


*12 Things*  
to know about the

**EODB**

**EGSD**

*Act of 2018*

## Outline:

1. Declaration of policy
  2. Coverage
  3. Definition
  4. Citizen's Charter
  5. Zero-contact policy
  6. Processing times
  7. No return policy  
Business permits and clearances
  8. The Anti-Red Tape Authority
  9. Role of CSC
  10. Report Card Survey
  11. Administrative jurisdiction
  12. Implementing Rules and Regulations
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From Republic Act No. 9485 or the Anti-Red Tape Act of 2007, the new law is **Republic Act No. 11032** or An Act Promoting Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD), Amending for the Purpose Republic Act No. 9485 Otherwise Known as the Anti-Red Tape Act of 2007, and for Other Purposes.

The short title is Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018

**EODB**  
**EGSD**



# Ease of Doing Business and Efficient Government Service Delivery (EODB EGSD) Act of 2018

Events	Important Dates
Signing into law by President Rodrigo Roa Duterte	<b>28 May 2018</b>
Published in the Official Gazette	<b>1 June 2018</b>
Effectivity 15 days after publication	<b>16 June 2018</b>
Mandatory implementation in all government offices whether located in the Philippines or abroad.	<b>1 July 2018</b>

**During the signing ceremony, President Duterte gave explicit instructions to implement the law within 30 days.**



REP. KAVIER JESUS D. ROMUALDO  
Member, House Panel

REP. ROSANNA 'RIA' VERGARA  
Member, House Panel

REP. FERJENEL G. BIRON M.D.  
Chairperson, House Panel

SEN. JUAN MIGUEL 'MIG' F. ZUBIRI  
Chairperson, Senate Panel

REP. ARTHUR C. YAP  
Member, House Panel

REP. RENACENTE 'BY' ROSARIO  
Member, House Panel

REP. MANUEL F. ZUBIRI  
Member, House Panel

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The EODB-EGSD covers **not just FRONTLINE** services referred to as **BUSINESS** transactions, but all non-frontline services (non-business transactions).



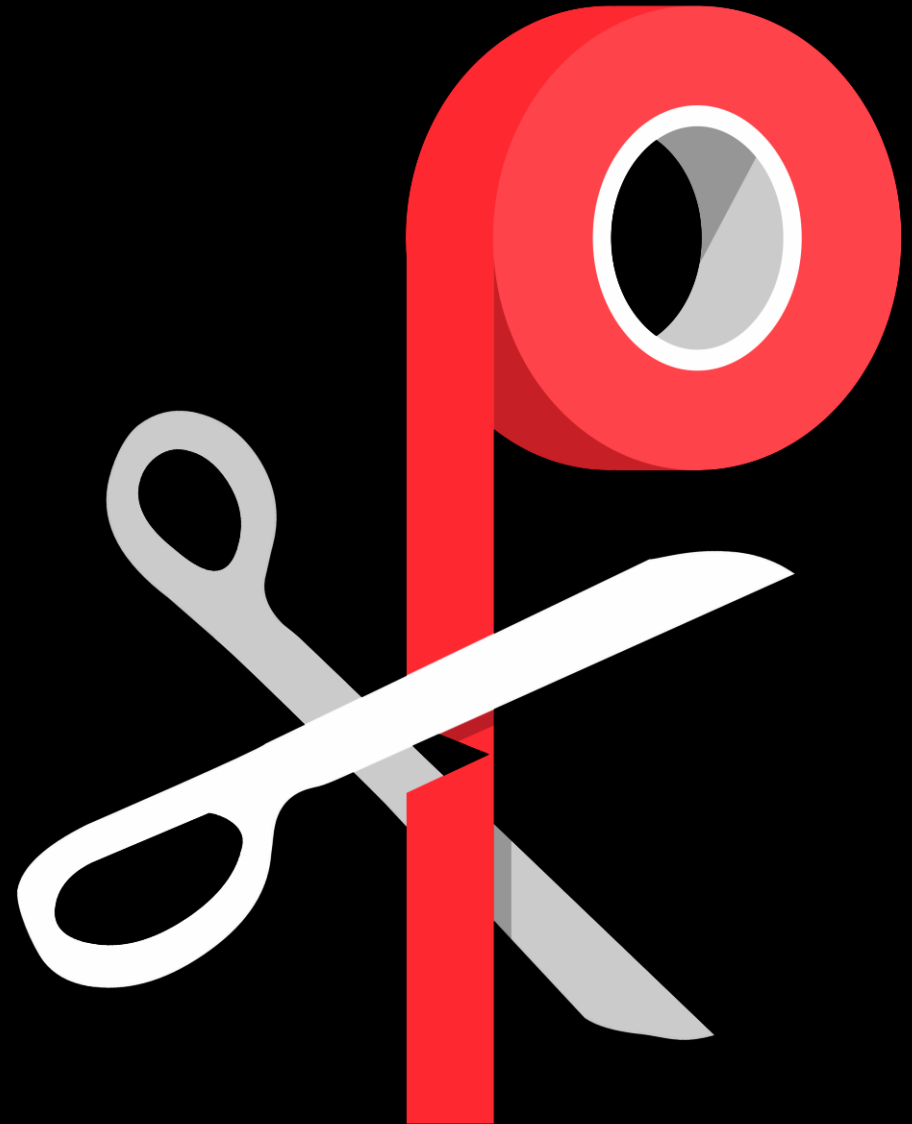
The law applies to **all government offices and agencies**, including LGUs and GOCCs, whether located in the Philippines or abroad.





