

## Result of 2016 BPLS Field Monitoring and Evaluation Survey

### Executive Brief

#### BACKGROUND

For the past four years, the National Competitiveness Council, in partnership with the Department of Trade and Industry (DTI) and the Department of Interior and Local Government (DILG) has been continuously implementing the Nationwide Business Permitting and Licensing System (BPLS Streamlining Program). This has been consistent with the requirements under the Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007 (ARTA).

With the issuance of Joint Memorandum Circular (JMC) in 2010, the service standards for business registration processes for new business application and renewal of business permits aims to further streamline regulatory processes and requirements in each LGU as well as promoting a common goal to make doing business easier and attractive to local and foreign investors.

Likewise, with the compliance of LGUs in the set standards, this will enable their local chief executives and frontliners to promote quality services in their respective locality.

This year, the NCC covered a total of (303) local government unit (LGUs) with the following objectives:

1. Determine the profile of the businessmen in selected LGUs nationwide who have applied for a new business permits or renewed business permits in 2016;
2. Determine the following aspects in relation to the application for new and renewal of a business permit:
  - 2.1. Actual Time spent in Processing the Application;
  - 2.2. Number of Steps/Procedures in Processing of the Application;
  - 2.3. Number of Signatories required in Processing the Application;
  - 2.4. Number of Forms required to fill up in Processing the Application;
  - 2.5. Evaluation of the Performance of the LGUs based on Customer Satisfaction Index Scores

The validated LGUs were those that have professed strict adherence to the guidelines in streamlining the BPLS. The interviews were conducted in the months from June to December 2016. Furthermore, respondents were selected by random sampling, ten (10) respondents for new and ten (10) respondents for renewal of business applications.

## **SURVEY METHODOLOGY**

The BPLS Field Monitoring and Evaluation Survey was annually conducted in the *period of June to December of the present year*. Through the DTI Regional and Provincial Offices, a third surveyor/local academe was commissioned to conduct the survey.

All related activities such as interviews and site visits were done for the purposes of assessment and monitoring of business permitting process for both new business registration and renewal of business permits. In addition, this survey report will only provide generalizations on the actual experiences of business owners with their respective LGUs as well as measure their overall satisfaction in the duration of application to release of their business permit.

The target areas were sourced from the quarterly report of streamlined LGUs submitted and reported by the DILG-LGA. Likewise, sample design was adapted based on simple random sampling – each survey respondent was chosen randomly and entirely by chance. (e.g. 10 respondents for new and 10 respondents for renewal per LGU)

Below is the list of partner academic institutions for this 5<sup>th</sup> run of the survey.

<b>REGION</b>	<b>PARTNER ACADEME</b>
National Capital Region (NCR)	UP Institute for Small Scale Industries
Cordillera Administrative Region (CAR)	Minds and Pens Consulting, Marketing, and Allied Services
Ilocos Region (I)	Don Mariano Marcos Memorial State University
Cagayan Valley Region (II)	Cagayan State University, Nueva Vizcaya State University, and Isabela State University
Central Luzon (III)	Aurora State College of Technology, Bataan Peninsula State University, Bulacan State University, Central Luzon State University, Angeles University Foundation, Tarlac State University, and Lyceum of Subic Bay
CALABARZON (IV-A)	Batangas State University
MIMAROPA (IV-B)	*Enumerators
Bicol Region (V)	DTI Negosyo Center Business Counselors
Western Visayas (VI)	Central Philippine University
Central Visayas (VII)	School of Business and Economics, University of San Carlos
Eastern Visayas (VIII)	Market Relevance Corporation
Zamboanga Peninsula (IX)	Western Mindanao State University
Northern Davao (X)	*Enumerators
Davao Region (XI)	University of Mindanao
SOCCSKSARGEN (XII)	Sultan Kudarat State University
Caraga (XIII)	Caraga State University

The study was a descriptive research. It was undertaken by conducting a face-to-face interview and answering survey questionnaires with around 6,083 businessmen who applied for new business permits and renewed business permits in 2016 spread-out in 313 LGUs nationwide. A structured survey instrument as designed by the NCC was used to ease the gathering of business information. Moreover, this survey instrument was relatively significant as it served its purpose for comparability of results in all surveyed LGUs.

## BUSINESS PERMITS AND LICENSING SYSTEM: CURRENT STANDARDS

In 2010, DILG and DTI issued Joint Memorandum Circular No. 1, with the subject “*Guidelines in Implementing the Standards in Processing Business Permits and Licenses in All Cities and Municipalities*”, to guide LGUs in complying with the following BPLS reform standards:

- **UNIFIED FORM** - All cities and municipalities shall use a single unified form in processing new applications for business permits and business renewal.
- **STANDARD STEPS** - All cities and municipalities shall ensure that applicants for business registration shall follow five (5) steps in applying for new business permits or for business renewals.
- **STANDARD PROCESSING** - Processing of new business permits, which is classified as a complex transaction shall not take more than 10 days or 5 days for the release of the permits while for business renewals, which is classified as a simple transaction, shall not take more than 5 days for the release of the permit.
- **SIGNATORIES** - All cities and municipalities shall follow the prescribed only two (2) signatories, namely the Mayor and the Treasurer or the BPLO.

