitiveness Index (CMCI), the DILG is volunteering the Sparkbiz, a local economic development portal, to be the data collection tool for the CMCI. The CMCI results are expected to be released in July, in time for the SONA.
- Mr. Andre Quintos, the IT Specialist of the Local Governance Support Program, shared that the SparkBiz or Local Economic Development Information Portal aims to bring investors and LGUs together by providing up with an investment information that matters straight from the LGUs and to drive and spark local economic development in more places in the country. The Sparkbiz is already online and gathering registration at www.sparkbiz.ph.
- The contents for investors are the indicators of the NCC CMCI on Economic Dynamism, Governance and Infrastructure. Currently in development are the PCCI Business Friendly LGU indicators. The portal also has news and updates affecting local business and investments in the Philippines, success stories and best practice cases, and links to other relevant online resources such as government agencies. For the contents for LGUs, the portal has LGU competitiveness profile online, library of local development tools such manuals and guides, best practice case studies, funding options, a database of LED experts, and relevant investment and sector news from local and foreign sources which are all published online.
- SparkBiz is a value to the CMCI and to encourage LGUs to participate in the data gathering and to ensure LGU ownership of the competitiveness data and transparency of data gathering. It is an easy-to-use online entry form that will lessen the NCC's data gathering cost.
- Proposed next steps for the SparkBiz are:
 - to revise the LGU competitiveness profile form;
 - DILG to issue Memorandum Circular enjoining LGUs to profile their competitiveness to the SparkBiz form; and
 - Explore DILG/LGA's local resource institution networks for data gathering.
- Ms. Templo viewed the portal as a very good contribution of the DILG to the CMCI. She asked for the process on how to gather the data and the validation to be done by the 3rd party before the data will be publicly available online.
- Mr. Quintos explained that before the data will be publicly posted online, the validation should be done first by the 3rd party. After the validation is done and the data is already checked and confirmed, that's the time that the data will be publicly available online.
- Usec. Terrado suggested presenting the SparkBiz proposal to the NCC, specifically to Mr. Guillermo Luz. She also suggested considering adding information on the proposed governance on how to sustain the project.
- Mr. Moreno also advised to link the SparkBiz project to other similar initiatives to optimize available resources.

X. NEXT MEETING DATE

- Usec. Nora Terrado announced that the next meeting of the Committee will be on May 26, 2014 at 2:00 in the afternoon.

XI. ACTION ITEMS:

1. NCC to nominate private sector representatives.
2. NCC Secretariat to check the legalities of changing the Oversight Committee into a Steering Committee.
3. USAID/IFC/LGA to present LGUs with Best Practices on getting Mayor's Permit
4. To form the following teams:
 - i. Process Reforms – LGA, DTI and DOST-ICTO subject to the new inputs of USAID and IFC;
 - ii. Legal Reforms – NCC including the Leagues, DILG, DTI and PCCI;
 - iii. Advocacy and Promotion – DTI, DILG, LGA and PCCI; and
 - iv. Rewards System – DBM
5. LGA to present/furnish a copy of the list of Streamlined LGUs
6. To have the overall BPLS roadmap that will incorporate the eBPLSworkplan.
7. LGSP LED to present the SparkBiz to Mr. Luz for approval.
8. Conveners to meet in a small group to granulize the different work streams.

XII. ADJOURNMENT

There being no further issues, the meeting was adjourned at 05:45pm by Usec. Nora Terrado.

Prepared by:

NCC Secretariat

16 April 2014

ANNEX 2. HIGHLIGHTS OF THE 9TH BPLS OVERSIGHT COMMITTEE



PHILIPPINES DEVELOPMENT FORUM

Working Group on
Growth and Investment Climate and
Decentralization and Local Government



Action Items from the 9th BPLS Oversight Committee Meeting

| ACTION ITEM | STATUS |
|--|---|
| <p>1. Revised JMC for the new Business Permits & Licensing System (BPLS) Standards</p> <p>USAID INVEST drafted the MOA in setting new BPLS Standards NCC to assist the DILG-DTI in signing of the Revised JMC</p> | <ul style="list-style-type: none"> Draft JMC was submitted for review dated 31 July 2014 <p><i>*The new BPLS Standards were approved by the Committee, and that text/content is subject for review</i></p> |
| <p>2. BPLS Framework Presentation (Based on JMC no.1 s. 2010)</p> | <ul style="list-style-type: none"> NCC conducted consultation meeting with OPR, USAID-INVEST, DILG, and DTI |
| <p>3. BPLS Work Plan (Based on the Revised JMC s. 2014)</p> <p>A. NCC to present the BPLS Work Plan for the National Forum on the Revised BPLS Streamlining Project</p> | <ul style="list-style-type: none"> Pending upon approval of the new JMC BPLS Standards |
| <p>B. BPLS Oversight Committee to form/conceptualize the working group/s that will strictly monitor the following reforms:</p> <ul style="list-style-type: none"> Process Reforms- LGA, DTI, and DOST-ICTO subject to the new inputs of USAID and IFC Legal Reforms- NCC including the Leagues, DILG, DTI, and PCCI Advocacy and Promotion- DTI, DILG, LGA, and PCCI Rewards System- DBM | <ul style="list-style-type: none"> Schedule of 10th BPLS Oversight Committee Meeting |
| <p>4. Private Sector nomination for membership to the BPLS Steering Committee</p> | <ul style="list-style-type: none"> List of suggested names from private sector (agriculture and trade businesses) |
| <p>5. Other matter related to BPLS Oversight Committee</p> | <ul style="list-style-type: none"> Update on the Nationwide BPLS Streamlining Report (DILG-LGA) Proposed Guidelines for Processing Business Permits for Tourism Enterprises Update on the available software application for BPLS Automation (DOST and DILG) |



PHILIPPINES DEVELOPMENT FORUM

Working Group on
Growth and Investment Climate and
Decentralization and Local Government



**9th Business Permits and Licensing System (BPLS)
Oversight Committee Meeting**
Rooms 1 to 4 Ground Floor
AIM Conference Center, Makati City
30 June 2014, 2:00-4:00PM

ATTENDEES:

Usec. Austere Panadero, Lead Convener, WG-DIG
Usec. Nora K. Terrado, Alternate Lead Convener, WG-GIC
Mr. Guillermo Luz, NCC Co-Chairperson
Mr. Ruy Y. Moreno, NCC, Director for Operations, Private Sector

Government

| | |
|-----------------------------------|----------------------------------|
| Dir. Anna Liza Bonagua, DILG-BLGB | Ms. Delia Pasada, DOST-ICTO |
| Dir. Ma. Lourdes Yaptinchay, DTI | Mr. Dennis Villorente, DOST-ICTO |
| Dir. Thess Roberto, DOST-ICTO | Ms. Juli Ana Sudario, CITC-NCC |

Private Sector

| | |
|-----------------------------------|------------------------------|
| Ms. Suzette Rosuelo, PCCI | Mr. Gerry Anigan, PHILEXPORT |
| Ms. Marilou Avellanosa, BOI-IAC | Ms. Suzette Rosuelo, PCCI |
| Mr. Sergio Ortiz-Luis, PHILEXPORT | |
| Mr. Chris Llarenas, DILG-LGA | |
| Mr. Jay Ablay, DILG-LGA | |

Development Partners

| | |
|---------------------------|------------------------------------|
| Mr. John Avila, USAID | Mr. Nick Agustin, INVEST |
| Ms. Ofelia Templo, INVEST | Mr. Emil Francis de Quiros, INVEST |

NCC Secretariat

| | |
|----------------------|--------------------------------|
| Ms. Marina Saldana | Ms. Maureen Banaga |
| Mr. FaisahDela Rosa | Ms. Sarah Lope |
| Ms. Jenny Racca | Ms. MeirinNegapatan |
| Ms. Angela Aquino | Ms. LizamyIbuquid |
| Ms. Sarah Jane Ramos | Mr. Alvin Ang, CMCI Consultant |

I. Call To Order

- The meeting was called to order at 02:15 PM by Usec. Austere Panadero, Lead Convener for WG-DIG.

II. Highlights of the Meeting

1. Review of Highlights of the 8th BPLS Oversight Committee Meeting dated 31 March 2014

- The Chair dispensed with the review of the Highlights of the 8th BPLS Oversight Committee Meeting dated 31 March 2014 as the minutes have been distributed to the members prior to the start of June 30 session.

III. Matters Arising from the Minutes

The Chair asked the Secretariat, Ms. Marina Saldana to update the body with the matters arising. The Secretariat read the suggestions for consideration of the BPLS Oversight Committee from the previous meeting as follows:

- The NCC Secretariat to check the legalities of changing the Oversight Committee into a Steering Committee
 - USAID/IFC/LGA to present LGUs with best practices on getting Mayor's Permit
 - To form the following teams: Process Reforms, Legal Reforms, Advocacy and Promotion, and Rewards System
 - LGA to furnish/present a copy of Streamlined LGUs
1. Ms. Saldana read the OLA response regarding the recommendation to change Oversight Committee to Steering Committee. According to Atty. Porciuncula, *"taking into consideration the recommendations and propositions raised during the above mentioned meeting, it is our humble opinion that a Steering Committee appears to be more suitable under the circumstances. This should be carried out through the execution of a Memorandum of Agreement by and among the concerned government agencies and private sector..."*
 2. Mr. Guillermo Luz suggested that the recommendation letter from DTI-OLA should take place and start drafting a MOA that is dated on the day of 9th BPLS Oversight Committee Meeting as approved by Usec. Panadero.

IV. Status of Nationwide BPLS 2014 Program
Presenter: Mr. Chris Llarenas, DILG-LGA

1. Presentation of the status of BPLS streamlining as of 2nd Quarter of 2014
 - 1.1. Mr. Llarenas of Local Government Academy (LGA) discussed the Nationwide BPLS Streamlining Report for the month of June. The details are as follows:
 - 1.1.1. 1,360 LGUs (137 cities and 1,223 municipalities) have been given training on how to streamline their BPLS;
 - 1.1.2. 1,202 LGUs have completed streamlining their BPLS process and found to be compliant under the JMC-01;
 - 1.1.3. A total of 158 LGUs are still undergoing reforms. 480 of 1,202 are included in the priority target LGUs.
 - 1.2. To facilitate and accommodate request from ARMM, the LGA conducted Coaches Training on Streamlining BPLS dated 26-30 May 2014;
 - 1.3. For Regulatory Simplification Project, Mr. Llarenas discussed the following details:
 - 1.3.1. 50 (part of 1,360) LGUs enrolled in the Regulatory Simplification (RS4LGU) project provided with technical assistance by the IFC-WB consultants;
 - 1.3.2. 15 LGUs have completed RS process and issued EO on the simplified business permitting system;
 - 1.3.3. 33 LGUs have completed the Diagnosis and Design Phases of RS and still in the process of implementing the reformed process on business permitting
2. As to Usec. Panadero's query as to which areas in terms of percentage compliant is lowest (target LGUs), the LGA responded to be Regions 5, 10, 1, and 6;
3. Mr. Luz clarified that number of targeted LGUs per region as it was before to be the number of establishment base rate. The original plan is to finish the 1,634 (ARMM included) targeted areas by end of 2014;
4. The 274 (116 in ARMM) remaining LGUs should be completed as Mr. Luz emphasized the workplan for BPLS compliance with the assistance

from the Coaches Training, it is assumed that this will fast track the streamlining activities;

5. Mr. Luz asked the NCC Secretariat to look into the number of the IFC Training Program to aid in the remaining 274 LGUs;

V. BPLS Automation

Presenter: Dir. Tess Roberto, DOST-ICTO

1. Dir. Roberto updated the Committee with updates and accomplishments of BPLS Automation Project with the following details:
 - 1.1. Hosting of the Web-based Survey by DOST-ICT Office (Feb 11-May 5);
 - 1.2. Pre-testing of the online survey by INVEST;
 - 1.3. Assignment of user tokens to LGUs;
 - 1.4. Finalization of other survey instruments;
 - 1.5. Issuance of Memorandum Circular No. 2014-13 by the DILG;
 - 1.6. Development of computer programs for the survey processing application;
 - 1.7. Processing/validation of the survey data by NCC;
2. Part of the accomplishments of BPLS Automation is the conduct of BPLS Compliance and E-Readiness Survey. The Automation garnered a response rate of 69% composed of 117 for cities and 1,014 for municipalities. According to Dir. Roberto, the rate of BPLS Streamlining Standards for compliance rate is 64.96% (76 cities) while non-compliant is 35.04% (41 cities);
3. Dir. Roberto defined E-Readiness as *"the extent and degree to which the LGU has embraced ICT as a strategic tool to enable organization pursue its mandate and visions."* The e-readiness is composed of the following indicators:
 - 3.1. Technology Environment;
 - 3.2. ICT Capability;
 - 3.3. Web Presence Maturity;
 - 3.4. Internet Connectivity;
 - 3.5. ICT Development Plan;
 - 3.6. ICT Skills and Usage;
 - 3.7. HW and SW Infrastructure;
4. Usec. Panadero asked Dir. Roberto about the computerized/automated BPLS, which according to the data gathered has 80.94% or 94 cities as compared to the findings of INVEST. It is also noted that internet

connectivity is at the rate of 89.74% or 105 cities has available connection. There is need to review details of the survey findings;

5. As to the commonly used BPLS software, it is reported that NCC/LMP/CESO has 59 LGU users. Furthermore, Dir. Roberto presented a Website Presence Maturity Model based on the UN-ASPA's 5 stages of e-government which are as follows (*Emerging, Enhanced, Interactive, Transactional, and Seamless*):
6. To date, most LGUs are in the stage 2 of website maturity. Cagayan De Oro (CDO) topped the list of cities in the conduct of e-readiness survey;
7. As a way of moving forward, the DOST-ICTO is conducting Capacity Building Program to help LGUs build and improve its institutional, operational, and human resource capacity through the use of ICT. Constructing agenda for Capacity Building entails the following:
 - 7.1. Strategic Information System Planning;
 - 7.2. Systems Analysis and Design;
 - 7.3. Business Process Reengineering;
 - 7.4. Design of Customer-Centric Website Portal
8. Dir. Roberto also demonstrated the eBPLS Knowledge Portal for LGUs, where users can access data information about ICT development and available government services.
9. Usec. Panadero asked how to mobilize or encourage the use of the software or adopt each system to incentivize behavior. Ms. Templo emphasized the need for circular. However, there is a need to push for automation in the workplan (manual for BPLS);
10. Dir. Villorente emphasized the challenge of the complex system in automating the LGUs as far as the BPLS standards are concern. There is the workplan but the initiative to put forward the plan is lacking in support of the inter-operability form;
11. Usec. Terrado coined the term "manomatics" in line with the LGUs that are being automated. The common trend that BPLS intersect with the starting a business (3 steps, 3 days), there is a need to review the vision of the BPLS and operation aspect;
12. Mr. Luz emphasized the need for funding institution to appropriately finance and take charge in the proponent for the software on BPLS Automation which he will discuss with EDC;

13. Usec. Terrado clarifies the number of (3 steps, 3 days). It all starts in the common form, inter-operability across primary and secondary registration. It goes down in composing all the necessary accomplishments into one form

VI. ICT Innovations Forum

Presenter: Dir. Anna Liza Bonagua, DILG-BLGB

1. Dir. Bonagua opened the discussion by sharing the objectives of the LGU ICT Forum held last 18 June 2014 at Intercontinental Hotel. The theme of the forum is entitled *ICT Innovations: Key to Accelerating Local Governments' Competitiveness*. Details are as follows:
 - Brief LGUs on the government's policies and programs aimed at promoting the use of technology to enable the delivery;
 - Present the current options for system development in business permitting, e.g. cloud computing, online payment, mobile banking;
 - Present available software developed by the government, development partners, LGUs and the private sector;
 - Showcase LGUs that have successfully implemented innovative business permitting operations as well as related services;
 - Interact with experts, service providers and fellow local executives to help you think through your own ICT programs.
2. The forum was attended by 361 participants coming from different public and private sector. Highlights of the events are as follows:
 - Creating an Environment for ICT Use in Local Governance;
 - Using ICT to make difference (Cagayan de Oro's Hassle-free Payments, Bohol Skills Registry System, and Project NOAH);
 - Sharing International Experiences on the Use of ICT for Efficient Government Services;
 - Launching of SparkBiz "LED Information Portal" (LGSP-LED);
 - Trailblazing Innovation: Local Governments Adopt Mobile Money Payments (USAID)

VII. Results of the 2014 BPLS Customer Experience Survey
Presenter: Mr. Guillermo M. Luz

1. Mr. Luz opened his discussion by highlighting the BPLS Standards based on JMC-01. The result of the 2014 BPLS Customer Experience Survey are as follows:

- The survey aims to assess the experience of the businessmen who renewed their Mayor's Permit conducted last January to February 2014;
- This determined the satisfaction level of businessmen with the process of renewing their Mayor's Permit in their respective local government units (LGUs) ;
- Most of the respondents came from 141 LGUs (1,865 valid respondents)

2. NUMBER OF STEPS:

- 79% of survey respondents reported that they were able to renew their Mayor's Permit in 5 steps or less
- 21% went through 6 or more steps

3. PROCESSING OF TIME:

- 93% within the standard of 5 days.
- 7% of the respondents reported that it took them more than 5 days.