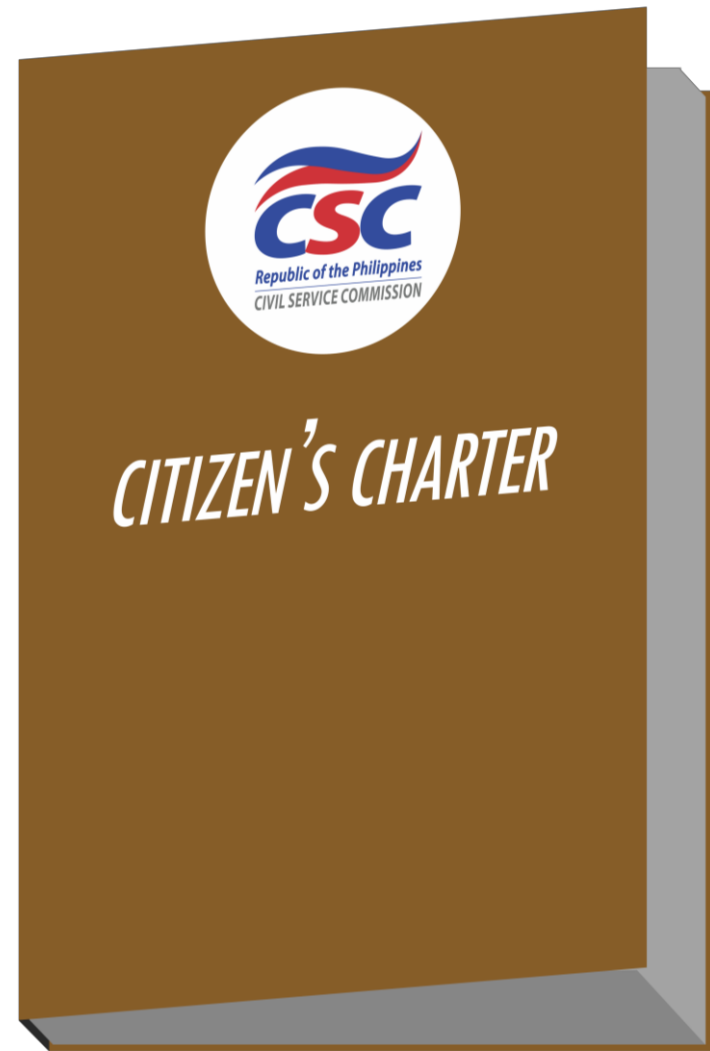
# 3

Under the new law, red tape is now defined as any procedure that is ineffective or detrimental in achieving intended results and negatively affect social outcomes.