### I. SUMMARY OF 2016 M&E SURVEY REPORT

#### A. Business Profile

- A total of **4,968 out of 6,083** (both new and renewal respondents) are business owners who have **personally applied or renewed** their business permits in 2016.
- In terms of main business or type of services, a total of **2,878 or 47%** are classified under ‘*wholesale and retail trade*’.
- In business registration, majority of respondents for both new and renewal or the **5,673 or 93%** are ‘**sole proprietor**’ while **5,188 or 85%** are classified as **Micro, Small, and Medium Enterprise (MSME)**.
- A total of **3,230 or 53%** have paid cost of fees in the range of P 1,000 – 5,000 with corresponding official receipt in each transaction.
- Interestingly, a total of **6,010 or 98%** of new and renewal respondents reported that they did not, *in any form or service* avail of fixer facilitation fees, a positive trend that started in 2012.

### II. NATIONWIDE COMPLIANCE TO BPLS STANDARDS:

#### B. New Business Registration

- Processing Time – a total of **2,378 or compliance rate of 73%** were able to process their registration documents in *less than 10 minutes to 10 days*.
- Procedures/Steps – a total of **2,181 or compliance rate of 76%** took about *less than 5 steps* in processing the registration documents.
- Number of signatory – Majority of the applicants or **2,654 or compliance rate of 90%** indicated (2) signatories present in their business application.
- Number of forms – a total of **1,834 or compliance rate of 53%** used the prescribed unified form in processing business registration.

### C. Renewal of Business Permits

- Processing Time – a total of **2,573** or **compliance rate of 76%** were able to process their renewal of business permits in *less than 10 minutes to 5 days*.
- Procedures/Steps – a total of **2,364** or **67%** were able to process their renewal in less than 5 steps.
- Number of signatory – majority of the respondents or the **2,913** or **90%** reported (2) signatories in their business permits.
- Number of forms – a total of **1,995** or **55%** used the prescribed form in renewing their business permits.

## II. OVERALL CUSTOMER SATISFACTION FEEDBACK

- For this year, a total of 278 LGUs for new business application and 284 LGUs for renewal of business permits were qualified for the CSI Index Scoring. The **Municipality of Itbayat in Batanes** garnered an overall customer satisfaction score of **9.85** and **9.83**, respectively.

**Annex A: Lis of Validated LGUs (from June to December 2016)**

<b>REGION</b>	<b>CITY / MUNICIPALITY</b>
NCR	Caloocan
NCR	Las Piñas
NCR	Makati
NCR	Malabon
NCR	Mandaluyong
NCR	Manila
NCR	Marikina
NCR	Muntinlupa
NCR	Navotas
NCR	Parañaque
NCR	Pasay
NCR	Pasig
NCR	Pateros
NCR	Quezon City
NCR	San Juan
NCR	Taguig
NCR	Valenzuela
Region 1	Balungao
Region 1	Bayambang
Region 1	Burgos
Region 1	Caba
Region 1	Currimao
Region 1	Dingras
Region 1	Luna
Region 1	Pasuquin
Region 1	Piddig
Region 1	Rosales
Region 1	Rosario
Region 1	San Fabian
Region 1	San Juan
Region 1	Santa
Region 1	Santa Barbara
Region 1	Santiago
Region 1	Sarrat
Region 1	Sta. Catalina
Region 1	Sta. Lucia
Region 1	Sto. Domingo
Region 2	Alcala

Region 2	Alfonso Castaneda
Region 2	Allacapan
Region 2	Amulung
Region 2	Delfin Albano
Region 2	Dupax Del Sur
Region 2	Itbayat
Region 2	Kasibu
Region 2	Mallig
Region 2	Piat
Region 2	Quezon
Region 2	Quirino
Region 2	Sabtang
Region 2	Saguday
Region 2	San Mariano
Region 3	Abucay
Region 3	Apalit
Region 3	Castillejos
Region 3	Dipaculao
Region 3	Gen. Natividad
Region 3	Gerona
Region 3	Magalang
Region 3	Paniqui
Region 3	Pilar
Region 3	Plaridel
Region 3	San Antonio
Region 3	San Jose City
Region 3	San Jose Del Monte
Region 3	Science City Of Muñoz
Region 4A	Bacoor
Region 4A	Biñan
Region 4A	Binangona N
Region 4A	Cabuyao
Region 4A	Cardona
Region 4A	Ibaan
Region 4A	Los Baños
Region 4A	Magallanes
Region 4A	Noveleta
Region 4A	Padre Garcia
Region 4A	Rosario
Region 4A	San Jose
Region 4A	San Pedro