4. NUMBER OF FORMS:

- 70% used 1 form in renewing their Mayor's Permit.
- 12% used 2 forms
- 18% used 3 or more forms in renewal process.

5. NUMBER OF SIGNATORIES:

- 94% said there were 5 or less signatures affixed to the permit.
- 6% shared that there were 6 or more signatures affixed in their Mayor's Permit.

6. Facilitation Fees: 96% reported that they were not approached by a facilitator or fixer during the renewal process of business permits.
7. Based on the results of the Customer Experience Survey, the following recommendations were made:
 - Intensify information dissemination and BPLS training to other LGUs that have not been covered of BPLS Streamlining Program;
 - Regular monitoring to ensure that the implementation realizes the goals and objectives to achieve better services to the business and public sector.
8. Mr. Luz ended the presentation by affirmatively taking into action the recommendation of re-setting the existing JMC on BPLS Standards. Noting that the JMC has been running for almost (4) years and most of the LGUs based on reports and data have been *highly compliant* with the procedures.

VIII. USAID Presentation on Best Practices in Business Permits Processing in USAID's CDI Cities

Presenter: Ms. Ofelia Templo, Chief Party- INVEST

1. Ms. Templo presented to the Body the result of the CDI (CDO, Batangas, and Iloilo) best practices of BPLS Standards. She also informed the Body that by end of July, the Party will no longer do any related activities with BPLS;
2. The Cities Development Initiatives (CDI) experiences brought the concept in drafting the proposed revisions on JMC along with the template that showed how the BPLS processes took place in actual observation as follows;
 - Required 5 steps of the JMC are the actions of the city (excludes Barangays) and none of the Nat'l Gov't Agencies;
 - Assumes backroom processing of the Bureau of Fire Protection.
3. Components of the BPLS Streamlining Reform Program:
 - Simplification and Standardization of BPLS Process for New and Renewal Registration;
 - Computerization of BPLS Process;

- Improvements in Customer Relations;
 - Institutionalization of Reforms
4. Along with the findings, Ms. Templo presented the replication of the JMC steps as to the INVEST reforms with the use of online application, FSIC (BFP form), negative list from SSS and emphasis on backroom activities/operations;
5. Project Perspective for BPLS Reforms:
- Time and motion study of the business permitting process from the perspective of the applicant (end-to-end vs. JMC);
 - “End-to-End Process” begins from the first requirement that the applicant needs to accomplish to register a new business & ends with the last requirement that the applicant must comply w/, even beyond the receipt of the business permit.
6. Initial findings are as follows:
- All cities were not compliant with JMC, contrary to reports; Pre-requisite requirements, were not counted by government as a step even if within the permitting process. (inspection, RPT clearance);
 - On values, there is a very strong regulatory tendency vs. customer-centered;
 - Tendency to use business permitting as a compliance mechanism for payment of real property tax, and adherence to environment regulations;
 - Many documentary requirements;
 - Requirements for various copies imply manual operations and lack of sharing among city departments;
 - BFP steps make it difficult for LGUs to comply with JMC;
 - Discrepancies between the Citizen’s Charter flow charts (ARTA) and actual processes;

- Set-up where business processing is under the City Treasurer's Office was not conducive to BPLS reforms (increase in revenues)

7. Best Practices in CDO Tax Information and Assessment Kiosk:

- The kiosk features a touchscreen interface developed and built in-house the City Finance Department with equipment courtesy of a grant from the Department of Science and Technology (DOST) made possible through the facilitation of the USAID-INVEST Project;
- It is connected with Cagayan de Oro's pioneering Business Permits and Licensing System (BPLS) and Real Property Tax System (RPTS), which is replicated in 103 LGUs in 5 regions;
- Replicable, especially for LGUs which already run Cagayan de Oro's pioneering BPLS and RPTS

8. Batangas City is the first city in the Philippines to enable payments of business taxes (associated with business permits) through mobiles phones using mobile money platform (Globe's G-cash);

9. Iloilo City is the first to accept online application for business renewal permit. A number of 300 out of 400 applications were approved using the online application and it posted the increase number of applications by 66% in 2014 ;

10. Ms. Templo advised the Body to push forward the online application of business renewal specifically on NCR and highly urbanized as the concept of "in-house development";

11. Mr. Moreno raised the adaptability issues on the technological capacity noting that addressing the issue through constant communication and not dealing with the own capacity of a certain LGU will enlighten the possibility of adapting a single-unified IT program.

12. Mr. Luz asked if it is the function of efficiency in the system or new business. Ms. Templo responded that the new applicants have increased and partly that the city had better recordings. The system is efficient they tend to renew applications during the time period to avoid penalty. Other additional steps is also a factor in generating revenues;

B. Proposed Revision in the JMC on BPLS
Presenter: Mr. Jay de Quiros, INVEST

1. INVEST contracted expert to conduct a study on the BPLS streamlining reforms with the following objectives:
 - Determine extent of JMC standards implementation;
 - Evaluate issues and problems encountered by LGUs;
 - Recommend measures to further enhance streamlining business registration

2. Mr. de Quiros noted the following items:
 - Faster processing time: Max. Processing time (new): from 5 days to 1 day and Max. processing time (renewal): keep to 1 day, strive for less;
 - If inspections are shifted to pre- and post-permitting processes, process becomes a 'simple' transaction; thus, ARTA gives a maximum of 5 days;
 - Recommended to use negative lists to speed up validation process;
 - Post-permit inspections serve as basis for renewal eligibility;
 - Organize/ Create Joint Inspection Teams (JITs) for greater efficiency and reduction in client burden: Disclosure Verification/Safety, and Building/ Occupancy Permit Stages;

3. Mr. de Quiros emphasized the definition of STEP with three (3) elements: *"any procedure taken by an applicant as part of the process of applying for and/or processing business permits and licenses that triggers an interface, whether physical or online/ virtual, with or an action on the part of the office/ unit to which the applicant has presented or communicated with himself/ herself leading to a result (a document, certification, or decision) that is necessary to secure a business permit"*

4. Moving Forward:
 - Finalization and Approval of DILG-DTI JMC;
 - Information Dissemination: Circulate copies of JMC to DTI, DILG regional, provincial, local offices to ensure awareness of LCEs;

- Capacity Building: Development of Standard Training Program, Manual, Include learning visits to model LGUs, Should be adopted by BPLS Oversight Committee, PDF WGs, Scanning Good Practices for Training/Learning Visits, and Assembling Training Teams and Training of Trainers;
 - Coordination with Other Concerned Agencies: DOST-ICTO for Software and/or Standards, and Development and Issuance of Other Relevant Policy Documents.
5. Usec. Panadero asked how to implement the proposed revisions on JMC vis-a-vis the existing JMC. Ms. Templo responded that the LGS can be done in manual with their case studies. Revised certain portions in conformity with the BPLS standards;
 6. Mr. Luz suggested the possibility of drafting a Committee Resolution as part of the authority of the Steering Committee, this would make implementation fast and accessible as to the JMC which takes lengthy reviews ;
 7. Usec. Panadero take into consideration of the Committee Resolution given as example the creation of EODB task force through issuance of executive order
 8. The Committee agreed and approved to revised the existing BPLS Standards and a draft JMC/Committee Resolution will disseminate to concerned parties for review and additional insights

**C. Proposed Streamlining of Construction-Related Permits
Presenter: Mr. Nick Agustin, INVEST**

1. Mr. Agustin discussed the objective of the proposed streamlining of construction-related permits as follows:
 - Evaluate the processes in securing building permit and certificate of occupancy in selected cities and in particular in the three cities supported by the INVEST Project with an end in view of recommending measures of streamlining the process;
2. Implications and Challenges:
 - The proposed streamlined process removes the burden of face-to-face transaction from the applicant;

- The burden is transferred to the OBO or local government system (OBO, C/MPDO, Assessor's Office);
- The challenge is to "streamline" the process at the backroom, e.g., co-location or strengthened coordination, single or centralized payment for various fees (for locational clearance, assessor's certificate, building permit, fire fee, etc.), shared database, joint inspection, unified application form for OBO, BFP, C/MPDO, Assessor's Office;
- This would need more resources (people, vehicles and equipment).

3. Reform Requirements:

- Change management plan (to change mind-set and systems and procedures) -A champion, mandate to reform, proposed reform plan (a timeline for implementation), and incentive and support for implementation;
- A social marketing plan (emphasize the "buy-in")

4. Building and rebuilding human resource (professional) capacities

- Start with future practitioners: inclusion of the construction permitting processes in academic curricula and board examinations for Engineering and Architecture;
- Re-educating practicing professionals: inclusion of construction permitting processes in CEP for the renewal of professional licenses;
- Investing on human resource development at the OBO and BFP;
- Increasing the level of awareness of the business sector through proper, appropriate and continuous information dissemination campaign.

5. Mr. Agustin highlighted the critical steps as follows:

- Validate the recommendations with DPWH, DILG and concerned local leagues;

- Designate agency for the preparation and proper shepherding of an action plan for the implementation of recommendations. *The action plan should include, among others, the preparation of social marketing plan and change management plan, and coordination with CHED and PRC, as well as the regular conduct of monitoring and evaluation of results and status of implementation at the local level.*
- Prepare a Joint Memorandum Circular between DPWH and DILG (including the BFP and possibly the Leagues) in implementing the recommended reform initiatives.

IX. NEXT MEETING

- As suggested and agreed upon in the previous 8th BPLS Oversight Committee Meeting, head agencies and members will convene every last Monday of the following month to report accomplishments and status report.

X. ADJOURNMENT:

The meeting was adjourned at 06:25 PM by Usec. Austere Panadero.

*Prepared by:
NCC Secretariat
14 July 2014*

ANNEX 3. HIGHLIGHTS OF THE 10TH BPLS OVERSIGHT COMMITTEE



**NATIONAL
COMPETITIVENESS
COUNCIL | PHILIPPINES**



**DEPARTMENT OF
TRADE & INDUSTRY
PHILIPPINES**

ACTION ITEMS FROM THE 10TH BUSINESS PERMITS AND LICENSING SYSTEM (BPLS) OVERSIGHT COMMITTEE MEETING

| ACTION ITEMS | STATUS |
|---|---|
| 1. Refinements/Finalization of the Proposed JMC/Guidelines on the New BPLS Standards | On-going |
| The Working Group Secretariat to do the following: | |
| 1. Provide definitions of Electronic vs. Digital signature; | Accomplished <ul style="list-style-type: none"> The Secretariat reviewed and secured a copy of COA MC 2013-007 |
| 2. Review the impact of the CCTV requirements in the BPLS process; | Accomplished <ul style="list-style-type: none"> The Secretariat reviewed and secured a copy of DILG MC 2014-119 |
| 3. Review of the NSO PSIC (Philippine Standard Industry Classification) as basis for industry classification vis-a-vis eBPLS; | On-going |
| 4. Provide copy of the proposed JMC/Guidelines to send to LMP/LCP for review; | Accomplished <ul style="list-style-type: none"> The Secretariat send out copies of the proposed JMC to LMP/LCP dated 30 September 2014 |
| 5. Re-design the program of the proposed National Forum to include the following considerations: 5.1. To invite more coaches/trainers in sharing best practices; 5.2. To include private sector in the participants; 5.3. To adjust time allocation for eBPLS presentation | Accomplished <ul style="list-style-type: none"> Results of the NCC Roadshow on Best Practices of BPLS Standards will be presented in the Oversight Committee |
| 6. The DOST-ICTO to finalize details on the launching of eBPLS | On-going |
| <ul style="list-style-type: none"> Final comments from DOST to be submitted to the WG Secretariat on 13 September 2014 | No feedback from DOST |
| <ul style="list-style-type: none"> DILG-LGA to coordinate with DTI on strategic guidance on ARMM BPLOs | No feedback from DILG-LGA |
| 2. Other Matters: Proposed Guidelines for Business Permitting for Tourism Enterprises | USAID-INVEST to continue discussion in the next BPLS Oversight Committee Meeting |

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10th Business Permits and Licensing System Oversight Committee Meeting

J.V. Del Rosario, Room 1, AIM Centre, Makati City
11 September 2014, 9:00 AM - 12:00 PM

ATTENDEES:

Usec. Austere Panadero, DILG
Ms. Mary Lou Gesilva, DTI-NCC
Dir. Ernani Dionisio, DTI-PBR
Dir. Denis Villoriente, DOST-ICTO

GOVERNMENT

Dir. Thess Roberto, DOST-ICTO
Ms. Bel Castro, DILG-BLGD
Mr. Gerry Anigan, PHILEXPORT
Mr. Patrick Alegria, DILG-LGA
Mr. Chris Llorenas, DILG-LGA
Ms. Sally Jumalon, DILG-LGA
Ms. Delia Basada, DOST-ICTO
Mr. Ricky Fernandez, DOST-ICTO
Ms. Jerica Ortega, DTI-SPB

DEVELOPMENT PARTNERS

Ms. Ofelia Templo, USAID-INVEST
Mr. Jay De Quiros, USAID-INVEST
Ms. Genevieve Asselin, Emb. of Canada

NCC SECRETARIAT

Ms. Marina Saldana
Ms. Jenny Racca
Ms. Amanda Bacani
Ms. Michelle Alpuerto
Ms. Angeli Tayona
Mr. Faisal Dela Rosa

I. CALL TO ORDER

The meeting was called to order at 09:35 AM by Usec. Austere Panadero, Lead Convener for WG-DIG.

II. HIGHLIGHTS OF THE MEETING

1. Review of Highlights of the 9th BPLS Oversight Committee Meeting dated 30 June 2014

The Chair dispensed with the review of the Highlights of the 9th BPLS Oversight Committee Meeting dated 30 June 2014 as the minutes have been distributed to the members prior to the start of June 30 session.

III. MATTERS ARISING FROM THE MINUTES

The Chair asked the Secretariat, Ms. Mary Lou Gesilva to update the body with the matters arising from the previous minutes as follows:

A. Draft Joint Memorandum Circular (JMC)/Guidelines on the new BPLS Standards

1. The USAID-INVEST prepared the draft JMC/Guidelines and disseminated to DTI, DILG, and NCC for review dated 31 July 2014;
2. The DTI-NCC is done with the legal review of the draft JMC/Guidelines dated 26 August 2014;
3. The DTI-NCC has met with Dir. Manny Gotis, DILG-BLGD the preparation of the draft JMC/Guidelines as well as the preparation of the Nationwide BPLS Forum;
4. Moreover, the DTI-NCC also consulted and requested DILG-LGA for the update on the remaining balance (274 LGUs) of the Nationwide BPLS Streamlining Report. The Secretariat has no feedback as of the moment.