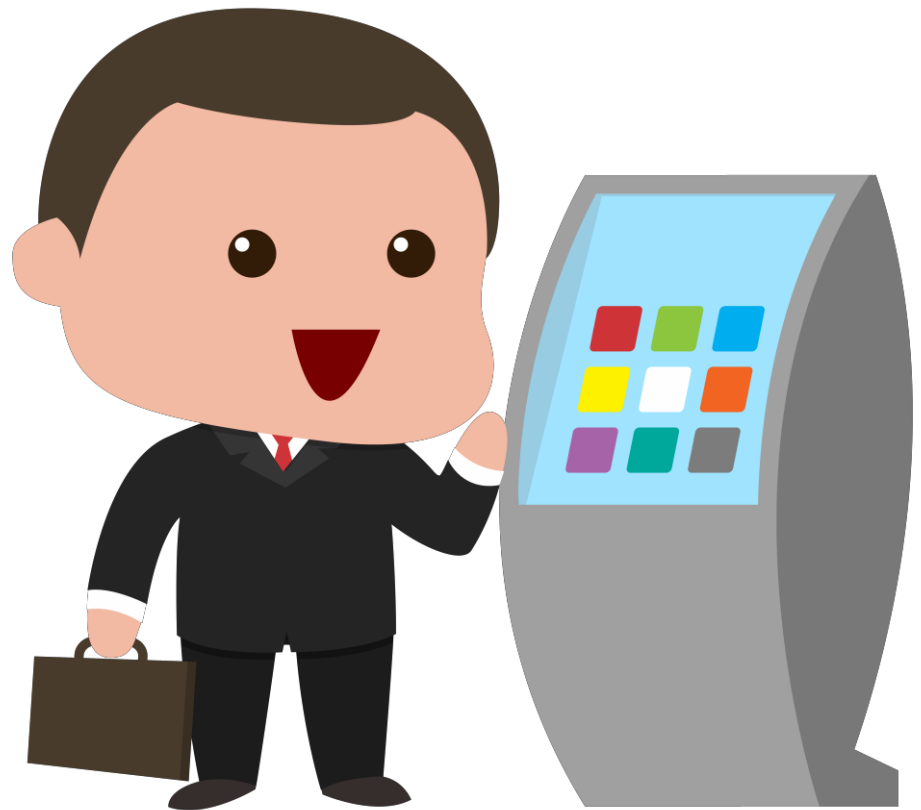
# 4

Government agencies are required to post their **most recent Citizen's Charter** through their information billboards and websites.



# 5

The **zero-contact policy** shall be adopted except during the preliminary assessment of requests and evaluation of submitted requirements.



# 6

Assigned officers or employees shall follow specific processing times for client transactions.

**3 DAYS  
SIMPLE  
TRANSACTION**

Applications or requests which only require ministerial actions on the part of the agency, or that which present only inconsequential issues for resolution.

**7 DAYS  
COMPLEX  
TRANSACTION**

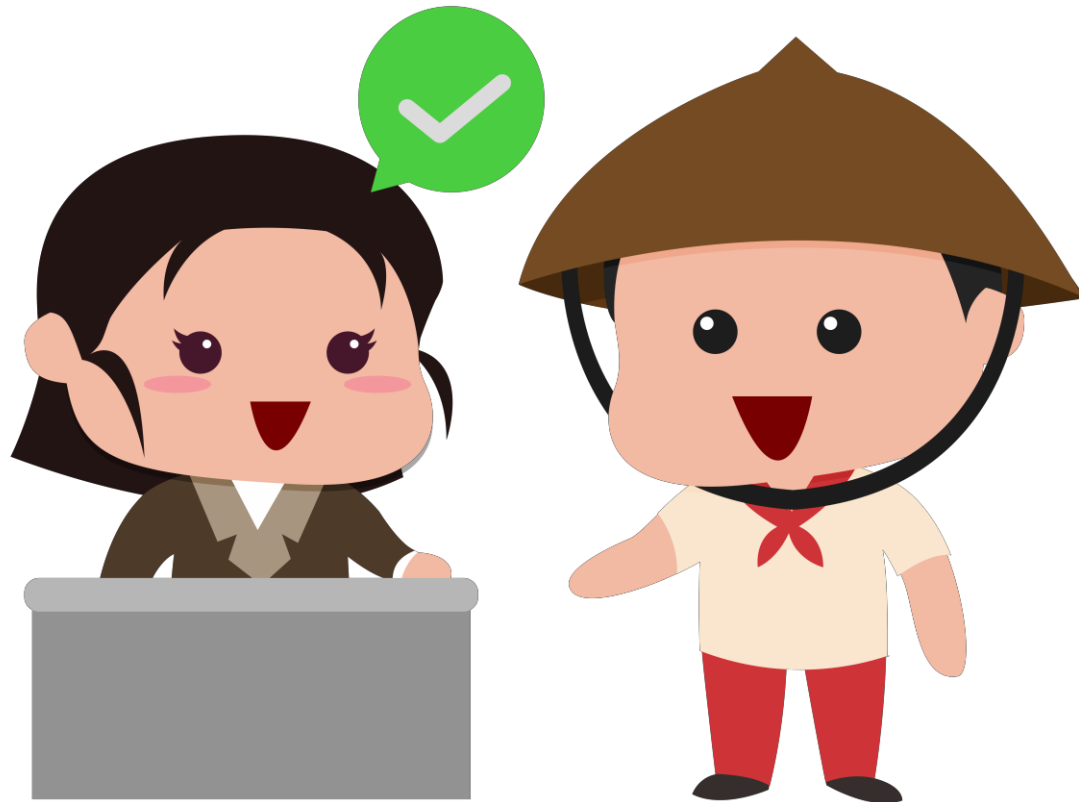
Requests or applications which necessitate evaluation in the resolution of complicated issues by an officer or employee of a government office.