Region 4A	Silang
Region 4A	Sta. Cruz
Region 4B	Aborlan
Region 4B	Abra De Ilog
Region 4B	Baco
Region 4B	Bansud
Region 4B	Bataraza
Region 4B	Boac
Region 4B	Bongabong
Region 4B	Brooke's Point
Region 4B	Buenavista
Region 4B	Bulalacao
Region 4B	Busuanga
Region 4B	Cajidiocan
Region 4B	Calapan City
Region 4B	Calatrava
Region 4B	Calintaan
Region 4B	Coron
Region 4B	El Nido
Region 4B	Gasan
Region 4B	Gloria
Region 4B	Magsaysay
Region 4B	Mamburao
Region 4B	Mansalay
Region 4B	Mogpog
Region 4B	Narra
Region 4B	Naujan
Region 4B	Paluan
Region 4B	Pinamalayan
Region 4B	Pola
Region 4B	Puerto Galera
Region 4B	Puerto Princesa City
Region 4B	Quezon
Region 4B	Rizal
Region 4B	Romblon
Region 4B	Roxas
Region 4B	Sablayan
Region 4B	San Agustin
Region 4B	San Andres
Region 4B	San Jose
Region 4B	San Teodoro

Region 4B	San Vicente
Region 4B	Socorro
Region 4B	Sofronio Española
Region 4B	Sta. Cruz
Region 4B	Taytay
Region 4B	Torrijos
Region 4B	Victoria
Region 5	Barcelona
Region 5	Calabanga
Region 5	Caramoran
Region 5	Donsol
Region 5	Gumaca
Region 5	Jovellar
Region 5	Juban
Region 5	Labo
Region 5	Libmanan
Region 5	Libon
Region 5	Malinao
Region 5	Oas
Region 5	Ocampo
Region 5	Placer
Region 5	Ragay
Region 5	San Fernando
Region 5	Tigaon
Region 5	Tondo
Region 5	Virac
Region 6	Balasan
Region 6	Balete
Region 6	Cadiz City
Region 6	Dingle
Region 6	Dumarao
Region 6	Himamaylan City
Region 6	Jordan
Region 6	Lambunao
Region 6	Laua-An
Region 6	Miag-Ao
Region 6	New Lucena
Region 6	Pandan
Region 6	President Roxas
Region 6	Talisay City
Region 6	Tangalan



Region 7	Albuquerque
Region 7	Argao
Region 7	Bais
Region 7	Compostela
Region 7	Danao
Region 7	Daus
Region 7	Enrique Villanueva
Region 7	Liloan
Region 7	Maribojoc
Region 7	Naga
Region 7	Oslob
Region 7	Panglao
Region 7	Sevilla
Region 7	Siquijor
Region 7	Tuburan
Region 8	Alang-Alang
Region 8	Albuera
Region 8	Allen
Region 8	Caibiran
Region 8	Calbayog
Region 8	Can-Avid
Region 8	Catbalogan
Region 8	Hindang
Region 8	Hinunangan
Region 8	Kananga
Region 8	Lavezares
Region 8	Oras
Region 8	Pintuyan
Region 8	Taft
Region 8	Victoria
Region 9	Diplahan
Region 9	Dipolog City
Region 9	Dumingag
Region 9	Imelda
Region 9	Ipil
Region 9	Isabela City
Region 9	Labason
Region 9	Manukan
Region 9	Molave
Region 9	Pagadian City
Region 9	Ramon Magsaysay

Region 9	Rizal
Region 9	Siayan
Region 9	Sibutad
Region 9	Zamboanga City
Region 10	Bacolod
Region 10	Balingoan
Region 10	Baloi
Region 10	Bonifacio
Region 10	Cabanglasan
Region 10	Cagayan De Oro City
Region 10	Concepcion
Region 10	Don Victoriano
Region 10	Jasaan
Region 10	Lopez Jaena
Region 10	Mambajao
Region 10	Quezon
Region 10	Sinacaban
Region 10	Sugbongcogon
Region 10	Sumilao
Region 11	Asuncion
Region 11	B.E. Dujali
Region 11	Bansalan
Region 11	Carmen
Region 11	City Of Mati
Region 11	Compostela
Region 11	Digos City
Region 11	Don Marcelino
Region 11	Don Marceliono
Region 11	Hagonoy
Region 11	Island Garden City Of Samal
Region 11	Jose Abad Santos
Region 11	Kapalong
Region 11	Laak
Region 11	Mabini
Region 11	Maco
Region 11	Magsaysay
Region 11	Malalag
Region 11	Malita
Region 11	Maragusan
Region 11	Mawab
Region 11	Monkayo

