

## **ARTA conducts follow-up meeting with 'most complained' government agencies**

September 30, 2019 – The Anti-Red Tape Authority (ARTA) conducted a follow-up meeting this morning with four of the five 'most complained' government agencies named by President Duterte during his 2019 SONA at the Board of Investments, Makati City. Said agencies are the Bureau of Internal Revenue (BIR), Social Security System (SSS), Land Transportation Office (LTO), and the Home Development Mutual Fund or Pag-IBIG.

The meeting was organized by the Compliance, Monitoring and Evaluation Office of ARTA and was chaired by Director General Jeremiah Belgica and Deputy Director General Ernesto Perez. It aimed to gather updates from the agencies on the streamlining of systems and procedures and on the status of their complaints mechanism after they were first summoned by ARTA last August 9 at the Malacañang Premier Guest House.

During the initial meeting, representatives from the agencies mentioned above, including the Land Registration Authority (LRA), presented to ARTA the (1) reasons for the mounting complains; (2) most problematic transactions and choke points; (3) solutions and actions to remedy the foregoing; as well as their (4) grievance mechanisms and processes in resolving complaints from the public.

The four agencies discussed significant improvements on their processes and presented their reform agenda to address the issues in their systems and procedures which were raised on the initial meeting. DG Belgica stressed the need for a paradigm shift on how the government should approach things. With this, he assured that ARTA will be the ally of government agencies in streamlining and reengineering, and re-thinking the way they deliver public service.

Prior to this meeting, separate dialogues between ARTA and LRA which is also one of the five 'most complained' agencies, were already held on September 20 and September 24. Also included in these dialogues are the Registry of Deeds offices of NCR. A third meeting will be held on Wednesday, October 2.

This series of meetings with the five oversight agencies is pursuant to the President's directive to make government service responsive to the needs of the clients – the Filipino people. "Tuloy tuloy ang reporma ng ARTA para mapabilis at matugunan ang pangangailangan ng taumbayan para sa mabilis, simple, at responsive na serbisyo kontra sa red tape", DG Belgica said.

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