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Report on the Philippine Business Registry

Investment Enabling Environment (INVEST) Project

Submitted to

John Avila, Contracting Officer's Representative
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By Orient Integrated Development Consultants, Inc. (OIDCI)
FSS Building, 89 Scout Castor Street, Quezon City, Philippines
Tel No. 374.0757; Fax. No. 413.2326

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ACRONYMS

ACIM	PBR ICT Architecture Design, Configuration, Implementation and Maintenance
ADDIM	PBR Application Design, Development, Implementation and Maintenance
BIR	Bureau of Internal Revenue
BNRS	Business Name Registration System
BOC	Bureau of Customs
CDA	Cooperative Development Authority
CDS	Cooperative Development Specialist
CM	Capability Management
COR	Certificate of Registration
DBM	Department of Budget and Management
DILG	Department of the Interior and Local Government
DTI	Department of Trade and Industry
DOF	Department of Finance
EO	Executive Order
FAQ	Frequently Asked Questions
HDMF	Home Development Mutual Fund
ICT	Information Communication Technology
IFC	International Finance Corporation
INVEST	Investment Enabling Environment Project
IT	Information Technology
LGU	Local Government Unit
MIS	Management Information System
MOA	Memorandum of Agreement
NGA	National Government Agency
NSO	National Statistics Office
OP	Order of Payment
OTC	Over-the-Counter
PA	Partner Agency
PBR	Philippine Business Registry
PCCI	Philippine Chamber of Commerce and Industry
PD	Project Director
PhilHealth	Philippine Health Insurance Corporation
PMO	Project Management Office
PMT	PBR Management Team
PSGC	Philippine Standards Geographic Code
PST	PBR Support Team
QRT	Quality Response Team
RIS	Registration Information System
SC	Steering Committee
SOA	Service-Oriented Architecture
SDD	Standard Data Dictionary
SEC	Security and Exchange Commission
SLA	Service Level Agreement
SME	Subject Matter Expert
SSS	Social Security System
TIN	Taxpayer Identification Number
TWG	Technical Working Group
USAID	United States Agency for International Development

I. INTRODUCTION

The Philippine Business Registry (PBR) is a web-based portal that seeks to facilitate the processing of the documentary requirements of national government agencies (NGAs) for business permitting. It was created by virtue of Executive Order 587 issued on 8 December 2006, which mandated the Department of Trade and Industry (DTI), in consultation with other relevant NGAs, to establish “a Philippine Business Registry (PBR) system that will facilitate a seamless transactional environment for business registration and development across the application systems of various government agencies.” The NGAs which were originally mandated to participate in the system include the Securities and Exchange Commission (SEC), the Bureau of Internal Revenue (BIR), the Bureau of Customs (BOC), the National Statistics Office (NSO), the Philippine Health Insurance Corporation (Phil-Health), and the Department of the Interior and Local Government (DILG). The Philippine Chamber of Commerce and Industry (PCCI) represented the private sector in the Project.

The DTI began establishing the PBR in 2007 with the SEC, BIR, Cooperative Development Corporation (CDA), Social Security System (SSS), Phil-Health, and Home Development Mutual Fund (HDMF) or Pag-IBIG serving as partner agencies (PAs). Last year, after five years of efforts at establishing the system, the DTI wanted to assess the current state of the PBR and requested USAID, through the Investment Enabling Environment Project (INVEST) for assistance. A short-term technical assistance consultant was hired from April 18 – October 15, 2012 to assess the current state of the PBR.¹ The consultant recommended: (1) a review of the PBR vision and its objectives; (2) clarification on the definition and documentation of the business processes involved in facilitating data interchange between and among the participating partners of the PBR; and (3) conduct of strategic planning, roadmap definition, and risk management exercises.

Subsequently, another short-term technical assistance consultant was contracted by INVEST in November 2013 to implement the recommendations of the earlier PBR review.² The objectives of the consultancy was to assist the government in establishing the vision for the PBR, develop a roadmap and a timetable for the Next Generation PBR implementation, recommend measures for the streamlining of the PBR organization, and prepare an advocacy plan. The results of the study are presented in this paper, which also contains the recommendations of the technical consultants contracted by DTI to review the technical requirements of the PBR.³

This report is a consolidation of several outputs under Program Area 1.2 of the Project’s work plan for years 2 and 3, as follows: (1) PBR Roadmap (Output 1.1, Year 2); (2) Report on the Assistance Provided to DTI (Output 1.2, Year 2); (3) Connectivity of Partner Cities to PBR (Output 1.3, Year 2 and Output 1.1, Year 3); (4) Signed Executive Order on the

¹Mr. Randall Lozano was contracted by INVEST to conduct the initial PBR assessment.

² Mr. Joey Pengson was hired by the Project to assist DTI in implementing the PBR.

³ The technical team of DTI is composed of DTI Consultants Dr. Dennis Reyes and Anson Uy and DTI MIS Director, Laudemer Solidum.

PBR (Output 1.2, Year 3); (5) Meetings of the Steering Committee and Technical Committee of the PBR (Output 1.3, Year 3).

The technical assistance provided to DTI in relation to PBR spanned more than two years of the Project, though intermittently. In the process, the Project witnessed several organizational changes that affected the receptivity of the agency to the recommendations provided by Project consultants, especially in relation to the concept of the next generation PBR and its manner of implementation.

There are four sections to this report. The first section after the introduction is an assessment of the PBR, which is followed by the vision, the roadmap, the proposed organizational set-up that will effectively implement the next generation PBR (NGPBR). The report also includes a section on the PBR connectivity of partner cities – Batangas, Iloilo and Cagayan de Oro - and ends with a set of recommendations.

II. ASSESSMENT OF THE PHILIPPINE BUSINESS REGISTRY

The PBR evaluation covered the technical, procedural, policy and institutional aspects of project implementation. In order to better contextualize the assessment of the system, the report presents the current status of the PBR, which is part of the overall business permitting process in the Philippines.

A. Current Status of the PBR

1. Background on the Business Registration System in the Philippines

Establishments in the Philippines follow a rather complicated system of securing permits before they can operate a business (refer to Figure 1). First, they have register with any of three lead agencies - DTI, SEC and CDA – depending on their line of business. All corporations and partnerships are required to register with the SEC. The DTI, on the other hand, approves business name applications for single proprietors while the CDA is mandated to register all cooperatives. In addition, businesses are required to get a Tax Identification Number (TIN) from the BIR.

Second, once establishments have registered with the SEC, DTI or CDA and have secured a TIN, they would need to get a Mayor’s Permit in the local government unit (LGU) where the business establishment is located before they can operate. The LGUs usually have separate requirements from the national government agencies, such as securing a *baranggay* clearance and providing a locational sketch of the business. The process may take a day or more depending on the LGU, though the Anti-Red Tape Act limits the processing time to 10 days for complicated procedures such as those related business permitting.

Third, there are “post-registration” requirements with the social services agencies, i.e. the SSS, Phil-Health, and Pag-IBIG, after establishments have secured their Mayor’s permits.

Figure 1. Current Business Registration and Permitting Process in the Philippines



Over the last few years, the three lead business registration agencies cited above have developed their own respective business registration computer systems. The DTI has established its Business Name Registration System (BNRS) for single proprietors. The SEC has been implementing its i-Register system for partnerships and corporations. The CDA, for its part, has set-up its Registration Information System (RIS) for cooperatives. Although these business registration systems were developed independently of the PBR, the PBR has nonetheless been envisioned to link seamlessly with these systems.

2. Latest Developments on the PBR

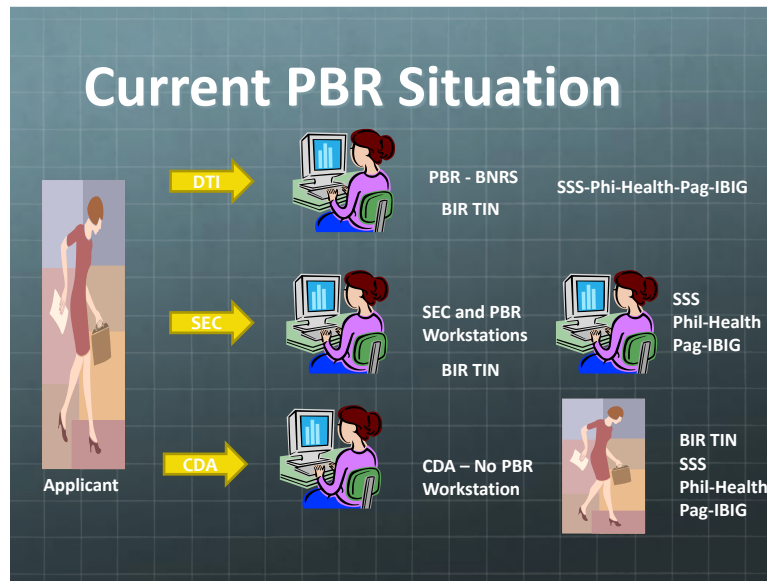
Since 2007, when the DTI started building its technology infrastructure and developing its application, the PBR has evolved significantly, not only in its technology infrastructure, but also in its policies and business processes.

The PBR is currently linked with DTI's BNRS. The system also allowed the validation of the TIN from the BIR and the generation of the SSS, Phil-Health and Pag-IBIG registration numbers. Hence, the current PBR allowed single proprietorship applicants to register and secure the BIR, SSS, Phil-Health and Pag-IBIG requirements electronically through the DTI-PBR workstations located at the DTI offices in Makati and at the DTI regional offices. Electronic and mobile payment of the DTI business registration fee was also made possible through an agreement between the DTI and Globe Telecommunications, using their G-Cash or Globe's electronic wallet service.

The two other registration agencies, SEC and CDA, are not yet electronically linked with the PBR. The link with the SEC is made through PBR kiosks where SEC applicants can secure their SSS, Phil-Health and Pag-IBIG registration numbers. There are no PBR kiosks at the CDA.

Since the original intent of the PBR is to link with LGUs, PBR kiosks have also been deployed at the Quezon City and Valenzuela city halls. These, however, have not been used extensively; these were used for training of LGU personnel but not in actual operations because of the technical challenges the PBR has been experiencing.

Figure 2. Current PBR Situation in Partner Agencies



3. The Current Business Registration Processes of Partner Agencies with the PBR

The objective of the PBR is to facilitate business registration. As will be shown below, it is clear that the PBR objective set in 2006 of being able to “. . . facilitate a seamless transactional environment for business registration and development across the application systems of various government agencies” is still far from being met. The current registration processes followed by the three agencies with PBR are described below.

a. DTI (Single Proprietorship)

Among the registration agencies, only the DTI, through its BNRS, is linked with the PBR. The procedures that applicants need to follow for their application for business registration to be processed are described below:

- i. Submission of the Application. Business registration applicants (single proprietorship) visiting the DTI offices are assisted by tellers manning PBR workstations who input the information required of them into the PBR system. Applicants can also reserve their business name online thru the PBR after 5 p.m.
- ii. Validation of the Business Name. The PBR passes the application to the DTI-BNRS system, which then validates from the DTI database that the business name is not a duplicate. If the business being registered is national in scope, its proposed business name needs to be checked separately with the SEC for duplicates or similar sounding names.

- iii. Securing the TIN. If the applicant has an existing TIN, its credentials are validated with the BIR to ensure that it is the correct TIN. If the applicant does not have a TIN, the application is validated as not being a duplicate and a new TIN is issued by the BIR.
- iv. Applying for Social Security Agencies' Numbers. The applicant can then choose to apply for its SSS, Phil-Health and Pag-IBIG registration numbers, which is part of the PBR process. If the applicant chooses to apply with the SSS, Phil-Health and Pag-IBIG, the PBR sends a request to each of these agencies for them to provide their respective numbers. The SSS, Phil-Health and Pag-IBIG numbers are then generated and sent to the PBR.
- v. Payment of the Registration Fees. The applicant can pay the registration fees of DTI either through G-Cash or over-the-counter (OTC) at the cashier. There are no registration fees charged by the BIR, SSS, Phil-Health, and Pag-IBIG.
- vi. Securing the Registration Papers. Getting the business name registration from the DTI takes about a day. The applicant is provided an electronic copy of his completed DTI registration via email. For a minimal fee, the applicant can get up to two (2) copies of the completed registration to be printed out by the DTI. The PBR sends an electronic copy of the completed registration to the BIR, which prints a Certificate of Registration and sends it via courier to the address of the applicant. A photograph is also taken by the courier to confirm the business location as stated in the application. The completed PBR registration is also transmitted electronically to the SSS, Phil-Health and Pag-IBIG.

Annex 1 contains a schematic diagram of the DTI Business Registration Process

b. SEC (Partnership and Corporations)

Unlike the DTI, the SEC's i-Register System is not linked to the PBR. In 2012, PBR kiosks were deployed in the SEC to allow corporations and partnerships applying for registration to secure SSS, Phil-Health and Pag-IBIG business registration requirements if they choose to do so. From the applicant's perspective, the process for securing an SEC registration with the PBR is described below

- i. Submission of the Application.* Partnerships and corporations applying for registration need to visit the SEC offices where tellers assist them in entering the information required of them for their application for registration to be processed using the i-Register system.
- ii. TIN Application.* If the applicant has an existing TIN, the application is validated with the BIR to ensure that the application is not a duplicate and the TIN is verified. If the application is validated as not being a duplicate and the applicant does not have a TIN, a new TIN is issued from a pre-generated TIN number database provided by the BIR to the SEC.

- iii. Payment of Registration Fees. The applicant pays the SEC registration fees at the cashier in the SEC premises.
- iv. Application to the Social Security Agencies. After working out the requirements of the SEC for incorporation, the applicant has the option of applying for its SSS, Phil-Health and Pag-IBIG registration numbers at the PBR kiosk located at the SEC. A teller assists the applicant in entering the SEC registration information and requests for SSS, Phil-Health and Pag-IBIG to provide their respective registration numbers. The SSS, Phil-Health and Pag-IBIG numbers are then generated and sent to the PBR. Completed business registrations using the PBR kiosk that include SSS, Phil-Health and Pag-IBIG numbers are sent by the SEC via courier to the SSS, Phil-Health and Pag-IBIG.

If the PBR kiosks are not working, the applicant has to proceed to the offices of the SSS, Phil-Health and Pag-IBIG to secure its registration numbers from these agencies. The applicant presents the completed SEC registration documents to the SSS, Phil-Health and Pag-IBIG. Confirmation of the completed registration documents may be requested by the SSS, Phil-Health and Pag-IBIG from the SEC.

- v. Securing the Business Registration Papers. Once the SEC registration is completed, six (6) copies of the business registration documents are printed out for validation, notarization and dry sealing by SEC.

The SEC Business Registration Process Flowchart is found in Annex 2.

c. *CDA (Cooperatives)*

Similar to the SEC's i-Register, the CDA's RIS is not connected to the PBR. Moreover, there are no PBR kiosks located at the CDA. The application process for securing the CDA registration is as follows:

- i. Submission of Application. A cooperative seeking registration proceeds to the CDA office to do so. It can reserve its business names using the CDA's RIS. It then completes the registration form and submits the registration requirements.
- ii. Submission, Review and Approval of Required Documents. After successfully securing a business name, the applicant completes and presents the required business registration documents to the CDA. The documents go through a series of reviews starting with that conducted by a Cooperative Development Specialist (CDS), and then moves on to that by a Regional CDS and then by a Senior CDS. If the documents are in order, the Order of Payment (OP) is released to the applicant.
- iii. Payment of Registration Fees. Upon receipt of the OP, the applicant pays the registration fees at the cashier. Printed copies of the registration documents are then checked, validated, notarized, and dry-sealed by the CDA and a Certificate of Registration is issued to the applicant. The CDA does not require its applicants to have, or apply for, a TIN until after approval of their business registration application.

- iv. BIR and Social Services Agencies Numbers. The BIR TIN, SSS, Phil-Health and Pag-IBIG registration numbers are applied for and secured separately by the applicant at the respective offices of these agencies. Upon receipt of the completed registration, the BIR prints a Certificate of Registration and sends it via courier to the address of the applicant. A photograph is taken by the courier to confirm the business location as stated in the application. Please refer to Annex 3 for the CDA Business Registration Process Flowchart)

B. Challenges in the Current Implementation of the PBR

In 2011, the PBR's technology infrastructure began to show signs of obsolescence and the application architecture needed improvement. Technical performance challenges resulted in system outages and service degradation. This was why an evaluation was initially done with assistance from USAID-INVEST. The recommendations of the study were the takeoff point for many of the subsequent actions of DTI in pursuing the further development of the PBR.

1. Initial Evaluation and Recommendations for Accelerating PBR Implementation

The initial PBR assessment sought to identify the contributory factors to the inability of the PBR to achieve its vision and objectives and to map out a plan of action that would minimize, if not completely obviate the effect of such factors on the operations of the system.⁴ The study recommended a phased approach in reforming and reconfiguring the operation of the PBR. The proposed phases are summarized below:

- a. *Phase I-A*: This initial phase involves a review of the current vision and mission of the PBR, the formulation of the functional requirements of the new PBR, and the creation of the roadmap for the establishment of the new PBR. It shall include a quick fix of the current PBR setup in order to make it usable while the system's infrastructure is being rebuilt. The activities in this phase will include conducting strategic planning sessions and a roadmap definition workshop as well as defining the functional requirements of the system.
- b. *Phase I-B*. This phase involves the implementation of the new architecture of the PBR, which includes the upgrading/enhancement of the current PBR hardware and network infrastructure. The implementation of the required solution should be able to accommodate the capacity requirements of the PBR in the next five (5) years and the scalability needs of the functional requirements defined for the integration of the DTI, SEC, and CDA (Phase I-A).
- c. *Phase II*. The second phase involves the implementation of the functional requirements defined in Phase I-A. It will integrate (from the perspective of the PBR) the databases of the DTI, SEC and CDA to form a unified view of

⁴ Mr. Randall Lozano, consultant of the USAID/INVEST, undertook the study.

business registration. This shall involve the procurement of technologies and skills required to implement the functional requirements of PBR. It is during this phase that a procurement consultant will be hired to ensure that the best-fit technology requirements and the functional requirements of the PBR are properly identified before the required technology and solutions are procured. The full implementation of the PBR is expected to be achieved in this phase.

- d. *Phase III.* This phase shall focus on the integration of the different systems (from the PBR's perspective) of the BIR, SSS, Phil-health and Pag-IBIG. Part of the recommendation is again to hire a procurement consultant who will define the functional requirements that would enable the interface of the different systems of the social security agencies.
- e. *Phase IV.* This last phase shall implement the extended PBR functionalities that will allow other attached agencies of the DTI such as the Board of Investments, as well as other government agencies, including the Office of the President, to participate in the PBR. In this phase, it is important to identify the functional requirements needed to interface the other agencies in the system. Again, the advice is to hire a procurement consultant to assist in the procurement of the required technology and solution.

The detailed recommendations of the study are reproduced in Annex 5.

The above recommendations were seriously considered by DTI, which started implementing Phase 1 recommendations, as follows:

- a. *Hiring a team of consultants to work on the recommendations of the study.* Through USAID's INVEST Project, a consultant was contracted to assist the PBR team in implementing Phase 1-A. Using its own budget, the DTI likewise hired a technical consultant to formulate the PBR architecture and ICT infrastructure and a procurement consultant.
- b. *Conducting a high-level visioning and strategic planning meeting for the PBR.* With assistance from the USAID consultant and the INVEST Project, a High-Level Round Table Discussion on the Vision of the PBR was held on March 18, 2013. A strategic planning workshop at the technical level was subsequently held on May 28-29, 2013.
- c. *Quick Fix on the PBR.* As suggested in the above study, the technical team adopted initial stop-gap measures to ensure the utilization of the PBR and BNRS applications by the DTI. The migration of the PBR and BNRS to cloud computing was successfully tested and went LIVE in January 2013.

DTI continues to improve the performance of the PBR and BNRS. In addition to the use of G-Cash, the DTI extended its business registration fee payment options to include the use of Bancnet, the largest interbank network of Philippine-based banks with over 40 local banks as members.

2. Current Assessment of the PBR

While the Lozano study already identified problem areas in the PBR and suggested solutions, the current assessment of the PBR highlighted more specific issues involving the technical, procedural and institutional aspects of the PBR implementation.

a. Technical Challenges

- i. The SEC and CDA are still outside the PBR. The current PBR links only with the DTI's BNRS while both the SEC and CDA are not "seamlessly" linked with it as envisioned. The PBR kiosks deployed at the SEC do not serve the purpose of "seamlessly" linking the former with SEC's i-Register. There does not exist any system that links the CDA with the PBR.
- ii. Disconnected business name databases of the SEC and DTI. The business name databases of the SEC and DTI are also not linked. This means that the applicant has to go outside of the PBR to check whether a business name used for national purposes approved by DTI's BNRS is not a duplicate of one in the SEC database.
- iii. The need for a database clean up. To improve the performance of the PBR, a database cleanup needs to be performed by the DTI and the PAs. For example, all corporations that are no longer in operation should be removed from the databases that will be used for the PBR. Acceptance of special characters (e.g., last names with hyphens) may also have to be considered.
- iv. Different communication protocols used by PBR partner agencies. Partner agencies utilize different communication protocols (e.g., XML web-service, and Legacy), making it difficult to manage the communications links among PAs and the PBR.
- v. Weak system security. PBR utilizes a web-service that enters "intrusively" into the independent systems of the PAs requesting for validation and generation of TIN as well as SSS, Phil-Health and Pag-IBIG numbers.
- vi. Connectivity of Local Government Units. The LGUs need to assess its connectivity-readiness to the PBR. The other LGUs will also have to ensure they can connect to the PBR. This will require understanding the web service connectivity requirements as well as ensuring the availability of the ICT infrastructure and web service providers in their respective areas.
- vii. Other Technical Issues. Some technical challenges need deeper analysis. An example is when a TIN number that the PBR requests the BIR's TIN database to verify is rejected but is found to be valid once manually checked with the BIR Regional District Offices.

b. Procedural Challenges

The focus of the development of the PBR was on the technology infrastructure and its application. The streamlining of business and support processes was not addressed. There was over-simplification of the problems/issues pertaining to the registration processes of partner agencies. Some of the procedures that have to be addressed before the PBR can be implemented are listed below:

- i. SEC requirements for registration. The Corporation Code requires the applicant to print hard copies of the application forms for validation, notarization, and dry sealing. Since the PBR is a web-based portal, these requirements may have to be replaced or removed, which will require an amendment to the Code.
- ii. CDA requirements for registration. The CDA has not yet made any proposals to amend the Cooperative Code to allow for the electronic review, notarization and, registration of its business registration documents.
- iii. PBR's Lack of Service Level Agreements (SLAs). There is an existing Quality Response Team (QRT) for the PAs but this initiative is more focused on the speed with which information needed by the PBR applicant (e.g. securing SSS, Phil-Health and Pag-IBIG numbers) is provided rather than on establishing service level baselines and objectives as well as on assessing and making improvements to the PBR business processes to improve operations and the customer experience.