Region 11	Montevista
Region 11	Municipality Of Baganga
Region 11	Municipality Of Banaybanay
Region 11	Municipality Of Boston
Region 11	Municipality Of Caraga
Region 11	Municipality Of Cateel
Region 11	Municipality Of Governor Generoso
Region 11	Municipality Of Lupon
Region 11	Municipality Of Manay
Region 11	Municipality Of San Isidro
Region 11	Municipality Of Taragona
Region 11	Nabunturan
Region 11	New Bataan
Region 11	New Corella
Region 11	Padada
Region 11	Panabo City
Region 11	Pantukan
Region 11	San Isidro
Region 11	Sarangani
Region 11	Sta. Cruz
Region 11	Sta. Maria
Region 11	Sto. Tomas
Region 11	Sulop
Region 11	Tagum City
Region 11	Talaingod
Region 12	Arakan
Region 12	Antipas
Region 12	Carmen
Region 12	Cumbio
Region 12	Kidapawan City
Region 12	Lambayong
Region 12	Lutayan
Region 12	Magpet
Region 12	Pikit
Region 12	President Roxas
Region 12	Tacurong City
Region 12	Tulunan
CAR	Alfonso Lista
CAR	Baguio
CAR	Bangued
CAR	Bauko

CAR	Bontoc
CAR	Bucay
CAR	Itogon
CAR	La Trinidad
CAR	Lagawe
CAR	Luna
CAR	Rizal
CAR	Sablan
CAR	Tabuk
CAR	Tuba
CAR	Tublay
Caraga	Buenavista
Caraga	Burgos
Caraga	Carmen
Caraga	Dapa
Caraga	Esperanza
Caraga	Loreto
Caraga	Madrid
Caraga	Magallanes
Caraga	Malimono
Caraga	Pilar
Caraga	San Luis
Caraga	San Miguel
Caraga	Santa Josifa
Caraga	Santa Monica
Caraga	Socorro
Caraga	Tagao
Caraga	Tago
Caraga	Veruela

**Annex B. Overall Customer Satisfaction Scores for New Business Registration**

<b>REGION</b>	<b>CITY / MUNICIPALITY</b>	<b>OVERALL CUSTOMER SATISFACTION SCORES</b>
Region 2	Itbayat	9.85
Region 11	Monkayo	9.78
Region 11	Mabini	9.54
Region 11	Maco	9.54
Region 11	Montevista	9.52
Region 1	Santa	9.51
Region 11	Compostela	9.51
Region 11	Pantukan	9.48
Cordillera Administrative Region (CAR)	Luna	9.47
Region 11	Nabunturan	9.46
Region 2	Sabtang	9.45
Region 11	Mawab	9.44
Region 11	City Of Mati	9.40
Region 12	Tacurong	9.36
Region 1	Sto. Domingo	9.25
Region 5	Tigaon	9.21
Region 10	Quezon	9.17
Region 12	Pikit	9.17
Region 11	San Isidro	9.16
Region 12	Lutayan	9.14
Region 12	Kidapawan	9.13
Region 1	Burgos	9.13
Region 11	Laak	9.11
Region 4-A	Magallanes	9.04
Region 4-B	Mogpog	9.04
Region 8	Caibiran	9.02
Caraga	Pilar	9.00
Region 4-B	Buenavista	8.99
Region 4-B	Torrijos	8.99
Region 8	Oras	8.97
Region 5	Libon	8.97
Region 11	B.E. Dujali	8.92
Region 1	Sta. Catalina	8.90
Region 11	New Bataan	8.90
Region 12	Tulunán	8.79
Region 12	Carmen	8.78
Region 4-B	Paluan	8.78
Region 2	Saguday	8.76
Region 1	Balungao	8.73
Region 1	San Fabian	8.73
Region 8	Hindang	8.72
Region 5	Libmanan	8.69
Region 4-B	Gasán	8.68
Region 11	Municipality Of Baganga	8.68

Region 4-B	Bansud	8.67
Cordillera Administrative Region (CAR)	Itogon	8.64
Cordillera Administrative Region (CAR)	Alfonso Lista	8.63
Region 9	Labason	8.59
Region 5	Malinao	8.58
Cordillera Administrative Region (CAR)	Sablan	8.57
Region 12	Columbio	8.57
Region 6	President Roxas	8.56
Region 10	Sugbongcogon	8.54
Region 1	Currimao	8.53
Region 2	Alfonso Castaneda	8.52
National Capital Region (NCR)	Valenzuela	8.52
Region 4-B	Calatrava	8.50
Region 6	Miag-Ao	8.49
Cordillera Administrative Region (CAR)	Bucay	8.49
Region 12	Antipas	8.49
Region 12	Magpet	8.48
Region 11	Talaingod	8.43
Region 7	Albuquerque	8.42
Region 10	Cabanglasan	8.41
Region 4-A	Bacoor	8.40
Caraga	Loreto	8.40
Cordillera Administrative Region (CAR)	Rizal	8.39
Region 2	Quezon	8.36
Region 11	Maragusan	8.36
Region 4-A	Sta. Cruz	8.30
Region 11	Kapalong	8.27
Region 2	Alcala	8.26
Region 1	Sarrat	8.26
Region 10	Sumilao	8.26
Region 4-A	Padre Garcia	8.24
Region 7	Danao	8.24
Region 11	New Corella	8.22
Cordillera Administrative Region (CAR)	Bauko	8.19
Region 4-A	Noveleta	8.19
Region 10	Sinacaban	8.17
Region 10	Cagayan De Oro City	8.17
Region 4-B	San Vicente	8.17
Region 6	Cadiz City	8.14
Region 6	Jordan	8.14
Region 1	Dingras	8.14
Region 1	Santiago	8.13

