



BUSINESS PERMITTING AND LICENSING SYSTEM (BPLS)

2016 Field Monitoring and Evaluation Survey
2017 Customer Experience Survey for Renewal

A Presentation by the National Competitiveness Council (NCC)

2016 FIELD MONITORING AND EVALUATION SURVEY

- The survey was part of the **Good Governance and Anti-Corruption Cluster (GGAC) initiatives** under the previous administration. It was first piloted in 2012 covering (6 LGUs) from Region 5.
- In 2015, a total of (269 LGUs) were validated by local partner academe in each region which resulted to continuous improvement of business permitting process across all cities and municipalities.
- **This year, a total of (313 LGUs) were validated. With Region XI validated a total of 47 LGUs**

LIST OF PARTNER ACADEME BY REGION

REGION	PARTNER ACADEME
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 Peninzula (IX)	Western Mindanao State University
Northern Davao (X)	*Enumerators
Davao Region (XI)	University of Mindanao
SOCCKSARGEN (XII)	Sultan Kudarat State University
Caraga (XIII)	Caraga State University

DISTRIBUTION OF RESPONDENTS BY REGION

REGIONS	Local Government Units (LGUs)		NEW		RENEWAL	
	Prescribed	Actual	Prescribed	Actual Respondents	Prescribed	Actual Respondents
*NCR	17	17	170	321	170	338
CAR	12 to 15	15	120-150	164	120-150	153
I	12 to 15	20	120-150	201	120-150	198
II	12 to 15	15	120-150	150	120-150	150
III	12 to 15	14	120-150	135	120-150	144
IV-A	12 to 15	15	120-150	150	120-150	150
IV-B	12 to 15	46	120-150	468	120-150	502
V	12 to 15	19	120-150	109	120-150	182
VI	12 to 15	15	120-150	150	120-150	150
VII	12 to 15	15	120-150	150	120-150	150
VIII	12 to 15	15	120-150	142	120-150	150
IX	12 to 15	15	120-150	117	120-150	213
X	12 to 15	15	120-150	150	120-150	150
XI	12 to 15	47	120-150	400	120-150	434
XII	12 to 15	12	120-150	110	120-150	120
Caraga	12 to 15	18	120-150	166	120-150	176
TOTAL	180 to 225	313	1800-2250	3,091	1800-2250	3,360

**Valid responses for new business application is 3,013 while renewal process is 3,070*

HIGHLIGHTS OF SURVEY REPORT

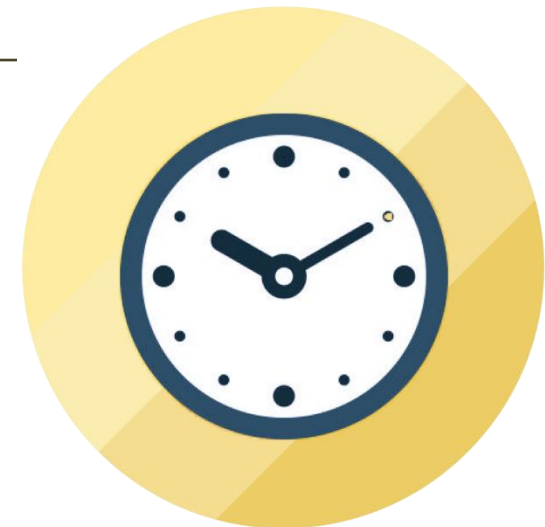
2016 Field Monitoring and Evaluation Survey

- The survey reported a total of **4,968 or 82%** were *business owners* who applied for new business or renewal of their business permit in 2016.
- Most of the type of business sector were at **wholesale and retail at 2,878 or 47%** followed **by food/restaurants at 1,006 or 16%**
- A total of **5,673 or 93%** were classified as **Sole Proprietorship**. While **5,188 or 85%** were under **MSMEs**
- A total of **6,010 or 98%** did not avail of any services offered by fixers in their LGUs.
- While most of the respondents indicated issuance of official receipts in every transaction/s in their locality.

PROCESSING TIME

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.

	COMPLIANCE RATE	NON-COMPLIANCE RATE
NEW	73% *93%	27% *7%
RENEWAL	76% *80%	24% *20%



Highest compliance rate in processing time for new business application and renewal of business permit are from the following regions: **CAR, II, and XI**

***Results from 2015 Field Monitoring and Evaluation Survey**

PROCEDURES

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.