IV. ITEMS FOR DISCUSSION/APPROVAL

A. Presentation on the Proposed JMC/Guidelines on the new BPLS Standards

Presenter: Mr. Jay de Quiros, USAID-INVEST

1. Mr. De Quiros presented the details of the proposed JMC/Guidelines as follows:
 - 1.1. The purpose of the presentation is to disseminate the draft JMC/Guidelines to the concerned agencies and clarify roles and responsibilities and various cities and municipalities in the implementation of the proposed JMC/Guidelines;
 - 1.2. Following the drafting of the said document, the USAID-INVEST cited the legal references/background of implementing the new BPLS Standards namely: the RA 9485 (Anti-Red Tape Act), DILG-DTI JMC no. 01 s. 2010, and DILG MC 2011-15 on Documentary Requirements for Business Permit;
 - 1.3. Furthermore, based on the June 2014 Nationwide Streamlining BPLS Report of the DILG-LGA, more than 1,221 LGUs have been reported to be compliant with the JMC no. 01 s. 2010. Hence, the BPLS Oversight Committee agreed during the meeting dated 30 June 2014 to revise the existing performance standards for business processing permits;

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- 1.4. Mr. de Quiros emphasized in the presentation that Automation is the key factor in streamlining business permitting processes, citing the Memorandum of Agreement (MoA) of the DILG-DTI-DOST in 2012;
- 1.5. Some of the new terms in the proposed JMC/Guidelines is the use of electronic signature, negative list, positive findings, and defining the pre-registration stage;
- 1.6. Dir. Villorente asked Mr. de Quiros to clarify the use and definition of electronic signature versus digital signature, citing that the two items were different when used as part of the application procedures;
- 1.7. Mr. de Quiros discussed that once the application is printed, the signature is also imprinted in the application for convenience and security purposes and that this will give LGUs particularly the BPLO the control mechanism in the procedures;
- 1.8. Usec. Panadero requested the Secretariat and Mr. de Quiros to review the item on electronic signature while finalizing the proposed JMC/Guidelines;
- 1.9. Mr. de Quiros continued the presentation on the documentary requirements highlighting that the location map/sketch for new application and previous business permit for renewal application will not be included in the proposed JMC/Guidelines;
- 1.10. Usec. Panadero asked Mr. de Quiros on the strategy with regards to the businesses with different classification. Usec. Panadero cited that Bangko Sentral ng Pilipinas (BSP) has requested for specific classification of financial related work/business (lending institutions in particular) be 're-classified' if possible;
- 1.11. Mr. de Quiros suggested the use of NSO PSIC (Philippine Standard Industry Classification), emphasizing that LGUs may adopt the NSO PSIC. However, it will entail changing the local revenue code thus, leading to increase in individual tax payment;
- 1.12. Dir. Villorente asked Mr. De Quiros to draft a mapping plot for NSO PSIC and how it will be implemented. If this is applicable, then the transition of using the NSO PSIC will be easily adopted for the LGUs;

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- 1.13. Mr. de Quiros agreed to the request of Dir. Villorente and asked for the assistance of the Secretariat. Moreover, Mr. de Quiros suggested that LGUs enjoin/adopt the NSO PSIC without necessarily changing the local revenue code;
- 1.14. Usec. Panadero requested that the issue on NSO PSIC be discussed in other NCC Working Groups, whichever is applicable, for their consideration and reference;
- 1.15. In the modification of documentary requirements, Mr. de Quiros said that the perspective of the proposed JMC/Guidelines is that the applicants will no longer ask for physical copy of some documents and encourage the use of 'negative list' concept for the LGUs and other regulatory offices;
- 1.16. In the recent issued DILG Memorandum Circular on the installation of CCTV, Usec. Panadero explained that not all establishments are covered by the memorandum. The members of theLCP and LMP agreed to push for the implementation of the memorandum;
- 1.17. Mr. de Quiros emphasized the concept of Business-One-Stop-Shop (BOSS) layout in the business permitting establishments, citing that this will not only form an 'organize management' but also will make the business procedures accessible and business-friendly to the applicants, especially the private sector;
- 1.18. Mr. de Quiros noted the need and importance of financial and technical capacity of the LGUs. BFP is an integral part of the business application, and the academe may help in the training and capacity building of the LGUs in implementing the proposed JMC/Guidelines;
- 1.19. Usec. Panadero requested Mr. De Quiros to include roles of the private sector on how they could possibly help/advocate for support in the implementation of the proposed JMC/Guidelines;
- 1.20. Ms. Gesilva asked Dir. Villorente on how the unified form under the revised guidelines will interface with the eBPLS template;
- 1.21. Mr. de Quiros responded that LGUs may prefer the use of the shorter/modified version but encourage the use of shared-database. In the

proposed JMC/Guidelines, if the LGUs want to use the modified form, then LGUs may opt to shorten it but not change/add-up other unnecessary information;

1.22. Ms. Templo added that there is a study done on the unified form through database analysis of the three cities (under the USAID INVEST project). She cited situation where each application form is not been filled up properly such as property index number, employment, and tax incentives. The USAID INVEST tried to modify the application form based on the actual experiences on how the applicant accomplished the form;

1.23. In finalizing the proposed JMC/Guidelines, Usec. Panadero suggested to the Secretariat to include a clear definition of ICT Capacity as the revised BPLS Standards is concerned;

1.24. Dir. Villorente asked Mr. de Quiros if the prescribed 1.5 days for new application under the revised standards will include the waiting time and releasing time of business permits and what will be the effect on BPLS Automation.

1.25. Mr. de Quiros cited the manual assembly line of business registration done by BPLO of Batangas City, where BPLO has successfully determined key points in starting their own BPLS Automation.

B. Update on the software application for BPLS Automation

Presenter: Dir. Thess Roberto, DOST-ICTO

1. Dir. Roberto discussed the interim solution for LGUs in Automating their BPLS procedures as they continue to modify some manuals/details for final implementation of the eBPLS;
2. Dir. Roberto presented the online format of eBPLS and the work instructions in using the application. She added that the PSA (Philippine Statistic Authority) is planning to modify and re-define IT concepts based on the current IT standards and introducing a shared-database requirement, a 'parameterized' database for the business applicant. The rationale of the eBPLS is getting the applicant ready for all the documentary requirements using online application.

3. Ms. Templo asked Dir. Roberto on how the assessment and payment will be conducted in the eBPLS. Dir. Roberto responded that they have not finalized the design and module yet as this require support from DILG;
4. Ms. Templo added that if this is not possible, perhaps the Team may guide the LGUs in the transition payment just what the Iloilo City has done with their e-payment system and considering other modalities in end-to-end process;
5. Usec. Panadero asked the Team to re-define the way to roll-out strategic action in terms of the modalities for assessment and payment. Dir. Roberto responded that there will be a review of the eBPLS software and targeting workshop on first-class cities and municipalities this year;
6. Usec. Panadero asked Dir. Roberto to clarify first what is the road map towards the implementation of eBPLS and those who have similar end-users. He requested the Secretariat to map-out and identify the priority LGUs. E-Readiness must also be considered in implementing the proposed JMC/Guidelines, and what will be the benefits/incentives in participating in the National Forum as well as in using the software application;
7. Dir. Villorente suggested as to whether the software can be 'posted-outside' and conceptualize a reliable network connection. He also suggested the software to have a 'clearing stage' and as well as the cost to the LGUs. Moreover, he raised the issues on sustainability and customizing of software once introduced in the LGUs;
8. Dir. Roberto noted that the software's purpose is to 'parametized' (only to cover certain areas) data from the LGUs (Regions 3, 4-A, and NCR) as this will require financial considerations;
9. Ms. Templo noted that online applications are about to be started in the cities of San Miguel, Bulacan, San Fernando, Pampanga and Iloilo City, CDO, Batangas, and Valenzuela by 2015. With the launching of the eBPLS, Ms. Templo suggested to 'prioritize' key cities in NCR;
10. Usec. Panadero asked the Committee for practical solutions in implementing the project considering the feedback from clients on the eBPLS;
11. Mr. de Quiros cited that some LGUs tried online application and emphasized the need for IT standards in the implementation of revised standards and the

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interoperability of the software. Usec. Panadero asked the Committee if there's really a technical IT Standards and requested Dir. Villorente for recommendations;

12. Dir. Dionisio responded that in the PBR specifically on sole proprietorship, the transaction value is the problem. However, business registration in national agencies on the implementation of information extraction and connectivity is difficult. By 2015 the Bureau is planning to resolve the issue of connectivity in the (3) regions- NCR, Cebu, and Davao and imposition of the local Commission on Audit (COA) on transaction value;
13. Dir. Roberto reported that the data for eBPLS for municipalities have been completed. The results showed the following indicators (Web Presence, ICT Environment, and ICT Capability) were the basis in the conduct of eReadiness survey. The satisfactory rate is 53-55%. With the municipalities, 57 out of 1,419, and for cities, 60 out of 144 are reported to be technological capable for ICT;
14. Usec. Panadero emphasized that if there will be investment in ICT, then the Team should be able to present the story-line and translate this into possible income to the LGUs. He suggested to the Team to take another look and review IT investment for more detailed information;
15. Usec. Panadero asked the Members of Committee for any comments in the presentation of the revised BPLS Standards. He suggested to the Secretariat and INVEST that instead of having a headline as "guidelines" why not introduce as *'these are the revised standards to be carried out and these are the guidelines and complimentary actions steps.'* He also clarified if the proposed JMC can be signed by the end of the month.

C. Proposed BPLS Workplan in the Conduct of the National Forum on the Revised BPLS Streamlining Project

Presenter: Ms. Marina Saldana, NCC

1. Ms. Saldana opened the presentation by discussing the framework/history of the BPLS as follows:
 - 1.1. *"Streamlining the business permitting and licensing system (BPLS) means implementing systematic and purposeful interventions to ease business start-up"*;

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- Simplifying registration process by reducing the number of steps and procedures
 - Reducing processing times and cost
- 1.2. The National Forum aims to increase awareness on and facilitate implementation of the new service standards set forth in the revised BPLS Standards. The two-day program will be implemented in three legs across the country and will brief stakeholders on the new standards to gain their support in implementation. After the forum, the said regional project teams will prepare their respective activities for October to December detailing their specific activities on how to disseminate the information on the revised BPLS Standards;
 - 1.3. The Forum shall be participated in by the NSBPLS Project Teams/Coaches in all regions, composed of various DILG and DTI personnel. Project staff from USAID INVEST will also be invited to help facilitate the conduct of forum.
 - 1.4. Discussing the draft program to the Committee, Ms. Saldana noted that the NCC chose the BPLO-Batangas to be the presenter in sharing the 'best practices' in the national forum with reference to the result of the Cities and Municipalities Competitiveness Index (CMCI);
 - 1.5. Mr. Anigan proposed to the Committee the Philippine Business Conference (PBC) scheduled on 23-24 October 2014 as possible venue for the signing of the proposed JMC/Guidelines;
 - 1.6. Ms. Asselin and Ms. Templo both expressed their support to the idea of national forum. She added that the event will be a venue for information dissemination and will be entirely different from the trainer's coaching program;
 - 1.7. In addition to the conduct of the National Forum, Ms. Templo suggested that a DOST/DILG/DTI Help Desk will be useful in facilitating the questions from the participants;
 - 1.8. The program will cover discussions on the new BPLS Standards and as well as sharing of 'best practices'. After the discussion, Usec Panadero

suggested to lengthen the time allocated for eBPLS to allow more clarifications. Usec. Panadero added that discussions should also include *how it will be benefit/incentivize the LGUs and/or private sector.*

- 1.9. Dir. Roberto requested the Secretariat to re-schedule the 1st leg as the DOST is constructing their comments on the revised JMC. The Committee agreed on the request;
- 1.10. Part of the program design of the National Forum is also to conduct a *Focus Group Discussion with the Private Sector/Chambers.*
- 1.11. Dir. Roberto asked the Committee if the proposed JMC/Guidelines has to undergo public consultation. Usec. Panadero said that there is no need for public consultation. He added that if the proposed JMC/Guidelines will be finalized at the end of the month then it can be posted on individual website for comments. He also asked the Secretariat to send the draft JMC to the Leagues for additional comments.

D. Update on the remaining balance (274) LGUs from the Nationwide BPLS Streamlining Report

Presenter: Mr. Chris Llarenas, DILG-LGA

1. Mr. Llarenas of Local Government Academy (LGA) discussed the Nationwide BPLS Streamlining Report for the month of June. The details are as follows:
 - 1.1. 1,395 LGUs (138 cities and 1,257 municipalities) have been given training on how to streamline their BPLS;
 - 1.2. 1,242 LGUs have completed streamlining their BPLS process and found to be compliant under the JMC-01;
 - 1.3. A total of 153 LGUs are still undergoing reforms. 480 of 1,242 are included in the priority target LGUs;
 - 1.4. 50 LGUs enrolled in the RS4LG project provided with technical assistance by the DILG & IFC-WB consultants;
 - 1.5. 26 LGUs have completed RS process and issued EO on the simplified business permitting system;

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- 1.6. 24 LGUs have completed the Diagnosis and Design Phases of RS and still in the process of implementing the reformed process on business permitting.
- 1.7. Usec. Panadero asked the LGA if the 26 LGUs that completed the RS Process are within the 1-1.5 days. Ms. Jumalon responded that half of these LGUs are already in two steps (file and pay). Usec. Panadero suggested that the best among the 26 LGUs be invited to the forum to share on how they implemented their own processes as product of shared-knowledge database system;
- 1.8. 123 LGUs (regions 9 to 11) outside of ARMM, Mr. Llarenas noted that reports are still under review. Usec. Panadero asked the DILG-LGA to identify the distribution of these 123 LGUs and map-out if these LGUs are feasible for the training. In the ARMM, the Committee agreed to take legislative measures on how to connect with their BPLOs and formulate strategic guidance. (ARMM Mainland vs. ARMM Basulta establishments)

E. Proposed Guidelines for Processing Business Permits for Tourism Enterprises
Presenter: Ms. Ofelia Templo, USAID-INVEST

1. Ms. Templo discussed the proposed guidelines for processing business permits for tourism enterprises citing that two years ago, the BPLS Oversight Committee discussed the need for procedural streamlining on agriculture and tourism.;
2. The JMC on Processing Business Permits for Tourism Enterprises was with the DOT, which is also a joint circular with DILG. The JMC is meant to define agency roles as well as to review documents and processes on mandatory accreditation of business establishments;
3. According to the report from DOT, the types of establishments are in the accommodations, travel and tours, tourism estate management services, recreation facilities, and tourism transport services. The Agency will provide list based on the initial three (3) categories. A total of 700 establishments under first category have been accredited according to the DOT report;
4. The establishments that may want to be accredited but not required for accreditation are the following: restaurants, souvenir shops, department stores, recreation centers, health and wellness centers, and tourism trainers;

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5. Ms. Templo emphasized the importance of clarifying in the business permitting processes for tourism-related businesses. She added that there is a need to review the categorization of tourism-related business in DOT accreditation. Clarification will ensure that new tourism businesses do not have to secure a DOT certificate of application before going to the LGU business licensing application. She noted that only applicants for renewals are required to submit existing certificate of application. The draft JMC on tourism business will distinguish the processes between new and renewal tourism businesses permitting and this will enhance the exchange of information especially on mandatory accreditation to comply with the requirement of the law;
6. Usec. Panadero requested the proposed JMC on the Processing of Business Permits for Tourism Enterprises be discussed in the next BPLS meeting, with emphasis on the transition of the accreditation as the DOT will provide list of accredited establishments.

V. NEXT MEETING

- As suggested and agreed upon in the previous 8th BPLS Oversight Committee Meeting, head agencies and members will convene every last Monday of the following month to report accomplishments and status report.

VI. ADJOURNMENT

The meeting was adjourned at 12:35 PM by Usec. Austere Panadero

*Prepared by:
NCC Secretariat
12 September 2014*

ANNEX 4. HIGHLIGHTS OF MEETING NO. 5 OF THE TWG ON EBPLS

Technical Working Group on BPLS Automation
Minutes of the 5th Meeting
15 January 2014, 1:30 PM
BLGD Conference Room, 25th Floor
DILG-NAPOLCOM Bldg., corner Quezon Avenue, Quezon City

I. ATTENDEES

| | | |
|---------------------------------|--------------|----|
| Dir. Teresita B. Roberto | - ICT Office | 10 |
| Asst. Dir. Dennis D. Villaseñor | - DILG-BLGD | 11 |
| Ms. Maria Crispina S. Reodica | - DTI-OPR | |
| Mr. Vincent Paul V. Justo | - DTI-RODG | |
| Ms. Maria Matilde L. Go | - DILG-BLGD | |
| Mr. Jaime S. Vergara Jr. | - DILG-BLGD | |
| Ms. Castro F. Castro | - DILG-BLGD | |
| Mr. Antonio A. Avila | - INVEST | |
| Ms. Yvette M. Cabrera | - ICT Office | |
| Ms. Rosalinda M. Araullo | - ICT Office | |
| Ms. Delia E. Basada | - ICT Office | |
| Secretariat: | | |
| Ms. Rosanna C. Rivera | - ICT Office | |

II. HIGHLIGHTS OF THE MEETING

A. Call to Order

The TWG Chairperson, Dir. Teresita B. Roberto called the meeting to order at 1:30 PM. Representatives of the National Information and Communications Technology Institute (NICTI) of the ICT Office were introduced as guests for this meeting.