Region 1	Luna	8.12
Region 11	Tagum City	8.11
National Capital Region (NCR)	Marikina	8.09
Cordillera Administrative Region (CAR)	Tublay	8.09
Region 5	Ragay	8.07
Region 4-B	San Agustin	8.07
Region 2	Delfin Albano	8.06
Region 1	Bayambang	8.06
Region 9	Dipolog City	8.05
Caraga	Burgos	8.05
Region 4-B	Naujan	8.04
Caraga	Magallanes	8.04
Region 4-B	Pola	8.04
Region 11	Padada	8.04
Region 3	Dipaculao	8.04
Cordillera Administrative Region (CAR)	Tuba	8.03
Caraga	Carmen	8.02
Region 11	Asuncion	8.01
Region 11	Hagonoy	8.01
Region 4-B	Sablayan	8.00
Region 9	Manukan	8.00
Region 12	Lambayong	7.99
Region 2	Piat	7.98
Region 3	Abucay	7.98
Region 7	Bais	7.97
Region 5	Placer	7.97
National Capital Region (NCR)	Las Piñas	7.97
Region 9	Imelda	7.97
National Capital Region (NCR)	Pateros	7.96
Region 11	Carmen	7.96
Region 7	Oslob	7.94
Region 7	Siquijor	7.94
Region 7	Squijor	7.94
Region 4-A	Ibaan	7.93
Region 9	Siayan	7.93
Region 9	Ramon Magsaysay	7.92
Region 7	Daus	7.92
Region 4-A	Binangonan	7.91
Region 4-A	Cardona	7.89
Region 4-A	Silang	7.88
Region 9	Dumingag	7.87
Region 8	Victoria	7.87
Caraga	Tago	7.87
Region 10	Bonifacio	7.85

Region 10	Lopez Jaena	7.85
Caraga	Buenavista	7.85
Region 1	Santa Barbara	7.84
Region 10	Jasaan	7.84
Region 11	Sto. Tomas	7.81
Region 4-B	Taytay	7.81
Region 4-A	Rosario	7.81
National Capital Region (NCR)	San Juan	7.81
Region 9	Ipil	7.80
Region 2	Mallig	7.80
Region 10	Concepcion	7.79
Region 4-B	Abra De Ilog	7.79
Region 11	Magsaysay	7.78
Region 3	Science City Of Muñoz	7.78
Region 10	Don Victoriano	7.78
Region 4-B	Calapan City	7.77
Region 11	Bansalan	7.76
Region 12	Arakan	7.75
Cordillera Administrative Region (CAR)	Bontoc	7.74
Caraga	Socorro	7.74
Region 6	Dumarao	7.72
Region 9	Diplahan	7.72
Region 4-B	Magsaysay	7.71
Region 4-B	Mansalay	7.71
Region 8	Pintuyan	7.71
Region 4-B	Socorro	7.70
Region 9	Sibutad	7.70
Region 4-A	Los Baños	7.69
Region 6	New Lucena	7.69
Caraga	Veruela	7.68
Region 7	Argao	7.67
Region 7	Naga	7.67
Region 7	Sevilla	7.67
Region 4-A	San Jose	7.67
Region 6	Dingle	7.67
Region 2	Allacapan	7.66
Region 11	Don Marcelino	7.66
Region 1	Sta. Lucia	7.66
Region 3	Pilar	7.66
Region 8	Catbalogan	7.66
Region 10	Mambajao	7.65
Region 6	Laua-An	7.64
National Capital Region (NCR)	Muntinlupa	7.64
Region 12	President Roxas	7.63
Region 3	Paniqui	7.63
Region 4-B	Gloria	7.63



Region 11	Malita	7.63
Region 9	Pagadian City	7.62
Region 1	Caba	7.61
Region 4-B	El Nido	7.61
Region 11	Jose Abad Santos	7.61
Region 2	Dupax Del Sur	7.60
Region 6	Talisay City	7.60
Region 4-B	Rizal	7.60
Region 4-A	Cabuyao	7.58
National Capital Region (NCR)	Caloocan	7.58
Region 1	Rosales	7.56
Region 1	San Juan	7.56
Region 4-B	Mamburao	7.54
Region 6	Balete	7.54
Region 2	Kasibu	7.54
Region 5	Ocampo	7.51
Region 2	San Mariano	7.49
Region 3	San Jose City	7.48
National Capital Region (NCR)	Mandaluyong	7.47
Region 4-B	Sofronio Española	7.47
Region 4-B	San Jose	7.46
Region 4-B	Cajidiocan	7.46
Region 11	Sarangani	7.45
Region 8	Hinunangan	7.44
Region 4-B	Bulalacao	7.44
Cordillera Administrative Region (CAR)	Baguio	7.43
Region 10	Balingoan	7.42
National Capital Region (NCR)	Malabon	7.36
Region 4-A	San Pedro	7.36
Region 8	Albuera	7.36
Caraga	San Miguel	7.36
Region 2	Amulung	7.34
Region 1	Pasuquin	7.33
Region 6	Lambunao	7.31
Region 4-B	Baco	7.31
National Capital Region (NCR)	Manila	7.31
Caraga	Santa Josifa	7.30
Region 4-B	Victoria	7.30
Region 4-B	Roxas	7.30
Region 4-B	Bongabong	7.28
Region 8	Alang-Alang	7.28
Region 7	Compostela	7.27
National Capital Region (NCR)	Quezon City	7.25

