



**ARTA**  
ANTI-RED TAPE AUTHORITY  
OFFICE OF THE PRESIDENT



# 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.



## REPUBLIC ACT 11032 Ease of Doing Business and Efficient Government Service Delivery Act of 2018

- Signed by President Rodrigo Roa Duterte on 28 May 2018
- Amended R.A. 9485 or the Anti-Red Tape Act of 2007
- Established the Anti-Red Tape Authority (ARTA)
- Streamlined government processes and made doing business in the country easier
- Covers all government offices under the executive department, including LGUs, COCCs, water districts, and other agencies outside of the country

### 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.



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## 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 requirement.**



**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**



# 3

# 7

# 20

**PRESCRIBED  
PROCESSING TIME**



Ayon sa **Republic Act No. 11032**, mayroong **prescribed processing time** para sa pagkumpleto ng iyong aplikasyon sa mga ahensya ng gobyerno at lokal na pamahalaan.

**>3** para sa  
simple transactions  
araw

**>7** para sa  
complex transactions  
araw

**>20** para sa  
highly-technical  
transactions  
araw

Dahil dito, maaasahan mong mas mapapabilis na ang iyong transaksyon!

**ARTA HOTLINE** 

**1-2782** O SA **8888**  
A R T A

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## LABANAN ANG RED TAPE SA GOBYERNO

### NAKARANAS KA NA BA NG ALINMAN SA MGA ITO?

- TINANGGIHAN ANG APLIKASYON KAHIT KUMPLETO ANG DOKUMENTO
- BINIGYAN NG REQUIREMENTS O BAYARIN NA WALA SA CITIZEN'S CHARTER
- 'DI NAKATANGGAP NG WRITTEN NOTICE SA HINDI APRUBADONG APLIKASYON
- LAGPAS SA 3-7-20 RULE ANG PROCESSING TIME
- WALANG OFFICIAL RECEIPT
- IDINAAN SA FIXER ANG TRANSAKSYON
- CUT-OFF SYSTEM AT PAGLABAG SA NO-NOON BREAK POLICY

O NAIS MONG MAAKSYUNAN AGAD ANG NAKABINBIN MONG APLIKASYON?



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## MABIGAT ANG PARUSA PARA SA MGA MAPATUTUNAYANG SANGKOT SA RED TAPE AYON SA REPUBLIC ACT NO. 11032

### Kung unang beses:

- 6 na buwang suspensyon sa gobyerno

### Kung pangalawang beses o sangkot sa fixing:

- Sibak sa serbisyo
- 'Di na maaaring humawak ng pampublikong tanggapan
- Tanggal ang retirement benefits
- 1 hanggang 6 na taong pagkakakulong
- ₱500,000 hanggang ₱2,000,000 na multa



Anti-Red Tape Authority



[complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)



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