B. Agenda

Based on the notice of meeting, the following are the meeting agenda:

1. Updates on the Initiatives of the TWG
2. Commencement of the 2014 Survey to Cities and Municipalities
3. Updates on the Analysis of the 2012 Survey Results
4. Training for Cities and Municipalities
5. Other Matters

C. Discussions

1. Approval of the Minutes of 4th Meeting

The body reviewed the minutes of the previous meeting. Having no correction, the Chairperson asked for motion to approve the minutes of the said meeting. With this, Mr. Avila moved the motion and was seconded by Mr. Vergara. The Chairperson then stated that the minutes of the 4th TWG meeting on 4 September 2013 are approved without any correction.

2. Highlights of the Meeting

2.1 Hosting of the Online Survey

DOST-ICT Office will host the 2014 LGU E-Readiness and BPLS Compliance Online Survey.

Mr. Avila relayed his concerns on technical issues such as network traffic if various respondents would simultaneously access the site. He also cited a sample computation to determine the number of users per day, in consideration of the total number of days the survey would be open and the total number of expected respondents. On estimate, the survey would be made available for thirty (30) days and shall be accessed by more than 1,700 cities and municipalities. With these figures, it may be assumed at most fifty two (52) cities and/or municipalities may access the online survey without any technical predicament.

Ms. Basada restated the preceding testing procedures done by the ICT Office technical team where fifty (50) users may access the survey without any difficulty. The Chairperson assured the capability of the server that will be used and cited the online survey for the MITHI project that was also hosted by the ICT Office.

2.2 Master List of Cities and Municipalities

Since the list of cities and municipalities is required in generating the access tokens for the online survey, the Chairperson requested DILG to provide the masterlist of LGUs. Ms. Castro replied that the list is available at the BLGS website and the latest file may be used as a basis. The Secretariat may visit BLGS after the meeting to ask for the copy of the updated list.

2.3 Validation of LGUs who are Not-Compliant with the BPLS Standards

The Chairperson asked for updates on this matter from DILG and INVEST.

Mr. Avila of INVEST explained that LGUs may be compliant or not-compliant with the standards. LGU readiness is their capability in terms of hardware, software, and people ware. If the LGU is compliant to the standards and is ready, then they will be trained for computerization. In reference to the two (2) blue books produced by INVEST, the book on the baseline system design is compliant with the JMC standards and the other book deals with the planning design on how the LGU can computerize.

Meanwhile, Ms. Castro queried if all streamlined LGUs are subject for automation. Mr. Avila replied that LGUs who are compliant, ready, and does not have a computerized system will be prioritized. Since the previous survey was in 2012, most LGUs may be compliant at this time which will be validated in the 2014 survey.

Therefore, the body agreed that the result of 2014 survey will be used as basis on the target cities and municipalities who will be trained for automation and the Chairperson emphasized that the cities and municipalities which are ready and compliant to the BPLS Streamlining requirements will be prioritized.

2.4 Sharing Forum on BPLS Automation

The Chairperson mentioned that there has been an agreement to conduct a sharing forum on BPLS automation based on the previous meetings. This was similar to the forum organized by DTI, DILG and INVEST in 2012 at the Crowne Plaza Hotel and will be one of the programs of the TWG for this year. The Chairperson assigned this to DTI and Ms. Reodica responded that they would relay the matter to the DTI attendee(s) for the next meeting in case that would be changes in their representative(s).

2.5 NSCB Clearance for the Conduct of the 2014 Survey

Ms. Reodica queried the status of the clearance to conduct the survey from the NSCB. The Chairperson said that as discussed in the meeting with the ICT Statistics TWG, the clearance was no longer required by NSCB due to the urgency of the survey but copy of the questionnaire would be provided to NSCB.

3. Updates on the Initiatives of the TWG

In reference to the meeting regarding the discussion on the developments in BPLS automation as attended by the undersecretaries and other representatives from DTI, DILG and ICT Office in November 2013, the Chairperson asked Ms. Reodica to update the body on the plans of the

newly appointed DTI Usec. Nora K. Terrado regarding the PBR. Ms. Reodica said that the plans of Usec. Noya are not final so there might changes, but for certain Usec. Terrado would head the Oversight Committee.

4. Commencement of the 2014 Survey to Cities and Municipalities

4.1 Distribution of Tokens to the LGUs

Ms. Go and Mr. Avila aired their concern on the use of the term "token". It is not a common term and might confuse the respondents. Ms. Basada explained that the term "token" cannot be revised or edited since it is a reserved word in the software used for the survey but gave an assurance it was defined in the definition of terms at the survey instructional guide. Mr. Avila also suggested including its definition in the DILG Memorandum Circular.

Mr. Avila and Ms. Basada relayed their concerns on the security of the tokens to cities and municipalities during the distribution process. The Chairperson also asked the confidentiality of tokens which will be provided by the ICT Office to DILG. Ms. Basada suggested that the document for the access tokens will be given per region per page so that they would only see their tokens. Ms. Go also acknowledged the responsibility of the DILG in distributing the tokens to regional directors.

4.2 City/Municipality Focal Person

With regard to the security of access tokens, Ms. Basada mentioned that the designated focal person will be responsible in the accomplishment of survey data. The Chairperson further explained that since the survey is composed of three parts wherein the information would be asked from the HR, BPLO and ICT officers, assigning of focal person would resolve the matter.

For the paper-based responses, the signature of the Mayor would be affixed. The Chairperson was asked if this procedure would be included in the Memorandum Circular (MC). Ms. Castro also recommended including in the MC the assignment of city/municipality focal person and their contact details be provided to DILG prior to the survey. Further, Mr. Avila suggested that the survey instructional guide and other related documents be downloadable in the website for easy access.

4.3 ICT Office Focal Person

For technical issues regarding the online survey, the body agreed to designate a focal person from the ICT Office and their names would

be included in the MC. With this, the Chairperson designated Ms. Basada and Mr. Rolando Arguelles.

4.4 DILG Memorandum Circular for the 2014 Survey

Ms. Reodica recommended that the MC must be precise and authoritative since it would be signed by the DILG Secretary. The survey mechanics and other details may be provided in a separate directive or as an attachment. AD Villaseñor agreed and mentioned that Usec. Panadero may sign another directive for the DILG Regional Directors (RDs) for cities and municipalities within their jurisdiction. Mr. Avila suggested including the process of dissemination and retrieval of the questionnaire and the timeline in which by end of February 2014 the monitoring and validation of responding cities and municipalities will be done by MLGOO. AD Villaseñor stated that this was already included in the survey guide process flow and the PLGOO is responsible to enter the responses of cities and municipalities who do not have the means.

As to Ms. Basada's query to the length of time for the conduct of the survey, the body agreed that the online survey will be open until 28 February 2014 and that submission of the paper-based survey would be the option of the city/municipality.

Mr. Avila also observed in MC that using the term "LGU" is not consistent considering that the survey refers to cities and municipalities only. Therefore, it was decided that the terms "city and municipality" would be used in the MC and other documents. All the discussed revisions to the MC would be made by the DILG.

With the discussed initiatives, the Chairperson seek the support of DTI and Ms. Reodica assured that she will relay the matter to DTI and its member-representative since there would be anticipated changes with their representative(s). The Chairperson asked if the accomplished survey form would be attested by the Mayor. Ms. Basada replied that they may they comply both; online and submit paper-based to DILG in case there is a need for verification but the body advocated paper-less practice.

5. Updates on the Analysis of the 2012 Survey Results

Since the revised tables containing information on the survey results which was requested by INVEST from the ICT Office was only provided on 13 January 2014, Mr. Avila stated that the updates will be provided to the members on the next TWG meeting.

In addition, Mr. Avila requested the ICT Office to provide the background, objectives, methodology used, and profile of the respondents to complete the study while INVEST would provide the analysis of the survey result.

The Chairperson responded that the previous agreement was that statistical analysis and summary of results will be prepared.

6. Conduct of Training for Cities and Municipalities

Ms. Yvette Cabrera of the National Information and Communications Technology Institute (NICTI) of the ICT Office discussed and presented the initial draft of the training design for the "BPLS Automation Seminar" (refer to Annex A) developed by their team in consideration of the discussions in a meeting with INVEST.

The proposed duration for the training is three (3) days and could accommodate around twenty-five (25) to thirty participants (30). Referring to the result of 2014 survey, the ready and capable cities and municipalities would initially be invited.

The training shall be a seminar-workshop type with the objective of providing knowledge and skills to use ICT on BPLS to the participants. Broad seminar description is provided in the initial draft of the program design. Additional items can be included in the target output as the need arises or based on the discussion with the facilitator. Methodology to be used is combination of lecture, interactive discussion, presentation of output, and exercises. Target participants are high-level LGU officials/employees to provide them the understanding on the need to automate, its benefits, and to be able to provide support in terms of the required financial resources. It is a high-level seminar but not too technical. Preferably, representatives from the business permitting and licensing office and IT officers may attend together. Survey result may also be presented to the participants. Activities for Day 1 and 2 are on the system introduction, visioning on the need to have the system, planning and implementation, assessment of requirements, what to look for in the system, doing quality assurance, system testing and deployment.

Mr. Avila verified that the seminar discusses the streamlining procedures and improving the manual processes and was affirmed by Ms. Cabrera.

6.1 Activities for Day 1

Mr. Avila asked if item nos. 1.3 to 1.5 (Information Architecture, Infrastructure Configuration Requirement and Business Cases) are on designing the computerized system. Ms. Cabrera replied that those are discussions only and are not too technical to help the participants on what they would envision for to improve their effectivity and efficiency.

Mr. Avila said that participants must be homogenous in terms of level of readiness or compliance to the JMC. Ms. Cabrera agreed and stated that this is the reason they want the design to be evaluated, and that the blue book produced by INVEST would be followed. The objective is visioning, planning, and to introduce information and infrastructure in

terms of having an information system in response to an issue in efficiency and streamlining.

Further, Mr. Avila also asked if item no. 1.5, Business Cases refers to the best practices in computerized system or the manual system. Ms. Cabrera explained that for Day 1, it may be a narrative presentation of the success story of an LGU who undergo the process from the planning stage, from being manual then streamlined, to computerized system showing the impact to the LGU. While the best practice of an LGU using a computerized system compliant to the standards is on Day 2.

The body agreed that DILG representative be invited to discuss the standards and the status of streamlining.

6.2 Activities for Day 2

For item no. 2.8, Software Cases, since this is the presentation of a working computerized system, the Chairperson suggested to rename this as "Software Demo" and stressed that this is a concept of a computerized system which is compliant with the standards. Ms. Cabrera stated that the software will be presented based on the user's perspective and would not dwell on the technical aspect.

Since the main objective is to help LGUs computerize and to provide options to LGUs, Mr. Avila recommended to present three software: (i) a home-grown or LGU-developed software which they may be share to other LGUs, (ii) vendor-developed system which has been deployed to LGUs and (iii) a free software, such as the NCC-developed software for LGUs who do not have the capability or resources.

The Chairperson mentioned the prototype being developed by ICT Office which Mr. Avila referred to as to the system having the facility for online submission of application. But the Chairperson stated that system still lacks the assessment module where the aid of Mr. Avila was asked to seek assistance from Valenzuela City. Contact details were already provided to Ms. Basada but formal request from the ICT Office is still required.

Since the Chairperson previously mentioned the connectivity of PBR to eBPLS, Mr. Avila cited the Next-Generation PBR. LGUs can only download information with the existing PBR. But with the new concept there will be exchanges of information and interface between PBR, DTI and LGUs. The Chairperson added that there will be sharing of databases with the other agencies.

The body agreed that representative from DTI-PBR be invited to discuss the integration of PBR to eBPLS. Ms. Reodica would relay the matter to Usec. Terrado and Dir. Dionisio.

6.3 Activities for Day 3

NICTI initiated to include this as project management of the system and to discuss sourcing strategies for LGUs in purchasing or maintaining their system. This also includes a service-level management and a monitoring and evaluation system. Since the institute is an accredited United Nations Asian and Pacific Training Center for Information and Communications Technology (UN-APCICT), relevant modules can be taken from UN-APCICT and be incorporated in the BPLS training design.

In view of the discussions, Ms. Cabrera verified with the body if the term "LGU" will be replaced by "Cities and Municipalities" in the training design and was affirmed by Mr. Avila for consistency.

Mr. Avila inquired if NICTI would conduct the training. Ms. Cabrera replied that they invite consultants or facilitators but the institute manages the programs. Training fee is P1,200 a day per participant as allowed by COA therefore the total fee would be P3,600 per participant where meals are already included. The seminar may be included in the calendar of the institute as a regular course with its own schedule per semester but there can also be special seminar for specific areas. Ms. Go suggested island scoping such as Luzon, Visayas and Mindanao. But for special seminars conducted on the preferred venue of participants, the accommodation and airfare expenses of the facilitator and course team is shouldered by the requesting LGU. The body agreed to conduct the seminar in Manila since LGUs participants prefer to travel to Manila.

As agreed, the training design will be revised by Ms. Cabrera and Ms. Araullo based on the discussions. The Chairperson said that a separate meeting with NICTI and INVEST will be set to further discuss the training program design. The Chairperson also asked Ms. Go if this training would result to conflict or duplication with the training on streamlining of DILG. According to Ms. Go they provide briefing and orientation on the importance of streamlining and they have a partnership with DTI on the streamlining procedures and processes. Since the blue book would be followed by NICTI and DILG do not have the copy of these books, a conflict was not stated.

Since target cities and municipalities for training would be based on the result of 2014 survey, the Chairperson queried if the training would pursue prior to the survey. Ms. Cabrera replied that the training may pursue but they do not have the training materials yet. Mr. Avila suggested providing brief description or objective and expectations from the activities and Mr. Justo recommended including time duration per topic.

7 Other Discussion

DILG-developed eBPLS software

Based on the previous meeting between the DILG and ICT Office AD Villaseñor mentioned that DILG also has eBPLS software that was developed by the students in Bataan. In addition, Mr. Vergara confirmed that this software may also be shared to LGUs. The Chairperson asked to be provided with the description and copy of this software which will be included in the inventory of software being prepared by the ICT Office.

Since this is a public software and readily available, AD Villaseñor will request copy of the software from Region 3. This was enhanced in Limay, Bataan based on the improvements made by the students from Bulacan State University.

In reference to software, the iTax as developed by GiZ, Mr. Vergara stated that the source code was turned over to Usec. Panadero but AD Villaseñor mentioned in the said meeting there seems to be some problem with this software. Mr. Avila said that this software is being used in Pangasinan, Leyte, Cebu, Negros Oriental, Lanao del Norte and Zamboanga de Sur and there are deployment plans to Angeles and Pampanga.

Moreover, Mr. Avila mentioned that the ICT Office must accredit the working software and compliant to the standards. But the Chairperson disagreed since they were not given the directive to do so and that LGUs must already comply with the standards since the JMC has already been issued. Therefore, the old software developed by NCC is not compliant with the standards since it was developed prior to the issuance of the JMC. AD Villaseñor stated that the software must also be PBR-ready in preparation for the interface and in the succeeding guidelines to be issued by DILG, if LGUs will automate they have to be streamlined first.

D. Adjournment

There being no other matters to discuss, the meeting was adjourned at 4:00 PM.

Prepared by:

Secretariat, TWG on BPLS Automation

Noted by:

Dir. Teresita B. Roberto
Chairperson, TWG on BPLS Automation

Seminar Title: BPLS Automation Seminar

Description:

BPLS Automation is a seminar designed to provide LGUs with the necessary knowledge and skills on how to use ICT in the effective and efficient management of business permit and licensing services. It aims to assist LGUs on how to automate their business registration as well as purchase the necessary software and peripheral devices compliant with the standards established for BPLS automation.

The seminar provides participants with the framework, tools and templates in automating business registration. It will also serve as a good tool to assist LGUs move forward the country's drive towards national competitiveness.