Region 6	Tangalan	7.24
Region 4-B	Narra	7.23
Region 7	Danao	7.23
Region 1	Piddig	7.22
Region 3	Gerona	7.22
Region 6	Pandan	7.21
Region 4-A	Biñan	7.20
Region 2	Quirino	7.16
Region 7	Liloan	7.16
Region 3	Magalang	7.13
Caraga	Esperanza	7.13
Region 7	Panglao	7.09
Region 7	Tuburan	7.09
Region 4-B	Puerto Galera	7.09
Caraga	Malimono	7.07
Region 4-B	Pinamalayan	7.06
Region 11	Panabo City	7.05
National Capital Region (NCR)	Makati	7.04
Region 1	Rosario	7.02
Region 11	Igacos	7.02
Cordillera Administrative Region (CAR)	Tabuk	7.01
Caraga	Madrid	7.00
Region 8	Lavezares	6.97
Region 7	Enrique Villanueva	6.94
Region 6	Himamaylan City	6.91
National Capital Region (NCR)	Navotas	6.90
National Capital Region (NCR)	Taguig	6.89
Caraga	Dapa	6.86
Region 3	Plaridel	6.84
Region 3	San Antonio	6.82
Region 7	Enrique Villanueva	6.81
National Capital Region (NCR)	Parañaque	6.73
Region 11	Digos City	6.69
Region 11	Sta. Maria	6.66
Region 3	San Jose Del Monte	6.65
Region 8	Allen	6.64
Region 8	Calbayog	6.64
Cordillera Administrative Region (CAR)	Bangued	6.63
Region 8	Kananga	6.62
National Capital Region (NCR)	Pasay	6.61
Region 9	Isabela City	6.58
Region 6	Balasan	6.58

Caraga	San Luis	6.56
Region 7	Enrique Villanueva	6.48
National Capital Region (NCR)	Pasig	6.45
Region 4-B	Romblon	6.43
Region 8	Can-Avid	6.42
Region 4-B	Bataraza	6.39
Region 8	Taft	6.39
Cordillera Administrative Region (CAR)	La Trinidad	6.38
Region 9	Zamboanga City	6.35
Region 4-B	Aborlan	6.28
Cordillera Administrative Region (CAR)	Lagawe	6.28
Region 4-B	Puerto Princesa City	6.20
Region 3	Castillejos	6.11
Region 4-B	Brooke's Point	6.01
Region 7	Maribojoc	5.93
Region 4-B	Quezon	5.90

#### Annex C. Overall Customer Satisfaction Scores for Renewal of Business Permits

REGION	CITY / MUNICIPALITY	OVERALL CUSTOMER SATISFACTION SCORES
Region 2	Itbodyat	9.83
Cordillera Administrative Region (CAR)	Luna	9.82
Region 11	City Of Mati	9.59
Region 8	Lavezares	9.50
Region 8	Oras	9.50
Region 1	Santa	9.49
Region 2	Sabtang	9.49
Region 11	Municipality Of Banaybanay	9.48
Region 12	Tacurong City	9.47
Region 11	Compostela	9.36
Region 12	Pikit	9.33
Region 11	Mabini	9.31
Region 5	Labo	9.30
Region 5	Libon	9.26
Region 11	Municipality Of Manay	9.22
Region 11	Laak	9.13
Region 5	Ragay	9.10
Region 4-B	Mogpog	9.04
Region 11	Maco	9.04
Cordillera Administrative Region (CAR)	Alfonso Lista	9.03
Region 11	Municipality Of Taragona	9.01
Region 11	Mawab	9.01