Since there are no Customer Response and Issue Resolution SLAs, all customer issues are passed on to the PBR Secretariat's troubleshooting team for resolution. The issues are then resolved regardless of their level of complexity, e.g., simple, moderate and complex. This means that certain issues may have been quickly resolved at the source if it had gone through an issue resolution process.

There is also no issue resolution SLA on how fast certain issues need to be resolved and feedback given to the customer. Feedback is also not requested from the customers to describe their PBR experience. As such, there is also no documentation of the existing issue resolution process of the PAs and customer experience.

- iv. Lack of a common payment gateway. The PBR is envisioned to allow for online payment of registration fees. Electronic payments of business registration fees are not yet enabled with the SEC and the CDA. The DTI, for its part, has forged its own agreement with G-Cash, BancNet and DBP for the electronic payment of its registration fees. As such, there is also a need to agree on a common settlement bank for business registration fees.
- v. Lack of a Standard Data Dictionary (SDD). A Standard Data Dictionary describes the data elements contained in the Next Generation PBR database schema or structure that corresponds to an equivalent data element or elements in the PAs' databases. It also describes how data and information will be exchanged by the PAs. For example, First Name in the

Next Generation PBR database may be equivalent to Name or Given Name in a PA's database. The SDD also defines acronyms and terminology commonly used in the system.

c. Institutional Challenges

The success of the PBR partly hinges on the management of the project and the cooperation of the partner agencies.

- i. Setting up an effective Project Management Office.* The Lozano report highlighted the absence of a strong Project Management Office (PMO) that shall oversee and coordinate the implementation of the project. It observed that from Day One, the PBR has been perceived as a technology-driven project since an IT specialist rather than a subject matter (process) expert was assigned as its head. Two other observations i.e. the lack of appropriate policies to support PBR implementation and insufficient program advocacy, are reflective of weaknesses in program governance and management. Hence, the report stressed the importance of establishing a PMO that shall monitor the implementation of reforms, ensuring the consistency in regulations, and overseeing the implementation of defined action plans.
- ii. Lack of commitment among the PAs.* Although the DTI serves as its lead agency, the PBR initiative is a collaborative development effort that requires full supported from the PAs. However, although the PAs have committed its support for the PBR, the level of commitment varies. This is evident in the fact that the PAs send different representatives to PBR Technical Working Group meetings and that no proper turnover has been done when representatives are changed. Moreover, the CDA and Phil-Health are still not properly represented in the TWG and they only send one technical representative to the meetings.

III.

THE VISION FOR THE NEXT GENERATION PBR AND THE PROPOSED ROADMAP

A. The Vision of the Next Generation PBR

As suggested in the Lozano report, a confirmation of the PBR vision was undertaken by the leadership of DTI and the PAs during the High Level Roundtable Discussion held in March 2013. Dubbed as the “Next Generation PBR,” the vision, while almost the same as the original in 2006, is clearer and has been validated by the new officials of the PAs under the Aquino administration.

The vision of the Next Generation PBR, as articulated by DTI Secretary Gregory L. Domingo, “aims to provide a seamless transactional environment for business registration and facilitation with all concerned agencies on a timely and accurate manner... [where you] can do all of your permitting process through the online system that is centralized.”

Basically following the Singapore model, the vision, when translated into the customer’s experience, means that anyone setting up a business in the Philippines can access the PBR website anytime where one can get an approved business registration certificate and business permit recognized by all government agencies, national or local, in an hour or less.

The PBR TWG noted that the vision implies that the following activities can be done online through a web-based portal:

1. accessing of the application form/s that will fulfill the requirements of the PBR partner agencies and LGUs for securing business permits;
2. submission of the application form;
3. submission of national agency and LGU requirements;
4. assessment of fees;
5. approval of application;
6. payment of registration fees;
7. printing of certificate of registration (national agencies) and business permits (LGUs);
8. generation of pre-assigned applicants’ registration numbers from the PAs;
9. changes/amendments/cancellations;
10. tracking of application; and,
11. accessing of frequently asked questions (FAQs) and a Help Desk.

In this scenario, the customer can register any type of business (i.e., single proprietorship, partnership and corporation, and cooperative) through the PBR portal where the business name can be validated. The applicant can secure a TIN number as required by the BIR as well as registration numbers for the SSS, Phil-Health and PAG-IBIG. He can then submit his registration documents, and then apply and pay for a business permit in his location.

Figure 3. Vision of the Next Generation PBR

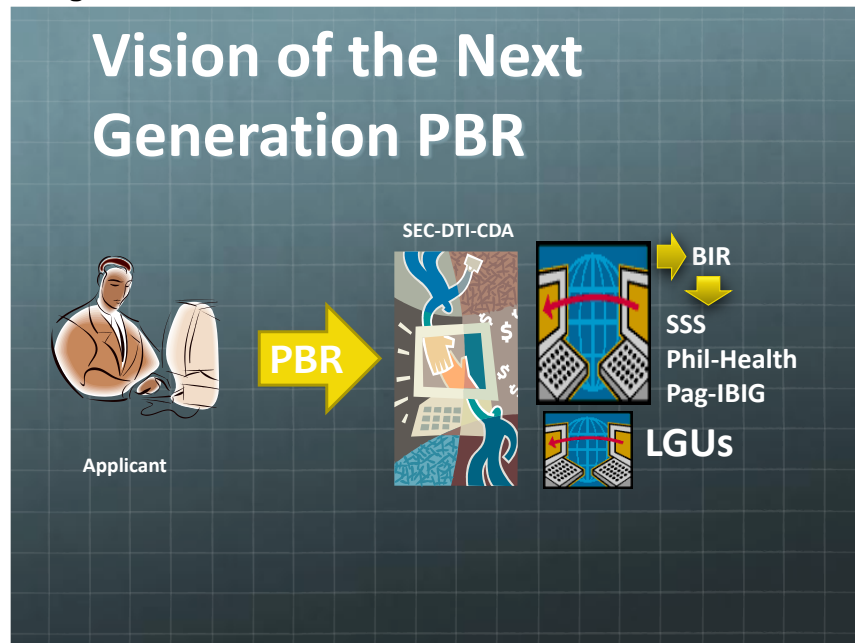
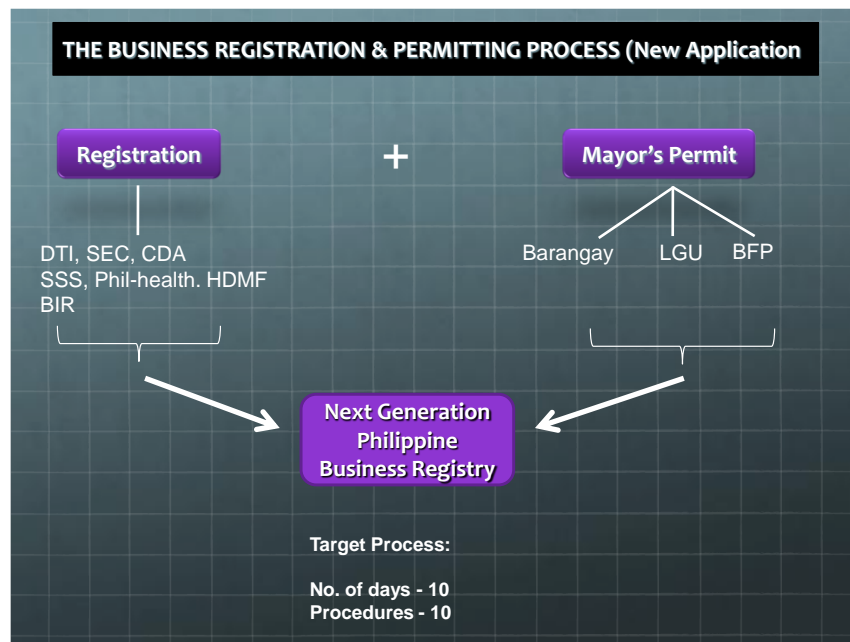


Figure 4. Business Registration and Permitting through the Next Generation PBR



B. The Next Generation PBR Infrastructure⁵

In support of the aforementioned vision, the technical team of DTI designed the Next Generation PBR infrastructure.⁶ Its ultimate objective was to develop an Information and Technology infrastructure that will enable the PBR and its partners to push and pull data and share other information in a **non-intrusive scheme**. The infrastructure allows the PAs some level of independence and proprietary control over their own systems since integrating with the PBR does not require them to change their architectures or their systems per se.

In designing the Next Generation PBR infrastructure, the DTI was influenced by the Service-Oriented Architecture (SOA) for e-Governance, which laid out various levels of services as a framework for determining the appropriate infrastructure for PBR (Annex 4). From the current “integrated” level of services (Level 2), DTI has decided to work towards achieving a “composite” level of services (Level 5) (refer to Figure 5).

Figure 5. The Service Oriented Architecture for e-Governance

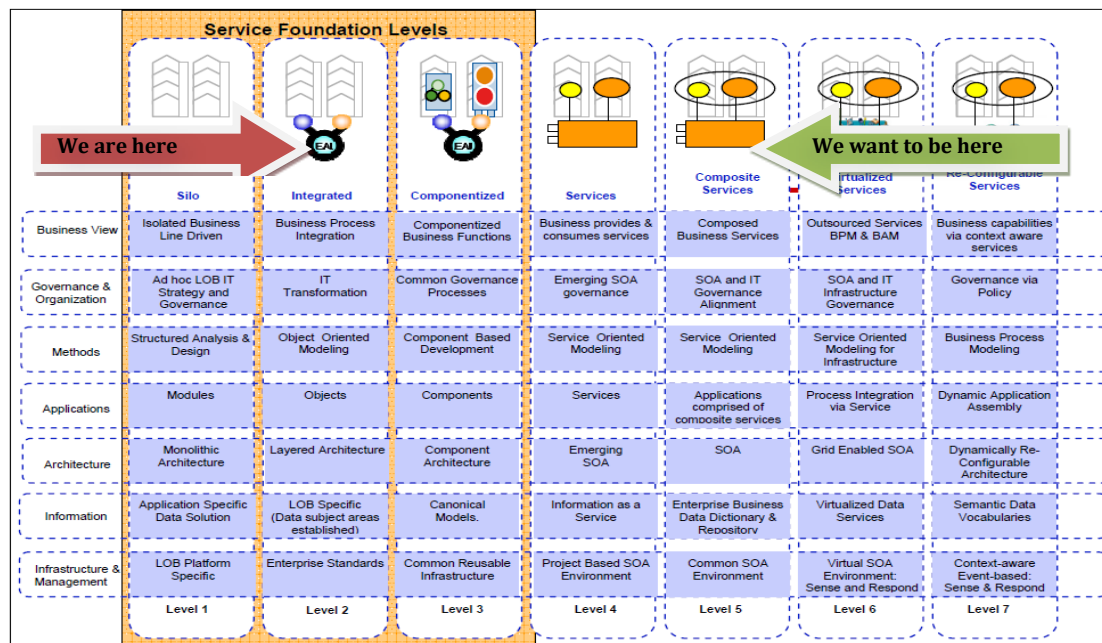


Figure 6 below shows how the NGPBR transactions and data flow from the Customer to the Integrated NGPBR System. It starts with the **PBR Steering Committee**, which is the source of updates on information sharing standards housed in a data interface standards

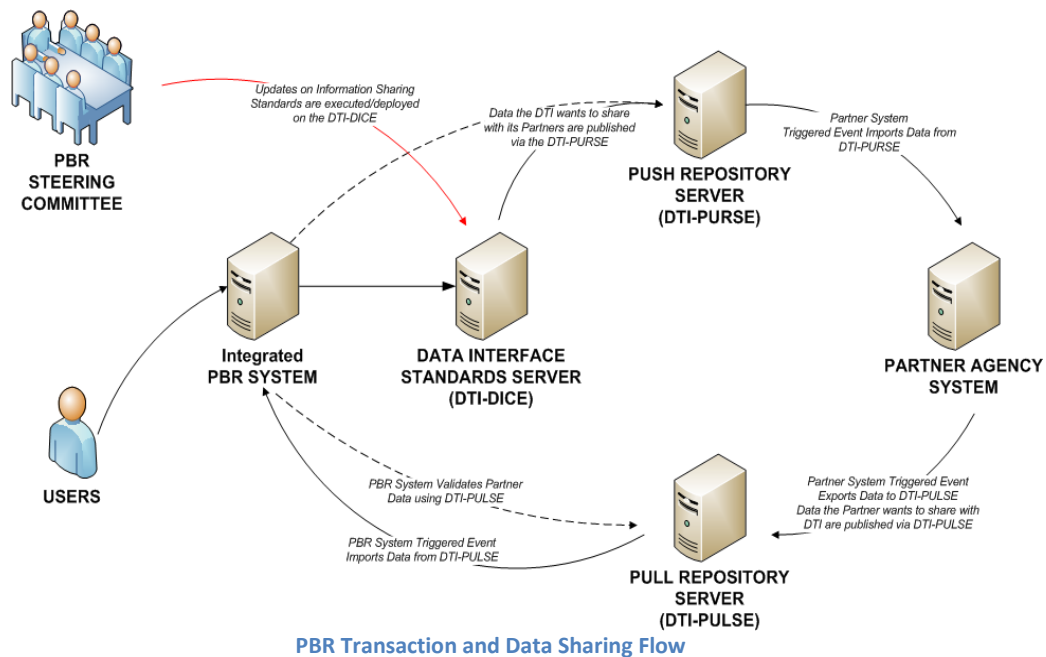
⁵ This section was the output of a team of consultants contracted by the DTI, the PBR Support Team and the DTI MIS, which the Project consultant worked with.

⁶ Secretary Domingo has approved the design of the PBR infrastructure on January 28, 2013.

server to establish data integrity. The PAs map their respective databases to this Standard Data Dictionary. The Next Generation PBR system processes the NGPBR transaction “pulling” data published by the partner agencies in the PULSE Server. The completed transaction is then “pushed” by the PBR to the PURSE Server that is accessed by the partner agencies. PBR Reports and other relevant PBR information may be shared and exchanged by the PBR Partner Agencies.

The DTI has begun the implementation of an information and technology infrastructure designed to enable the NGPBR, its partner agencies and customers to achieve at least a Service Oriented Architecture Level 5. The migration to Cloud Computing has stabilized the current PBR application, which has not experienced an outage since it went LIVE in 28 January.

Figure 6. The Next Generation PBR Infrastructure



C. The Proposed PBR Roadmap

To achieve the above Vision, the PBR Technical Working Group went through a strategic planning workshop, which identified the actions needed to implement the vision. The PBR roadmap as discussed below is divided into three parts; (1) addressing the immediate need to strengthen the institutional support to the NGPBR; (2) agreement on features and functionalities of the Next Generation PBR; (3) aligning

partner agencies' technical and policy/processes with the agreed features and functionalities of the NGPBR.

1. Strengthening the Institutional Support to the NGPBR

The PBR, as earlier mentioned, is an inter-agency collaboration, whose success hinges on the cooperation of the partner agencies as well as the competencies of the Project Management Office. The magnitude of the Project is so huge that priority should be given to ensuring the institutional mechanisms that are necessary to implement the project are in place to implement. Given the slow progress of the PBR in the last six (6) years, there is a need to address institutional issues before embarking on the Next Generation PBR.

Some of the more immediate measures that would strengthen the institutional support to NGPBR are listed below. A more detailed discussion is however provided in the next chapter.

a. Endorsing the Executive Order on the PBR

While the PBR was initially created by virtue of Executive Order 587 in 2006, there had been changes, which would warrant the issuance of another Executive Order on the PBR. A clearer articulation of roles and functions for the participating agencies need to be done. The vision of the PBR also has to be defined.

With assistance from INVEST, a draft executive order (EO) has been prepared and commented by the participating agencies (refer to Annex 7). The final version can already be submitted to the Office of the President. Once approved, the EO will give a fresh mandate to the DTI and the participating agencies to pursue the next generation PBR.

Alternatively, INVEST also drafted an Memorandum of Understanding (MOU) in which the PAs express support to the development and implementation of the Next-Generation PBR and which articulates the areas for implementation and inter-agency cooperation.

b. Strengthening the PBR Team at DTI

The DTI is currently reorganizing as an offshoot of the DBM approval of their rationalization plan. The NGPBR needs to have a full-time Project Director as soon as possible who will be able to devote time and energy at overseeing and coordinating the implementation of the project. It is important that competent staff that would have the expertise to manage a complicated project as the NGPBR man the NGPBR Project Management Office.

c. Activating the PBR Inter-Agency Committees

The draft Executive Order called for the creation of the PBR Steering Committee (SC) that will meet monthly. While the current EO already creates the Steering Committee, it has not really been meeting that often

to be able to monitor effectively the progress of the NGPBR implementation. Once the EO has been signed and the PMO has been set up, it is important that the Steering Committee be made more active by the DTI, compared to the past.

2. Agreement on the Functionalities and Design Specifications of the Next Generation PBR

On the technical side, a key element to realizing the vision for the PBR is agreement on the features and functionalities of the Next Generation PBR. In preparing the agency plans for the PBR connectivity, DTI, through its technical team presented the proposed technical features and functionalities of the next generation PBR, showing both the public accessible features (Table 1) and those applicable to DTI and its partner agencies and local government units (Table 2). The features for public accessibility with corresponding functional modules described in Table 1 include: (a) user registration; (b) new business registration; (c) PBR business enrollment; (d) requirements submission; (e) payment and settlement; (f) registration amendments; (g) business community; and (h) help and FAQs).

Table 1. Features and Functionalities of the Next Generation PBR (Public Accessible)

Module Category	Functional Modules	Release Version
User Registration	<ol style="list-style-type: none"> 1. Login and General Information 2. Profile Management 	1.0
New Business Registration	<ol style="list-style-type: none"> 1. Secure Login 2. General Business Information 3. Location and Business Registration 4. Context Specific Registration (SEC, CDA, BIR, SSS PHIC,PAGIBIG) 5. Certificate of Registration (Generation) 	1.0
PBR Business Enrollment	<ol style="list-style-type: none"> 1. Secure Login 2. General Business Information 3. Location and Business Registration 4. Context Specific Registration (SEC, CDA, BIR, SSS PHIC,PAGIBIG) 5. Certificate of Enrollment (Generation) 	1.0
Requirements Submission (accessible via the new business registration and enrollment)	<ol style="list-style-type: none"> 1. Document Upload 2. Uploaded Document Gallery 3. Document Submission 	2.0
Payment/Settlement (accessible via the	<ol style="list-style-type: none"> 1. Shopping Cart 2. Payment Settlement 	1.0

Module Category	Functional Modules	Release Version
new business registration and enrollment)	3. Payment Receipt Confirmation	
Registration Amendments (accessible via the new business registration and enrollment)	1. User Profile Amendments 2. Business Information Amendments 3. Payment Transactions Amendments	1.0
Business Community Portal	1. PBR Moderated Forums 2. Context Groups	3.0
Help and FAQs (accessible from all modules)	1. FAQs Basic and Advanced Search	1.0

Table 2 presents the functional modules for the partner agencies', the LGU partners' and the business community partner portals.

At this stage, and before NGPBR implementation can go full blast, it is important to have agreement on these features, which will be the basis for determining the needed policy and technical adjustments by partner agencies in connection with their participation in the NGPBR. It is estimated that the completion of the final design and functional specifications will take about sixty (60) days. Following the finalization of the functional and design specifications, the next step will be for DTI to develop the next generation NGPBR application and implement the ICT infrastructure to support it.