Objectives:

At the end of the seminar, the participants should be able to:

- Define the "big picture" of how the system should look and operate based on established standards;
- Describe the basic concepts of BPLS and its components;
- Identify the key benefits of an automated BPLS and its impact on standards;
- Review the readiness of an LGU in implementing an automated BLS;
- Plan, manage and implement an automated BLS; and
- Establish the project management methodology, sourcing and procurement strategies, and service level management requirements.

Target Output:

1. BPLS e-Readiness Assessment
2. BPLS Process Model
3. BPLS Project Plan

Methodology:

The seminar is a combination of lecture, interactive discussion, technology presentation/demonstration, and exercises.

Target Participants:

Local Government Executives, IT Officers/Planners, supervisors and staff members responsible in implementing, maintaining and improving the business registration in the local government units

Duration:

Three (3) days / 24 hours

Content:

1. BPLS Solution Visioning and Planning (Day 1)
 - 1.1. e-Readiness Assessment
 - 1.2. Business Process Improvement Requirements
 - 1.3. Information Architecture
 - 1.4. Infrastructure Configuration Requirement
 - 1.5. Business Case

2. BPLS Systems Planning and Implementation (Day 2)
 - 2.1. Need Assessment and Stakeholder's Engagement
 - 2.2. Requirement Analysis and System Design
 - 2.3. Development and Testing
 - 2.4. Integration and Acceptance
 - 2.5. Quality Assurance
 - 2.6. Deployment and Validation
 - 2.7. Post-Implementation Operations and Support
 - 2.8. Software Case: eBPLS

3. BPLS Project Management, Sourcing and Procurement (Day 3)
 - 3.1. Basic Project Management Processes
 - 3.2. Sourcing Strategy and Procurement Plan
 - 3.3. Service Level Management

ANNEX 5. HIGHLIGHTS OF MEETING NO. 6 OF THE TWG ON EBPLS

Technical Working Group on BPLS Automation
Minutes of the 6th Meeting
26 March 2014, 1:30 PM
Admin Conference Room, Lower Ground Floor
ICT Office-NCC Bldg., C.P. Garcia Ave., Diliman, Quezon City

I. ATTENDEES

| | | |
|------------------------------|---|-----------------|
| Dir. Teresita B. Roberto | - | DOST-ICT Office |
| Dir. Yay P. Lasam | - | DTI-RODG |
| Ms. Ofelia M. Templo | - | INVEST |
| Mr. Jaime S. Vergara Jr. | - | DILG-BLGD |
| Ms. Stephanie C. Llamanzares | - | DOST-ICT Office |
| Ms. Delia E. Basada | - | DOST-ICT Office |
| Secretariat: | | |
| Ms. Rosanna C. Rivera | - | DOST-ICT Office |

II. HIGHLIGHTS OF THE MEETING

A. Call to Order

The TWG Chairperson, Dir. Teresita B. Roberto called the meeting to order at 2:25 PM.

B. Agenda

Based on the notice of meeting, the following are the meeting agenda:

1. Status of the 2014 BPLS Compliance and E-Readiness Survey for Cities and Municipalities
 - a. Paper-based submissions
 - b. E-Readiness Indicators Framework
2. Activity for the IT Month
3. BPLS Training Program Design
4. Draft JMC on Guidelines in Planning and Implementing BPLS Computerization
5. 2014 BPLS Automation Work Plan
6. Other matters
 - a. Status of Analysis of 2012 Survey Results

C. Discussions

1. Approval of the Minutes of 5th Meeting

The body reviewed the minutes of the previous meeting. Per line number 417 to 420 of page nine (9), the discussion about the DILG-developed e-

BPLS software, Ms. Templo clarified on what AD Villaseñor might be referring to.

AD Villaseñor stated that the e-BPLS software that will be accredited by the ICT Office must be PBR-ready. Ms. Templo elucidated that PBR is different from the business permitting process. It is a registration facility that eases the processes of getting registered with BIR, SSS, PhilHealth, Pagibig, DTI, SEC, and CDA. It is significant that the form being used by LGUs is consistent with the PBR in terms of the LGU-related information being captured. This is in preparation for the connectivity and linkage of both systems and that the LGU won't separately input similar information. AD Villaseñor might be referring to this aspect.

The Chairperson then asked for the motion to approve the minutes of the said meeting. Mr. Vergara moved the motion and was seconded by Ms. Basada. The Chairperson then stated that the minutes of the 5th TWG meeting on 15th of January 2014 were approved without any correction.

2. Matters arising from the Minutes of the 5th Meeting

a. Validation of LGUs who are Not-Compliant with BPLS Standards

In relation to the result of the previous survey in Assessing Readiness of LGUs for BPLS Automation in 2012, the DILG was asked to validate the data pertaining to the non-compliance of LGUs.

With this, the List of LGUs vis-à-vis Compliance to BPLS Standards as of the 4th Quarter of 2013 as prepared by the DILG-LGA was provided by the DILG-BLGD to the Secretariat.

b. BPLS Helpdesk

Ms. Templo suggested to formally send a letter to LGA through Dir. Sacendillo or Ms. Sally Jumalon seeking about the status of the BPLS help desk. After this, the body would then decide to reactivate the helpdesk or what can be done with this since many LGUs are still signifying their queries and concerns through the said helpdesk.

Meanwhile the Chair stated that the ICT Office may create their own helpdesk or use social media such as Facebook.

c. DILG e-BPLS Software

While still waiting for the access credentials from Bataan Peninsula State University, Ms. Templo suggested that the ICT Office to also audit the software's compliance with the BPLS standards.

3. Highlights of the Meeting

a. Status of the 2014 BPLS Compliance and E-Readiness Survey for Cities and Municipalities

It was agreed that the online survey be extended until April 15, 2014 and the DILG would issue an advisory regarding this. Ms. Templo also mentioned about giving awards such as training, DOST award, etc.

i. Paper-based submissions

It was settled that the DILG would enter the paper-based submissions to the online survey.

ii. E-Readiness Indicators Framework

The framework would be emailed to members for their review and comments.

b. Activity for the IT Month

One of the activities discussed is the Sharing Forum on BPLS Automation. Ms. Templo suggested to make this a big event and private sectors may be asked to co-sponsor.

LGUs with best practices and model cities on BPLS Automation would be showcased. The previous program used in 2012 would be shared by Ms. Templo to the body as a starting point in conceptualizing the forum. The Chair also asked to use the word 'innovation' instead of 'automation.'

Ms. Templo mentioned about suggesting the creation of an organizing committee headed by the DOST and with the DILG and DTI as partners. At the same time, it would also be anchored with the IT Month theme of the DOST.

c. BPLS Training Program Design

It was agreed that Ms. Llamanzares would revise the training design on or before 1 April 2104, taking into consideration the following:

- Inclusion of time frame
- Clarity on the target participants and their qualifications
- Consider the Basic BPLS or BPLS 101 for audience (i) without IT background, (ii) for IT only, and (iii) for mixed participants
- Do not combine participants from cities and municipalities, and consider their income class
- Set the objectives and expected output
- DTI would be the first speaker to set the tone and mention the reference surveys, etc.

- Relay the BPLS standards to the participants and its relationship to automation

Aside from the discussed program design enhancements, Ms. Templo would still provide comments and would meet with ICT Office-NICTI. It was agreed that the training would be launched during the IT Month and be piloted in two (2) or three (3) LGUs.

d. Draft JMC on Guidelines in Planning and Implementing BPLS Computerization

Comments of the members would be emailed to Ms. Templo.

e. 2014 BPLS Automation Work Plan

Timelines for each activity was included and adjusted based on the ongoing activities. Objectives for the major activities were also incorporated.

f. Other matters

- Status of Analysis of 2012 Survey Results

Ms. Templo mentioned that the report prepared by Mr. Avila was only recently given to her for review and would be presented to the body on the next TWG meeting.

D. Adjournment

There being no other matters to discuss, the meeting was adjourned at 4:30 PM.

Prepared by:

Secretariat, TWG on BPLS Automation

Noted by:

Dir. Teresita B. Roberto
Chairperson, TWG on BPLS Automation

ANNEX 6. HIGHLIGHTS OF MEETING NO. 7 OF THE TWG ON EBPLS

Technical Working Group on BPLS Automation
Minutes of the 7th Meeting
4 November 2014, 2:00 PM
Third Floor Conference Room, ICT Office-NCC Bldg.,
C.P. Garcia Ave., Diliman, Quezon City

I. ATTENDEES

| | | |
|------------------------------|---|--|
| Dir. Teresita B. Roberto | - | TWG Chair, DOST-ICT Office |
| Dir. Ernani M. Dionisio | - | DTI-PBR |
| Ms. Belinda F. Castro | - | DILG-BLGD |
| Mr. Faisah Dela Rosa | - | National Competitiveness Council (NCC) |
| Mr. Dennis M. Alcaraz | - | DILG-BLGD |
| Mr. Rolando B. Arguelles Jr. | - | DOST-ICT Office |
| Ms. Delia E. Basada | - | DOST-ICT Office |
| Secretariat: | | |
| Ms. Rosanna C. Rivera | - | DOST-ICT Office |
| Ms. Josephine S. Melegrito | - | DOST-ICT Office |

II. HIGHLIGHTS OF THE MEETING

A. Call to Order

The TWG Chair, Dir. Teresita B. Roberto called the meeting to order at 2:45 PM.

B. Approval of the Agenda

All members present approved the following agenda:

1. Updates on the Roadshow on Best Practices of BPLS 2014 by NCC
2. Presentation of the DOST-ICT Office' e-BPLS Software
3. Result of the e-Readiness Survey for Municipalities
4. Conduct of Training Workshop (Bohol and Negros Oriental)
5. Accreditation/ Certification of Solutions Provider for e-BPLS
6. Other Matters
 - a. Criteria for Selecting/Targeting LGUs for e-BPLS

C. Review and Approval of the Minutes of 6th Meeting

The body reviewed the minutes of the previous meeting. Since most of the attendees from this meeting were not present, the Chair motioned the move to approve the minutes of the said meeting and was seconded by Ms. Basada. With concurrence from the body, the Chair then stated that the Minutes of the 6th Meeting of the TWG on BPLS Automation on 26 March 2014 were approved without any correction.

D. Matters Arising from the Minutes of the 6th Meeting

1. Draft JMC on Guidelines in Planning and Implementing BPLS Computerization

The Chair clarified that the draft guidelines being referred to is the Joint Memorandum Circular (JMC) initially drafted by INVEST; in which TWG members were not able to comment on.

Dir. Dionisio queried on the need to revise the existing JMC, for there must be substantive areas to accommodate such as basic changes from the old JMC to the new one. Mr. Dela Rosa responded that the basis in revising the JMC was due to the streamlining report of the Local Government Academy (LGA) of DILG and the result of NCC's customer experience survey wherein both reports showed that most LGUs are highly compliant with the standards of the existing JMC. During the 30 June 2014 meeting of the BPLS Oversight Committee, the Committee agreed to upscale the existing BPLS standards. The (i.) processing time for new application is one and a half (1 ½) days and one (1) day for renewal, (ii.) two (2) signatories both for new and renewal applications, (iii.) establishment of Business One-Stop Shop (BOSS), (iv.) improvement of the Joint Inspection Teams (JIT), and (v.) addition of the closed-circuit television (CCTV) as one of the requirements with regard to the Memorandum Circular issued by DILG.

Having explained the need to revise the standards, Dir. Dionisio recommended separating the implementation strategies from the policy itself. As with the rapid development and changes in technologies, in case of the CCTVs which were specifically stipulated in the policy; there would be need to revise the policy if new devices or technology would arise other than the CCTVs as these are being or will be adopted by the LGUs. Therefore, it is highly recommended that the implementation strategies be included in the implementing rules and regulations (IRR) or guidelines of the policy. As reiterated, the JMC must contain the policy matters only and implementation guidelines must be separated. Dir. Dionisio mentioned ISO standards, wherein level 1 deals with the Quality Management System (QMS) of the manual itself, level 2 is the policy, level 3 are the implementing guidelines and codes, and level 4 are the instructions, diagrams and mechanics.

2. Status of BPLS Helpdesk

Ms. Castro queried on the status of the BPLS helpdesk. The Chair explained that for LGUs who wants to automate their BPLS and for matters related to information technology (IT), the helpdesk should be handled by the ICT Office. While the helpdesk pertaining to matters on streamlining and regulations simplification (RS) should be handled by LGA. The Chair also mentioned the online portal/ assistance desk being

developed by the ICT Office in preparation of the deployment of the online e-BPLS wherein the LGUs may download free e-BPLS software and may relay their queries and concerns related to automation.

However, Dir. Dionisio emphasized that policy matters should be handled by LGA while the technical concerns on automation should be handled by the ICT Office. Dir. Dionisio also recommended coordination and collaboration between the ICT Office and LGA to efficiently manage the BPLS intervention. Adding that initially, LGA would streamline the manual processes of the LGUs then the ICT Office would come in to automate the streamlined LGUs.

Meanwhile, the members noticed that LGA is not represented in the TWG meetings. The Secretariat informed the body that the Notice of Meeting was emailed to LGA and their office was called for confirmation. But according to LGA, the DILG was already represented in the TWG. Ms. Castro emphasized that they are representing BLGD and not LGA. With this, Mr. Dela Rosa suggested including this as action item in the forthcoming BPLS Oversight Meeting on November 20 to clarify LGA's representation to the TWG.

3. Status of BPLS Automation Workplan

When Ms. Castro queried on the status of the workplan, the Chair replied that this would be discussed in the criteria of e-BPLS deployment which was included as discussion item for other matters.

4. Validation of LGUs who are Not-Compliant with the BPLS Standards

The Chair queried on the data of LGA regarding the number of LGUs compliant with the existing BPLS standards. Mr. Dela Rosa replied that based on the LGA report, 1,242 LGUs are already compliant with the standards. While the Chair mentioned that based on the survey of the ICT Office, among the 1,014 respondents only 672 is compliant.

On the other hand, Dir. Dionisio stated that to be compliant to the unified form imposed by the JMC, its information requirements such as the data elements must be met whether in automated or manual form, and not just the exact physical copy of the form. Some of the LGUs relayed their concerns to DTI regarding the assessment performed that when the exact unified form was not used by the LGU, they were assessed as not compliant with the standards. This may have resulted from the different appreciations of the JMC impositions. Therefore, validating party must be properly briefed and oriented. Dir. Dionisio also suggested the creation of a joint DTI and DILG validating team.

5. DILG e-BPLS Software

The Chair mentioned that the access credentials were not yet provided by the DILG. Ms. Castro stated that they would follow-up this matter from Mr. Jaime Vergara.

E. Discussions

1. Updates on the Roadshow on Best Practices of BPLS 2014 by NCC

Mr. Dela Rosa relayed to the body that the three-leg roadshow was attended by the DTI and DILG BPLS regional coaches, and the Business Permits and Licensing Officers and Planning Officers of various LGUs. The NCR roadshow was in October 14-15 covering the NCR, Regions 1 to 5, and CAR; while the Davao roadshow was in October 24-25 covering Region 9 to CARAGA; and the Cebu leg was in October 28-29 covering Regions 6 to 8. During the roadshow, issues and concerns regarding the implementation of the existing JMC were raised by the participants. Dir. Dionisio and Ms. Castro asked for the details of the focus group discussion results but Mr. Dela Rosa said that the results would be discussed at the BPLS Oversight Meeting on November 20. Mr. Dela Rosa also mentioned that the online e-BPLS of DOST was introduced in the forum wherein positive feedbacks were received from the participants. Others suggested beta testing of the system while LGUs from the Visayas region expressed their intention to pilot test the system.

Dir. Dionisio asked if the regular members of the TWG were invited to the event. It might have been missed due to turn over of the agency member representatives as with the case of LGA and NCC/DTI-OPR.

2. Presentation of the DOST-ICT Office' e-BPLS Software

Mr. Arguelles presented the prototype of the online e-BPLS software. Since the software was not yet seen by Dir. Bonagua and AD Villasenor of DILG, Ms. Castro requested to set another meeting with the ICT Office to present the new software to them as LGUs are also inquiring from them.

As discussed, new system features includes online application for new and renewal of permits, monitoring of application status per process, uses unified form imposed by the JMC, multiple permit templates, sending of business tax order of payment to the applicant's email address, and printing of QR code at the permit. Dir. Dionisio stressed that all information imposed by the JMC in the unified form must be present in whatever format the LGU may have it, for depends on the process flows of the LGU.

