

Executive Order No. 2012-017

**ENHANCING BUSINESS REGISTRATION PROCEDURES AND
INSTITUTIONALIZING THE NAGA CITY BUSINESS ONE-STOP-SHOP
(B.O.S.S)**

WHEREAS, pursuant to Republic Act No. 9485, otherwise known as the Anti-Red Tape Act (ARTA), all government instrumentalities are mandated to provide efficient delivery of services to the public by reducing bureaucratic red tape and preventing graft and corruption, and providing penalties therefor;

WHEREAS, the government through the said Act is mandated to set standards for processing business permits and licenses issued by LGUs aimed at improving efficiency in the business registration system and reducing the cost of doing business in the country;

WHEREAS, the City of Naga, being hailed as one the country's Most Business Friendly Cities, has been streamlining its business permit and licensing system through the institution of the Business One-Stop Shop (BOSS) since 1997;

WHEREAS, the Business One-Stop Shop is among the leading strategies being pursued by the City Government to improve its business and investment climate, which seeks to shorten, simplify and create a business-friendly permit process, thus raising the satisfaction level of the applicants and generating local revenues for the city;

WHEREAS, there is a need to institutionalize the said program to ensure the continuous implementation of the process;

NOW THEREFORE, I, JOHN G. BONGAT, Mayor of the City of Naga, by virtue of the powers vested in me by law, do hereby order the following:

Section 1. Institutionalization. In order to improve service delivery to businesses and to sustain the city's business-friendly environment, the Business One-Stop Shop (BOSS) is hereby institutionalized.

The BOSS shall run for one month, starting from the first working day of January and ending on the 31st. The process shall commence at 8:00 AM and end at 7:00PM from Monday to Saturday. However, after the 20th, a penalty shall be imposed for late payments.

For the purpose of providing efficient delivery of services, all personnel involved in the processing and issuance of business permits and licenses shall render overtime services during the duration of the BOSS. However, to promote economy, only 30% of the total overtime services rendered shall be granted overtime pay while the 70% shall be credited as compensatory time-off (CTO).

Section 2. Business One-Stop Shop (BOSS), Defined. The Business One-stop-shop is an arrangement where all concerned agencies or offices involved in processing and issuance of business permits and licenses are organized in a single common site or location to receive and process applications for business registration thru a streamlined system.

Section 3. Service Standards. The BOSS shall follow these standards to effectively realize the purposes of this Executive Order:

- a. ***Application Form*** –The application form prescribed under Joint Memorandum Circular No. 01, Series of 2010 issued by the Department of Interior and Local Government and Department of Trade and Industry in processing new applications for business permits and business renewals is hereby adopted (Annex 1).
- b. ***Signatories*** – The following are hereby authorized to sign for and in behalf of the City Mayor all business permits issued by the City Government of Naga, *viz:* Mr. Florencio T. Mongoso, Jr., Department Head II and Acting City Administrator, Mr. Jose A. Cuyo and Mr. Allen L. Reondanga, both Supervising Administrative Officers of the Office of the City Mayor. However, the City Mayor shall sign the business permits of the first ten (10) establishments that shall renew or apply for new business permits. This authority, however, does not divest the City Mayor of the power to sign all business permits.
- c. ***Standard Steps***. The steps to follow in applying or renewing business permits are standardized as follows:
 - (1) Securing an application form;
 - (2) Filing or submission of the accomplished application form with attached documentary requirements;
 - (3) Assessment of taxes, fees and charges;
 - (4) Payment of taxes, fees and charges;
 - (5) Securing the Mayor's Permit upon submission of Official Receipt as proof of payment of taxes, fees, and charges and all other documentary requirements and clearances.

Section 4. Processing Policy. As a matter of policy and to ensure the timely delivery of services and issuance of final assessment, the City Treasurer's Office shall be guided by the following processing schedules:

One to five transactions or applications	8:00AM-7:00PM daily from Monday to Friday
Six or more transactions or applications	6:00PM-7:00PM daily from Monday to Friday 8:00 AM to 7:00PM on Saturdays

Section 5. Inspections. The directive to the Joint Inspectorate Team constituted under Executive Order No. 2012-016 to conduct a year-round inspection of business establishments as well as to disseminate information regarding business registration procedures of the city especially the pre-processing of requirements and clearances is hereby reiterated.

Section 6. Color-coding of Mayor’s Permit Forms. To facilitate the easy determination of establishments granted with provisional permit from those granted an annual permit and for easy monitoring of compliance with requirements, the Business Permits and Licensing Division of the City Treasurer’s Office shall adopt color-coded Mayor’s Permit forms.

Section 7. Pre-processing of Requirements. The Permits and Licensing Division shall implement a procedure which shall allow the pre-processing of requirements for business permits even for the following year.

Section 8. Clearances. Subject to existing laws and ordinances, all clearances, except Barangay Clearance, that may be required for processing of business permit shall be valid for one (1) year and shall be honored by the Business Permits and Licensing Division and/or BOSS personnel for as long as they have not yet expired. Clearances such as Fire Safety and building clearances allowed by existing laws and ordinances to be processed and secured at any time of the year shall likewise be honored by said office and/or personnel.

Section 9. Queuing System. The City Treasurer’s Office through its Business Permits and Licensing Division shall formulate and implement an effective queuing system on a first-come, first-serve basis and in observance of the Ethical Standards for Government Officials and Employees.

Section 10. Governing Board. A governing board to oversee the implementation of the BOSS and business registration activities is hereby constituted, *viz:*

- Chairman : City Mayor
- Members : City Treasurer
- Assistant City Treasurer
- Business Permits and Licensing Division Chief
- City Building Official or Representative
- Zoning Officer
- Fire Marshal

City Health Officer/Sanitation Inspector
I-Serve Information and Action Officer
Information Officer of the Mayor's Office
Information Technology Officer
Market Enterprise and Promotions Officer
City Investment, Trade and Promotions Officer
The President of the Metro Naga Chamber of
Commerce and Industry
The President of the Liga ng mga Barangay

Section 11. Functions of the Governing Board. The Board shall have the following functions:

- a. Oversee the implementation of the Business One-Stop Shop, particularly the service standards;
- b. Mobilize resources for the implementation of the various components of the BOSS;
- c. Establish partnerships with the private and business sector in developing innovations in the components and processes of the BOSS;
- d. Coordinate with national government agencies and organizations, such as the Social Security System, Philhealth, Red Cross and Home Mutual Development Fund (Pag-Ibig) in integrating their services during the BOSS;
- e. Meet and discuss preparations and activities, two months prior the implementation of the BOSS;
- f. Perform such other tasks and functions necessary for and incidental to the pursuance of the above.

Section 12. Funding. The City Government shall allocate the amount necessary to cover the expenses for the implementation of the BOSS chargeable against the Economic Development Fund.

Overtime pay for services of personnel involved in the BOSS shall be charged against the funds of their respective offices.

Section 13. Logistical Support. Offices/Departments/Agencies comprising or taking part in the BOSS shall, in order to promote efficiency and economy, pool their resources such as equipment and personnel in the implementation of this service.

Section 14. Effectivity. This Executive Order shall be effective immediately.

Issued this 27th day of July 2012 at Naga City, Philippines.

JOHN G. BONGAT
City Mayor

Attested by:

FLORENCIO T. MONGOSO, JR., CSEE
Department Head II and Acting City Administrator