Table 2. Features and Functionalities of the Next Generation PBR (Partner Agencies)

Module Category	Functional Modules	Release Version
NGA Partner Portal (Existing)	1. Secure Login 2. Partner Profile 3. General System and Database Administration 4. Dashboard and Reports Download Portal 5. Web Services	1.0
NGA Partner Portal (New – Functionality distinct from structure &	1. Secure Login 2. Partner Profile 3. General System and Database Administration	2.0

Module Category	Functional Modules	Release Version
requirements of existing partners)	4. Dashboard and Reports Download Portal 5. Web Services	
LGU Partner Portal (income class 1- income class 5)	1. Secure Login 2. Partner Profile 3. General System and Database Administration 4. Dashboard and Reports Download Portal 5. Web Services	1.0
LGU Partner Portal (Highly Urbanized Cities)	1. Secure Login 2. Partner Profile 3. General System and Database Administration 4. Dashboard and Reports Download Portal 5. Web Services	2.0
Business Community Partner Portal	1. Shopping Cart 2. Payment Settlement 3. Payment Receipt Confirmation	2.0
Data Exchange Standard Specifications Repository and Portal (Public: Registration Required)		
Inter-agency and Regulatory	XML Standard Repository	2.0
Business (by Industry)	XML Standard Repository	3.0

Based on the estimation of the DTI Technical Team, Next Generation PBR versions will be fully implemented and “go LIVE” according to the following implementation timetable:⁷

- a. V1.0 December 2013
- b. V2.0 March 2014
- c. V3.0 September 2014
- d. V4.0 March 2015

3. Aligning Partner Agencies’ Policies/Processes with the NGPBR Features and Functionalities

⁷ This schedule was not followed as a result of the review of the NGPBR by the new officials of DTI.

The NGPBR implementation will require immediate attention to the following cross-agency areas:

- a. Establishing a Standard Data Dictionary for a common understanding of commonly used terms and definitions of the data elements that will be exchanged by the PAs. It will also describe how data and information is exchanged between PAs so that the information can be understood by the partner agencies;
- b. Establishing service levels of the Next Generation PBR; and
- c. Use of a common web-based communication protocol when exchanging information; and
- d. Addressing issues on on-line payment for the NGPBR, e.g. payment gateway providers, a common settlement bank for registration fees, etc..

As mentioned earlier, there are policies and processes currently enforced by partner agencies that may have to be reviewed and possibly revised before they can participate in the NGPBR and contribute to achieving its vision. These were presented and discussed during the planning workshop of the PBR TWG in May 2013 and summarized in Table 3.

Table 3. Action Plans and Tentative Timelines for the Implementation of the Next Generation PBR, by Partner Agency

Agency	Required Actions	Timetable (Milestone)
A. Policy and Process Readiness		
1. SEC	<ul style="list-style-type: none"> • Revision of registration policies requiring original signatures and notarization need amendment of the Corporation Code needed; amendments submitted to DOF • Align PBR application and technical requirements with current SEC registration requirements • Coordinate payment gateway since SEC partner banks for online payments are currently limited to Union Bank and Land Bank 	2015 June-December 2013 June-August 2013
2. CDA	<ul style="list-style-type: none"> • Procedural changes for electronic documents processing for registration requires amendment of the Cooperative Law; no proposed amendment has been drafted • Address security requirements for data sharing 	Start in June 2013; Target completion by 2015
3. BIR	<ul style="list-style-type: none"> • Review and issue new policies on NGPBR online link and possible 	June-December 2013

Agency	Required Actions	Timetable (Milestone)
	on-line issuance of temporary Certificate of Registration (COR) <ul style="list-style-type: none"> • Issue internal policy on updating of the BIR database and e-Reg Systems enhancement 	
4. SSS	<ul style="list-style-type: none"> • Secure clearance for information to be shared with the NGPBR 	June – December 2013
5. Phil-Health	<ul style="list-style-type: none"> • Amend policy for online submission of documents • Synchronize updating of Philippine Standards Geographic Code (PSGC) 	June – December 2013
6. Pag-IBIG	<ul style="list-style-type: none"> • Review and align application form with NGPBR form • Synchronize data elements, formats and validation with NGPBR data schema • Establish internal IT procedures to handle transition to the next generation NGPBR 	June – December 2013
B. Technical-Readiness		
1. DTI	<ul style="list-style-type: none"> • Establish standard data schema and Data Dictionary • Establish standard web communication tool 	June-August 2013
1. SEC	<ul style="list-style-type: none"> • Implement new e-CRS • Online payment thru e-Bayad 	2013 – 2015
2. CDA	<ul style="list-style-type: none"> • Resolve lack technical resources, training, hardware and software requirements 	June – December 2013
3. BIR	<ul style="list-style-type: none"> • Update e-Reg system 	Oct. 2013 – July 2014
4. SSS	<ul style="list-style-type: none"> • Archival storage adjustments will be made for NGPBR 	2013 - 2014
5. Phil-Health	<ul style="list-style-type: none"> • Review and update current system • Synchronize system w/ PBR standard database schema 	Target date of Completion – March 2014

4. Aligning Business Registration Policies and Processes of Partner Local Government Units with the NGPBR Features and Functionalities

The DTI has identified possible LGUs that may want to voluntarily connect with the NGPBR. Those who were invited during the TWG workshop include representatives from Quezon City, Valenzuela, Batangas, Iloilo and Cagayan de Oro. Some of the measures which they cited as important in their participation to the NGPBR, in addition to the usual requirements of DTI (e.g. MOA and some hardware requirements) are the following:

- i. COA guidelines and policy approval of online payments for the LGU and the Bureau of Fire Protection for the business tax and fees and the fire safety inspection fees;
- ii. Online submissions of the baranggay clearance and lease contracts documents;
- iii. Common classification of business line/nature (e.g. follow the Philippine Standards for Industrial Classification)

IV. PROPOSED INSTITUTIONAL SUPPORT TO THE NEXT GENERATION PBR

A key element to successfully implementing the Next Generation PBR is a streamlined organizational structure that will execute the PBR project implementation requirements.

A. Current Organizational Challenges

1. The PBR Organizational Structure

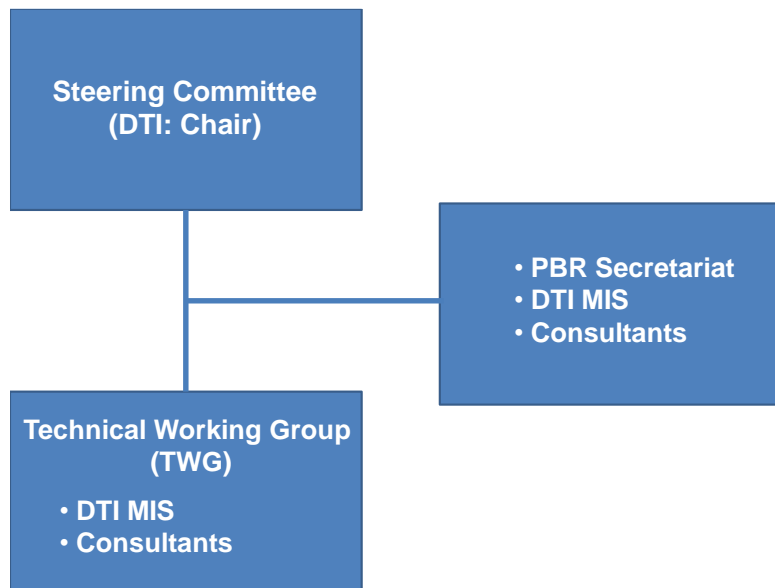
Figure 7 below presents the current organizational structure of the PBR. The Steering Committee is chaired by the DTI Secretary and is composed of the heads of partner agencies (i.e. SSS, BIR, Philhealth and HDMF). The Committee is supported by a Technical Working Group (TWG) which is composed of representatives from each PA with knowledge and understanding of the technical, process and policy aspects of the NGPBR and its implications to their respective agencies. Acting as secretariat to the two interagency committees is the PBR Project Management Office (also referred to as the PBR Support Team), based at the DTI. The Technical Working Group

The DTI maintains a seven (7) -man PBR Support Team (PST), which addresses all PBR issues and coordinates with the respective PAs for any resolutions needed from them.⁸ They also coordinate and manage the Quick Response Team (QRT) composed of members of the TWG from the PAs that ensures quick action on PBR application for numbers. The PST also acts as the PBR Secretariat organizing the TWG and Steering Committee meetings and other PBR activities. The composition of the PST, who are drawn from various offices of DTI are as follows: (1) 2 team members previously from MIS, Statistics and Analysis; (2) 2 document analysts; (3) 1 trouble shooter for the BNRS; (4) 1 administrative officer; (5) 1 contractual messenger.

The PBR Secretariat coordinates with the DTI's Management Information System (MIS) Group on the technical aspects of the PBR implementation. Since DTI's MIS technical resources are currently engaged in managing internal and department-specific applications, it has been outsourcing its technical resources (e.g. database architects and programmers) for the NGPBR.

⁸ As of the writing of the report, the PBR Team was headed by Director Ernani Dionisio, was concurrently head of the CAMANAVA group at DTI.

**Figure 7.
Current PBR Inter-Agency Organizational Structure**



2. Current Institutional Challenges⁹

Accelerating the implementation of the PBR will require addressing some of the institutional problems that DTI is currently faced with, which are outlined below:

a. *Few Meetings of the Steering Committee.* The Steering Committee need to be a more pro-active Steering Committee for policy alignment and institutional support.

b. *Seeming Lack of Commitment by the PBR TWG Membership.* Until the TWG Workshop held on May 2013, the TWG objectives, responsibilities and functions were unclear to the members. As such, the project has experienced a passive collaborative implementation of the PBR. Representatives to the TWG have changed and attendance of some Pas have been dwindling.

c. *Weak Project Leadership.* The PBR does not have a full-time Project Director who has command responsibility over the project. The composition of the PBR Support Team is quite lean compared to the magnitude of the project. Aspects of project management such as risk and change management have not been addressed by the current organizational structure. This is critical to being able to meet the implementation schedule requirements of the NGPBR.

e. *Lack of Service Level Agreements.* Though the PBR Secretariat and Quick Response Team (QRT) addresses customer issues and ensure PBR performance (i.e. the speed by which PAs issues its number), it lacks Service Level Agreements

⁹ These challenges were observed during the period of study up to December 2013.

with clear service baselines and customer experience objectives. It also lacks an escalation process for issue resolution to address simple, medium and complex PA and customer problems encountered during the registration process.

3. CDA Support Requirements for PBR Connectivity

CDA is one of the three major registration agencies of the government, in addition to DTI for single proprietorship and the SEC for corporations and partnerships. However, the assessment of its readiness for PBR connectivity indicates that it will be hard-pressed to meet the requirements for the NGPBR.

- a. *Technical Support Requirements.* The current IT systems being utilized in CDA are capable of supporting their internal applications and for the current RIS only. They do not have the High-End Servers and the Bandwidth (Broadband) needed for the web services (XML) requirements of the NGPR.
- b. *Process Support Requirements.* The current process of business name reservation and business registration is essentially still a manual process. Though the Cooperative Name Reservation and Business Registration Forms and requirements are downloadable on-line, they cannot be filled-up completed by the applicant and submitted on-line for evaluation. They have to be accomplished and submitted manually to a Cooperative Development Specialist for review to ensure completeness and compliance.
- c. *Policy Support Requirements.* Similar to the SEC's Corporation Code, the Registration of Cooperatives procedure mentions the submission of notarized physical documents and other related to the CDA for review and approval. The Registration of Cooperatives procedure will have to be amended to allow for business registration documents to be submitted electronically for review and approval.
- d. *Institutional Support Requirements.* Though CDA also expressed their full support for the Next Generation PBR, it was identified that they will be needing technical and business process improvement resources to perform the following: (i) business process review and policy realignment; (ii) training of their 230 staff; and (iii) maintenance of their business registration applications, web site and data sharing with the NGPBR.

B. Proposed Institutional Strengthening of the PBR Structures

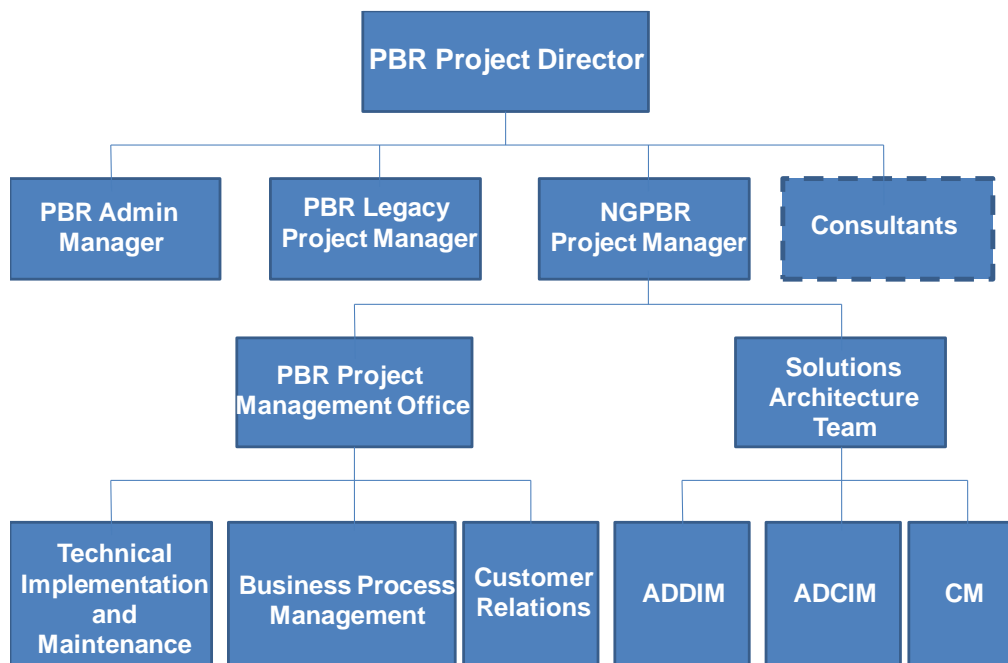
Given the above challenges, the implementation of the NGPBR will need a reorganization of the PBR institutional structures beginning at the PBR Management Team based at the DTI and the inter-agency level Steering Committee (SC).

1. Proposed PBR Management Team (PMT)

The PMT based at the DTI will be providing the technical and logistical support to the NGPBR implementation. Given the recent reorganization of the DTI management, a new undersecretary has been assigned to oversee the PBR Team. Currently, the 7-man team composing the PBR Team is undermanned and the personnel structure may have to be reviewed. Considering the vision, features and functionalities of the Next Generation PBR,

it is proposed that the PBR team be reconstituted as a full office with a project director and project managers (team leaders) supervising four divisions – the Technical Implementation & Maintenance, Business Process Management, Customer Relations and Administration (refer to Figure 8 for the proposed organizational chart of the PBR Team based at DTI). As in the past, the DTI may consider hiring consultants to assist the PMT e.g. a technical consultant, a business process consultant and a procurement consultant.

Figure 8.
Proposed NGPBR Management Team Organizational Structure



The description of the possible roles and functions of the groups are explained below:

- a. **NGPBR Project Director (PD)** is proposed to be a full-time high-level Official (preferably an Undersecretary) focused on the NGPBR implementation. The NGPBR PD's main function is to ensure that the NGPBR project implementation schedules and delivery commitments are met within budget. The NGPBR will be directly reporting to the DTI Secretary and the Steering Committee and will work closely with the PBR consultants, partner agencies and the head of the PBR Project Management Team. It is highly recommended that the PD to be hired should have the experience in implementing a project of similar magnitude and organizational (inter-agency) complexity.
- b. The Project Director is proposed to be assisted by three Managers:

- i. **Legacy PBR Project Manager** will take charge of ensuring that the existing PBR system is operating in the meantime that the NGPBR is being developed. S/he will be assisted by personnel who will be responsible for addressing technical issues that may arise in the existing PBR System as well as coordination issues as the PAs continue to implement the legacy PBR.
- ii. **NGPBR Project Manager** will oversee the development of the NGPR and will be assisted by two teams:

Project Management Team

- (a) **Technical Implementation and Maintenance** will be composed of DTI staff who will be mentored and trained to perform systems administration and maintenance (technical troubleshooting). They will also be responsible for the implementation of the technical aspects of the Next Generation PBR roadmap.
- (b) **Business Process Management** will be responsible for ensuring that the NGPBR operations and implementation methodology are in sync with business processes. This division will propose and implement changes, if necessary, and will take charge of proposing change management processes that maybe necessary.
- (c) **Customer Relations** will be responsible for establishing service level agreements among PBR agencies and PBR customers. The SLAs may cover the following areas: incident response and resolution, customer experience survey and partner agency response time.

Solutions Architecture Team

- (a) **PBR Application Design, Development, Implementation and Maintenance (ADDIM)** is composed of designers and developers from the Contracted Vendor, DTI Procurement Consultant, in-house developers and members of the DTI MIS. Their main focus is the design, development, implementation and maintenance of the PBR application based on the Terms of Reference (TOR) and the implementation schedule.
- (b) **PBR ICT Architecture Design, Configuration, Implementation and Maintenance (ADCIM)** is composed of ICT system engineers and architects from the Contracted Vendor, DTI Technical Consultant and DTI MIS staff. Their main focus is the PBR ICT infrastructure design, configuration, implementation and maintenance based on the TOR and implementation schedule.
- (c) **Subject Matter Expert (SME) and Capability Management (CM)** may be led by a member of MIS and work with the DTI Procurement Consultant. They will provide the ICT expertise and experience to recommend resolutions to specific technical issues and challenges. The DTI Procurement Consultant may mentor and work closely with DTI technical staff to assess their skill levels, establish and execute a skills enhancement program. Though the DTI Procurement Consultant will be working with the contracted vendor and in-house technical

resources to resolve technical issues, the Consultant will provide DTI with an independent resource to validate and determine the best solution to a specific technical problem.

- iii. **Administration Manager** will provide the administrative and logistics support needed by the PBR IT in the areas of personnel administration, workplace management, office equipment and materials sourcing, messenger, sanitation, security and legal services. The division will also be responsible for contract management and budget tracking. Under the division will be a Monitoring and Evaluation team, which will ensure that all aspects of the project are documented, and that the documents are in DTI's custody. This involves the proper collection, filing, storage and retrieval (when needed) of official memos of instruction, meeting minutes, internal and external communications, organization structures, technical diagrams, manuals and documents, white papers, user manuals and other projected-related documents. In addition, the team will take charge of monitoring the progress of the project.

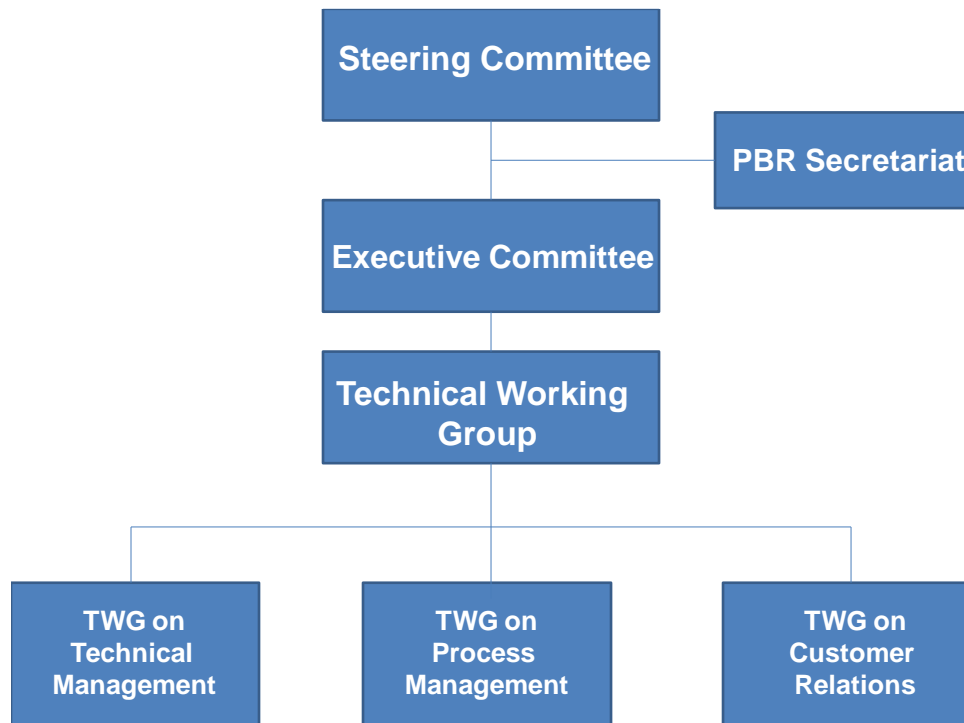
2. Proposed Organizational Strengthening of the Steering Committee

As mentioned in the previous chapter on the vision for the NGPBR and the proposed roadmap, the SC needs to be more active to provide policy and program direction to the project. INVEST assisted the DTI in drafting an EO that will give a fresh mandate for implementing the NGPBR. In EO, the proposed SC, which has a similar structure as the current committee structure will have 12 members and will be chaired by the DTI (refer to Annex 5). Representatives from the LGU Leagues and the private sector may be invited to the meetings and activities of the Committee.

Subsequently, realizing the difficulty of having an EO signed by the President, the TWG decided to instead draft an MOU (with assistance from INVEST) as the legal instrument to initially effect a change in the SC. The SC in the MOU will have the flexibility to organize technical working groups (TWGs) to assist in the implementation of the project. In this regard, this study is proposing the organization of an Executive Committee (EC) under the SC, composed of Undersecretaries or Executive Vice Presidents (EVPs) of government-owned and controlled corporations (GOCCs), who can meet and decide on urgent policy and program matters if the principals of the PAs cannot be convened (refer to Figure 8). This will in a way address the observation that the SC meetings have been quite few in the last six years. The EC is akin to the current TWG of the PBR but with higher-level representation, unlike the current situation in which the TWG is chaired by a DTI Director and whose membership are director-level or lower-level staff of agencies.

Reporting to the Executive Committee are three Inter-Agency Technical Working Group (IATWG): (1) a TWG on Technical Management; (2) TWG on Business Process Management; and (3) TWG on Customer Relations. In general, the TWGs' main tasks are to: (1) undertake the collaborative implementation of the Next Generation PBR; (2) coordinate with the Project Management Office, PAs and other national and international organizations relative to the implementation of the Next Generation PBR; and (3) execute the policies and guidelines issued by the Steering Committee. Each member PA is expected to assign permanent representatives to the TWGs.

