

Single Window Transaction (SWiT)
Modified Business One-Stop Shop
Muntinlupa City

SUMMARY

Muntinlupa City is one of the local government units situated in the National Capital Region. It is bounded in the north by Taguig City, northwest by Parañaque City, west by Las Piñas City, south by the province of Laguna, southwest by the province of Cavite, and east by Laguna de Bay.

It is a first-class, highly urbanized city, with a total land area of 46.70 sq km and a total population of 504,509. In 2015, it had a total income of PHP5,061,882,064.33, 72.12 percent of which was locally sourced. PHP1,411,155,017.93 came from its business tax collection while PHP2, 913,894,275.4 came from other local sources.

At present, the city has a total of 13,255 registered business establishments, and from its new business capital of PHP16, 898,788,996.80, had aggregate gross sales of PHP173, 610,374,872.77.

Below is the comparative business tax collection report of the city government from year 2013 to year 2016.

YEAR	AMOUNT COLLECTED (PHP)
2013	873,571,715.12
2014	1,135,798,794.39
2015	1,411,155,017.93
2016	1,617,360,906.46*

COMPARATIVE BUSINESS TAX COLLECTION

Note: Collection as of Sept. 30, 2016, including fourth quarter 2016 LBT collectibles.

The increase in revenue collection from 2013 to 2016 is proof of the persistent efforts of the city government in providing efficient and quality public service to its constituents. This is the result of the continuous improvement in the systems and processes involved in business transactions in the city.

Increase in revenue collection enables the city government to support its Eight-Point Program under the leadership of Mayor Jaime R. Fresnedi. The reduction of the Crime Rate to 59 percent from 2014 to 2015 can also be attributed to the increase in the city's collection of revenue.

Project Description

The Single Window Transaction-Modified Business One-Stop Shop or SWiT-M-BOSS is the simplified system implemented by the Business Permits and Licensing Office or BPLO for processing new business or renewal of permit and license applications. The system is about accomplishing the taxpayer's transaction, from start to finish, in just one window, with only one BPLO staff.

The Muntinlupa City government adapted Business One-Stop Shop (BOSS) in the late 1990s. Since then, the city has modified the system several times to provide better service to its clients. From the earlier scheme featuring fourteen (14) steps, the system was simplified to twelve (12) steps (figure 1), then further reduced to six (6) steps (figure 2).

Second Implementation

(With filled-up application form and complete requirements)



Figure 1

BOSS 6 STEPS



Figure 2

Implementation Procedures

In the city's sustained pursuit of continual improvement of the quality of services it provides to the public, the BPLO reengineered the system in August 2013 into a Modified

Business One-Stop Shop (M-BOSS). The passage of two Executive Orders paved the way to a simpler system in transacting business in the city. Executive Order no. 15, series of 2014, “Institutionalizing the Modified Business One-Stop Shop (M-BOSS) System of the Business Permits and Licensing Office, Implemented Year-round for the Improved Efficiency and Transparency of Procedures in the Issuance of Business Licenses and Permits,” further simplify the procedure from six (6) steps to just three (3) steps (figure 3). With this intervention, the permit application process was eased even more, averaging thirty minutes from start to finish.

MODIFIED BOSS
Business One-Stop Shop
(With complete requirements)

1	2	3
APPLICATION	PAYMENT	APPROVAL/RELEASING
-Assessment of Application -Building/Zoning Tax Order of Payment -Issuance of Computerized Billing Assessment	-Treasury Office (Issuance of Community Tax Certificate and Official Receipt)	-BPLO Chief and City Mayor (Issuance of Business Permit) (Recording)

Figure 3

In February 2015, the Modified Business One-Stop Shop was redesigned to feature the innovative Single Window Transaction (SWiT). Executive Order no. 14, series of 2015, “Providing for the Improvements in the Modified Business One-Stop Shop (M-BOSS) System of the Business Permits and Licensing Office as Provided for Under Executive Order No. 15, Series of 2014, Through the Implementation of the Single Window Transaction (SWiT), For Greater Efficiency, Speed, and Transparency of Procedures in the Issuance of Business Licenses and Permits,” was enacted. Whereas the previous process involved the interaction of a taxpayer/customer with at least three (3) personnel, SWiT now limits interaction to only one (1) (figure 4). This shortened the processing time to an average of half an hour or less (for applications with complete sets of requirements).