The Chair asked DTI on how to establish the linkage of e-BPLS to the Philippine Business Registry (PBR). Dir. Dionisio replied that to link the systems, a web service must be prepared by the ICT Office. With this, the

relevant data would be auto-populated from the PBR to e-BPLS using the Transaction Reference Number (TRN) or Certificate Number from the Business Name Registration System (BNRS) and PBR of DTI. The csv file of the data structure will be provided by Dir. Dionisio to the Secretariat. And to complete the cycle, PBR requires the business permit database which would be uploaded by the LGUs to the PBR after the permitting process. This would suffice PBR's requirement in terms of the business permitting transactions. Dir. Dionisio briefly discussed BNRS and relayed to the body that the concerns on PBR 2.0 and representation to the business cluster of MITHI Committee, who was tasked to enhance the PBR should be communicated with Dir. Patricia May Abejo of DTI.

Dir. Dionisio also asked Ms. Castro if the DILG or LGSP has the business permit database of LGUs. Ms. Castro replied that the LGA handles this but BLGD also have access on this.

In addition, Dir. Dionisio recommended using use the 2009 version of Philippine Standard Industrial Classification (PSIC) to standardize the lines of businesses at e-BPLS in which call centers and BPO was already included. Ms. Basada asked for the copy of PSIC and Dir. Dionisio agreed to email this to the Secretariat. Further, Dir. Dionisio also suggested to the body to look at the Go Negosyo Law since it may have implication with the BPLS data.

3. Result of the e-Readiness Survey for Municipalities

The Chair stated that the total response rate of the survey is 69% and the data pertaining to the web presence of the respondent LGUs were validated by the ICT Office. With regards to the result for municipalities, the Municipality of Manolo Fortich of Bukidnon Province garnered the highest e-Readiness score.

The body agreed that the result of the e-Readiness survey would be used as the basis in prioritizing LGUs for training. However, Dir. Dionisio implied that the result would be affected if improper information was provided by the respondents. Hence, the need for the DILG to validate the survey results based on the previous meeting agreements of the TWG.

Based on the observations of the members, the number of business registrations for some LGUs is zero. Ms. Basada replied that the respondents may not know the figure, hence zero was written to proceed to the online survey since validation was limited in the Lime Survey, the software used for the online survey. Therefore, Dir. Dionisio emphasized the need to validate the data from the LGUs, specifically for the municipalities. Mr. Dela Rosa mentioned that the Cities and Municipalities Competitiveness Index (CMCI) of NCC have data on the number of business registrations of LGUs. These were directly provided by the LGUs and were validated by the National Statistics Office and the National Economic Development Authority (NEDA). With this, Mr. Dela Rosa asked

the survey data from the ICT Office so they can cross match this with their data. Dir. Dionisio added that the figures from NEDA must also be validated by the LGUs, since NEDA based their data from forecasting while the LGU data are the actual figures.

Meanwhile, Mr. Dela Rosa asked for the basis of scoring/rating sheet. Ms. Basada replied that the e-Readiness Framework was already emailed to him and Ms. Aimee of DILG-BLGD. It was agreed that this would be emailed again to the concerned, including Dir. Dionisio.

The body agreed that the DILG will validate the survey data from the LGUs thru their provincial/regional directors. Dir. Dionisio reiterated that the previous agreement was that the survey would pass through the DILG provincial offices wherein verifications would be done by them. Ms. Castro explained that some of the responses were directly entered by the LGUs to the online survey and did not pass through the provincial/regional offices of the DILG. Ms. Castro agreed to do the validation, as long the data that would be validated will be provided to them. Dir. Dionisio emphasized that all the survey data would be validated, not just the number of business registrations. Then, it has to be completed before the official release of the survey report or awarding of the top municipalities.

Mr. Dela Rosa asked the passing mark for the survey wherein during the one of the Oversight Committee meeting, it was said that 60% at most is the passing score for cities. Ms. Basada replied that the body has not yet decided on this matter and Dir. Dionisio stated that **there is no need for a cut-off score since there are factors to consider**. Dir. Dionisio mentioned the size of the LGU office, LGU environment, and the development framework of TelCos within the LGU to support the online services or mobile apps. The Chair stated that the LGUs were just ranked based on their e-Readiness score and that their ICT infrastructure was considered but environmental scanning was not done.

Furthermore, the body agreed to remove the BPLS compliance portion in the presentation of the rankings. This was due to the different interpretation of the standards or that the survey form may not have been properly responded. Adding that the LGUs may not be compliant with the standards, but have a high degree of automation. Dir. Dionisio queried if LGA would be able to validate the compliance and non-compliance portion. They may run over the survey results or give them access to the online results.

The Chair also emphasized that for LGUs which answered that they have BPLS software; it doesn't mean that the LGU's BPLS is already automated. So if ever there will be another Readiness Survey, they would be explicitly asked if the LGU's e-BPLS is already automated/online (e.g., they are accepting the filling of application forms online).

Regarding the number of signatories, there have been different interpretations. Dir. Dionisio stated that five (5) signatories were

acceptable but the ICT Office followed two (2) signatories as stipulated in the JMC. Ms. Basada mentioned that five (5) signatories were prescribed by the Anti Red Tape Act (ARTA). Looking over at the JMC, the Chair explained that the word used was "enjoined" in which Dir. Dionisio interpreted as the LGUs were encouraged but not mandated. But when the meaning of "enjoined" was researched from the internet, the result was that it means to (i) to instruct or urge, (ii) to direct or impose by authoritative order. The body then agreed that there has been inconsistent interpretation. The Chair also mentioned that the framework was presented to the members and no one commented on this. Dir. Dionisio said that the JMC is consistent but the guidelines were not. The Chair then said that the ICT Office would re-run the survey results.

4. Conduct of Training Workshop (Bohol and Negros Oriental)

The Chair asked the body if the province of Bohol and Negros Occidental may be prioritized in the training workshop since they signified intentions to avail of the online e-BPLS during the road show. The BPLO of Victorias City would visit the ICT Office on November 7 regarding their Mayor's request for assistance on the automation of their BPLS.

While in terms of training and deployment, Dir. Dionisio put emphasis on clustering the nearby LGUs to maximize resources. The Chair asked if cities would be prioritized as recommended by INVEST but Dir. Dionisio replied that only few cities responded to the survey. Upon checking the survey results, five (5) LGUs have no BPLS software in Region 6 and another five (5) LGUs in Region 7. Therefore, both cities and municipalities would be provided with training and BPLS software deployment.

Mr. Arguelles asked if the BPLO or MIS would be the audience for the training. The Chair prefers both, while Dir. Dionisio stated that the MIS is the appropriate audience, adding that the BPLO would implement the software and would take charge of the policy while the MIS would customize or design the system based on the LGU's requirements. If the training program deals on software presentation and design customization, then the suitable audience is the MIS. For this, the Chairperson said it would be more of hands-on training, on how to use the system, its objectives, and how to install/run the e-BPLS. Therefore it must be attended both by the BPLO and MIS. The blue books prepared by INVEST on planning and baseline design would also be used in the said training. The basics of automation would also be tackled so the BPLO would have an appreciation of the automation and be supportive in technology use. In which the BPLO as the system user must be involved, otherwise they might not use the software. And the MIS would be the technical support.

Dir. Dionisio asked the Secretariat for the copy of the training design to study on who would be the most appropriate audience. The training design would then be finalized and the members would be asked to comment on

this. Mr. Arguelles added that a user manual be provided to the LGUs but the Chair replied online help may provided through the BPLS portal.

5. Accreditation/Certification of Solutions Provider for e-BPLS

Dir. Dionisio verified if the body really wanted to do this strategy or a list/database of accredited providers would suffice the requirement. The Chair clarified that Dir. Denis Villorente would want a training conducted for solution providers/software developers who could serve as ICTO's partners. Dir. Dionisio said that the metrics of accommodation must be clear and that accreditation may be done in partnership with DTI's Philippine Accreditation Bureau and the metrics of ISO 2700 may be used.

The Chair further explained that the accredited providers would customize the e-BPLS base software developed by the ICT Office. The source code would be given to them but the body agreed that the intellectual property rights would be with the LGUs and the DOST-ICT Office be credited. Then, systems updates would be provided by the providers to the ICT Office.

6. Other Matters

Criteria for Selecting/Targeting LGUs for e-BPLS

The body agreed to use the result of the e-Readiness survey. Dir. Dionisio accentuated that the target LGUs must not have an existing BPLS software but with the capability to automate and maintain the system. In selecting and targeting LGUs for training and deployment, the agreed criteria are as follows:

- a. With capability to maintain and automate
- b. 1st and 2nd class municipalities
- c. With willingness (with intention letters) to automate

Dir. Dionisio reiterated clustering of the LGUs especially if the ICT Office team would travel. Ms. Basada mentioned the intention letters received by the ICT Office from San Jose City of Batangas, DTI Pangasinan composed of nine (9) LGUs, Victorias City of Negros Occidental, and DTI Bohol.

F. Adjournment

There being no other matters to discuss, the meeting was adjourned at 5:45 PM.

Prepared by:

Secretariat, TWG on BPLS Automation

Noted by:

Dir. Teresita B. Roberto
Chairperson, TWG on BPLS Automation

ANNEX 7. NOTES ON THE ACTIVATION OF THE SUB-WORKING GROUP ON LOCAL INVESTMENT REFORMS

Notes on the Activation of the Sub-Working Group on Local Investment Reforms (SWG-LIR)⁴

1. The SWG-LIR last met on June 9, 2013, almost a year past. This was due to a number of reasons: (a) the rationalization plan of the partner agencies; (2) the requirements of typhoon Yolanda; and (3) difficulty of finding common schedules for the meetings.
2. Why should the SWG-LIR be reactivated?
 - a. Need to take advantage of the resurgence of investor interest in the Philippines and to prepare local governments in promoting government's priority sectors at the local level;
 - b. Can be a venue to prepare the local governments for the ASEAN 2015 One Community, where LGUs may either benefit from the agreement or suffer from its consequences;
 - c. The committee has been recognized by the PDF as a venue to discuss issues on the promotion of investment at the local level;
 - d. 2014 Arangkada specifically mentioned the need to "implement its [DILG's] Working Group on Local Investment Reform (regulatory processes governance, investment promotion, information and data support, and consumer welfare)" ;
 - e. there is a need to harmonize official development assistance (ODA) provided to LGUs that are investment promotion related and the SWG-LIR can play that role.
3. Review of the Meeting on June 9, 2013:

The last meeting was chaired by Director Yaptinchay and had the following agenda:

 - a. Review of Highlights of the 3rd SWG-LIR Meeting, 22 October 2012
 - b. Revised Guidelines for Formulating the Local Investment and Incentives Code (LIIC)
Status: (i) the DILG, with assistance from INVEST, conducted a workshop among DILG regional staff on September 19, 2013 as part of the roll-out of the LIIC; (ii) LIIC document has been edited and ready for dissemination.
 - c. Implementing a Local Economic Development and Competitiveness Indicators System
Status:(i) the National Competitiveness Council (NCC) used the framework and indicator system to compute for the first national-level competitiveness ranking of cities and municipalities which was released during a Summit on July 30,2013; (iii) NCC is currently gathering data on the 2014 round of computations which will be released on July 2014; (iv) three manuals to operationalize the competitiveness ranking have been drafted – for the Regional Competitiveness Committees, the NCC and the LGUs.
 - d. Lessons Learned in Promoting Investments Reforms – INVEST Experience
Status: basically for information. Since then, three business forums have been held in the INVEST cities

⁴For the meeting of DILG USecPanadero and DTI USec.Maglaya on May 19, 2014.

- e. LGSP-LED: Investment Promotion Activities – basically for information
 - f. Promotion of Green Economic Development (ProGED) - basically for information
Agreements during the meeting:
 - (i) DILG to review the LIIC template vis-à-vis the LIIC guidelines prepared by DILG and DTI;
 - (ii) SWG-LIR members to submit to the Secretariat suggestions/proposed activities to be included in the Work Plan.
4. Proposals for the Reactivation:
- a. *Review of the coverage areas of the SWG-LIR.* When the committee was created, there were 4 areas which the committee was suppose to cover: (i) streamlining local and national regulatory processes; (ii) promoting local economic strategies conducive to investment; (iii) improving information support for business matching and investment promotion; (iv) addressing consumer-related issues. These was based on the workshops that were conducted by DTI in 2012 when it was drawing up the work plan for the GIC, the PDP and the Arangkada document. To date, there are new versions of the plan and the Arangkada and various developments.
 - b. *Formulate a new work plan for the SWG-LIR.* The committee's last work plan was for 2012-2013, which was never formally agreed on or monitored.
 - c. *Delineate responsibilities between the DILG and the DTI on the secretariat support for the committee.* When the SWG was created, the intention was to have a joint secretariat based at DILG and DTI. In the past 4 meetings, the DTI was actively supporting the committee. There may be a need to agree on a more definitive arrangement between the two agencies on the provision of the secretariat support to the committee, which is intended to be jointly managed by the Decentralization Working Group and the Growth and Investment Climate committees under the PDF.
 - d. *Delineate areas of coverage between BPLS Oversight Committee (Steering Committee) and SWG-LIR.* Note that one of the areas under the committee is streamlining local and national regulatory processes which is the main focus of the BPLS Oversight Committee. As originally structured, the BPLS Oversight Committee is supposed to report to the SWG-LIR, which is the reason why the reforms in regulatory processes are under the committee.
5. Proposed agenda for the June 11, 2014:
- a. Review of Highlights of the 3rd SWG-LIR Meeting, 22 October 2012
 - b. For decision:
 - i. Membership of the Committee
 - ii. Work Plan for 2014-2015
 - c. For discussion
 - i. Current Status of ODA to LGUs re: Investment (USAID, CIDA, IFC)
 - ii. Establishment of the Business Resource and Innovation Centers (BRICS)
 - iii. Lessons from the INVEST-assisted Business Forums

ANNEX 8. PROVISIONAL AGENDA OF THE 5TH MEETING OF THE SWG-LIR

**5th Meeting of the
Sub-Working Group on Local Investment Reforms (SWG-LIR)**

August 20, 2014

PROVISIONAL AGENDA

- I. Review of Highlights of the 4th SWG-LIR Meeting, 10 June 2013
- II. Presentation of DTI Plans on Establishment of the Business Resource and Innovation Centers (BRICs)
- III. Lessons Learned from the INVEST Business Forums
- IV. Planned Activities for 2014
- V. Other Matters

ANNEX 9. QUESTIONNAIRE FOR THE BPLS COMPLIANCE AND E-READINESS SURVEY



DEMOGRAPHIC PROFILE

| | |
|--|---|
| Region _____ Province _____ City/Municipality _____ | LGU LEVEL: <input type="checkbox"/> City <input type="checkbox"/> Municipality |
| NAME OF LOCAL CHIEF EXECUTIVE: Last Name _____ First Name _____ Middle Name _____ Extension Name _____ Title _____ | INCOME CLASS: <input type="checkbox"/> 1 st Class <input type="checkbox"/> 2 nd Class <input type="checkbox"/> 3 rd Class <input type="checkbox"/> 4 th Class <input type="checkbox"/> 5 th Class <input type="checkbox"/> 6 th Class |
| TERM OF OFFICE: <input type="checkbox"/> 1 st Term <input type="checkbox"/> 2 nd Term <input type="checkbox"/> 3 rd Term | TOTAL NUMBER OF REGISTERED BUSINESSES IN 2013 New: _____ Renewed: _____ |
| OFFICIAL EMAIL ADDRESS OF CITY/MUNICIPALITY: _____ | |

I. HUMAN RESOURCE CAPACITY

1. Number of employees within your city/municipality:

| Total Number | Regular | Casual/Contractual | Co-Terminus |
|------------------|---------|--------------------|-------------|
| Male Employees | | | |
| Female Employees | | | |

2. Do you have a Business Permits and Licensing Office (BPLO)?

Yes. Please specify the number of employees at BPLO: _____
 No

3. Do you have an Information and Communications Technology (ICT) or Management Information System (MIS) Office?

Yes. Please specify the number of employees at ICT or MIS Office: _____
 No

4. Please fill out the table below and specify the number of personnel performing the following designated roles with their corresponding employment status.

