



ARTA summons gov't agencies mentioned during President Duterte's SONA

August 6, 2019 – The Anti-Red Tape Authority (ARTA) invited the five 'most complained' of government agencies mentioned by President Rodrigo Duterte during his 4th State of the Nation Address (SONA). The meeting is scheduled on August 9, 2019, Friday, at the Malacañang Premier Guest House.

The five government agencies mentioned are the Land Transportation Office (LTO), Social Security System (SSS), Bureau of Internal Revenue (BIR), Land Registration Authority (LRA), and the Home Development Mutual Fund (HDMF) or popularly known as Pag-IBIG. According to the President, these agencies received the most number of complaints on the Presidential Complaint Center hotline 8888 regarding delays on the delivery of their services.

Also participating in the scheduled dialogue are the Office of the Executive Secretary (OES), the Presidential Complaint Center (PCC), and the Presidential Anti-Corruption Commission (PACC). The agenda will include the problems and complaints received by these agencies.

Moreover, the problematic transactions and choke points, solutions in place or planned, and grievance mechanisms for complaints by the public will also be tackled.

The directive of the President to curb red tape in the government is strong and clear.

"I reiterate my government --- my directive to the government and instrumentalities, including the LGUs and the government corporations: simplify", expressed President Duterte during his last SONA last July 22.

To 'simplify' government requirements and processes is the main mandate of RA 11032 or the 'Ease of Doing Business and Efficient Government Service Delivery Act of 2018'.

Under the law, all national and local government agencies in the Philippines and its offices abroad are required to streamline their processes to adhere to the 3-7-20 standard processing time: three days for simple transactions, seven days for complex transactions, and 20 days for highly technical transactions.

ARTA is the government agency tasked to implement RA 11032 and to promote and initiate ease of doing business at anti-red tape reforms. And now that the implementing rules and regulations (IRR) of RA 11032 is fully effective, we are committed to go after those who will violate the law.

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