**Figure 9.
Proposed NGPBR Inter-Agency Structure**



C. Latest Developments

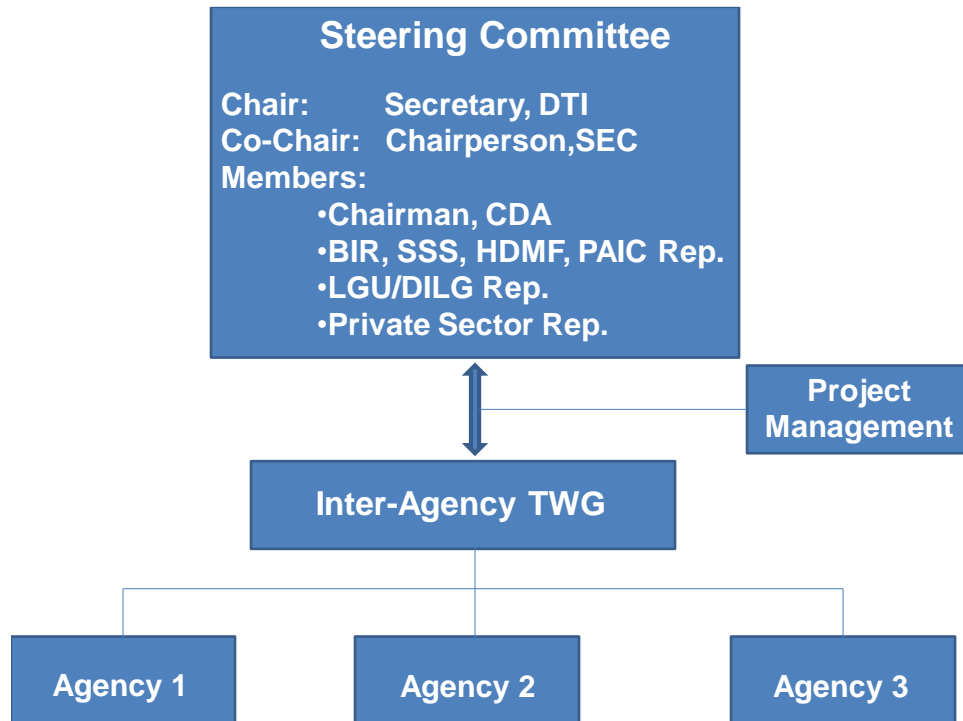
In the midst of writing this report, several developments occurred which affected the implementation of the NGPBR.

1. *DTI Reorganization.* The DTI was affected by the government-wide reorganization, which took effect in 2013. As part of the DTI reorganization, some senior officials were reshuffled and given new assignments. A new senior official was taken in from the private sector to take charge of the PBR effective July 2013. The change in assignments led to a review of the NGPBR implementation as well as direction, including some of the previously approved aspects of the NGPBR. On December 19, 2014, a Department Order has been issued that renamed the PBR Support Team to “Program Management Team for Business Registration” (PMT) under the Knowledge Management information Service. The reorganization of the new PMT is still on-going as of the writing of the report.
2. *DBM’s Involvement in the PBR.* Joint Memorandum Circular No. 2012-01 dated November 28, 2012 created the government-wide Medium-Term Information and Communication Technology Harmonization Initiative (MITHI) to coordinate the ICT programs and projects of the government from 2014-2016. MITHI, in particular organized the Ease of Doing Business Cluster as its way of coordinating the ICT-related proposals of government agencies that have an impact on business sector transactions. DTI was tasked to lead this Cluster. MITHI’s involvement in the PBR

partly solved the inter-agency issues that has hampered PBR's implementation in the past and has fast-tracked the identification of solutions and the procurement and funding support for the development of the NGPBR, which has now been renamed as "the Integrated Registry System for Philippine Business Project (IRSPB)."

3. *Drafting of a Revised MOU on IRSPB.* The newly appointed officials of DTI and the DBM, thru MITHI, drafted a new MOU for the three basic business registration agencies – DTI, SEC and CDA - that (a) establishes the IRSPB as a "harmonized" web-based registry system containing the basic profile of business entities; (b) provides guidelines for the implementation of the project; and (c) defines the governance structure for the project, including the functions of the PAs. A comparison of the INVEST-drafted MOU and the revised MOU reveal common provisions in the implementing guidelines, viz., (a) formulation of the standard dictionary; (b) adoption of the standard Extensible Mark-up Language (XML); (3) use of the TIN as the primary business registration number; (4) reduction in the number of manual steps to complete the business registration process; and (5) reduction in processing time and transaction cost on business registration.
4. *Revised Structure for the IRSPB.* As mentioned above, the revised MOU proposes a new governance structure for the IRSPB as shown in Figure 9. In the new structure, SEC plays a major role as Co-Chair of the Steering Committee. It is also proposed that an Agency Technical Working Group be formed in each of the implementing agency, i.e. DTI, SEC and CDA. The functions of the Steering Committee, the Interagency Technical Working Group, the Project Management Office and the Agency Technical Working Group are defined in the revised MOU.
5. *More Frequent Meetings of the Current TWG on PBR.* Since 2014, the Inter-agency Consultative Committee (or the TWG), has met six (6) months, meeting almost monthly (every 2nd Tuesday) since June 2014 up to November 2014. Hosting has been rotated among the member agencies. Topics covered during the meetings include: (a) organizational matters such as designation of permanent/alternate representatives and hosting of meetings; (b) technical and operational issues such as minimum requirements to process employers registration number and unified form, amendments/corrections to the PBR, generation of TIN, classification of firms according to the Philippines Standard Industrial Classification.

Figure 10.
Proposed Governance Structure



V. PBR CONNECTIVITY OF THE CDI CITIES

The connectivity of the LGUs to the PBR has been part of the objectives of the PBR. However, the readiness of the DTI system to accommodate the LGUs has been a continuing problem. The connectivity of cities was partly hampered by the need to solve the connectivity of the partner agencies and the willingness of the LGUs to connect to the DTI. The latter meant convincing the LGUs that there are advantages to the connection.

A. Signing of the MOU between DTI and the CDI Cities

The reorganization of the DTI in 2013 paved the way for greater traction in the involvement of the LGUs in the PBR through INVEST. During the initial meeting of USAID with the newly-designated DTI undersecretary in-charge of PBR, USAID made a commitment to continue supporting the implementation of the project. In view of this, INVEST assisted the DTI in encouraging the Local Chief Executives in the CDI cities to connect to the PBR. Two meetings were organized by the Project between DTI and the Mayors of Cagayan de Oro City (September 26, 2013) and Iloilo City (October 9, 2013). During these meetings, the cities committed to participate in the PBR. Batangas City was envisioned to be the first city in Southern Philippines to be connected to the PBR, while Iloilo and Cagayan de Oro cities would be the first cities in the Visayas and Mindanao, respectively, to be connected to the PBR. INVEST assisted the DTI in organizing a training workshop for the city government officials from the Business Permit and Licensing offices and the Information Technology Offices of the three cities on November 2014. The MOA signing between DTI and the cities under the Cities Development Initiative (CDI) of USAID occurred on December 11, 2014 (refer to Annex 9 for a sample of the signed MOA).

The MOA paved the way for the connectivity of the CDI cities. In the MOA, the city government committed to provide the necessary equipment/facilities and other logistical support to the PBR kiosk as well as to assign two staff – one to receive and process applications for business name registration and another to act as collecting officer. DTI, on the other hand, had the following responsibilities: (1) detail/assign a DTI-PBR team representative to support remotely the assigned teller in the PBR kiosks at the cities and to reconcile data and reports generated at the local level; (2) provide necessary documents and supplementary materials for information and promotional purposes; and (3) conduct the necessary training and/or seminars to local government city personnel to equip them in facilitating/handling registration of business names thru the PBR.

B. PBR Connectivity of the CDI Cities

The cities of Batangas and Cagayan de Oro started the implementation of MOA in January 2014 to coincide with the renewal of business permits. Since Iloilo City does not entertain new business applications during the January renewal period, the PBR connectivity could not be done. Since the current PBR is currently a teller-assisted service, DTI assigned personnel in the city halls of these two cities where new applicants can apply for business name registration.

1. PBR Connectivity in Batangas City

In Batangas City, a PBR table was set up for the period January 6-30, 2014 where applications for PBR and business name registration were received. The PBR “kiosk:” initially came in the form of a portable laptop brought by a staff of the provincial DTI with connection to the wireless and printer systems. Payment was made manually through the DTI representative. Subsequently, a kiosk was installed inside city hall near its BOSS and BPOSS. Businesses could register through the machine with payments made manually or through G-cash.

The DTI reported that 318 applicants were processed in the PBR table, of which 128 were applications for PBR and 190 for business name registration.

As designed, the PBR can process applications for membership from BIR, Pag-Ibig SSS and Philhealth. Of those who applied using the PBR kiosk, around 50 applicants encountered problems with TIN numbers that made it difficult to process applications.

The availability of the PBR services in Batangas City was advantageous to the first-time business applicants in the city and its surrounding municipalities, who need not go to Lipa City to get their business name registration. Once provided with a BNRS, the applicant just has to walk a few steps to get a business permit.

2. PBR Connectivity in Cagayan de Oro City (CDO)¹⁰

PBR services were made available in CDO during the period January 7-3, 2014. Similar to Batangas City, the PBR “kiosk” was really a laptop, which was manned by a DTI personnel. Other than the business name registration, applicants can also avail of other PBR services (e.g. SSS, BIR, Philhealth) up to the issuance of the Employer registration Numbers. Applicants paid manually thru the DTI personnel.

A total 126 clients approached and was served at the PBR desk. Out of these, only seven (7) were processed thru the PBR, the rest were serviced thru the Business Name Registration System (eBNRS).

Transactions lodged at the PBR are partly dependent on whether these are accepted by the BIR eRegistration System, which if rejected cannot be processed for other services (e.g. SSS, Philhealth and Pag-ibig). Reasons for rejection by the BIR include: (1) non-matching of information from the applicant with those at the BIR; (2) the TIN supplied by the applicant cannot be validated by the BIR’s eRegistration System; (3) applicant claimed that s/he has not TIN, yet BIR system indicated otherwise.

3. PBR Connectivity of Iloilo City

Since city government in Iloilo does not process applications for new business registrations during the annual renewal period for permits every January, the PBR

¹⁰ This account is based on the report of the DTI Provincial Office.

connectivity in the city was not implemented. While the connectivity could have been established in February, there were operational issues that first needed to be addressed. First, since the PBR was teller-assisted, the city was expected to assign staff to man the PBR who can also be deputized as a collecting agent for DTI, who found it impractical to assign a staff to process PBR applications which are not too many outside of the renewal period. Second, the City Treasurer Office, similar to CDO, is asking for clarification on the issue of receipts to be used (i.e. the city government or DTI's) and the remittance of the PBR collection. These issues, unfortunately, were not resolved during the year. Hence, the city government, while it has signed the MOU with DTI, was not really able to connect to the PBR.

C. Issues

While PBR connectivity has potential advantages to businesses, especially microenterprises, it was obvious that the online PBR was not yet operational during the 2013 renewal period. The PBR operations, especially payment of required fees, were dependent on tellers from the DTI. Hence, when the DTI personnel pulled out with their laptops after the business permit renewal period, the PBR connectivity ceased.

As mentioned earlier, payment issues saddled the continuation of the PBR connectivity after the renewal period in the three cities. Without the DTI teller, the city government was required to provide a staff to assist the applicant in inputting information in the PBR and to act as tellers/cashiers who can accept payments from the registrants using the PBR. At the same time, there were issues related to the remittance of the PBR-related collection by the city government such as (1) receipts to be used (DTI's or the city government's); and (2) the difficulty of the city governments to abide by DTI's requirement to remit all PBR collections not later than the next banking day. On the latter, the cities found the DTI requirement quite stringent given that BIR collections are remitted by the city governments after a month.

For the PBR connection of the cities to be continued without DTI tellers and sustained beyond the annual renewal period, it is critical for the PBR system to go online. A soft launch of the PBR online was made on December 22, 2014. Once in full blast, the DTI can just place a kiosk at the city halls of the CDI cities, which the applicants can use to register with DTI, get a TIN number from BIR and the employers registration number from the SSS, Pag-ibig and Philhealth. As of December 2014, these kiosks have been purchased and DTI has distributed these to the three cities of CDI.



VI. RECOMMENDATIONS

The next generation PBR presents a unique opportunity for the Philippines to establish a business registration and permitting system at par with other ASEAN countries, a number of which are already using an online business registration portal. The full implementation of the NGPBR will no doubt lead to better ranking of the Philippines in global competitiveness surveys as well as in the annual *Doing Business Survey* conducted by the International Finance Corporation (IFC).

A. INVEST Assistance on the PBR

USAID, through the INVEST Project, is convinced of the potential benefits which a fully operating PBR will bring in terms of reducing the cost of doing business, improving the country's and the cities' competitiveness and eventually in attracting investment into the partner cities. In view of this, INVEST has provided technical support to DTI and contributed to jump-starting PBR implementation during the last two years. A summary of this assistance is provided below:

1. *Policy Advice.* Two consultants were contracted to assist the DTI in evaluating the PBR's implementation and in assisting the PBR Support Team, the DTI MIS and the consultants in the procedural and coordinative aspects of the project. Specifically, the recommendations of the studies of the consultants led to important measures that DTI implemented: (1) a revisiting of the PBR vision and organizing the Steering Committee to re-establish commitment to the vision; (2) institutional strengthening of the PBR team and the Steering Committee.
2. *Preparation of Legal Documents to Strengthen the PBR.* The Project assisted the DTI in drafting an Executive Order and a Memorandum of Understanding that is aimed at giving a new mandate to the PBR project. The current draft of the MOU among DTI, SEC and CDA that is being circulated adopted most of the recommended implementing guidelines for the project.
3. *Organization of Important PBR Events.* The Project assisted the DTI in organizing a High Level Roundtable Discussion among the heads of PAs held in March 2013 that discussed for the first time the "Next Generation PBR," i.e. the long-term vision for PBR, some broad roadmap and the timetables. The operationalization of this vision was further discussed at the technical level in a 3-day workshop that the Project also supported in May 2013.
4. *Supporting Documents to the NGPBR.* As support to the technical roadmap for the NGPBR that the DTI consultants framed, the Project prepared: (1) a proposed institutional structure for the NGPBR (part of the report); (2) a data dictionary (refer to Annex 10); and (3) an advocacy plan.

B. Next Steps

The DTI management is committed to accelerating the implementation of the PBR, which is now dubbed as the Integrated Registry System for Philippine Business Project. The momentum for the set up of the system is in full gear with the ongoing procurement for the development of the system as well as the institutional strengthening of the DTI Project Management Team. INVEST is privileged to have contributed partly to identifying the issues that needed to be addressed.

The implementation of a fully operational online business registry system, however, is still a long way, and basic issues need to be addressed, some of which are outlined below.

1. Signing of the MOU on the establishment of the new Philippine Business Registry (formerly known as the NGPBR) or better still the Issuance of a new EO by the President that provides a fresh mandate for the organization of a Steering Committee, implementing guidelines and delineating areas of cooperation among the partner agencies;
2. Strengthen the PBR Project Management Team within the DTI with the technical resources and the manpower with technical expertise needed to operate the registry system for the medium and long-term including the assignment of a full-time Project Director with experience in implementing a project of this magnitude and organizational complexity;
3. Accelerate procurement processes for the development of the integrated business registry system, which should be targeted for implementation in 2015;
4. Align the current processes and policies on business registration of the partner agencies and LGUs with the integrated business registry requirements and address their technical needs for connectivity; and
5. Implement the proposed advocacies involving the implementation of a communication plan, continuous business process improvement and policy alignment in support of the Next Generation PBR.

There are certain risks that were identified that may impact the full implementation of the Next Generation PBR within the timetable presented. These are:

1. Since the major policy realignment involving the SEC and possibly the CDA requires legislation in Congress, the approval of the amendments to the Corporation and Cooperative Codes may take longer than the estimated completion target in 2015. This means that SEC and CDA may not be able meet the electronics submission of documents which are features of the integrated business registry system;
2. The institutional support needed by CDA and some targeted LGUs may not be in place in time for the Next Generation PBR;
3. Though the PAs and LGUs did not present any major difficulty in meeting the technical requirements of the Next Generation PBR, technical details and requirements will still have to be discussed and agreed upon to synchronize the

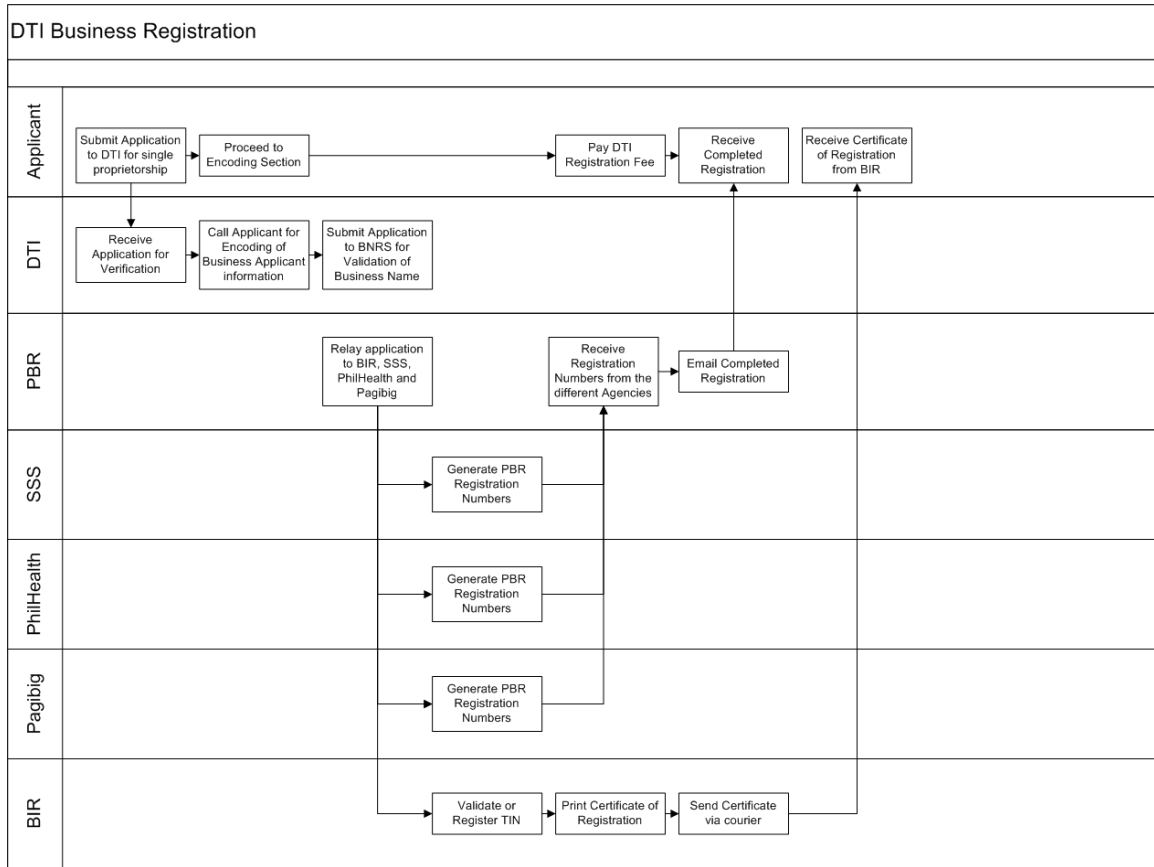
existing database structures of the PAs and LGUs with the PBR Standard Database Schema and web services communication via the recommended tool, XML.