**20 DAYS  
HIGHLY  
TECHNICAL  
APPLICATION**

Applications or requests which require the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation.

# 7.A

No application or request shall be returned to the client without appropriate action. Failure to do so may result to suspension, dismissal, or permanent disqualification from public service.



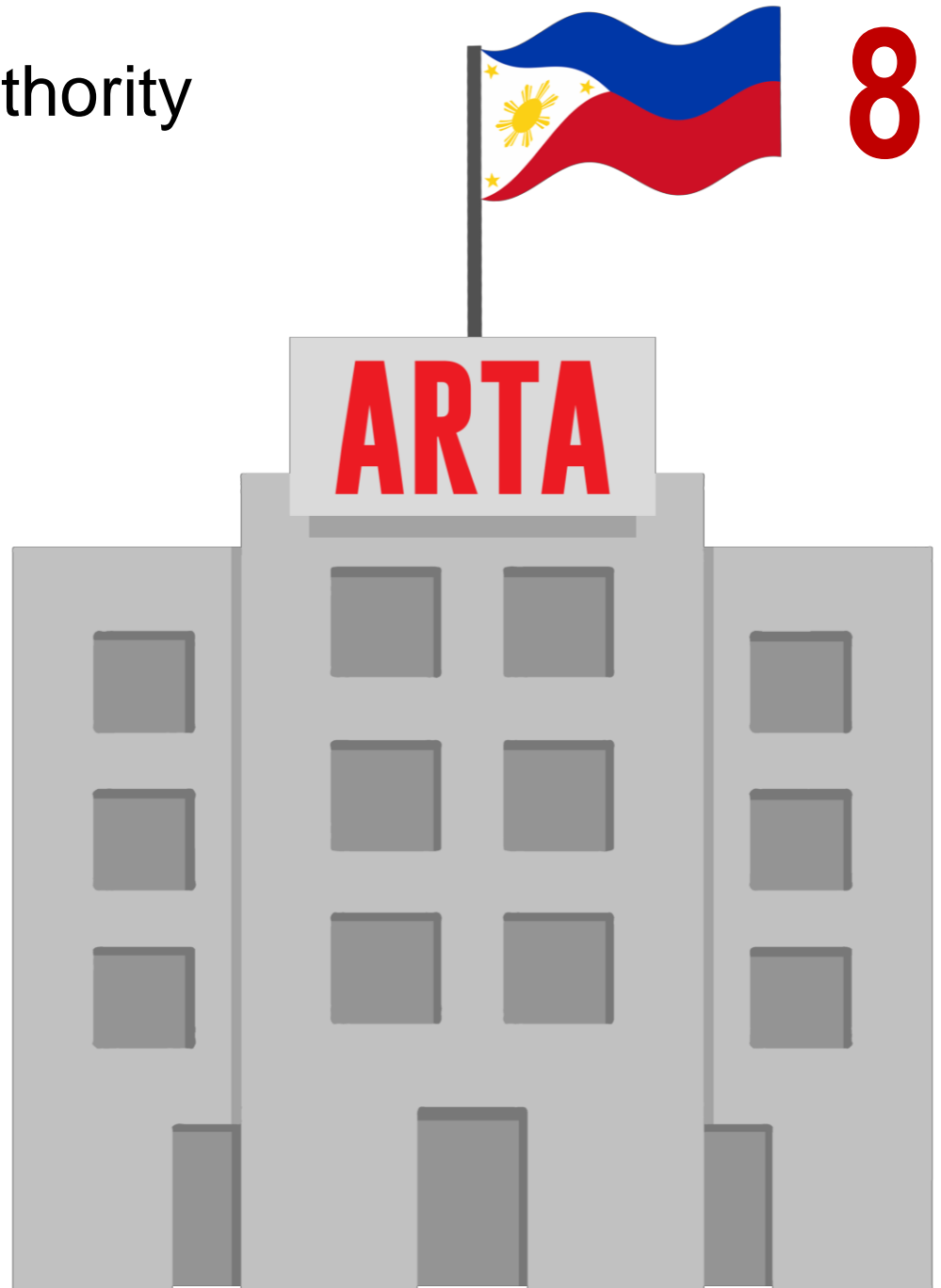
# 7.B

Streamlined procedures for the issuance of local business permits and fire safety clearances shall be strictly implemented.