| POSITION | NUMBER OF PERSONNEL | | |
|------------------------------------|---------------------|--------------------|-------------|
| | Permanent | Contractual/Casual | Co-terminus |
| Information Systems Planner | | | |
| Information Technology Officer | | | |
| Database Manager and Administrator | | | |
| Systems Analyst / Designer | | | |
| Computer Programmer | | | |
| Network Administrator | | | |
| ICT Hardware Technician | | | |
| Web Master | | | |
| Web Designer | | | |
| Computer Encoder | | | |
| Computer Operator | | | |
| Other, please specify: | | | |
| 1. _____ | | | |
| 2. _____ | | | |
| 3. _____ | | | |
| 4. _____ | | | |
| 5. _____ | | | |

5. For the past five years (2009-2013), how many of your IT personnel were trained in the following courses:

| COURSE | NUMBER OF PERSONNEL | SUB-TOPIC |
|--|---------------------|---|
| Information System (IS)/ IT Management | | |
| System Analysis and Design (SAD) | | |
| ICT Security | | |
| Networking (e.g. CISCO) | | |
| Programming | | <input type="checkbox"/> Visual Basic <input type="checkbox"/> Java <input type="checkbox"/> PHP <input type="checkbox"/> Other, please specify: _____ |
| Database Administration | | <input type="checkbox"/> Oracle <input type="checkbox"/> MS Access <input type="checkbox"/> MySQL <input type="checkbox"/> Other, please specify: _____ |
| Web Development / Content Management System (CMS) | | <input type="checkbox"/> Joomla <input type="checkbox"/> Drupal <input type="checkbox"/> Wordpress <input type="checkbox"/> PHP <input type="checkbox"/> VB.net <input type="checkbox"/> Other, please specify: _____ |

II. INFORMATION AND COMMUNICATIONS TECHNOLOGY ENVIRONMENT

1. HARDWARE

a. Computing Devices

Please specify the number of units and its status in the Working or Non-Working column.

| COMPUTING DEVICE | Number of Units | |
|---|-----------------|-------------|
| | WORKING | NON-WORKING |
| Mainframe | | |
| Minicomputer | | |
| Desktop computer | | |
| Laptop / Notebook / Netbook | | |
| Servers | | |
| Application server | | |
| Web server | | |
| Database server | | |
| Internet server | | |
| Email server | | |
| Other, please specify: | | |
| 1. _____ | | |
| 2. _____ | | |
| 3. _____ | | |
| Mobile Communication Devices (e.g. tablet) | | |
| Multi-function printer (print, scan, copy, fax) | | |
| Printer only | | |
| Flatbed Scanner | | |
| Dual-function Scanner (Flatbed and Automatic Document Feeder/ADF) | | |
| Wide-format Scanner | | |
| Uninterruptible Power Supply (UPS) | | |
| Generator Set | | |
| Fingerprint Scanner | | |
| Access Card Scanner | | |
| Other, please specify (Use additional sheet if necessary.): | | |
| 1. _____ | | |
| 2. _____ | | |
| 3. _____ | | |

b. Number of Servers by Capacity and by Location

Please indicate the total number of Hard Disk Drive/s of specified capacity; that is/are located within the city/municipality office (In-House) or in a co-location facility (Co-Located).

| CAPACITY OF HARD DISK DRIVE (HDD) | LOCATION | |
|-----------------------------------|----------------------------|------------------------------|
| | IN-HOUSE (no. of units) | CO-LOCATED (no. of units) |
| Above 4 terabyte (TB) | | |
| 2TB to 4TB | | |
| Below 2TB | | |

2. SOFTWARE

a. Do you have a Business Permits and Licensing System (BPLS) software?

Yes
 No

b. If yes, are you willing to share this to other LGUs?

Yes
 No

c. What is the status of your BPLS software?

Operational
 Partially Implemented
 Obsolete/Needs Updating
 Other, please specify: _____

d. Did you develop this software?

Yes
 No. Where did you acquire this software?
(Please specify the vendor/developer.) _____

Please check which of the following Operating Systems is/are installed in your workstations and servers.

e. Operating System for Workstations (desktop and laptops)

| | |
|--|---|
| <input type="checkbox"/> Older than Windows XP | <input type="checkbox"/> HP-UX |
| <input type="checkbox"/> Windows XP | <input type="checkbox"/> Linux |
| <input type="checkbox"/> Windows NT | <input type="checkbox"/> Mac OS |
| <input type="checkbox"/> Windows Vista | <input type="checkbox"/> Mac OS X |
| <input type="checkbox"/> Windows 7 | <input type="checkbox"/> Other, please specify: (Use additional sheet if necessary, |
| <input type="checkbox"/> Windows 8 | 1. _____ |
| <input type="checkbox"/> Solaris | 2. _____ |
| | 3. _____ |

f. Operating System for Servers

| | |
|--|---|
| <input type="checkbox"/> Windows NT | <input type="checkbox"/> HP-UX |
| <input type="checkbox"/> Windows 2000 | <input type="checkbox"/> Linux |
| <input type="checkbox"/> Windows Server 2003 | <input type="checkbox"/> FreeBSD |
| <input type="checkbox"/> Windows Server 2008 | <input type="checkbox"/> OpenBSD |
| <input type="checkbox"/> Windows Server 2012 | <input type="checkbox"/> Mac OS X Server |
| <input type="checkbox"/> Novell Netware | <input type="checkbox"/> Centos |
| <input type="checkbox"/> Solaris | <input type="checkbox"/> Other, please specify (Use additional sheet if necessary): |
| <input type="checkbox"/> OpenSolaris | 1. _____ |
| <input type="checkbox"/> OS/2 | 2. _____ |
| <input type="checkbox"/> IBM/AIX | 3. _____ |

g. Database Maintained

Please check the Application Database/s being maintained and the corresponding database management software used.

| NAME OF APPLICATION DATABASE MAINTAINED | DATABASE MANAGEMENT SOFTWARE | | | |
|---|------------------------------|--------------------------|--------------------------|-------|
| | Oracle | Access | MySQL | Other |
| <input type="checkbox"/> Business Registry DB | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Real Property Tax DB | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Geographic Information System DB | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Management Information System | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Accounting System | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Payroll System | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Personnel Information System | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Records Management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Project Tracking/Monitoring | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Barangay Micro Business Enterprises Registration System (BMBERS) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Community-Based Monitoring System (CBMS) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Local Government Performance Measurement System (LGPMS) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> Other, please specify: (Use additional sheet if necessary.) | | | | |
| 1. _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| 2. _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |
| 3. _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | _____ |

3. NETWORK

Which of the following network resources does your LGU have?

| | |
|--------------------------|---|
| <input type="checkbox"/> | Connection with Philippine Business Registry (PBR) |
| <input type="checkbox"/> | Local Area Network (LAN) |
| <input type="checkbox"/> | Intranet |
| <input type="checkbox"/> | Virtual Private Network (VPN) |
| <input type="checkbox"/> | Wide Area Network (WAN) |
| <input type="checkbox"/> | Private Automatic Branch Exchange (PABX or PBX) |
| | <i>If existing, please identify the PABX/PBX setup below:</i> |
| <input type="checkbox"/> | Private |
| <input type="checkbox"/> | Hosted |
| <input type="checkbox"/> | VoIP or IP-PBX |
| <input type="checkbox"/> | Hosted IP |

NETWORK RESOURCES

LGU Website
If available, please indicate the URL: http:// _____

Internet Connection
If available, please indicate your mode/s of access to the internet:

Dial-up
 Leased line
 WiFi
 Digital Subscriber Line (DSL)
 Mobile phone
 Integrated Services Digital Network (ISDN)
 Satellite
 Other, please specify:
 1. _____
 2. _____

Internet Service Provider (ISP)
 Primary provider : _____
 Secondary provider: _____

Combined internet bandwidth (voice and data) : _____
 (Please specify the unit: e.g. kbps, mbps, gbps)

Number of employees with access to the internet : _____

Number of employees with official e-mail address : _____

4. SECURITY, DISASTER RECOVERY, AND BACK-UP

a. Does your LGU have a protection scheme for your ICT resources?

- Yes
- No

b. If yes, what is/are the security resource/s being used by your office?

(Check all that applies.)

- Security Policy / Guideline
- Disaster Recovery Plan
- Digital Signatures
- Encryption
- Back-up power unit (e.g. UPS, Generator)
- Hardware firewall
- Software Firewall
- Subscription to a security service (e.g. anti-virus software, intrusion detection system)
- E-mail authentication software
- Off-site back-up
- Secured servers
- Storage back-up media in localities other than the operating environment
- Other, please specify:
 1. _____
 2. _____

5. Does your LGU have an Information Systems Strategic Plan (ISSP)?

- Yes. Please indicate the last date your ISSP was updated. _____
- No

III. COMPLIANCE WITH BPLS STANDARDS

Please provide the required information relevant to your business permitting process for **new** applications and **renewal** of permits by ticking on the appropriate boxes:

| | NEW | RENEWAL |
|--|--|--|
| 1. NUMBER OF STEPS TO PROCESS THE APPLICATION FOR MAYOR'S PERMIT | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> If more than 3, please specify: _____ | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> If more than 3, please specify: _____ |
| 2. REQUIRED FORMS (Please specify if unified form or multiple forms is being used; and identify the corresponding details) | UNIFIED FORM <input type="checkbox"/> Per DILG-DTI JMC No. 1 (s. 2010) Philippine Business Registry (PBR) Form <input type="checkbox"/> LGU Customized Unified Form MULTIPLE FORMS <input type="checkbox"/> Business Permit Application Form <input type="checkbox"/> Application for Barangay Clearance <input type="checkbox"/> Application for Zoning Clearance <input type="checkbox"/> DTI/SEC/CDA Application Form <input type="checkbox"/> BIR Application for Sanitary Permit <input type="checkbox"/> Application for Fire Safety Inspection Certificate (FSIC) <input type="checkbox"/> Application for Building Permit <input type="checkbox"/> Application for Occupancy Permit <input type="checkbox"/> Application for Radial Clearance <input type="checkbox"/> Other, please specify: (Use additional sheet if necessary) 1. _____ 2. _____ | UNIFIED FORM <input type="checkbox"/> Per DILG-DTI JMC No. 1 (s. 2010) Philippine Business Registry (PBR) Form <input type="checkbox"/> LGU Customized Unified Form MULTIPLE FORMS <input type="checkbox"/> Business Permit Application Form <input type="checkbox"/> Application for Barangay Clearance <input type="checkbox"/> Application for Zoning Clearance <input type="checkbox"/> DTI/SEC/CDA Application Form <input type="checkbox"/> BIR Application for Sanitary Permit <input type="checkbox"/> Application for Fire Safety Inspection Certificate (FSIC) <input type="checkbox"/> Application for Building Permit <input type="checkbox"/> Application for Occupancy Permit <input type="checkbox"/> Application for Radial Clearance <input type="checkbox"/> Other, please specify: (Use additional sheet if necessary) 1. _____ 2. _____ |
| | How are application forms provided to applicants? (Check all that applies.) <input type="checkbox"/> Downloadable thru our website <input type="checkbox"/> Available at the BPLO <input type="checkbox"/> Other, please specify: _____ | How are application forms provided to applicants? (Check all that applies.) <input type="checkbox"/> Downloadable thru our website <input type="checkbox"/> Available at the BPLO <input type="checkbox"/> Other, please specify: _____ |
| 3. DOCUMENTARY REQUIREMENTS (multiple answers allowed) | <input type="checkbox"/> Community Tax Certificate/Cedula <input type="checkbox"/> Barangay Clearance <input type="checkbox"/> Building Permit <input type="checkbox"/> Location/Sketch map <input type="checkbox"/> Occupancy Permit <input type="checkbox"/> SEC Articles of Incorporation <input type="checkbox"/> DTI Business Name Registration <input type="checkbox"/> Sanitary Permit <input type="checkbox"/> Radial Clearance <input type="checkbox"/> FSIC <input type="checkbox"/> SSS Clearance <input type="checkbox"/> BIR TIN <input type="checkbox"/> Other, please specify: (Use additional sheet if necessary) 1. _____ 2. _____ | <input type="checkbox"/> Community Tax Certificate/Cedula <input type="checkbox"/> Barangay Clearance <input type="checkbox"/> Building Permit <input type="checkbox"/> Location/Sketch map <input type="checkbox"/> Occupancy Permit <input type="checkbox"/> SEC Articles of Incorporation <input type="checkbox"/> DTI Business Name Registration <input type="checkbox"/> Sanitary Permit <input type="checkbox"/> Radial Clearance <input type="checkbox"/> FSIC <input type="checkbox"/> SSS Clearance <input type="checkbox"/> BIR TIN <input type="checkbox"/> Other, please specify: (Use additional sheet if necessary) 1. _____ 2. _____ |

| | NEW | RENEWAL |
|--|---|---|
| 4. NUMBER OF SIGNATORIES | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> If more than 2, please specify: _____ | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> If more than 2, please specify: _____ |
| 5. PROCESSING TIME (number of days to process application for Mayor' permit) | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> If MORE than 10 days, please specify: _____ <input type="checkbox"/> If LESS than 1 day, please specify: _____ | <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> If MORE than 10 days, please specify: _____ <input type="checkbox"/> If LESS than 1 day, please specify: _____ |

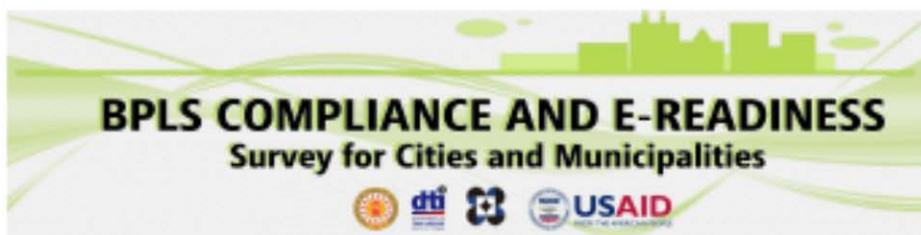
IV. RESPONDENT'S PROFILE

| | |
|------------------|--|
| Last Name | |
| First Name | |
| Middle Name | |
| Extension Name | |
| Title | |
| Designation | |
| Division/Section | |
| Contact Number | |
| Email Address | |
| Signature | |

NOTED BY:

| | |
|-------------|-----------------------------------|
| Name | |
| Designation | Local Chief Executive/MLGOO/PLGOO |
| Signature | |

ANNEX 10. INSTRUCTIONAL GUIDE TO THE BPLS COMPLIANCE AND E-READINESS SURVEY



INSTRUCTIONAL GUIDE

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I. Help Desk

For any concern, inquiry and assistance, please contact the following:

DILG-BLDG : Ms. Belinda Castro and Mr. Bong Vergara
 Email: blgd_ifrdd@yahoo.com
 Telephone Number: (02) 929 9235

DOST-ICT Office: Ms. Delia Basada and Mr. Rolando Arguelles
 Email: bpls.surveyadmin@icto.dost.gov.ph
 Direct Line: (02) 920 7411
 Trunk Line: (02) 920 0101 local 1501 to 1503

II. Copy of Questionnaire

The copy of the survey questionnaire is provided to Cities and Municipalities by the Provincial Local Government Operations Office (PLGOO) and/or the Municipal Local Government Operations Office (MLGOO) of the Department of the Interior and Local Government (DILG).

It is highly recommended that printed copy of the questionnaire be initially reviewed and accomplished prior to responding to the online survey.

The survey is composed of three (3) parts which have to be consulted with the concerned units of the city/municipality. *Part I* has to be conferred with the key personnel from the Human Resource (HR) Office, *Part II* with the key personnel from the Management Information System (MIS) or any unit performing the function of managing information and communications technology (ICT) resources, and *Part III* with the key personnel from the Business Permits and Licensing Office (BPLO).

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III. Access to the Online Survey

The access token is the authentication or password required to gain access to the online survey which are exclusively assigned to cities and municipalities. It is a combination of unique characters, case sensitive and cannot be altered or replaced. These are provided to the focal persons of cities and municipalities by the PLGOO.