APPLICATION FOR NEW/RENEWAL OF BUSINESS PERMIT

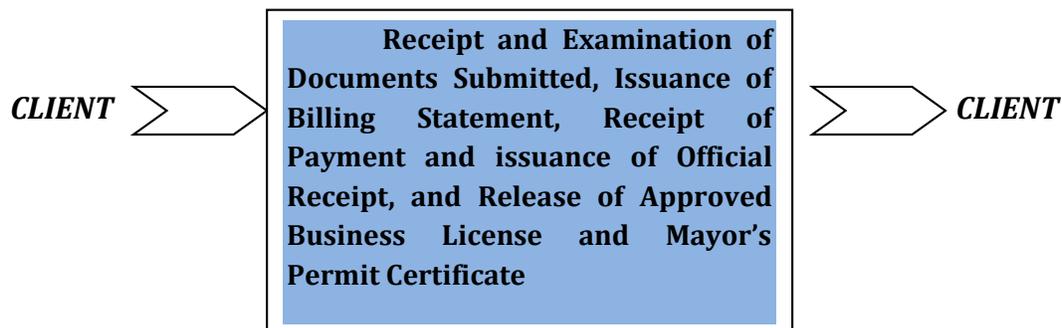


Figure 4

The processing time commences once a frontliner accepts from a taxpayer the latter's application form together with the complete set of requirements, which includes completed and notarized application forms (two copies) , and photocopies of barangay permits for business, SEC or DTI registration, community tax certificate, contract of lease (if renting the place of business) or tax declaration (if business space is owned) , and other needed attachments depending on the nature of the enterprise. The necessary data and other information are encoded by the frontliner into the system, which then generates the assessment to be paid. The same staff receives the tax payer's payment, issues the receipt, and finally releases the approved permit.

Project Results/Impact

The SWiT-M-BOSS is important to both the management and staff of the Business Permits and Licensing Office because it facilitates the accomplishment of the office's mandate to ease the conduct of legitimate private enterprise, and is a strategic means to boost Muntinlupa City's competitiveness as an investment destination, as well as its vision to be the model BPLO in the country. In the same manner, the practice is essential to the organization of the City Government of Muntinlupa City because it serves as a tool or mechanism by which the local government dispenses a frontline service that effectively contributes to the realization of the city's vision, that is to become the leading investment hub in the country and the city with the most business-friendly environment.

As for the taxpayers/clients, they rated the SWiT-M-BOSS practice of the BPLO either "very good "or "excellent." Majority also conveyed their appreciation of the fast and courteous service delivery of BPLO personnel in comparison with their experience from similar transactions with the BPLO of other local government units.

*"I always feel bad, but for the very first time, I'm happy paying my taxes. **The service is excellent**, from the security guard, frontliner, even the one who offered me coffee, everybody is consistent. The ambiance is also very good.*

***This is my most pleasant experience in a government office.** Very good image for the government. **I am impressed.** It is not just about the system, but the people and their attitude. The internal desire to change. I am amazed with the **cultural change.** Congratulations!"*

VICTORIA K. MAPUA

Owner of the Snow's Saddles and Equestrian

Supplies

Barangay Cupang, Muntinlupa City

The SWiT-M-BOSS being a pioneering practice has been the subject of many benchmarking activities, including the following who have expressed their interest to replicate the streamlined system:

- Business Excellence for the Public Sector Class of the Center for Quality and Competitiveness, Development Academy of the Philippines
- Business Permits and Licensing Office, Parañaque City
- Business Permits and Licensing Office, San Jose del Monte, Bulacan
- TESDA Davao City Regional Office
- City Government of Kidapawan, Cotabato
-

SWiT-MBOSS was also part of the agency learning visit of the Capability –Enhancement Course on Local Legislation class of the Center for Local Governance of the National College of Public Administration and Governance, University of the Philippines Diliman.

Muntinlupa was also adjudged the Most Business-friendly City by the Philippine Chamber of Commerce and Industry (PCCI) consecutively in 2001 and 2002, also earning a special citation from the same body in 2006.

In 2015, the SWiT-M-BOSS won in the Government Best Practice Competition conducted by the Development Academy of the Philippines (DAP). In the same year, it was also adjudged a runner-up in the Fourth International Best Practice Competition founded by the New Zealand-based Center for Organizational Excellence Research (COER) in cooperation with the Asian Productivity Organization (APO). Both competitions encourage public and private organizations to share their best operational and managerial practices, processes, systems, and initiatives and to learn from the experience of others.

Way to Go

To complement the SWiT-MBOSS, the BPLO, in partnership with Flores Law Office, launched the “Libreng Notaryo Tuwing Lunes” program. It is now on its seventh week and has already served 525 beneficiaries since its inception.