Region 11	Monkayo	8.99
Region 4-B	Buenavista	8.99
Region 4-B	Torrijos	8.99
Region 11	Montevista	8.98
Region 11	San Isidro	8.97
Region 3	Gen. Natividad	8.94
Region 11	Municipality Of Governor Generoso	8.94
Region 5	Juban	8.90
Region 11	Municipality Of Lupon	8.87
Region 1	Luna	8.85
Region 4-B	Boac	8.85
Cordillera Administrative Region (CAR)	Bucay	8.85
Region 1	San Juan	8.84
Region 11	B.E. Dujali	8.81
Region 12	Lutayan	8.80
Region 1	Currimao	8.79
Region 4-B	Paluan	8.78
National Capital Region (NCR)	Mandaluyong	8.75
Region 1	Balungao	8.74
Region 11	Talaingod	8.74
Region 12	Cumbio	8.73
Region 1	Bayambang	8.72
Caraga	Pilar	8.71
Region 5	Tigaon	8.70
Region 5	Donsol	8.69
Region 8	Allen	8.69
Region 8	Caibiran	8.69
Region 12	Carmen	8.68
Region 4-B	Gasan	8.68
Region 12	Tulunang	8.67
Region 4-B	Bansud	8.67
Region 12	Kidapawan City	8.67
Region 5	Caramoran	8.67
Region 4-B	Sta. Cruz	8.66
Region 4-A	Magallanes	8.66
Region 2	Saguday	8.64
Region 6	Dumarao	8.62
Region 11	Carmen	8.59
Region 1	San Fabian	8.59
Region 1	Burgos	8.55
Region 8	Hindang	8.55
Region 1	Rosales	8.53
Region 4-B	Calatrava	8.50
Region 1	Dingras	8.49
Region 2	Alfonso Castaneda	8.47
Region 1	Sto. Domingo	8.47

Cordillera Administrative Region (CAR)	Sablan	8.46
Caraga	Burgos	8.45
Caraga	Loreto	8.43
Region 11	New Bataan	8.38
Region 4-B	Calintaan	8.37
Region 12	Magpet	8.37
Region 11	Municipality Of San Isidro	8.35
Region 10	Quezon	8.33
Region 11	Municipality Of Baganga	8.33
Region 10	Cabanglasan	8.32
Region 11	Asuncion	8.32
Region 12	Antipas	8.31
Cordillera Administrative Region (CAR)	Itogon	8.31
Region 4-A	Rosario	8.30
Region 10	Jasaan	8.29
Region 12	Lambayong	8.28
Region 4-A	Noveleta	8.25
Region 11	Pantukan	8.24
Caraga	Santa Monica	8.24
Region 11	Nabunturan	8.22
Region 11	New Corella	8.21
Region 10	Sugbongcogon	8.20
Region 2	Alcala	8.18
Caraga	Magallanes	8.18
Region 2	Quezon	8.18
Region 4-A	Cardona	8.17
Region 4-B	San Vicente	8.17
Region 1	Santa Barbara	8.14
Region 10	Sinacaban	8.13
Region 4-A	Bacoor	8.13
Region 8	Victoria	8.13
Caraga	Esperanza	8.13
Region 4-A	Sta. Cruz	8.12
Region 1	Sta. Catalina	8.10
Region 2	Delfin Albano	8.09
Region 8	Kananga	8.09
National Capital Region (NCR)	Marikina	8.08
Region 4-B	San Agustin	8.07
Region 12	Arakan	8.06
Region 4-B	Naujan	8.04
Region 4-B	Pola	8.04
Region 7	Tuburan	8.04
Region 4-B	Sablayan	8.00
Region 10	Bonifacio	7.99
Region 7	Danao	7.99
Region 2	Piat	7.92

Caraga	Veruela	7.92
Caraga	Malimono	7.91
Region 4-A	Binangonan	7.91
Region 7	Albuquerque	7.89
Cordillera Administrative Region (CAR)	Tuba	7.88
Region 10	Don Victoriano	7.87
Region 6	Balete	7.85
Region 11	Sulop	7.85
Region 10	Lopez Jaena	7.83
Region 1	Sta. Lucia	7.83
Region 11	Padada	7.82
Region 10	Mambajao	7.82
Region 4-B	Taytay	7.81
Region 10	Cagayan De Oro City	7.81
Region 1	Sarrat	7.80
Region 4-B	Abra De Ilog	7.79
Region 4-A	Ibaan	7.78
Region 1	Pasuquin	7.77
Region 4-B	Calapan City	7.77
Region 7	Siquijor	7.77
Region 11	Magsaysay	7.74
National Capital Region (NCR)	Malabon	7.73
Region 3	Magalang	7.73
Region 4-B	Magsaysay	7.71
Region 4-B	Mansalay	7.71
Region 3	Pilar	7.71
Region 4-B	Socorro	7.70
Region 11	Kapalong	7.70
Region 8	Taft	7.69
Region 5	Malinao	7.68
Cordillera Administrative Region (CAR)	Rizal	7.68
Region 6	Laua-An	7.68
Region 2	Mallig	7.68
Region 4-A	Padre Garcia	7.66
Region 11	Sto. Tomas	7.66
Region 1	Caba	7.65
Region 2	Allacapan	7.65
Region 2	Amulung	7.64
Region 10	Concepcion	7.64
Region 10	Sumilao	7.64
Region 4-B	Gloria	7.63
Region 5	Barcelona	7.63
Region 11	Malalag	7.63
Region 4-B	El Nido	7.61
Region 6	New Lucena	7.61
Region 4-B	Rizal	7.60