# The Anti-Red Tape Authority

The Anti-Red Tape Authority shall be organized within six (6) months after the effectivity of R.A No. 11032. The Authority shall be headed by a Director-General and is attached to the Office of the President



# 9

The Civil Service Commission shall maintain an anti-red tape unit in its central and regional offices to facilitate complaints on non-compliance to EODB EGSD.





# 10

The Report Card Survey will be used to check compliance of all government agencies to the law.



# Administrative Jurisdiction

11



**The administrative jurisdiction on any violation of the provisions of the EODB-EGSD shall be vested either in the CSC, or the Office of the Ombudsman.**

- a. First Offense:** Administrative liability with six (6) months suspension;
- b. Second Offense:** Administrative liability and criminal liability of dismissal from the service, perpetual disqualification from holding public office and forfeiture of retirement benefits and imprisonment of one (1) year to six (6) years with a fine of not less than Five Hundred Thousand Pesos (P500,000.00) but not more than Two Million Pesos (P2,000,000.00).

# *Violations*

1. Refusal to accept request and/or application with complete requirements being submitted by a client without due cause;
2. Imposition of additional requirements other than those listed in the Citizen's Charter;
3. Imposition of additional costs not reflected in the Citizen's Charter;

# *Violations*

4. Failure to give the applicant or requesting party a written notice on the disapproval of an application or request;
5. Failure to render government services within the prescribed processing time on any application or request without due cause.
6. Failure to attend to clients who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;

# *Violations*

7. Failure or refusal to issue official receipts;
8. Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage

# Implementing Rules and Regulations

# 12

The Authority with CSC and DTI, and in coordination with DICT, DOF, DILG, NEDA, PSA, CDA, Securities and Exchange Commission (SEC) and the Office of the Ombudsman, and the Union of Local Authorities of the Philippines (ULAP) shall promulgate the necessary rules and regulations within ninety (90) working days from the effectivity of this Act.



*Scenario:*

**EODDB**

**EGSD**

# *Coverage*

*R.A. No. 9485*

*RA No. 11032*

Frontline services only

**ALL** government  
services



# *On turnaround time*

*R.A. No. 9485*

*RA No. 11032*

5 days for simple

3 days for simple

10 days for complex

7 days for complex

20 days for highly  
technical

# *Reengineering of systems & procedures*

*R.A. No. 9485      RA No. 11032*

Time and motion studies

Time and motion studies

Evaluation

Evaluation

Improvement

Improvement

Cost compliance analysis

# *Citizen's Charter*

*R.A. No. 9485*

*RA No. 11032*

- Procedure
- Person responsible
- Max time
- Documents required
- Fees
- Procedure for filing complaints

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- Person responsible
- Max time
- Documents required
- Fees
- Procedure for filing complaints
- **A comprehensive and uniform checklist of requirements for each type of request and/or application**

# *Approving authority*

*R.A. No. 9485*      *RA No. 11032*

Limited to five  
signatories only

Limited to **three** signatories  
only

# *Access to frontline services*

*R.A. No. 9485*     *RA No. 11032*

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No application shall be returned to the applicant without appropriate action

# *Access to frontline services*

*R.A. No. 9485*     *RA No. 11032*

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All government agencies covered shall, when applicable, develop electronic versions of licenses, clearances, permits or authorizations with the same level of authority as that of the signed hard copy, which may be printed by the applicants or requesting parties in the convenience of their offices.

# *Automatic extension of permits and licenses*

*R.A. No. 9485      RA No. 11032*

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If a government office or agency fails to approve or disapprove an original application or request for issuance of license, permit certification or authorization within the prescribed processing time, said application or request shall be deemed approved: *Provided*, That all the required documents have been submitted and all required fees and charges have been paid.

# *Report Card Survey*

*R.A. No. 9485*      *RA No. 11032*

RCS on all agencies providing frontline services to be initiated by the CSC in coordination with DAP

RCS on all agencies providing **government services** to be **initiated by the Anti-Red Tape Authority** in coordination with the CSC and PSA



Thank  
you!