But the Legacy PBR still needs to be operational in the meantime that the new registry system is being developed. Some of the measures that need to be done in this regard are the following:

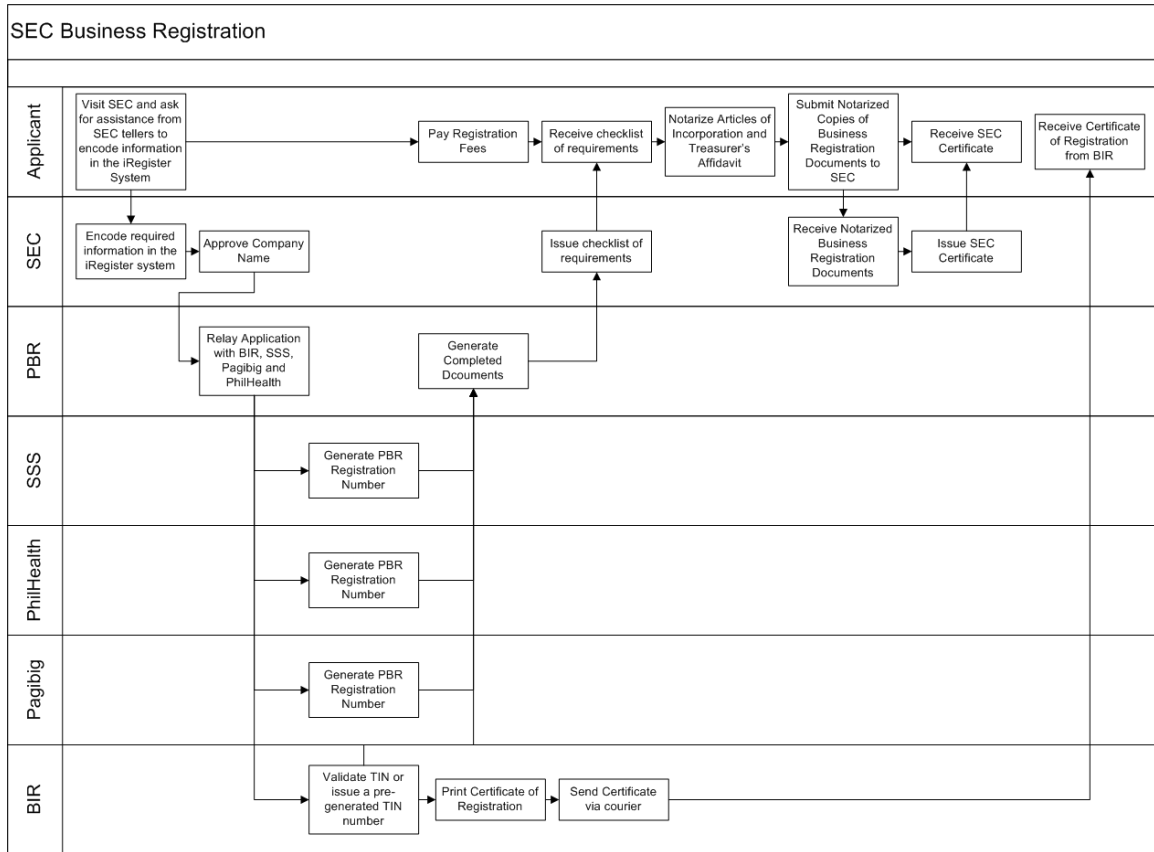
1. Address the bugs and the operational problems associated with the recently launched online PBR which has been open to the public;
2. Set-up the PBR kiosks at the city hall of partner LGUs, including the CDI cities of Batangas, Iloilo and Cagayan de Oro, especially during the renewal period in order to provide a more connected business permitting process for microenterprises (or single proprietors) which presently are the only ones who can enjoy the benefits from the PBR.
3. Provide training for the use of the kiosks by LGUs;
4. Set-up a help desk to answer queries on PBR; and
5. Put in place an evaluation and monitoring system that will regularly inform government of measures to improve the operations of the system.

The implementation of the Next Generation PBR or the integrated business registry system is a complex, collaborative effort involving multi-entities with varying degrees of readiness. With sustained project direction and management, guidance and support from the PAs, government and private organizations, however, the vision of the integrated business registry system is achievable.

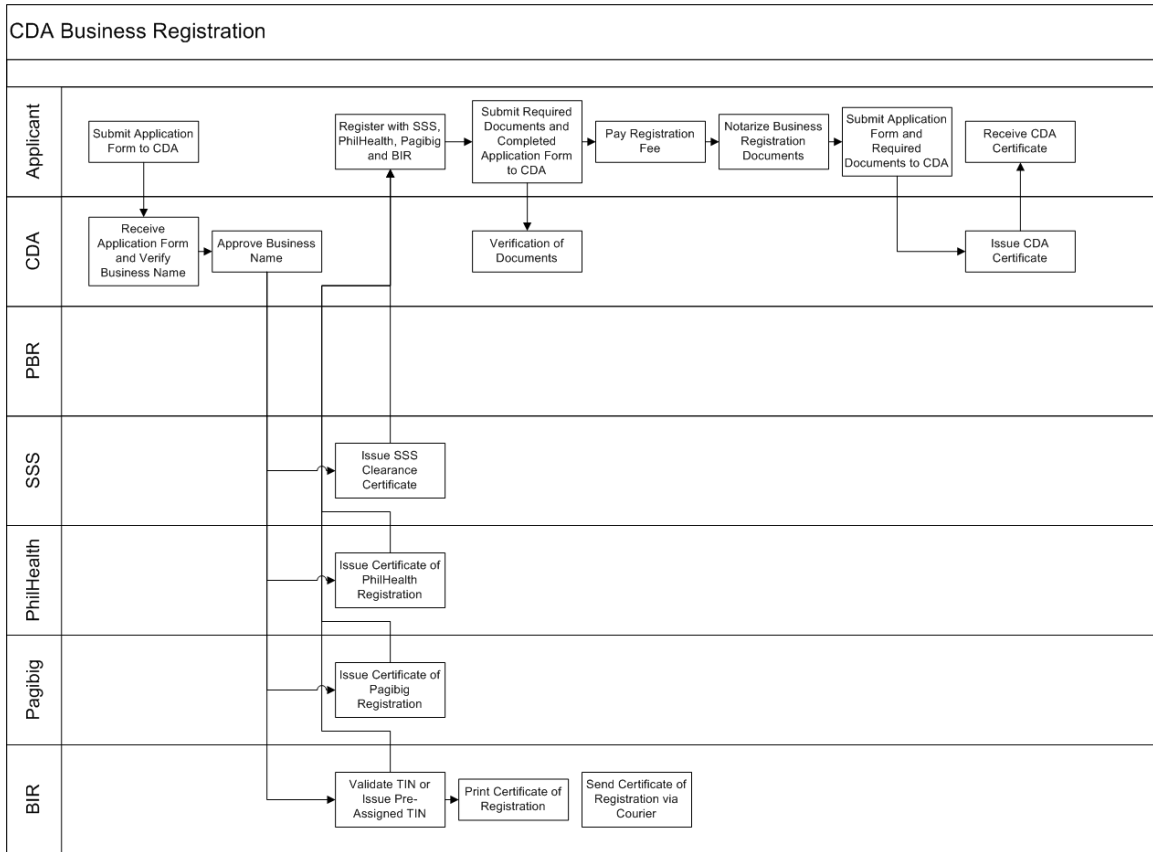
Annex 1. The DTI Business Registration Process



Annex 2. SEC Registration Process



Annex 3. CDA Registration Process



Annex 4 : Services Oriented Architecture for e-Governance

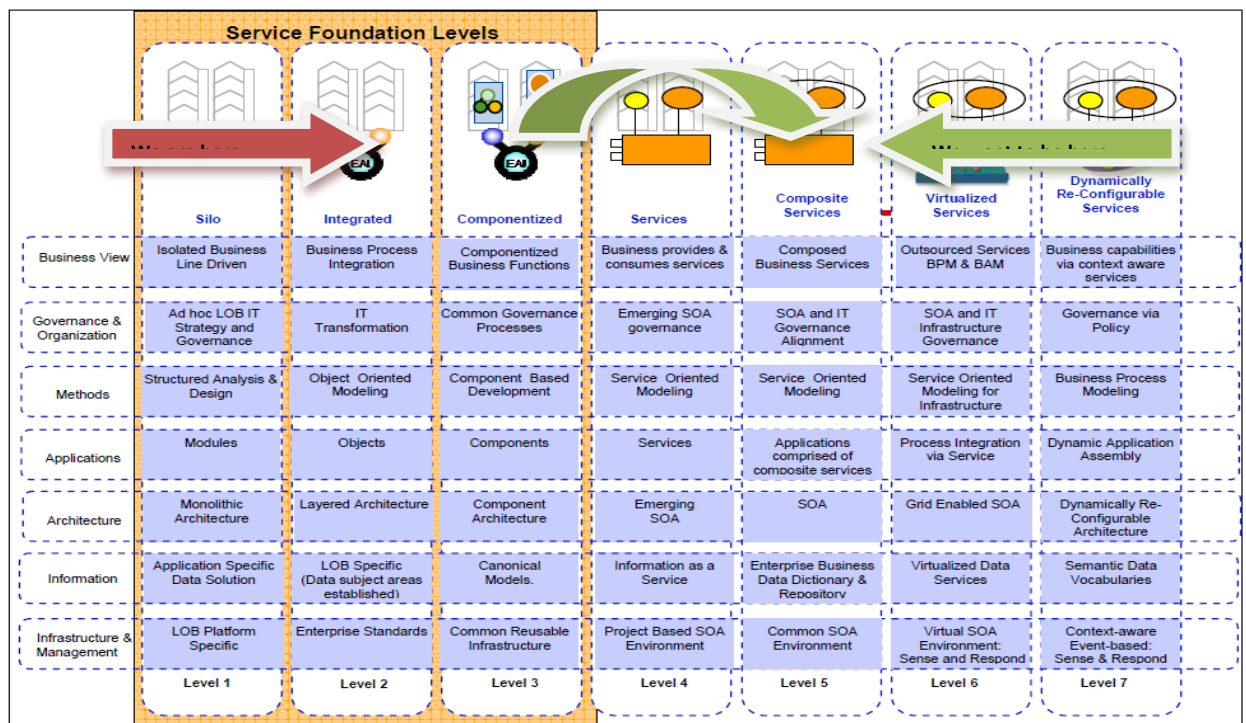
Service Oriented Architecture for e-Government

Though the DTI used as reference the Service Oriented Architecture (SOA) for e-Government, it did not undertake an analysis of the various dimensions of each SOA Level. DTI used the SOA as a guide to set the direction of the Next Generation PBR infrastructure.

Please refer to the Study on Cloud and Service Oriented Architectures for e-Government, Final Report by Deloitte, 12 May 2011. This is the reference material used by DTI in defining the Next Generation PBR infrastructure.

The following section attempts to describe the PBR operations in relation to the various SOA Levels.

The SOA is an **architectural style** that **supports service orientation**. Service orientation is a **way of thinking** in terms of **services and service-based development and the outcomes of services**. SOA is an architectural style that is defined as the **combination of distinctive features** in which the architecture is performed or expressed.



The Next Generation PBR is envisioned by DTI to be at a minimum Level 5 (Composite Services).

The SOA Model provides seven (7) dimensions of an organization: (1) Business View; (2) Governance & Organization; (3) Methods; (4) Applications; (5)

Architecture; (6) Information and (7) Infrastructure & Management. As mentioned earlier, the DTI used the dimensions as a guiding framework.

The seven (7) SOA (maturity) levels are: (1) Silo; (2) Integrated; (3) Componentized; (4) Service; (5) Composite Services; (6) Virtualized Services; and, (7) Dynamically Re-configurable Services.

The first three (3) SOA Maturity Levels (Silo, Integrated and Componentized) are referred to as Service Foundation Levels and are generally described as “**organization or operations centric**”. The SOA Maturity Levels 4 to 7 (Service, Composite, Virtualized and Dynamically Re-configurable Services) are generally described as “**customer or service centric**”.

Level 1: Silo

Prior to EO 587, DTI and its PAs functioned as separate and distinct organizations implementing their own technology infrastructure and developing their own software independently.

There was no integration of data, processes, standards, or technologies. This severely limited the ability of the PAs to implement business processes that require co-operation between them. The Information and Communications Technology (ICT) infrastructure could not be integrated without significant manual intervention, such as re-keying and re-interpretation of data.

Level 2: Integrated

After EO 587, the PBR was developed and technologies were put in place to communicate between the PAs in an attempt to integrate the PBR application, data and interconnections with the PAs.

DTI integrated the PBR with its BNRS. The PBR also communicated with the BIR, SSS, Phil-Health and Pag-IBIG to validate the PBR applications.

Though PBR kiosks were deployed at the SEC, Quezon City and Venezuela municipalities, they were not integrated with the SEC and LGU systems. It allowed business applicants at the SEC and business license applicants at the LGU to apply for and secure their SSS, Phil-Health and Pag-IBIG numbers.

The PBR application was envisioned to integrate across the PAs. However, true integration did not extend to SEC and the LGUs. It did not extend to common standards in data or business processes.

SEC has its own agreement with the BIR for pre-generated TINs. DTI uses the PBR to validate the TINs with the BIR. CDA is not yet included in the PBR implementation.

With the absence of a Standard Data Dictionary and the use of a common web communication protocol, interconnection with the PAs was and is more complex and intrusive. It is therefore not easy to develop or automate new business processes.

SOA Level 2 is where the PBR infrastructure is today.

Level 3: Componentized

Level 3 breaks down the components of the PBR into its parts and adopts a framework that allows for development into new configurations and systems.

The PBR can be broken down into four (4) basic components: (1) the electronic verification of the application that they are not duplicates; (2) the acceptance of legal documents electronically for processing and approval; (3) electronic payment of business registration fees; and (4) reports and information exchanges.

Though each PA is in various stages in building its Information and Communications Technology (ICT) Infrastructure and Business Applications, all PAs (except for SEC and CDA) can implement all four (4) components mentioned.

SEC and CDA will not be able to accept electronic documents for processing due to the current Corporation and Cooperative Codes. SEC has proposed and submitted amendments to the Corporation Code to the DOF.

The PAs also confirmed that they will be able to map their existing data structure to a Standard Data Dictionary and exchange information using a common web communication protocol, e.g., XML.

Although components will interact through standards and defined interfaces among PAs, they may still not be loosely coupled which will limit the “agility” and interoperability between different segments within the PBR.

Level 4: Service

At this SOA Level, the way that PBR services may be invoked is based upon open standards and is independent of the underlying application technology. This means accessing PBR services through a web portal linking to the various PAs in a non-intrusive manner, independent of the existing ICT infrastructures of the PAs, processing the PBR application and exchanging information among PAs.

The Next Generation PBR services, as envisioned by the DTI, will run on an ICT infrastructure that is supported by the appropriate web communication protocols, security mechanisms, data transformation, and service management capabilities. The services may interoperate across various divisions within the PA's organization and across the PAs within the Next Generation PBR.

The Service is managed by assigning responsibilities for managing Service-Level Agreements (SLAs) to the DTI PBR Secretariat and the PAs. Business functionality

has been analyzed in detail and is broken down into services residing within a business architecture that ensures that services will interoperate at the business level.

It will be possible to define the various business registration services components with the establishment of a services catalogue agreed upon by the PAs. The combination of IT and service architectures permits the development of the Next Generation PBR based upon these services catalogue, operating across the PAs.

Level 5: Composite Services

At this service maturity level, the Next Generation PBR will continue to operate under cloud computing and adhere to a Standard Data Dictionary and Repository. This means that the PBR will run on a common information, infrastructure and management environment.

These are requisites for the PBR to attain a SOA Level 5.

A standard web communication protocol will be used by the PAs for PBR application processing and information exchanges. They will utilize a common, highly secure, robust and non-intrusive ICT infrastructure to “Push” and “Pull” data to and from the Next Generation PBR and share information among the PAs.

DTI will collaboratively design with the PAs the Next Generation PBR to define a set of interacting services by using a composition of information and control through the individual services. As such, the design and development of services will be flexible and may be performed by developers under the close guidance by the DTI.

The PBR Organizational Structure will consist of both the DTI PBR Secretariat and part-time permanent representatives of the PAs. This aligns IT governance with the organization.

Level 6: Virtualized Services

Level 6 means that the customer does not only invoke the PBR services directly through its portal but also through the invocation of a “virtual service”. This means that the customer can invoke PBR services indirectly and remotely through outsourced third-party PBR services providers.

The PBR will convert the virtual service request into a physical call of the real service. This is a complex service compared to the lower levels of service maturity where the service is more closely coupled to the PBR infrastructure.

Level 7: Dynamically Re-Configurable Services

This Level of service maturity focuses on designing and implementing PBR services based on improvements to business processes and policies as they occur on a real-time basis.

Annex 5. Proposed Phases of PBR Implementation from the Lozano Report

The following phased activities are recommended to reform and reconfigure the operation of the PBR:

1. **Phase I-A:** Phase I-A involves the review of the current vision and mission of the PBR, formulation of the functional requirements of the new PBR, and the creation of the PBR roadmap. This phase shall also include the implementation of the quick fix of the current PBR setup in order to make it usable while waiting for the rebuilding of the systems' infrastructure to be accomplished.

Activities:

- a. Strategic Planning Session. A review of the current vision-mission statement of the PBR will be undertaken. (Duration: 1 day)
 - b. Roadmap Definition Workshop. This will define the activities that need to be undertaken, the schedule of their implementation, and major milestone for the next 3 years. (Duration: 2 days)
 - c. Workshop Session with the major Stakeholders/Partners. This activity is specially designed for the DTI, SEC and CDA, which are the major players in the PBR. This workshop shall kick-off the identification of the PBR's functional requirements. (Duration: 2 days)
 - d. Functional Requirements Definition. This is the process of scoping the immediate functional requirements of the PBR involving the DTI, SEC and CDA. During this activity, the solutions architecture shall be defined. This is a continuation of item (c). (Duration: 60 days)
 - e. Documentation, Presentation and Approval of Functional Requirements. This shall be the final documentation and compilation of the functional requirements of the PBR involving the DTI, SEC, and CDA. (Duration: 15 days)
2. **Phase I-B.** Phase I-B is the implementation of the new architecture of the PBR. This shall include the upgrading/enhancement of the current PBR hardware and network infrastructure. The implementation of the required solution should be able to accommodate the capacity requirements of the PBR in the next 5 years and the scalability needs of the functional requirements defined for the integration of the DTI, SEC, and CDA (Phase I-A).
 3. **Phase II.** Phase II shall be the implementation of the functional requirements defined in Phase I-A. It will integrate (from the perspective of the PBR) the database of the DTI, SEC and CDA to form a unified view of business registration. This shall involve the procurement of technologies and skills required to implement the functional requirements.

Activities:

- a. Hiring of a Procurement Consultant. Accessing the services of a procurement consultant will ensure the proper mapping of best-fit technology requirements against the functional requirements of the system. The procurement consultant

should also come-up with the application and solutions architectures.
(Duration: 6-8 months)

- b. Procurement of Required Technology and Solution. This is the procurement of the technology and solutions per the terms of reference formulated by the procurement consultant. (Duration: Agency-dependent)
- c. Implementation and full roll out of PBR Phase II. (Duration: 12 months)

4. Phase III. Phase III shall be focused on the integration of the different systems (from the PBR's perspective) of the BIR, SSS, PHIC, HDMF, and SSS.

Activities:

- a. Hiring of a Procurement Consultant. The procurement consultant shall be responsible for defining the functional requirements needed to interface the different systems from the BIR, SSS, PHIC, HDMF, and SSS. He or she will also be responsible for formulating the terms of reference for the technology requirements in scaling up the PBR to accommodate additional requirements. (Duration: 8-12 months)
- b. Procurement of the Required Technology and Solution. This involves the procurement of the technology and solutions based on the terms of reference formulated by the procurement consultant. (Duration: Agency-dependent)
- c. Implementation of and full roll out of the PBR Phase III. (Duration: 12months)

5. Phase IV. Phase IV shall be the implementation of the extended PBR functionalities that shall allow other attached agencies of the DTI and other government offices, including the Office of the President, to participate in the PBR.

Activities:

- a. Hiring of a Procurement Consultant. The procurement consultant shall be responsible for defining the functional requirements needed to interface the different systems from the BOI, BTRCP, IPO, Office of the President, and other identified agencies. He or she is also responsible in coming up with the terms of reference for the technology requirements in scaling up the PBR to accommodate additional requirements. (Duration: 8-12 months)
- b. Procurement of the Required Technology and Solution. This activity involves the procurement of the technology and solutions required based on the terms of reference formulated by the procurement consultant. (Duration: Agency dependent)
- c. Implementation of and full roll out of the PBR Phase IV. (Duration: 12 months)

Annex 6. Draft Executive Order on the PBR

MALACAÑANG
Manila

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. ____

PROVIDING FOR THE POLICIES AND GUIDELINES OF THE PHILIPPINE BUSINESS REGISTRY PROJECT AND STRENGTHENING ITS INSTITUTIONAL SUPPORT

WHEREAS, the government has adopted the Philippine Digital Strategy as the blueprint on how the country can benefit from the use of information and communication technology for governance, economic development, and the improvement of people's lives, which is aligned with the Philippine Development Plan 2011 – 2016;

WHEREAS, the Philippine Digital Strategy has identified transparent government and efficient services as one of its strategic thrusts;

WHEREAS, Executive Order No. 587 dated 8 December 2006 directed the Department of Trade and Industry to establish and administer a Philippine Business Registry project to facilitate the registration of new businesses in the Philippines;

WHEREAS, the successful implementation of an integrated and effective business registration system requires the cooperation of government agencies and the private sector and the establishment of stronger institutional linkages among key participants and support organizations;

WHEREAS, Presidential Decree No. 1416, as amended by PD 1772, provided that the President of the Philippines shall have continuing authority to reorganize the administrative structure of the National Government and may, at this discretion, create, abolish, group, consolidate, merge or integrate entities, agencies, instrumentalities and units of the National Government, as well as expand, amend, change, or otherwise modify their powers, function and authorities;

WHEREAS, Section 31, Chapter 10, Title III, Book III of Executive Order No. 292 (Administrative Code of 1987) dated 25 July 1987 provided continuing authority to the President to reorganize the administrative structure of the Office of the President;

NOW, THEREFORE, I, BENIGNO SIMEON C. AQUINO III, President of the Republic of the Philippines, by the virtue of powers vested in me by law, do hereby order:

SECTION 1. Declaration of Policy. It is the policy of government to promote a digitally empowered, innovative, globally competitive, and prosperous society where everyone has reliable, affordable and secure information access in the Philippines. It is likewise the policy of government to practice accountability and excellence in the provision of responsive, online, and citizen-centered services. In this regard, the government supports the development of a web-based and integrated Philippine Business Registration (PBR) System.

The PBR shall be guided by the following implementing guidelines:

- (a) All concerned agencies must support the streamlining of business registration procedures that will be adopted in the PBR system in order to realize the objectives of the PBR project;
- (b) Computerized systems on business registration of various government agencies and local government units must be integrated electronically with the PBR system;
- (c) Business information lodged in the agencies involved in the PBR Project must be shared in the PBR system in order to facilitate the monitoring of registered businesses in the country;
- (d) Agencies involved in the implementation of the PBR Project must integrate existing computerized systems related to business registration and licensing to the PBR system or consider and accommodate the requirements for integration by the PBR in any relevant computerized system that is being developed, or will be developed in the future;
- (e) Agencies involved in the implementation of the PBR Project must determine and mutually agree on the PBR-related business information lodged in their respective databases that may be shared on the PBR database; and
- (f) Agencies involved in the implementation of the PBR Project must adhere to the technology framework and business process standards to the extent allowed by their respective mandates and relevant laws, rules, or regulations affecting them.