The online survey is accessible at this link: <http://survey.icto.gov.ph/bpls>

It is also available at the DOST ICT Office website at www.icto.dost.gov.ph. Browse for the "BPLS Compliance and E-Readiness Survey of Cities and Municipalities" logo and click:



Important Reminders:

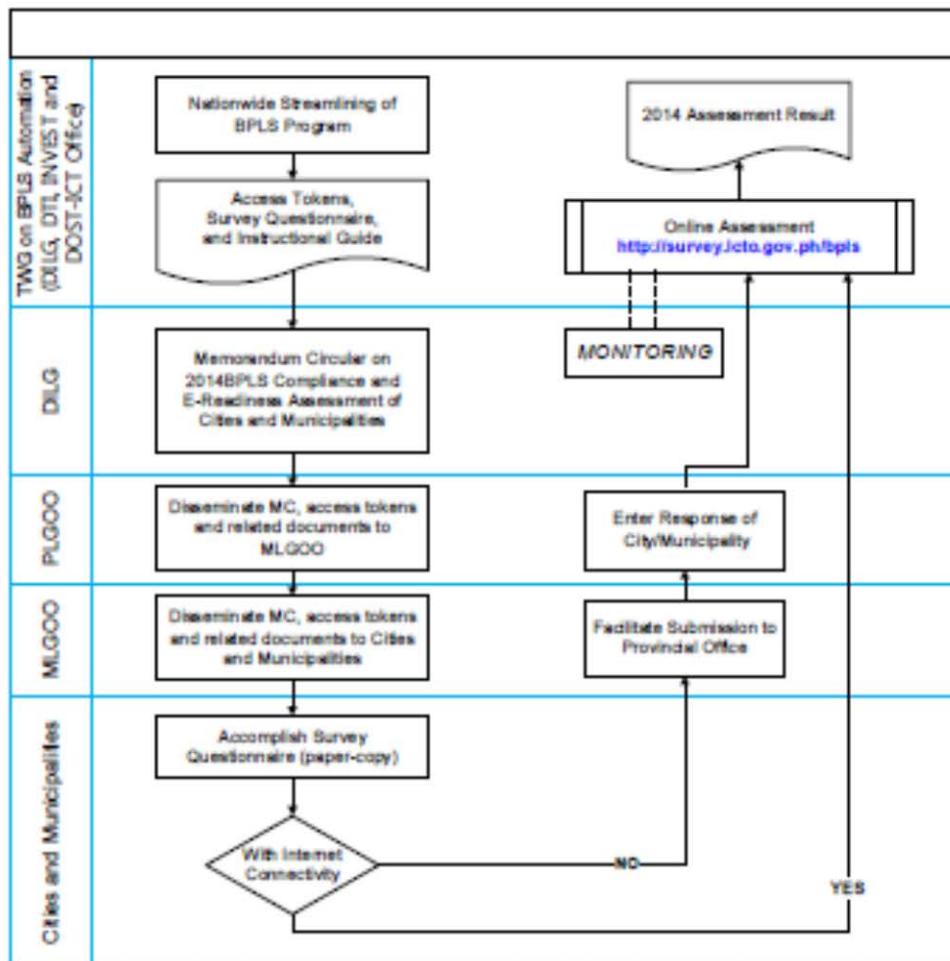
1. Questions marked with **RED ASTERISK (*)** are required information. This information has to be provided to proceed to the succeeding questions and there is no other way to continue without providing the required information.

2. Before proceeding to the subsequent questions, the responses will be validated for each page. A message will be displayed if there are invalid or missing entries which has to be corrected and supplied (e.g. numerical values are required but the answer is alphabetic characters; improper format of email address, etc.).
3. For required information where numerical values are being asked (e.g. number of personnel, number of units), zero (0) may be supplied if there is absence of the information being asked; for non-numerical values, write "none" or "not applicable".

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IV. Process Flow

The figure illustrates the procedures involved and responsibilities of the agencies/entities concerned in the execution of this survey.



V. Survey Components

a. Demographic Profile

These are the basic information of the city or municipality such as the region, province, city/municipality name, income class, details of the Mayor and total number of business registrations in 2013.

b. Part I: Human Resource (HR) Capacity

This part deals with the data on the information and communications technology (ICT) personnel and/or units, performance of ICT functions, and trainings.

c. Part II: Information and Communications Technology (ICT) Environment

This part deals with the ICT environment of the city/municipality in terms of the availability of hardware and computing devices, software components such as the operating system, database management software, BPLS software, network facilities, and security schemes being used.

d. Part III: Compliance with Business Permits and Licensing System Standards

This part is in relation to the DILG and DTI Joint Memorandum Circular (JMC) No. 1, series of 2010, entitled "Guidelines in Implementing the Standards in Processing Business Permits and Licenses in All Cities and Municipalities." The service standards are stipulated in the JMC such as use of the unified form, number of steps in applying for business permits, processing time and number of signatories.

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VI. Accomplishing the Online Survey

Before proceeding to the online survey, make sure that the printed copy of the accomplished survey form is available. This would guide the respondent in the process and would serve as reference in providing the answers.

a. Navigating the online survey

a.1 Next. This will redirect the respondent to the next set of questions given that all the required information has been supplied and valid.

a.2 Previous. This will redirect the respondent to the previously accessed page.

a.3 Resume later. The respondent will be notified with a message that the responses were successfully saved. Please be informed that responses provided after clicking the resume later button will not be saved. Access token has to be provided upon returning to the survey.

a.4 Load Unfinished Survey. To load the previous responses, enter a valid access token.

a.5 Exit and clear. The respondent will be asked to exit the survey, wherein all provided information will be discarded, or the respondent may clear the page

wherein all provided responses will be cleared and accomplish the survey from the start. These options are available only for not fully-completed responses.

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b. Submission of Responses

Until not finally submitted, responses for parts one to three may still be reviewed by navigating the *previous* and *next* buttons. For final submission of responses, click *Submit*. A message will prompt informing the respondent that the responses have been successfully submitted.

Before leaving this page, to have a reference copy of responses, click "Print your answers". A pdf copy may also be generated by clicking "PDF Export". Responses may still be revisited and edited even if completely accomplished by visiting the online survey and providing of the access token.

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c. Start-up

c.1 City/Municipality Focal Person. The focal person who would accomplish the survey is required fill the following information: first name, last name, middle name, name extension, title, designation, unit of assignment (specify Division or Section), contact number and email address.

c.2 Demographic Profile. The region, province, city/municipality name and income class are already provided. Should the information are found to be not updated or incorrect, please send an email to the survey administrator at bpls.surveyadmin@icto.dost.gov.ph.

Then, provide the full name of the Mayor or the Local Chief Executive (first name, last name, middle name, name extension, and title) and number of new and renewed business registrations as of 31 December 2013; if not known or there is no registration, write zero (0).

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d. Part I. HR Capacity. It is recommended that the Personnel Officer of the city/municipality be consulted in accomplishing this part.

Question No. 1, the total number of employees according to sex and employment status of being regular, casual and contractual (job order falls in this category) and co-terminus is asked. All of these are required information, if not known or there is absence, write zero (0) on the space provided.

Question No. 2 and 3, if the city/municipality has a BPLO and/or ICT and/or MIS Unit, the number of personnel assigned to this unit is required.

Question No. 4, the number of personnel on the listed ICT positions or performing the ICT functions is asked. Then, the number of positions per status of being permanent, contractual and co-terminus is individually asked. If the position is not found on the list, click "Other" and there will be an option to enter the position title, while status and number of personnel is also required.

Question No. 5, this refers to the training/s attended by the identified personnel in question No. 4. The trainings and/or courses being asked are as of the previous five years only, which is from 2009 to 2013. Please refer to the listed trainings and courses only. The number of personnel who attended the said trainings and the topics covered for items 5.3 Programming, 5.4 Database Administration, and 5.6 Web Development only is required. If the topic is not included in the list, click "Other Topic" and provide the subject/topic of the training and number of personnel who attended the said training.

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- e. **Part II. ICT Environment.** It is recommended that the ICT or MIS personnel be consulted in accomplishing this part.

1. Hardware

All list of possible hardware equipment such as computing devices and servers, including its capacity and location is provided. The respondent would just have to choose if the listed devices exist in the city/municipality and input the number of units. If not found on the list, specify the name of device and number of units.

2. Software

If the city/municipality has existing BPLS software, please indicate the status of the said software. Also specify if the software was developed by the responding city/municipality or identify the vendor/developer. The city/municipality may also express if there is willingness to share their software to other city/municipality.

The list of operating systems (OS) used for the workstations such as laptop and desktop computers and OS for the servers are also asked. If it is not found on the list, click 'other' and supply the necessary information.

In database being maintained by the city/municipality, all list of possible databases being used for the application software and other programs is provided. Then, select the database management software (DBMS) used to manage the database of the said programs. If not on the list, click 'other' and supply the necessary information.

3. Network

For internet, intranet and other connectivity, the wired and wireless connection are treated the same. All possible resources are provided and select all applicable resources being used by the city/municipality.

4. Security, Disaster, Recovery and Back-up

If the city/municipality have the security resources as provided on the list, click the corresponding buttons/boxes and select all that applies.

5. Information Systems Strategic Plan (ISSP)

If the city/municipality has a valid and updated ISSP, indicate the period of validity (specify month/year).

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f. Part III. Compliance with BPLS Standards.

It is recommended that personnel from the Business Permits and Licensing Office (BPLO) be consulted in accomplishing this part.

Per the DTI-DILG Joint Memorandum Circular No. 1, series of 2010, Cities and Municipalities are mandated to re-engineer and streamline the processes in their business licenses and permits system. The succeeding questions are in accordance with the standards provided in the JMC.

This portion is composed of two parts: the first part (1st) is the compliance to the standards in relation to the application for new business registration and the second part (2nd) is the compliance to the standards in application for renewal of business registrations. Same set of questions are asked for both parts but the response pertains to applications for new and renewed business permits which will be responded separately.

The initial part is the application for NEW business registration.

f.1 Number of Steps to Process the Application for Mayor's Permit

The respondent city/municipality has to choose from the options given, which is one (1) step to five (5) steps. If beyond five (5), please indicate the total number of steps.

f.2 Required Forms

If the city/municipality is using a unified form which means that the required form for the application is only one (1), they have to choose which is being followed, the unified form prescribed by DTI-DILG JMC No.1, the Philippine Business Registry (PBR) form or unified form customized by the city/municipality.

If not using the unified form, choose from the list of forms provided wherein multiple answers are allowed. If there are forms not provided on the list, click 'Other' and provide the name of the form.

In addition, the method on how the application form is obtained by the applicants is also asked. Whether it is downloadable online, or the applicant has to physically visit the city/municipality to get the form, and other mode if any.

f.3 Number of Signatories

The options are one (1) signatory, two (2) signatories, and more than two (2) signatories. If more than two, specify the exact number of signatories.

f.4 Documentary Requirements

From the provided list of documentary requirements, check all that applies. These are the requirements prescribed by the city/municipality from the applicants. If there are other documentary requirements not provided on the list, click 'other' and provide the name of the document.

f.5 Processing Time

The option given is the number of days it takes to acquire the mayor's permit starting from securing the application form to the issuance of the permit. If it takes more than ten (10) days, specify the total number of days. But if less than one (1) day, specify the number of hours and minutes.

*Upon accomplishing the first set of questions, proceed to the second set of questions which pertains to **RENEWAL** of business registration.*

f.6 Number of Steps to Process the Application for Mayor's Permit

The respondent city/municipality has to choose from the options given, which is one (1) step to five (5) steps. If the number of steps are beyond five (5), indicate the total number of steps.

f.7 Required Forms

If the city/municipality is using a unified form which means that the required form for the application is only one (1), they have to choose which is being followed, the unified form prescribed by DTI-DILG JMC No.1, the Philippine Business Registry (PBR) form or unified form customized by the city/municipality.

If not using the unified form, choose from the list of forms provided wherein multiple answers are allowed. If there are forms not provided on the list, click 'Other' and provide the name of the form.

In addition, the method on how the application form is obtained by the applicants is also asked. Whether it is downloadable online, or the applicant has to physically visit the city/municipality to get the form, and other mode if any.

f.8 Number of Signatories

The options are one (1) signatory, two (2) signatories, and more than two (2) signatories. If more than two, specify the exact number of signatories.

f.9 Documentary Requirements

From the provided list of documentary requirements, check all that applies. These are the requirements prescribed by the city/municipality from the applicants. If there are other documentary requirements not provided on the list, click 'other' and provide the name of the document.

f.10 Processing Time

The option given is the number of days it takes to acquire the mayor's permit starting from securing the application form to the issuance of the permit. If it takes more than ten (10) days, specify the total number of days. But if less than one (1) day, specify the number of hours and minutes.

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VII. Definition of Terms

Access Token – It is a combination of unique characters assigned to responding cities and municipalities and will be used as authentication or password to gain access to the online survey.

Application – or application program, is a software program that runs on your computer. Web browsers, e-mail programs, word processors, games, and utilities are all applications. The word "application" is used because each program has a specific application for the user.

Database – is a data structure that stores organized information. Most databases contain multiple tables, which may each include several different fields.

DBMS – stands for "Database Management System", DBMS is a database program. It is a software system that uses a standard method of cataloguing, retrieving, and running queries on data. The DBMS manages incoming data, organizes it, and provides ways for the data to be modified or extracted by users or other programs.

Desktop Computer – is a computer that is designed to stay in a single location.

Dial-up – refers to an internet connection that is established using a modem. The modem connects the computer to standard phone lines, which serve as the data transfer medium.

Digital Subscriber Line (DSL) – is medium for transferring data over regular phone lines and can be used to connect to the internet. Like a cable modem, a DSL circuit is much faster than a regular phone connection, even though the wires it uses are copper like a typical phone line.

Integrated Services Digital Network (ISDN) – is a data transfer technology that can transfer data significantly faster than a dial-up modem. ISDN enables wide-bandwidth digital transmission over the public telephone network, which means more data can be sent at one time.

Internet Bandwidth – describes the maximum data transfer rate of a network or Internet connection. It measures how much data can be sent over a specific connection in a given amount of time.

Internet Service Provider (ISP) – is a company that provides individuals and other business entities access to the Internet and other related services such as web site building and virtual hosting.

IP-PBX – is a private branch exchange (telephone switching system within an enterprise) that switches calls between VoIP (voice over Internet Protocol or IP) users on local lines while allowing all users to share a certain number of external phone lines. The typical IP PBX can also switch calls between a VoIP user and a traditional telephone user, or between two traditional telephone users in the same way that a conventional PBX does.

Intranet – is an internal or private network that can only be accessed within the confines of a company, university, or organization.

Laptop/Notebook/Netbook – are portable computers that the users can take with them and use in different environments. This include a screen, keyboard, and a trackpad or trackball, which serves as the mouse. They have a battery which allows them to operate without being plugged into a power outlet.

Local Area Network (LAN) – is a computer network limited to a small area such as an office building, university, or even a residential home.

Mainframe – a type of computer generally known for its large size, amount of storage, processor power and high level of reliability. It is primarily used by large organizations for mission-critical applications requiring high volumes of data processing.

Minicomputer – several times the size of desktop personal computers and are only one step below mainframes in the hierarchy of computer classes.

Operating System (OS) – is software that communicates with the hardware and allows other programs to run. It is comprised of system software, or the fundamental files the computer needs to boot up and function.

Private Automatic Branch Exchange (PABX or PBX) – is an automatic telephone switching system within a private enterprise. Originally, such systems called private branch exchanges (PBX) required the use of a live operator. Since almost all private branch exchanges today are automatic, the abbreviation "PBX" usually implies a "PABX."

Satellite (Internet Connection) – is an arrangement in which the upstream (outgoing) and the downstream (incoming) data are sent from, and arrive at, a computer through a satellite. Each subscriber's hardware includes a satellite dish antenna and a transceiver (transmitter/receiver) that operates in the microwave portion of the radio spectrum.

Server – is a computer that provides data to other computers. It may serve data to systems on a local area network (LAN) or a wide area network (WAN) over the Internet.

Virtual Private Network (VPN) – is a network that uses a public telecommunication infrastructure such as the Internet, to provide remote offices or individual users with secure access to their organization's network. A VPN can be contrasted with an expensive system of owned or leased lines that can only be used by one organization.

VoIP – stands for "Voice Over Internet Protocol," it is basically a telephone connection over the Internet. The data is sent digitally, using the Internet Protocol (IP) instead of analog telephone lines. This allows people to talk to one another long-distance and around the world without having to pay long distance or international phone charges.

Wide Area Network (WAN) – is a geographically dispersed telecommunications network. The term distinguishes a broader telecommunication structure from a local area network.

Wi-Fi – short for "Wireless Fidelity," refers to wireless networking technology that allows computers and other devices to communicate over a wireless signal.

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