Region 4-A	San Pedro	7.59
Region 2	Dupax Del Sur	7.58
Caraga	Buenavista	7.58
Region 7	Oslob	7.58
Cordillera Administrative Region (CAR)	Bontoc	7.57
Region 6	Tangalan	7.57
National Capital Region (NCR)	San Juan	7.57
Region 2	San Mariano	7.57
Region 9	Pagadian City	7.56
Region 11	Jose Abad Santos	7.56
Region 11	Sarangani	7.56
Region 2	Kasibu	7.56
Region 4-B	Mamburao	7.54
Region 11	Panabo City	7.54
Region 4-A	Cabuyao	7.51
Region 11	Sta. Cruz	7.50
Region 7	Compostela	7.49
National Capital Region (NCR)	Valenzuela	7.47
Cordillera Administrative Region (CAR)	Tabuk	7.47
Region 6	Himamaylan City	7.47
Region 4-B	Sofronio Española	7.47
Region 4-B	San Jose	7.46
Caraga	San Luis	7.46
Region 4-B	Cajidiocan	7.46
Region 6	President Roxas	7.46
Region 7	Argao	7.46
Region 2	Quirino	7.46
Region 4-B	Bulalacao	7.44
National Capital Region (NCR)	Navotas	7.44
Caraga	Dapa	7.44
Region 5	Jovellar	7.43
Region 4-A	Los Baños	7.43
Region 1	Rosario	7.43
Region 3	Abucay	7.42
Caraga	Madrid	7.41
Region 11	Island Garden City Of Samal	7.41
Region 3	Apalit	7.40
Region 4-A	Biñan	7.39
Region 12	President Roxas	7.39
Region 10	Balingoan	7.36
Region 3	Gerona	7.35
Region 4-B	San Teodoro	7.35
Region 7	Bais	7.34
Region 8	Pintuyan	7.33

Region 3	Dipaculao	7.32
Region 6	Miag-Ao	7.31
Region 4-B	Baco	7.31
Region 4-B	Victoria	7.30
Region 4-B	Roxas	7.30
Caraga	Carmen	7.29
Region 4-B	Bongabong	7.28
Region 8	Albuera	7.28
Region 6	Lambunao	7.27
Region 4-B	Narra	7.23
Region 8	Catbalogan	7.22
Caraga	San Miguel	7.21
Cordillera Administrative Region (CAR)	Bauko	7.12
Region 4-B	Puerto Galera	7.09
Cordillera Administrative Region (CAR)	Bangued	7.08
Region 8	Hinunangan	7.08
Region 9	Diplahan	7.08
National Capital Region (NCR)	Pateros	7.07
Region 3	San Jose City	7.06
Region 4-B	Pinamalayan	7.06
Region 7	Sevilla	7.05
Region 6	Pandan	7.04
Region 8	Alang-Alang	7.04
Region 4-A	San Jose	7.00
Region 5	Ocampo	7.00
Cordillera Administrative Region (CAR)	Baguio	7.00
National Capital Region (NCR)	Caloocan	6.99
Cordillera Administrative Region (CAR)	Lagawe	6.98
Region 3	Science City Of Muñoz	6.98
Region 6	Jordan	6.97
Region 7	Naga	6.97
Cordillera Administrative Region (CAR)	Tublay	6.96
Region 6	Cadiz City	6.95
National Capital Region (NCR)	Taguig	6.94
Region 7	Enrique Villanueva	6.93
Region 9	Imelda	6.93
National Capital Region (NCR)	Parañaque	6.92
Region 3	San Antonio	6.92
National Capital Region (NCR)	Manila	6.91



Caraga	Socorro	6.89
Region 3	Castillejos	6.89
Region 7	Liloan	6.86
Caraga	Santa Josifa	6.84
Region 4-A	Silang	6.81
Region 9	Molave	6.73
Region 3	Plaridel	6.71
Region 7	Maribojoc	6.67
Region 9	Ipil	6.66
National Capital Region (NCR)	Muntinlupa	6.64
Region 8	Calbayog	6.62
Region 7	Dauis	6.61
National Capital Region (NCR)	Makati	6.61
Region 6	Dingle	6.59
Region 6	Balasan	6.58
Region 11	Digos City	6.50
Region 3	San Jose Del Monte	6.49
Region 5	Placer	6.49
Region 4-B	Romblon	6.43
Region 11	Sta. Maria	6.43
Region 4-B	Bataraza	6.39
Region 8	Can-Avid	6.38
National Capital Region (NCR)	Las Piñas	6.38
Region 4-B	Aborlan	6.28
National Capital Region (NCR)	Pasig	6.24
Cordillera Administrative Region (CAR)	La Trinidad	6.24
Region 5	San Fernando	6.21
Region 4-B	Puerto Princesa City	6.20
Region 9	Zamboanga City	6.14
Region 4-B	Coron	6.13
Region 4-B	Brooke's Point	6.01
National Capital Region (NCR)	Pasay	5.98
Region 3	Paniqui	5.92
Region 4-B	Quezon	5.90
National Capital Region (NCR)	Quezon City	5.90
Region 4-B	Busuanga	5.83
Region 6	Talisay City	5.64
Region 7	Panglao	5.48
Region 5	Oas	5.15