SEC. 2. Constitution of the PBR Steering Committee. The PBR Steering Committee is hereby constituted under the Office of the President, composed of the Secretary of the Department of Trade and Industry as Chairperson and the following as members:

- (a) Secretary, Department of the Interior and Local Government (or representative)

- (b) Secretary, Department of Science and Technology (or representative)
- (c) Chairman, Securities and Exchange Commission
- (d) Chairman, Cooperative Development Authority
- (e) Commissioner, Bureau of Internal Revenue
- (f) Commissioner, Bureau of Customs
- (g) President and CEO, Social Security System
- (h) President and CEO, Philippine Health Insurance Corporation
- (i) President and CEO, Home Development Mutual Fund
- (j) Executive Director, Information and Communications Technology Office
- (k) Director-General, Intellectual Property Office
- (l) Director-General, National Statistics Office

The PBR Steering Committee may invite representatives from the leagues of local government units and the private sector to participate in its discussions and activities.

The PBR Steering Committee shall have a Secretariat based at the Office of the Chairman.

SEC. 3. Functions of the PBR Steering Committee. The PBR Steering Committee shall have the following functions:

- (a) To clarify the vision and set policy directions for the successful implementation of the PBR Project;
- (b) To undertake actions to develop, implement, operate, and promote the PBR;
- (c) To establish technical working groups or sub-committees needed for the PBR Project;
- (d) To discuss and resolve policy and implementation issues related to the PBR Project; and
- (e) To monitor and implementation by other government agencies of their respective components in the PBR system.

The PBR Steering Committee shall meet at least once a month, the schedule of which shall be set by the Chairman.

SEC. 4. *Support of Partner Agencies.* The Chairman of PBR Steering Committee may call on other government agencies to participate and assist in the preparation and implementation of programs related to the Philippine Business Registry.

SEC. 5. *Data Confidentiality.* The PBR Steering Committee must take all necessary precautions to ensure confidentiality of data in the PBR System. The parameters for data confidentiality shall be determined by the PBR Steering Committee, in consultation with the appropriate government agencies and the private sector.

SEC. 6. *PBR Communication and Advocacy.* The agencies involved in the PBR Project must formulate and execute an appropriate communication program focused promoting PBR use by clients and continuous business process improvement.

SEC. 7. *Implementing Guidelines.* The PBR Steering Committee is hereby directed to prepare the rules and regulations, operating standards, and guidelines to implement the relevant provisions of this Executive Order, not later than 60 days after the issuance of this Order.

SEC. 8. *Budget.* To carry out the provisions of this Order, the e-Government Fund and other un-appropriated funds under the Office of the President shall be used to cover the development, implementation, operation, and promotion of the PBR, including the operational requirements of the PBR Steering Committee, its technical working group and sub-committees, and its Secretariat, subject to prescribed accounting and auditing laws and procedures.

SEC. 9. *Separability Clause.* If any provision of this Executive Order, or part thereof, is considered invalid or unconstitutional, the remainder of this Order not otherwise affected shall continue to be valid and subsisting.

SEC 10. *Repealing Clause.* All executive issuances contrary or inconsistent with this Executive Order are hereby deemed amended or modified accordingly.

SEC. 11. *Effectivity.* This Executive Order shall take effect immediately.

DONE in the City of Manila, this ___ day of ____, in the year of Our Lord, Two Thousand and Thirteen.

BENIGNO SIMEON C. AQUINO III

By the President:

PACQUITO N. OCHOA, JR.
Executive Secretary

ANNEX 7. Draft Memorandum on the Philippine Business Registry¹¹

MEMORANDUM OF UNDERSTANDING

KNOWN BY ALL MEN BY THESE PRESENTS:

This Memorandum of Understanding made and entered into at Makati City, Philippines this 18th day of 2013, by and among:

The **DEPARTMENT OF TRADE AND INDUSTRY**, hereinafter referred to as **DTI**, with principal office address at the Trade and Industry Building, 361 Sen. Gil Puyat Avenue, City of Makati, represented herein by its Secretary, **HON. GREGORY L. DOMINGO**;

-and-

The **DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**, hereinafter referred to as **DILG**, with principal office address at A. Francisco Gold Condominium II, EDSA corner Mapagmahal Street, Diliman Quezon City, represented herein by its Secretary, **HON. MAR A. ROXAS**;

-and-

The **SECURITIES AND EXCHANGE COMMISSION**, hereinafter referred to as **SEC**, with principal office address at SEC Building, EDSA, Greenhills, Mandaluyong City represented by its Chairperson, **HON. TERESITA J. HERBOSA**;

-and-

The **COOPERATIVE DEVELOPMENT AUTHORITY**, hereinafter referred to as **CDA**, with principal office address at the **827 Aurora Blvd., Service Road, Brgy. Immaculate Conception, 111 Cubao**, Quezon City, represented herein by its Chairman, **HON. EMMANUEL M. SANTIAGUEL**;

-and-

The **BUREAU OF INTERNAL REVENUE**, hereinafter referred to as **BIR**, with principal office address at BIR National Office Building, BIR Road, Diliman, Quezon City, represented herein by its Commissioner, **HON. KIM S. JACINTO-HENARES**;

-and-

¹¹ This MOU, which was drafted with assistance from INVEST, was intended to be signed during the High Level Roundtable Discussion on the Vision for the Next Generation PBR.

The **HOME DEVELOPMENT MUTUAL FUND**, hereinafter referred to as **Pag-IBIG FUND**, a government financial institution with principal office address at the Petron Mega Plaza, 358 Sen. Gil Puyat Avenue, Makati City represented by in this agreement by its Chief Executive Officer, **ATTY. DARLENE MARIE B. BERBERABE** ;

-and-

The **PHILIPPINE HEALTH INSURANCE CORPORATION**, hereinafter referred to as **PhilHealth**, with principal office address at 709 Citystate Centre, Shaw Boulevard, Pasig City 1603, represented herein by its President and Chief Executive Officer, **HON. ENRIQUE T. ONA**;

-and-

The **SOCIAL SECURITY SYSTEM**, hereinafter referred to as **SSS**, with principal office address at SSS Building, East Avenue, Diliman, Quezon City, represented herein by its President and Chief Executive Officer, **HON. EMILIO S. DE QUIROS, JR.**

(Collectively referred to as “Parties”)

WITNESSETH THAT:

WHEREAS, the **2013 Doing Business Survey** conducted by the International Finance Corporation, wherein the ease of starting a business is an important parameter, ranked the Philippines 138th among 185 countries and second to the lowest among member countries of the Association of Southeast Asian Nations (ASEAN);

WHEREAS, Executive Order 587 dated 8 December 2006, directed the DTI, in consultation with other government agencies and private organizations, to establish the Philippine Business Registry (PBR), a web-based registry for all business entities (single proprietorship, partnerships, corporations, profit and non-profit organizations, **cooperatives**) registered in the country;

WHEREAS, a Memorandum of Agreement (MOA) among DTI, SEC, CDA, BIR, DILG, Pag-IBIG Fund, Philhealth, SSS, the Philippine Chamber of Commerce and Industry, the League of Municipalities of the Philippines, the League of Cities of the Philippines, the cities of Caloocan, Las Pinas, Makati, Malabon, Mandaluyong, Manila, Marikina, Muntinlupa, Navotas, Paranaque, Pasay, Pasig, Pateros, Quezon, San Juan, Taguig, and Valenzuela, dated 17 October 2007, provided for the execution and implementation of the PBR subject to guidelines agreed upon in the MOA;

WHEREAS, DTI, DILG, SEC, CDA, BIR, PagIBIG Fund, PhilHealth, and SSS currently maintain their own systems and databases and implement processes related to business registration;

WHEREAS, an Advocacy Plan will be established and implemented to include the implementing guidelines for the integration of Local Government Units (LGUs) with the PBR; and,

WHEREAS, DTI has commenced the implementation of an information and technology (IT) infrastructure to serve this purpose which is expected to be completed in 2013.

NOW, THEREFORE, for and in consideration of the foregoing premises, the parties involved herein hereby agree on the following terms and conditions of this Memorandum of Understanding:

1. The PBR Project

The Parties hereby support the development and implementation of the Next-Generation PBR, to be a web-based registry for all business entities (sole proprietorships, partnerships, corporations, profit and non-profit organizations and cooperatives) registered in the country. It will contain the basic profile of business entities as registered and will serve as a knowledge base for various statistical and analytical report-generation requirements relative to such registration. At its end-state, the Next-Generation PBR will adopt a standard framework, providing data integrity and meaningful exchanges of information relative to the registration of business entities among the parties, in a highly secure, non-intrusive environment. It will facilitate a seamless transactional environment for business registration with all concerned agencies.

2. Implementing Guidelines

Project development shall be guided by, but not limited, to the following:

- 2.1 Establishment of a Standard Data Directory that will map the databases of the partner agencies to ensure a smooth and meaningful exchange of information among partner agencies;
- 2.2 Adoption of the industry de-facto standard Extensible Mark-up Language (XML) that will define a set of rules to handle and communicate data and documents that are both human-and-machine-readable among partner agencies;
- 2.3 Harmonization of business registration by using the tax identification number (TIN) issued by the Bureau of Internal Revenue as the primary business registration number together with the Philippine Business Number (PBN), and the primary regulatory agency's number;
- 2.4 Reduction and eventual elimination of the manual steps to complete the business registration process; and
- 2.5 Reduction in the processing time and transaction costs on business registration.

3. Inter-agency Cooperation

The Parties commit to cooperate with each other in project planning, execution, communication, and resolution of policy and operational issues that may arise in the course of project implementation. For this purpose, the following will be undertaken:

- 3.1 The Heads of the abovementioned agencies hereby constitute themselves as the Steering Committee of the Project, with the Secretary of DTI as the Chairman, in line with Executive Order No. 587, dated 8 December 2006;
- 3.2 The Steering Committee shall define the policies and guidelines for the development and implementation of the Next Generation PBR;
- 3.3 There will be a Technical Working Group composed of representatives from the abovementioned agencies. The Heads of abovementioned agencies shall designate their respective representatives who will coordinate with the DTI in the development and execution of the project;
- 3.4 Other technical level committees may be organized for the purpose of enhancing coordination in the development of policies and guidelines for the PBR or to assist in the resolution of policy or operational issues; and,
- 3.5 The Steering Committee shall formulate and recommend to the President the issuance of an Executive Order (EO) that will institutionalize the institutional support or inter-agency cooperation for the development and implementation of the Next-Generation PBR.

4. Effectivity

This agreement takes effect immediately and shall continue to be in full force and in effect unless otherwise terminated upon mutual consent of the parties involved.

SO AGREED.

IN WITNESS WHEREOF, the parties have hereunto affixed their signature on this ____ day of ____ in the Year of our Lord Two Thousand and Thirteen at the _____.

Department of Trade and Industry (DTI) Department of the Interior and Local Government

*By : GREGORY L. DOMINGO
Secretary*

*By: MANUEL A. ROXAS II
Secretary*

Securities and Exchange Commission

Social Security System

By: TERESITA J. HERBOSA

By: EMILIO S. DE QUIROS JR.

Chairperson

President and CEO

Cooperative Development Authority

Bureau of Internal Revenue

*By: EMMANUEL M. SANTIAGUEL
Chairman*

*By: KIM JACINTO-HENARES
Commissioner*

Home Development Mutual Fund

Philippine Health Insurance Corporation

*By: ATTY. DARLENE MARIE B. BERBERABE
Chief Executive Officer*

*By: DR. ENRIQUE T. ONA
Secretary*

Signed in the Presence of

ACKNOWLEDGEMENT

Annex 8: MOA between DTI and City on PBR



MEMORANDUM OF AGREEMENT

KNOW ALL MEN BY THESE PRESENTS:

This Memorandum of Agreement is executed by and between:

The **LOCAL GOVERNMENT OF BATANGAS CITY**, a local government unit with official address at P. Burgos St., Batangas City, and herein represented by its Mayor, **EDUARDO B. DIMACUHA**;

-and-

The **DEPARTMENT OF TRADE AND INDUSTRY**, a government agency, with office address at 5/F Trade and Industry Building, 381 Sen. Gil Puyat Ave., Makati City, and herein represented by its Undersecretary, **NORA K. TERRADO**;

WITNESSETH: That-

WHEREAS, Section 29 of Republic Act No. 8792 or the "*Electronic Commerce Act*", approved by the President on 14 June 2000, gives the Department of Trade and Industry the authority to direct and supervise the promotion and development of electronic commerce in the country with relevant government agencies;

WHEREAS, Executive Order No. 587, Series of 2006, mandates DTI to establish and administer the Philippine Business Registry (PBR) Project which will facilitate a seamless transactional environment for business registration and development across the application systems of various government agencies such as but not limited to the Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI), Bureau of Internal Revenue (BIR), Social Security System (SSS), and Philippine Health Insurance Corporation (PhilHealth);

WHEREAS, the impact of PBR as a major strategic measure of the government to improve the country's current state in doing business and at the same time, generate additional revenue, curb corruption and reduce red tape in the bureaucracy, can further be realized when systems of all local government units (LGUs) are connected to PBR;

WHEREAS, the local government of Batangas City has agreed to cooperate and participate in the PBR by connecting its system to PBR and providing necessary resources so as to effectively facilitate its business registration processes through PBR. It is the first local government in CALABARZON to be connected to PBR starting July 2013 and as such shall serve as the model for other LGUs to replicate;

NOW, THEREFORE, for and in consideration of the above premises, the **PARTIES** hereby agree as follows:

1. ROLES AND RESPONSIBILITIES TO IMPLEMENT PBR IN BATANGAS CITY

1.1. LOCAL GOVERNMENT OF BATANGAS CITY

- 1.1.1. Provide necessary equipment/facilities and other logistic support to the PBR kiosk;

A handwritten signature or set of initials in black ink, located to the right of the list item 1.1.1.

- 1.1.2. Assign or detail at least one regular personnel to:
 - 1.1.2.1. Receive and process application for business name registration through PBR;
 - 1.1.2.2. Issue BN certificates and copy of the PBR application form with issued numbers from the DTI, BIR, SSS, PhilHealth and Pag-IBIG;
 - 1.1.2.3. Create e-mail account for the client whenever applicable;
 - 1.1.2.4. Validate Tax Identification Number (TIN) through the BIR's eTIN Verification Facility if the same cannot be validated in the PBR in order to properly advise the client on what needs to be done;
 - 1.1.2.5. Provide relevant information and counseling services to clients of Batangas City regarding the PBR and business name registration based on the information provided by the DTI counterpart;
 - 1.1.2.6. Prepare monthly report on LGU transactions that were processed and not opted to go through the PBR with corresponding reasons of the clients who chose the latter. The report should also include BN and BN certificate numbers issued, TINs validated/generated and SSS, PhilHealth and Pag-IBIG ERNs provided through PBR. It should be submitted to DTI-Batangas City Office, on or before the 5th day of the ensuing month; and
 - 1.1.2.7. Perform such other responsibilities as may be deemed necessary in furtherance of business registration process.

1.1.3. Assign or detail one (1) authorized collecting officer to:

- 1.1.3.1. Act as cashier to receive money and issue official receipts that are collected in trust for the payment of appropriate Business Name Registration fees in order for Batangas City to process new applications through PBR and remit aforesaid daily cash collection to the National Treasury by depositing all collections to the Land Bank of the Philippines' account of the DTI not later than the next banking day. Therefore, a set of OR or OR number series should be allotted for DTI-PBR transactions by the LGU;
- 1.1.3.2. Record daily the collections and deposits in the Cash Receipt Record;
- 1.1.3.3. Furnish the DTI- Batangas Provincial Office with a certified copy of the Report of Collections and Deposits (RCD) and Monthly Report of Accountability for Accountable Forms (MRAAF) submitted by the Collecting Officer to the Batangas City Accountant within ten days of the ensuing month;
- 1.1.3.4. Submit to surprise cash examination/count/audit by the duly authorized DTI representatives; and
- 1.1.3.5. Perform such other responsibilities as may be deemed necessary in the facilitation of the Business Name registration at Batangas City.

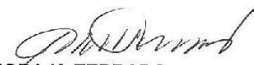

1.2. DEPARTMENT OF TRADE AND INDUSTRY

1.2.1. Detail/assign DTI-PBR Team representative to support remotely the assigned teller in the PBR kiosk at Batangas City to:

- 1.2.1.1. Provide advice on whether the proposed BN being registered by the client at the Batangas City's PBR kiosk is registrable or not;
- 1.2.1.2. Assist Batangas City in giving relevant information and counseling services to clients of Batangas City regarding the PBR and business name registrations;

- 1.2.2. Detail/assign DTI-NCR representative to:
- 1.2.2.1. Review and reconcile the RCD and MRAAF with the Monthly Report of BN Processed and Certificates Issued furnished/submitted by Batangas City LGU. Investigate variances, if any;
 - 1.2.2.2. Periodically conduct inspection and monitoring of the Batangas City PBR operations, including cash examination of the Collecting Officer;
 - 1.2.2.3. Prepare Monthly Inspection and Monitoring Report, copy furnished the Batangas City LGU, if deemed necessary;
 - 1.2.2.4. Issue guidelines on how to record the income generated by each LGU and provide a copy to the DTI-PBR Team; and
 - 1.2.2.5. Perform such other responsibilities as may be deemed necessary in the facilitation of PBR and BN registration process.
- 1.2.3. Provide necessary documents and supplementary materials for information and promotional purposes; and
- 1.2.4. Conduct necessary training and/or seminars to Batangas City LGU personnel to equip them in facilitation/handling registration of business names through PBR.
2. The **PARTIES** agree to execute such other agreements, issue implementing guidelines, procedures, amendments or modification as may be required by circumstances in order to ensure the effective implementation of the PBR in Batangas City LGU;
3. The **PARTIES** agree to conduct an evaluation/review of the PBR implementation in Batangas City LGU as may be deemed necessary and/or implement other programs and projects to ensure the sustainability of its operation.
4. This Memorandum of Agreement shall take effect immediately upon signing by the parties and shall be terminated in writing at any time upon mutual agreement of DTI and Batangas City LGU.

IN WITNESS WHEREOF, the PARTIES hereto forth set their hands on this ____ day of _____, 2013, at _____.

<p>Department of Trade and Industry (DTI) By:</p>  <p>NORA K. TERRADO UNDERSECRETARY</p>	<p>Local Government of Batangas City By:</p>  <p>EDUARDO B. DIMACUHA MAYOR</p>
--	--

WITNESS:

_____  _____

ACKNOWLEDGEMENT

REPUBLIC OF THE PHILIPPINES)
BATANGAS CITY) S.S.

BEFORE ME, a Notary Public for and on this ____ day of _____ 2013, at _____ personally appeared the following:

NAME	COM. TAX CERT. NO.	DATE/ PLACE ISSUED
NORA K. TERRADO	DTI ID# 4867	
EDUARDO B. DIMACUHA	28232888	01-03-2013

Known to me and to me known to be the same person who executed foregoing undertaking signed by him and his witnesses and he acknowledged to me that same is his own free and voluntary act and deed.

WITNESS MY HAND AND SEAL on the date and place first herein above written.

NOTARY PUBLIC

Doc. No.
Page No.
Book No.
Series of 2013



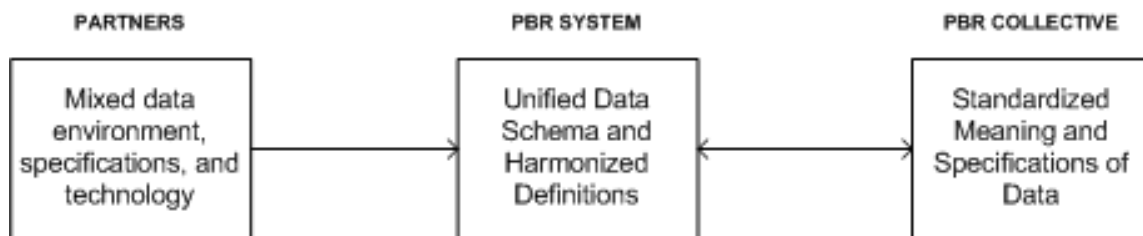
Annex 9. Draft Data Dictionary for the Philippine Business Registry¹²

Introduction

This NGPBR Inter-Agency Information Sharing Standards (Data Dictionary) document encapsulates standards designed to facilitate clarity in the data and information sharing exchanges between government and private partners of the Philippine Business Registry.

By design, these standards are non-intrusive as they are meant to allow PBR partners to connect with the PBR system without having to re-define their computing or data automation environments. These standards answer the question “*how do we connect with the PBR?*” and will not answer how each of the engaged partners intend to inter-connect with each other. This decoupling of context is essential, given the absence of a universal standard, to limit the context and scope of information sharing.

These standards will be pertinent only to the context of the Philippine Business Registry (PBR) and will not impose or intrude on the systems environment or data architecture definitions of PBR partners. As such, the architecture of the PBR is meant to model an information exchange platform transcending the constraints of a mere software or information management system.



Document Overview

This *data dictionary* will detail the functional definitions and technical specifications of the data elements designed to be shared with the PBR collaborative and will also include standards of web services the PBR system will use to exchange data with partners using XML as the prescribed technical *lingua franca*.

