WHAT IS ARTA?

The Anti-Red Tape Authority (ARTA) is an attached agency of the Office of the President that is tasked to oversee and implement the national policy on ease of doing business and anti-red tape in the Philippines.

NOTABLE SALIENT PROVISIONS

**CITIZEN’S CHARTER**
Citizen’s guide regarding the services of government agencies

**3-7-20**
Standard processing time for all government transactions
- 3 days if simple
- 7 days if complex
- 20 days if highly technical

**AUTOMATIC APPROVAL**
For applications with complete requirements and payment that were not acted upon within the prescribed processing time

**Streamlined Procedures for the Issuance of Local Business Licenses, Clearances, Permits, or Authorizations**
- Provision of a Unified Application Form
- Automation of the Business Permits and Licensing Systems in LGUs
- Establishment of an electronic Business One-Stop Shop (BOSS)
- Issuance of barangay clearances and permits is now at the city or municipality

**Zero Contact Policy**
No contact in any manner with any requesting party concerning any application or request except during submission of documents.

**Report Card Survey 2.0**
Implementation of a holistic tool that will measure the effectiveness of the Citizen’s Charter in efficiently delivering public services.

**Interconnectivity Infrastructure Development**
Processing and approval of licenses, clearances, permits, or authorization for the installation and operation of telecommunications, broadcast towers, facilities, equipment and service shall be expedited.
Why do we need R.A. 11032?

The law is about streamlining and improving the current systems and procedures of government services. It aims to reduce processing time, cut bureaucratic red tape, and eliminate corrupt practices.

We continue to harmonize efforts of all Investment Promotion Agencies, government agencies, and local government units to effect greater synergies. We also continue to help the ease of doing business in the country by enhancing our digital infrastructure in order to streamline the application processes of business permits, licenses, and other documentary requirements.

PRESIDENT FERDINAND "BONGBONG" R. MARCOS, JR.

What’s in it for the transacting public?

- Faster and easier application for:
  - Permits
  - Licenses
  - Certificates

Customers are encouraged to provide feedback for service improvement if he/she is not satisfied with the service provided.

How can businesses benefit?

- Faster
- Easier
- More convenient business permitting process