	COMPLIANCE RATE	NON-COMPLIANCE RATE
NEW	67% *72%	33% *28%
RENEWAL	68% *73%	32% *27%



Highest compliance rate in the number of procedures for new business application and renewal of business permit are from the following regions: **I, IV-A, and X**

*Results from 2015 Field Monitoring and Evaluation Survey



	COMPLIANCE RATE	NON-COMPLIANCE RATE
NEW	53% *69%	47% *31%
RENEWAL	55% *69%	45% *31%

Highest compliance rate in the use of unified form for new business application and renewal of business permit are from the following regions: I, VI-A, XI, and XII

*Results from 2015 Field Monitoring and Evaluation Survey

UNIFIED FORM

All cities and municipalities shall use a single unified form in processing new applications for business permits and business renewal.



	COMPLIANCE RATE	NON-COMPLIANCE RATE
NEW	90% *90%	10% *10%
RENEWAL	90% *88%	10% *12%

Highest compliance rate in the number of signatories for new business application and renewal of business permit are from the following regions: IX, X, and XII

*Results from 2015 Field Monitoring and Evaluation Survey

SIGNATORIES

All cities and municipalities shall follow the prescribed only two (2) signatories, namely the Mayor or City Administrator. He may also assign the City Treasurer or the Chief BPLO.

CUSTOMER SATISFACTION FEEDBACK



SATISFIED



DISSATISFIED

NEW

94%

6%

RENEWAL

93%

7%



Highest customer satisfaction rate for new business application and renewal of business permit are from the following regions: X, XI, and XII

**CSF ratings are same with the results from last year.*

2017 CUSTOMER EXPERIENCE SURVEY

- Last August 30, 2016, a new **Joint Memorandum Circular (JMC) on Revised BPLS Standards** was signed by Department of the Interior and Local Government (DILG), Department of Trade and Industry (DTI), and Department of Information and Communications Technology (DICT) in compliance with the administration's pronouncement to further streamline business permitting procedures in all cities and municipalities.
- The survey was annually conducted to cover the **renewal period of business permits in January to February 2017**. This was in partnership with Department of Trade and Industry (DTI) Regional and Provincial Offices
- **For 2017, a total of 160 LGUs or 1,600 respondents participated in the survey.**

DISTRIBUTION OF RESPONDENTS BY REGION

REGIONS	Local Government Units (LGUs)		RENEWAL	
	Target	Actual	Target Respondents	Actual Respondents
*NCR	17	16	170	181
CAR	8	11	80	96
I	12	13	120	119
II	9	9	90	90
III	13	13	130	114
IV-A	14	15	140	168
IV-B	7	15	70	141
V	11	13	110	130
VI	13	4	130	60
VII	13	16	130	145
VIII	14	11	140	100
IX	7	7	70	79
X	9	10	90	100
XI	5	5	50	51
XII	5	5	50	53
Caraga	7	10	70	103
TOTAL	164	173	1640	1,730

HIGHLIGHTS OF SURVEY REPORT

2017 Customer Experience Survey

- The survey reported a total of **1,496 or 86%** were *personally applied* for renewal of their business permit.
- Most of the business registrations or **79% were classified as Sole Proprietorship** while 17% for Partnerships and Corporations.
- A total of **1, 592 or 92%** were classified as **Micro, Small, and Medium Enterprises (MSMEs)**.
- A total of **1,678 or 97%** did not avail of any services offered by fixers in their LGUs.
- While **860 or 50%** indicated that there were *positive reforms* implemented in their locality. (i.e., implementation of business one-stop shop)

NATIONWIDE COMPLIANCE RATE

Revised BPLS Standards

Maximum of 2 days
or less

DAYS / TIME

71%

(1,222)

While **29%** process it
in 2 days or more



PROCEDURES

Maximum of 3
procedures or less



45%

(778)

While **55%** has 4
procedures or more

Use of single
unified form

UNIFIED FORM

77%

(1,344)

While **23%** has used 2
forms or more



SIGNATORIES

Maximum of 2
signatories or less



79%

(1,359)

While **21%** has 3 or
more signatories

Total survey respondents : 1,730 (nationwide)

CUSTOMER SATISFACTION FEEDBACK



A total of 1,678 or 97% indicated 'satisfied' with the services of their respective LGUs (i.e., services of LGU frontliners, overall process of renewal period)



While 52 or 3% indicated 'dissatisfied' with the services of their respective LGUs (i.e., long procedures)

In general, the Municipalities of **La Paz and Sibagat in Agusan Del Sur** garnered an overall satisfaction score of **10.00** while **Muntinlupa City in NCR** scored of **9.62**.

THANK YOU



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