The scope of this *data dictionary* involves version 1.0 or v1.0 of the NGPBR.

¹² This has been submitted to DTI for comments.

1. Section 1 – General Definitions

1.1. Glossary of Terms

The Glossary of Terms contains a list of abbreviations and acronyms commonly used in the NGPBR.

AO	Administrative Order
ASEAN	Association of Southeast Asian Nations
BI	Business Intelligence
BIR	Bureau of Internal Revenue
BN	Business Name
BOI	Bureau of Investments
BNRS	Business Name Registration System
BPLS	Business Permit and Licensing System
BRN	Business Registration Number
BTRCP	Bureau of Trade Regulation and Consumer Protection
CAPR	Cooperatives Annual Performance Reports
CD	Compact Disc
CDA	Cooperative Development Authority
CEZA	Cagayan Economic Zone Authority
CNR	Cooperative Name Registration
COR	Certificate of Registration
DB	Database
DILG	Department of Interior and Local Government
DO	Department Order
DOST	Department of Science and Technology
DTI	Department of Trade and Industry
eBPLS	Electronic Business Permit and Licensing System
EO	Executive Order
EPZA	Export Processing Zone
ERN	Employer's Registration Number
EU	European Union
FT	File Transfer
HDMF	Home Development Mutual Fund (Pag-IBIG)
HUC	Highly Urbanized City
I-AC	Inter-Agency Committee
ICT	Information and Communications Technology
ICTO	Information and Communications Technology Office
IFC	International Finance Corporation
IPO	Intellectual Property Office
IT	Information Technology
LCR	Logical Change Record
LGU	Local Government Unit
MIS	Management Information System

MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NCC	National Competitive Council
NGAs	Non-Government Agencies
NGPBR	Next Generation Philippine Business Registry
OPR	Office of Policy Research
PAs	Partner Agencies
PBN	Philippine Business Number
PBR	Philippine Business Registry
PCCI	Philippine Chamber of Commerce and Industry
PEZA	Philippine Economic Zone Authority
PHIC	Philippine Health Insurance Corporation (Phil-Health)
PMO	Project Management Office
PSGC	Philippine Standard Geographic Code
PSIC	Philippine Standard Industrial Classification
PULSE	PBR Pull Server
PURSE	PBR Push Server
RA	Republic Act
RIS	Revenue Information System
SDD	Standards Data Dictionary
SEC	Securities and Exchange Commission
SIEM	Security Information and Events Manager
SOA	Services Oriented Architecture
SSS	Social Security System
TIN	Tax Identification Number
TWG	Technical Working Group
XML	Extensible Markup Language

1.2. Definition of Terms

The Definition of Terms is a list of commonly used terms in the NGPBR.

COR	The Certificate of Registration or COR is issued electronically to the NGPBR applicant upon fulfilling the business registration requirements. The COR will contain the validated Business Name, TIN, SSS, Phil-Health and Pag-IBIG numbers.
Partner Agencies	Partner Agencies or PAs are composed of the Regulatory Agencies (DTI, SEC, CDA and BIR) and Social Services Agencies (SSS, Phil-Health and Pag-IBIG).
PULSE	The NGPBR PULSE Server is the repository of NGPBR applications for processing by the PAs. PAs will also publish data in the NGPBR PULSE Server to process NGPBR applications for existing companies

	(validation), reserved (new) numbers and exception lists (renewals).
PURSE	When the NGPBR application requirements are completed and approved, it is published in the NGPBR PURSE Server. PAs may then access the completed registrations from the NGPBR Purse Server. The COR will also be published in the NGPBR PURSE Server.
NGPBR Business Registration Application Form	The business registration application form used by the customer to register the business through the NGPBR. The data that will be entered by the applicant onto the form will include information details on the owner and the business. The completed application will then be sent to the PULSE Server for processing by the PAs.

Owner's Details will include the following information:	
Application Type	New Amendment
First Name	this may be represented as Given Name, Name or other equivalent in the PAs DB
Last Name	may be represented as Surname or other equivalent in the PAs DB
Suffix	e.g. Jr., Sr., I, II, III
Middle Name	complete middle name and <u>NOT</u> a middle initial or initials
Mother's Maiden Name	First Name: this may be represented as Given Name, Name or other equivalent in the PAs DB Middle Name: complete middle name and <u>NOT</u> a middle initial or initials Last Name: may be represented as Surname or other equivalent in the PAs DB Not Applicable (NA): if mother's maiden name is unknown
Civil Status	Married (M), Legally Separated (LS), Widowed (W) or Single (S)

Sex	Male (M) or Female (F)
Date of Birth	may be represented as Birthdate or equivalent in PA's DB (MM/DD/YYYY)
Citizenship	Filipino
eMail Address	Conforms to the standard email address conventions (e.g., name@provider.com and equivalent)
Title	Proprietor, Partner, Incorporator, (Default may be OWNER)
Position	Designation and responsibility in the operations of the business (President, Chief Executive Officer, Chief Operations Officer, Chief Finance Officer and other equivalent position)
Contact Number	Phone Number (area code and phone number)
Mobile Number	Mobile Number (area code and phone number)
Home Address	May be represented as Residence, Residence Address or equivalent in PAs DB Home Address will include the following information: House, Building or Unit Number Building Name Street Name Barangay Town/City Province Region
TIN	Not Applicable (NA) if no TIN
SSS Number	Personal Number, NA if no SSS Number
Phil-Health Number	Personal Number, NA if no Phil-Health Number
Pag-IBIG Number	Personal Number, NA if no Pag-IBIG Number
If no TIN, additional Owner's Details will be required as follows:	
Contact Person or Accredited Tax Agent (if not the owner)	Information captured will include: First Name Middle Name Suffix (e.g., Jr., Sr., I, II, III, etc.) Last Name Phone Number Personal Exemption <ul style="list-style-type: none"> • Single/Widowed/Legally Separated (No Dependents)

	<ul style="list-style-type: none"> • Single/Widowed/Legally Separated (With Dependents) • Married <ul style="list-style-type: none"> ○ Husband or Wife claims dependents <p>Spouse Information</p> <ul style="list-style-type: none"> • First Name • Middle Name • Last Name • Employment Status • TIN • Employer's Name • Employer's TIN • Additional Exemptions <ul style="list-style-type: none"> ○ First Name ○ Middle Name ○ Last Name ○ Age ○ Incapacitated
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The NGPBR application form will capture Business Details that includes the Business Name. Business Name reservation will be processed through the respective business name reservation systems of the DTI, SEC and CDA.

The NGPBR PURSE server will only publish completed NGPBR registrations and NOT the reserved business names of the DTI, SEC and CDA.

Business Details will include the following information:	
Business Registration Type	Single Proprietorship (DTI) Partnership / Corporation (SEC) Cooperative (CDA) New Existing with the following: <ul style="list-style-type: none"> • DTI Registration Certificate Number • SEC Registration Certificate Number • CDA Registration Certificate Number • NGPBR Registration Certificate Number Amendment
Business Name	Proposed Business Name Existing Business Name as approved by DTI, SEC and CDA

Business Scope	<p>Defines the scope or level of business activity:</p> <ul style="list-style-type: none"> • Barangay • City / Municipality • Regional • National
Business Activity	<p>This refers to the main type of business activity that will be undertaken:</p> <p>Main Business Activity:</p> <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer • Retailer • Exporter <p>Other Business Activity:</p> <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer • Retailer • Exporter
Product and Services	Products and services offered by the business
Capitalization	<p>Authorized Capital</p> <p>Subscribed</p> <p>Paid-Up</p>
Business Address	<p>Business Address will include the following information:</p> <p>House/Building Number</p> <p>Building Name</p> <p>Street Name</p> <p>Barangay</p> <p>Town/City</p> <p>Province</p> <p>Region</p>
Number of Employees	<p>Self-employed</p> <p>Planned</p> <p>Existing</p>
Business Status	Operational or Non-Operational

Based on the data entered by the applicant, the PAs will generate the following information relative to the data contained in the application. These will be extracted from data published by the PAs in the PULSE Server.

Agency Details will include the following information:	
Business Registration Numbers	<p>The Business Registration Numbers (BRNs) include those from the Regulatory and Social Services Agencies.</p> <p>Regulatory Agencies</p> <ul style="list-style-type: none"> • DTI BRN • SEC BRN • CDA BRN • BIR TIN <p>Social Services Agencies</p> <ul style="list-style-type: none"> • SSS Number • Phil-Health Number • Pag-IBIG Number
Philippine Standard Geographical Code (PSGC)	<p>The PSGC will be generated from the information contained in the details of the Business Address. The PSGC will be based on the latest PSGC published by the National Statistics Coordination Board (NSCB).</p>
Business Name	Validated from Global, National and Restricted Business Names List (DTI-SEC-CDA)
Status	Operational or non-operational status of the business

When the business registration process is completed, the business registered will be published in the PURSE Server. Partner LGUs will have access to the business registered in the PURSE Server and will publish additional information in the PULSE server.

NGPBR will access the updated registration and publish it in the PURSE Server for access by the PAs.

Partner LGUs will provide the following information:	
Philippine Standard Industrial Classification (PSIC)	<p>The PSIC will be generated from the information contained in the Business Activity, Product and Services sections of the completed business registration.</p> <p>The PSIC will be based on the latest PSIC published by the NSCB.</p>
Business Permit Number	

Business Permit Status	New or Renewal
-------------------------------	----------------

The BIR TIN is the primary regulatory reference number of the NGPBR. If the applicant has an existing TIN, it will be validated by the BIR. If the applicant does not have a TIN, one will be provided by the BIR.

Only when the TIN has been validated will the SSS, Phil-Health and Pag-IBIG numbers be validated if the applicant has existing numbers. If the applicant does not have SSS, Phil-Health and Pag-IBIG numbers, one will be provided by each social services agency.

Registration	<p>A process by which a customer applies through the NGPBR to secure and fulfill business registration requirements. It consists of three (3) basic steps:</p> <ol style="list-style-type: none"> 1. Validation that the application is not a duplicate; 2. Submission of registration documents for approval; and, 3. Payment of the registration fee. <p>The registered customer will have secured a validated Business Name, TIN, SSS, Phil-Health and Pag-IBIG numbers, an electronic copy of the approved legal documents and a confirmation of payment of the registration fee.</p> <p>When the process is completed the customer is issued via email a Certificate of Registration (COR) and is "Registered" under the NGPBR.</p>
Web Services	<p>A method of communication between two electronic devices over the worldwide web. The NGPBR will communicate with its customers and PAs through Web Services.</p>
XML	<p>Extensible Markup Language is a markup language that defines a set of rules for encoding documents in a format that is both human-readable and machine-readable. It is widely used for the representation of arbitrary data structures such as web services.</p> <p>XML is the preferred standard for the NGPBR.</p>

2. Section 2 – National Government Agencies

2.1. Partner Government Agency Data Sharing Specifications

2.1.1. Information Sharing Requirements for Regulatory Agencies

The Regulatory Agencies (DTI, SEC, CDA and BIR) will be able to access business registration information from the PURSE Server specific to its respective needs.

Each completed NGPBR registration will contain owner, business and partner agency information contained in the NGPBR application form and the NGPBR COR.

The Regulatory Agencies (DTI, SEC, CDA and BIR) shall publish data in the PULSE Server for access by the NGPBR applications to (1) validate existing accounts; (2) issue new numbers; and, (3) process renewals through an exception list.

The BIR TIN is the primary regulatory reference number that initiates the processing of the business application by the social services agencies.

2.1.2. Information Sharing Requirements for Social Services Agencies

The Social Services Agencies (SSS, Phil-Health and Pag-IBIG) will be able to access business registration information from the PURSE Server specific to its respective needs.

Each completed NGPBR registration will contain owner, business and partner agency information contained in the NGPBR application form and the NGPBR COR.

The Social Services Agencies (SSS, Phil-Health, and Pag-IBIG) shall publish data in the PULSE Server for access by the NGPBR applications to (1) validate existing accounts; (2) issue new numbers; and, (3) process renewals through an exception list.

The BIR TIN is the primary regulatory reference number for the social services agencies to process the business registration application.

2.2. Data Schema Definition and Specifications

2.2.1. PURSE Data Schema Specifications for the Regulatory Agencies (DTI, SEC, CDA and BIR)

DTI, SEC and CDA will be able to access the following data from the NGPBR PURSE Server. The NGPBR Server will indicate if amendments (updates) have been made to the business registered.

Owner's Details , accessible from the PURSE Server by the DTI, SEC and CDA respectively, will include the following information:	
First Name	this may be represented as Given Name, Name or other equivalent in the PAs DB
Last Name	may be represented as Surname or other equivalent in the PAs DB
Suffix	e.g. Jr., Sr., I, II, III
Middle Name	complete middle name and <u>NOT</u> a middle initial or initials
Mother's Maiden Name	<p>First Name: this may be represented as Given Name, Name or other equivalent in the PAs DB</p> <p>Middle Name: complete middle name and <u>NOT</u> a middle initial or initials</p> <p>Last Name: may be represented as Surname or other equivalent in the PAs DB</p> <p>Not Applicable (NA): if mother's maiden name is unknown</p>
Civil Status	Married (M), Legally Separated (LS), Widowed (W) or Single (S)
Sex	Male (M) or Female (F)
Date of Birth	may be represented as Birthdate or equivalent in PA's DB (MM/DD/YYYY)
Citizenship	Filipino
eMail Address	Conforms to the standard email address conventions (e.g., name@provider.com and equivalent)
Title	Proprietor, Partner, Incorporator, (Default may be OWNER)
Position	Designation and responsibility in the operations of the business (President, Chief Executive Officer, Chief Operations Officer, Chief Finance Officer and other equivalent position)
Contact Numbers	Phone Number (area code and phone number)
Mobile Number	Mobile Number (area code and phone number)
Home Address	<p>May be represented as Residence Address or equivalent in PAs DB</p> <p>House, Building or Unit Number Building Name Street Name Barangay Town/City Province Region</p>
TIN	Validated by the BIR

SSS Number	Validated by SSS
Phil-Health Number	Validates by Phil-Health
Pag-IBIG Number	Validated by Pag-IBIG

Business Details accessible from the PURSE Server by the DTI, SEC and CDA respectively will include the following information:	
Business Registration Type	Single Proprietorship (DTI) Partnership / Corporation (SEC) Cooperative (CDA) New Existing with the following: <ul style="list-style-type: none"> • DTI Registration Certificate Number • SEC Registration Certificate Number • CDA Registration Certificate Number • NGPBR Registration Certificate Number
TIN	Validated TIN
Business Name	Business Name (as approved by DTI, SEC and CDA)
Business Scope	<ul style="list-style-type: none"> • Barangay • City / Municipality • Regional • National (SEC and CDA)
Business Activity	Main Business Activity: <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer • Retailer • Exporter Other Business Activity: <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer • Retailer • Exporter
Product and Services	Products and services offered by the business
Capitalization	Authorized Capital Subscribed

	Paid-Up
Business Address	House/Building Number Building Name Street Name Barangay Town/City Province Region
Number of Employees	Self-employed (DTI) Planned Existing
PSGC	The PSGC will be based on the latest version published by the NSCB.
PSIC	The PSIC will be based on the latest version published by the NSCB. The PSIC is published in the PURSE server by the Partner LGU.
Business Permit Number	The Business Permit Number is published in the PURSE Server by the Partner LGU.
Business Permit Type	The Business Permit Type is published in the PURSE Server by the Partner LGU. (New or Renewal)
Business Status	Operational or Non-Operational

The BIR will be able to access the following data from the PURSE Server:

Owner's Details accessible from the PURSE Server by the BIR will include the following information:	
First Name	this may be represented as Given Name, Name or other equivalent in the PAs DB
Last Name	may be represented as Surname or other equivalent in the PAs DB
Suffix	e.g. Jr., Sr., I, II, III
Middle Name	complete middle name and <u>NOT</u> a middle initial or initials
Mother's Maiden Name	First Name: this may be represented as Given Name, Name or other equivalent in the PAs DB Middle Name: complete middle name and <u>NOT</u> a middle initial or initials

	<p>Last Name: may be represented as Surname or other equivalent in the PAs DB</p> <p>Not Applicable (NA): if mother's maiden name is unknown</p>
Civil Status	Married (M), Legally Separated (LS), Widowed (W) or Single (S)
Sex	Male (M) or Female (F)
Date of Birth	may be represented as Birthdate or equivalent in PA's DB (MM/DD/YYYY)
Citizenship	Filipino
eMail Address	Conforms to the standard email address conventions (e.g., name@provider.com and equivalent)
Title	Proprietor, Partner, Incorporator, (Default may be OWNER)
Position	Designation and responsibility in the operations of the business (President, Chief Executive Officer, Chief Operations Officer, Chief Finance Officer and other equivalent position)
Contact Numbers	Phone Number (area code and phone number)
Mobile Number	Mobile Number (area code and phone number)
Home Address	<p>May be represented as Residence Address or equivalent in PAs DB</p> <p>House, Building or Unit Number Building Name Street Name Barangay Town/City Province Region</p>
TIN	Validated TIN
Owner's Details, if applicant did NOT have a TIN, will be accessible from the PURSE Server by the BIR as follows:	
Contact Person or Accredited Tax Agent (if not the owner)	<p>First Name Middle Name Suffix (e.g., Jr., Sr., I, II, III, etc.) Last Name</p> <p>Phone Number (area code and phone number)</p> <p>Personal Exemption</p> <ul style="list-style-type: none"> • Single/Widowed/Legally Separated (No Dependents) • Single/Widowed/Legally Separated (With Dependents)

	<ul style="list-style-type: none"> • Married <ul style="list-style-type: none"> ○ Husband or Wife claims dependents <p>Spouse Information</p> <ul style="list-style-type: none"> • First Name • Middle Name • Last Name • Employment Status • TIN • Employer's Name • Employer's TIN • Additional Exemptions <ul style="list-style-type: none"> ○ First Name ○ Middle Name ○ Last Name ○ Age ○ Incapacitated
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Business Details accessible from the PURSE Server by the BIR will include the following information:	
Business Registration Type	Single Proprietorship (DTI) Partnership / Corporation (SEC) Cooperative (CDA) New Existing with the following: <ul style="list-style-type: none"> • DTI Registration Certificate Number • SEC Registration Certificate Number • CDA Registration Certificate Number • NGPBR Registration Certificate Number Amendments
TIN	Validated TIN
Business Name	Business Name (as approved by DTI, SEC and CDA)
Business Scope	<ul style="list-style-type: none"> • Barangay • City / Municipality • Regional • National (SEC and CDA)
Business Activity	Main Business Activity: <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service

	<ul style="list-style-type: none"> • Importer • Retailer • Exporter <p>Other Business Activity:</p> <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer • Retailer • Exporter
Product and Services	Products and services offered by the business
Capitalization	Authorized Capital Subscribed Paid-Up
Business Address	House, Building, Unit Number Building Name Street Name Barangay Town/City Province Region
Number of Employees	Self-employed (DTI) Planned Existing
PSGC	The PSGC will be based on the latest version published by the NSCB.
PSIC	The PSIC will be based on the latest version published by the NSCB. The PSIC is published in the PURSE server by the Partner LGU.
Business Permit Number	The Business Permit Number is published in the PURSE Server by the Partner LGU.
Business Permit Type	The Business Permit Type is published in the PURSE Server by the Partner LGU. (New or Renewal)
Business Status	Operational or Non-Operational

2.2.2. PURSE Data Schema Specifications for the Social Services Agencies (SSS, Phil-Health and Pag-IBIG)

The Social Services Agencies (SSS, Phil-Health and Pag-IBIG) will have access to the following NGPBR information from the PURSE Server as follows:

Business Details , accessible from the PURSE Server by the SSS, Phil-Health and Pag-IBIG respectively, will include the following information:	
Business Registration Type	Single Proprietorship (DTI) Partnership / Corporation (SEC) Cooperative (CDA) New Existing with the following: <ul style="list-style-type: none"> • DTI Registration Certificate Number • SEC Registration Certificate Number • CDA Registration Certificate Number • NGPBR Registration Certificate Number Amendments
TIN	For SSS, Phil-Health and Pag-BIG
SSS Number	For SSS
Phil-Health Number	For Phil-Health
Pag-IBIG Number	For Pag-IBIG
Business Name	Business Name
Business Scope	<ul style="list-style-type: none"> • Barangay • City / Municipality • Regional • National (SEC and CDA)
Business Activity	Main Business Activity: <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer • Retailer • Exporter Other Business Activity: <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer • Retailer • Exporter
Product and Services	Products and services offered by the business

Capitalization	Authorized Capital Subscribed Paid-Up
Business Address	House/Building Number Building Name Street Name Barangay Town/City Province Region
Number of Employees	Self-employed (DTI) Planned Existing
PSGC	The PSGC will be based on the latest version published by the NSCB.
PSIC	The PSIC will be based on the latest version published by the NSCB. The PSIC is published in the PURSE server by the Partner LGU.
Business Permit Number	The Business Permit Number is published in the PURSE Server by the Partner LGU.
Business Permit Type	The Business Permit Type is published in the PURSE Server by the Partner LGU. (New or Renewal)
Business Status	Operational or Non-Operational

2.2.3. PULSE Data Schema Specifications for the Regulatory Agencies (DTI, SEC, CDA and BIR)

DTI, SEC and CDA will publish data in the PULSE Server. The data will be used to validate the information in the NGPBR application form.

The data that will be published in the PULSE Server by DTI, SEC and CDA are as follows:

Regulatory Agency Details, that will be published by in the PULSE Server by the DTI, SEC and CDA respectively, will include the following information:

Business Registration Numbers	Business Registration Numbers of Global, National and Restricted Business Names
Business Names	Global, National and Restricted Business Names (DTI-SEC-CDA)
Status	Operational or non-operational

BIR will publish data in the PULSE Server. These are new TIN numbers for issuance to qualified NGPBR applications.

Regulatory Agency Details, that will be published in the PULSE Server by the BIR, will include the following information:	
TIN	New TIN numbers for qualified NGPBR applications

2.2.4. PULSE Data Schema Specifications for the Social Services Agencies (SSS, Phil-Health, and Pag-IBIG)

SSS, Phil-Health and Pag-IBIG will publish data in the PULSE Server. These are new numbers that will be issued to qualified NGPBR applications.

The data that will be published in the PULSE Server by SSS, Phil-Health and Pag-IBIG are as follows:

Social Services Agency Details, that will be published in the PULSE Server by the SSS, Phil-Health and Pag-IBIG will include the following information:	
SSS	New SSS numbers for qualified NGPBR applications
Phil-Health	New Phil-Health numbers for qualified NGPBR applications
Pag-IBIG	New Pag-IBIG numbers for qualified NGPBR applications

3. Section 3 – Local Government Units

3.1. Local Government Unit Data Sharing Specifications

Partner LGUs will be able to access NGPBR completed registration information through the PURSE server. This will enable the Partner LGU to extract PA information for validation and issuance of a business permit and the PSIC.

Each completed NGPBR registration will contain owner, business and partner agency information and the NGPBR COR.

Through the NGPBR business information details, Partner LGUs will be able to identify completed NGPBR business registrations in HUCs, Cities and Municipalities.

The Partner LGU, on the other hand, will process the business permits and issue the corresponding PSIC for the completed NGPBR registrations. The Partner LGU will then publish in the PULSE Server the completed NGPBR registrations. NGPBR will access and publish the updated registration (with business permit and PSIC) in the PURSE Server for the PAs.

3.1.1. Information Sharing Requirements for Highly Urbanized Cities (HUCs)

Partner LGUs (HUCs) will be able to access completed NGPBR registration information from the PURSE server. It will contain business and partner agency information and the NGPBR COR.

Through the NGPBR registration information, Partner LGUs will be able to identify completed business registrations in HUCs, perform a validation processes and subsequently issue business licenses and the PSIC.

The Partner LGU (HUCs) will now publish the completed NGPBR registration containing the business permit and PSIC in the PULSE Server. NGPBR will access and publish the updated registration (with business permit and PSIC) in the PURSE Server for the PAs.

3.1.2. Information Sharing Requirements for Cities

Partner LGUs (Cities) will be able to access completed NGPBR registration information from the PURSE server. It will contain business and partner agency information and the NGPBR COR.

Through the NGPBR registration information, Partner LGUs will be able to identify completed business registrations in HUCs, perform a validation processes and subsequently issue business licenses and the PSIC.

The Partner LGU (Cities) will now publish the completed NGPBR registration containing the business permit and PSIC in the PULSE Server. NGPBR will access and publish the updated registration (with business permit and PSIC) in the PURSE Server for the PAs.

3.1.3. Information Sharing Requirements for Municipalities

Partner LGUs (Municipalities) will be able to access completed NGPBR registration information from the PURSE server. It will contain business and partner agency information and the NGPBR COR.

Through the NGPBR registration information, Partner LGUs will be able to identify completed business registrations in HUCs, perform a validation processes and subsequently issue business licenses and the PSIC.

The Partner LGU (Municipalities) will now publish the completed NGPBR registration containing the business permit and PSIC in the PULSE Server. NGPBR will access and publish the updated registration (with business permit and PSIC) in the PURSE Server for the PAs.

3.2. Data Schema Definition and Specifications

3.2.1. PURSE Data Schema Specifications

Partner LGUs will also have access to NGPBR Business Registration information in the PURSE Server. This enables the Partner LGU to access the NGPBR completed registrations, process business permits and generate the PSIC. This is then published by the Partner LGU in the PULSE Server.

The NGPBR accesses the completed Partner LGU business registration with the business permit and PSIC from the PULSE and publishes it on the PURSE for access by the PAs.

Business Details accessible from the PURSE Server by the Partner LGU will include the following information:	
Business Registration Type	Single Proprietorship (DTI) Partnership / Corporation (SEC) Cooperative (CDA)

	<p>New</p> <p>Existing with the following:</p> <ul style="list-style-type: none"> • DTI Registration Certificate Number • SEC Registration Certificate Number • CDA Registration Certificate Number • NGPBR Registration Certificate Number <p>Amendments</p>
TIN	Validated TIN Number
Business Name	Business Name (as approved by DTI, SEC and CDA)
Business Scope	<ul style="list-style-type: none"> • Barangay • City / Municipality • Regional • National (SEC and CDA)
Business Activity	<p>Main Business Activity:</p> <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer • Retailer • Exporter <p>Other Business Activity:</p> <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer • Retailer • Exporter
Product and Services	Products and services offered by the business
Business Address	House, Building, Unit Number Building Name Street Name Barangay Town/City Province Region
PSGC	The PSGC will be based on the latest version published by the NSCB.
PSIC	The PSIC will be based on the latest version published by the NSCB. The PSIC is published in the PURSE server by the Partner LGU.

Business Permit Number	The Business Permit Number is published by the Partner LGU.
Business Permit Type	The Business Permit Type is published by the Partner LGU. (New or Renewal)
Business Status	Operational or Non-Operational

3.2.2. PULSE Data Schema Specifications

The Data Schema Specifications for the Partner LGUs to be published in the PULSE Server will be a combination of completed NGPBR business registrations published in the PURSE server and additional data from the LGU regarding its business permit and status.

NGPBR will access the completed business details published by the LGU in the PULSE Server and publish it in the PURSE Server for access by the PAs.

Business Details the Partner LGU will publish in the PULSE Server include the following information:	
Business Registration Type	Single Proprietorship (DTI) Partnership / Corporation (SEC) Cooperative (CDA) New Existing with the following: <ul style="list-style-type: none"> • DTI Registration Certificate Number • SEC Registration Certificate Number • CDA Registration Certificate Number • NGPBR Registration Certificate Number Amendments
TIN	Validated TIN Number
Business Name	Business Name (as approved by DTI, SEC and CDA)
Business Scope	<ul style="list-style-type: none"> • Barangay • City / Municipality • Regional • National (SEC and CDA)
Business Activity	Main Business Activity: <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer

	<ul style="list-style-type: none"> • Retailer • Exporter <p>Other Business Activity:</p> <ul style="list-style-type: none"> • Manufacturer/Producer • Wholesaler • Service • Importer • Retailer • Exporter
Product and Services	Products and services offered by the business
Business Address	House, Building, Unit Number Building Name Street Name Barangay Town/City Province Region
PSGC	The PSGC will be based on the latest version published by the NSCB.
PSIC	The PSIC will be based on the latest version published by the NSCB.
Business Permit Number	Issued by the LGU
Business Permit Type	New or Renewal
Business Status	Operational or Non-Operational

4. Section 3 – International Partners

This section will be completed prior to the implementation of the NGPBR v3.0 and v4.0.

4.1. Inter-Governmental Data Sharing Specifications

4.1.1. Information Sharing Requirements for ASEAN partner countries

4.1.2. Information Sharing Requirements for North American partner countries

4.1.3. Information Sharing Requirements for EU partner countries

4.2. Data Schema Definition and Specifications

4.2.1. PURSE Data Schema Specifications

4.2.2. PULSE Data Schema Specifications

4.3. Local Economic Partners Data Sharing Specifications

4.3.1. Information Sharing Requirements for Securities, Finance, and Investment Industries

4.3.2. Information Sharing Requirements for Production and Manufacturing Industries

4.3.3. Information Sharing Requirements for Service Industries

- 4.3.4. Information Sharing Requirements for Import/Export Industries
- 4.3.5. Information Sharing Requirements for Technology and Engineering Industry
- 4.3.6. Information Sharing Requirements for Medical and Healthcare Industries
- 4.3.7. Information Sharing Requirements for Tourism and Hospitality Industries
- 4.3.8. Information Sharing Requirements for Transportation and Logistics Industries
- 4.4. Data Schema Definition and Specifications
 - 4.4.1. PURSE Data Schema Specifications
 - 4.4.2. PULSE Data Schema Specifications

5. Section 4 – Security and Web Services Specifications

This section will be defined by the technical team led by Dr. Dennis Reyes.

- 5.1. Security Specifications
- 5.2. Inbound Format and Specifications

6. Outbound Format and Specifications

This section will be defined by the technical team led by Dr. Dennis Reyes.

ANNEX 10: PROPOSED COMMUNICATION/ADVOCACY CAMPAIGN PLAN FOR THE LEGACY AND NEXT-GENERATION PBRs

Ultimately, the success of the PBR will be measured by the number of its users and the value it provides these users. To the extent that the number of users partly but substantially depends on the number of potential users, communicating to all who may need to use it the existence of the system, the advantages in using it, and how it could be used will bring becomes an important factor in the success of the PBR in achieving its goal and objectives.

It is thus proposed that a communication/advocacy campaign be undertaken in support of the development of the PBR, both under its Legacy and Next-Generation initiatives.

I. COMMUNICATION SUPPORT FOR THE PHASED IMPLEMENTATION OF THE PBR UNDER BOTH INITIATIVES

The development of the PBR under both Legacy and New-Generation initiatives will be phased. Necessarily, if support from the general public and special audiences is to be mobilized and harnessed fully, communication support must be provided it throughout its implementation period, in sync with this manner of implementation.

There ought to be two communication efforts going on simultaneously under both initiatives. One effort is a sustained one and should be ongoing throughout the development of the PBR. The other one is dependent on the achievement of milestones.

A. Sustained Communication Effort

Objectives:

Throughout the development of the PBR under both initiative, a sustained communication effort should be undertaken to:

1. Raise and then increase to required levels the awareness of, and interest in, the the PBR
2. Create and then maintain positive attitude towards the PBR

Target Audiences:

1. the general public
2. actual and potential users of the PBR

Messages:

1. The existence of the PBR
2. A general description of the latest newsworthy event in development of the PBR
3. The government and the Second Aquino Administration's full commitment to, and support for, the development of the PBR

4. The goal of the PBR and its intended impact (the generation of more investments through the easing of the manner of doing business in the country which, in turn, will generate more and better job and livelihood opportunities for Filipinos)

Sources:

The DTI Secretary as head of the PBR Steering Committee of the Executive Director of the PMO

Channels:

The mass media with news reports, features, and opinion pieces generated from the press feeds from the PBR PMO

Schedule of Implementation:

For as long as the PBR is under development under the Legacy and New-Generation initiatives

B. Milestone-Specific Efforts

To ensure that optimal attention and therefore impact is generated, communication support will be specifically provided to “communication events,” which are milestones in the development of the PBR that would result in a change in the way the general public or specialized audiences will henceforth be dealing with the system. Examples of such events is the eventual establishment of link between the PBR and the SEC and CDA registration systems, the availability of access to the system for the general public through the internet and not through kiosks, and the linking of LGUs to the system.

For each of these communication events, the following communication efforts should be undertaken.

PHASE 1

Objective:

To increase the awareness of, and interest in, and knowledge about, the new feature of the PBR among target audiences and the general public

Target Audience No. 1: the General Public

Messages

1. The existence of the new feature of the PBR
2. A general description of the new feature
3. The government and the Second Aquino Administration’s full commitment to, and support for, the establishment of the PBR

4. The goal of the PBR and its intended impact (the generation of more investments through the easing of the manner of doing business in the country which, in turn, will generate more and better job and livelihood opportunities for Filipinos)

Sources

1. The DTI Secretary as head of the PBR Steering Committee
2. The head of the partner agency on which the full effect of the communication event is to be felt
3. Prominent members of the beneficiaries of the new feature

Channels

The mass media with news reports, features, and opinion pieces generated from the press feeds from DTI and the PBR partner agency concerned

Target Audience No. 2: The direct beneficiaries of the new feature in the PBR

Messages

1. Items a, c, and d above
2. A more detailed and technical description of the new feature

Sources

Same as above

Channels

1. The mass media, especially local newspapers, radio stations, and television stations, with news reports, features, and opinion pieces generated from press feeds from DTI and the PBR partner agency concerned
2. A brochure on the new feature to be distributed to the intended beneficiaries of the new feature
3. The websites of the DTI and the partner agency concerned, to be populated by news reports, an FAQ, and a tutorial on how to avail of the new feature
4. Various appropriate social networking sites using the same materials

Target Audience No. 3: LGUs, especially LCEs and heads of offices/departments involved in business registration

Messages

Same as above

Sources

Same as above

Channels

1. The mass media with news reports, features, and opinion pieces generated out of the press feeds from DTI and the PBR partner agency concerned
2. The websites of the DILG, LGA, and the local government leagues with news reports/features from the PBR PMO
3. Various appropriate social networking sites with news reports/features from the PBR PMO

Target Audience No. 4: Officials and employees of the PBR partner agency concerned

Messages

Same as above

Sources

Same as above

Channels

1. The mass media with news reports, features, and opinion pieces generated out of the press feeds from the DTI and the PBR partner agency concerned
2. The website of the PBR partner agency concerned, with news reports/features from the PBR PMO
3. Various appropriate social networking sites with news reports/features from the PBR PMO
4. Other internal communication channels (internal newsletters, bulletin boards), using the same materials as in item b as well as relevant internal communication on the subject matter

Schedule for all the above communication activities

Immediately after the new feature goes live

PHASE 2

Objectives:

1. To create and enhance positive attitude toward the new feature of the PBR and toward the PBR in general among target audiences and the general public
2. To encourage the use of the new feature among intended beneficiaries

Target Audience No. 1: General Public

Messages

1. The benefits of the new feature of, and of using, the PBR
2. The success of the new feature as indicated by the number of users and the testimonials of prominent users

Sources

1. The DTI Secretary or a designated spokesperson for the PBR
2. The head of the partner agency concerned
3. Prominent and influential opinion leaders of the beneficiaries of the new feature, both at the national and local levels

Channels

The mass media with news reports, features, and opinion pieces generated from the press feeds from the PBR PMO; as well as sections (interviews and features) in radio and television public affairs shows

Target Audience No. 2: Beneficiaries of the new feature among the businessmen, especially those engaged in MSMEs

Messages

Same as above, but with emphasis on local data and testimonials

Sources

Same as above, but with local opinion leaders as sources of testimonials and endorsements

Channels

In addition to the channels mentioned for target audience no. 1 above:

For members of business groups, the websites of these groups and that of the DTI and the PBR partner agency involved, populated with the appropriate news reports and feature articles

For businessmen engaged in MSMEs, local newspapers and television programs in addition to those mentioned in the previous paragraph, with the same materials

Schedule of these communication activities

To start at a time to be determined by the PBR PMO, but not more than 2 months after the start of Phase 2, and to continue until the end of the Project or as determined by the PBR PMO

PHASE 3

Objective:

To gather feedback from the target audiences and the general public

Target Audience: Members of the Business Community, especially those involved in MSMEs

Messages

1. The need for feedback for the formulation of a more responsive Next-Generation PBR
2. The need for users of the Next-Generation PBR to participate and fill out the feedback survey form in the system

Sources

1. The Secretary of Trade and Industry, or a designated spokesperson for the PBR
2. Prominent and influential opinion leaders of the business community, both at the national and local levels

Channels

The mass media with news reports and feature articles generated out of the press feeds from the PBR PMO

Schedule

To start with Phase 2 up to a time to be determined by the PBR PMO

II. COMMUNICATION SUPPORT FOR A FULLY-OPERATIONAL PBR

When it has been completed and all its intended features are available, the PBR under either the Legacy or the New-Generation initiatives, must be launched officially. Support to it as a whole system must then be mobilized. In pursuit of these goals, the communication activities detailed below are proposed.

PHASE 0

Objective:

To mobilize support from mass media practitioners for the Next-Generation PBR and for the launching ceremonies for the system

Target Audience: Members of the mass media, especially the press corps at the DTI and the PBR partner agencies

Messages

1. The existence of the fully-functional PBR
2. The main features and the advantages of the PBR
3. The full support of government to the system
4. The goal of the PBR and its intended impact
5. Full endorsement of the system from the various local and foreign business organizations, such as the PCCI, FCCCII, MBC, JFC, AmCham, and ECCP, as well as the different local government leagues

Sources

The Secretary of Trade and Industry and the heads of the PBR partner agencies

Activity

Press Briefing

Channels

The Information Kit that would be distributed during the launching ceremonies for the PBR

PHASE 1

Objective:

To increase the awareness of, and interest in, and support for, the PBR among target audiences and the general public

Target Audience No. 1: the General Public

Messages

1. The existence of the fully-functional Next-Generation PBR
2. The main features of the Next-Generation PBR
3. The full support of government to the Next-Generation PBR
4. Full endorsement of the various local and foreign business organizations of the PBR

Sources

1. The President

2. Members of the Cabinet, especially the Secretary of Trade and Industry and the heads of the PBR partner agencies
3. Prominent members of the business community, especially the heads of the local and foreign business organizations
4. Heads of the different local government leagues

Special Events

- a. A formal launching ceremony for the PBR with the President as Guest of Honor, and the members of the Cabinet Economic Cluster, the other heads of the PBR partner agencies, and heads of the biggest national business organizations as guests.

During the ceremony, a simulation run will be conducted with the President registering an actual corporation or cooperative.

- b. A press conference with the President to be conducted during or shortly after the launching ceremonies

Channels

The mass media with news reports, features, and opinion pieces generated from the launch and press conference, as well as from press feeds from DTI and the other PBR partner agencies

Target Audience No. 2: Individual businessmen and members of local and foreign business groups

Messages

Same as above

Sources

Same as above

Channels

1. The mass media with news reports, features, and opinion pieces generated from the launch and press conference, as well as from press feeds from DTI and the other PBR partner agencies
2. The websites of all government agencies and the local and foreign business groups with news reports/features from the PBR PMO
3. Various appropriate social networking sites using the same materials as in item b.

Target Audience No. 3: LGUs, especially LCEs and heads of offices/departments involved in business registration

Messages

Same as above

Sources

Same as above

Channels

1. The mass media with news reports, features, and opinion pieces generated out of the launch and press conference, as well as from press feeds from DTI and the other PBR partner agencies
2. The websites of the DILG, LGA, and the local government leagues with news reports/features from the PBR PMO
3. Various appropriate social networking sites with news reports/features from the PBR PMO

Target Audience No. 4: Officials and employees of the PBR partner agencies

Messages

Same as above

Sources

Same as above

Channels

1. The mass media with news reports, features, and opinion pieces generated out of the launch and press conference, as well as from press feeds from the DTI and the other PBR partner agencies
2. The websites of all government agencies, especially those of the PBR partner agencies, with news reports/features from the PBR PMO
3. Various appropriate social networking sites with news reports/features from the PBR PMO
4. Other internal communication channels (internal newsletters, bulletin boards), using the same materials as in item b as well as relevant internal communication on the subject matter

Schedule of all the above communication activities

Immediately, not to exceed a day, after the Press Briefing

PHASE 2

Objective:

To increase the knowledge of target audiences and the general public on the Next-Generation PBR

Target Audience No. 1: General Public

Messages

1. The main features of the PBR
2. The way of accessing and using the PBR
3. The benefits of using the system

Sources

The Secretary of Trade and Industry, or a designated spokesperson for the PBR

Channels

The mass media with news reports, features, and opinion pieces generated from the press feeds from the PBR PMO

Target Audience No. 2: Members of the Business Community, especially those involved in MSMEs

Messages

Same as above

Sources

Same as above

Channels

In addition to the channels mentioned for target audience no. 1 above:

1. For members of business groups
 1. the websites of these groups and that of the DTI and the other PBR partner agencies with an audio-visual tutorial and a feature article and an FAQ on the steps that a user would need to undergo in using the PBR
 2. several newspaper and magazine paid advertisements featuring the steps that a user would need to use the PBR
2. For businessmen engaged in MSMEs:

In addition to those mentioned above,

- a. local newspapers and television programs with the same materials as mentioned above;
- b. Help desks in provincial DTI offices with a staff member who will assist applicants access and use the Next-Generation PBR; and
- c. Help desks in LGUs with a staff member who will assist applicants' access and use the Next-Generation PBR.

Schedule for the entire phase

To start not more than a week after the Press Briefing and to last until the end of the Project or as determined by the PBR TWG

PHASE 3

Objective:

To create and enhance positive attitude toward the Next-Generation PBR among target audiences and the general public

Target Audience No. 1: General Public

Messages

1. The benefits of using the PBR
2. The success of the PBR as indicated by the number of users and the testimonials of prominent users

Sources

1. The Secretary of Trade and Industry, or a designated spokesperson for the PBR
2. Prominent and influential opinion leaders of the business community, both at the national and local levels

Channels

The mass media with news reports, features, and opinion pieces generated from the press feeds from the PBR PMO; as well as sections (interviews and features) in radio and television public affairs shows

Target Audience No. 2: Members of the Business Community, especially those involved in MSMEs

Messages

Same as above, but with emphasis on local data and testimonials

Sources

Same as above, but with local opinion leaders as sources of testimonials and endorsements

Channels

In addition to the channels mentioned for target audience no. 1 above:

1. For members of business groups, the websites of these groups and that of the DTI and the other PBR partner agencies with the appropriate news reports and feature articles
2. For businessmen engaged in MSMEs, those mentioned in the previous paragraph plus local newspapers and television programs with the same materials as mentioned above

Schedule of the entire phase

To start at a time to be determined by the PBR PMO, but not more than 3 months after the start of Phase 2, and to continue until the end of the Project or as determined by the PBR PMO