

**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY  
COMMITTEE ON ANTI-RED TAPE**

**2021 Accomplishment Report**

The Committee on Anti-red Tape (CART) was constituted in February 2021 with the Chief Operating Officer's approval of Office Order No. 029-2021. It was given the primary responsibility to ensure that the Tourism Infrastructure and Enterprise Zone Authority (TIEZA) complies with the requirements of Republic Act No. 11032 or the Ease of Doing Business (EODB) Act and its Implementing Rules and Regulations as well as the subsequent issuances by the Anti-Red Tape Authority (ARTA).

For 2021, the Committee introduced initiatives and programs that will help in the realization of its deliverables. The CART was able to establish the foundation towards process and system improvement within the Authority.

**Reengineering of Systems and Processes**

As mandated by the EODB Act, all government agencies shall undergo an evaluation and improvement of their respective services, and reengineer the same, as necessary, to reduce bureaucratic red tape and processing time, and to promote efficiency and simplicity of processes.

To initially determine the processes that need to be improved and reengineered, the Committee required all Departments in March 2021 to identify and analyze the gaps for their respective internal and external processes. This action also aimed to continually improve the processes in line with the requirements under the Quality Management System (QMS). To ensure that processes adhere to the EODB's 3, 7, 20 processing days for simple, complex, and highly technical transactions, respectively, Department Managers were required to define the flow of their respective office processes and identify possible gaps affecting the delivery of their services to TIEZA's internal and external clients. Possible actions to be undertaken to address the same were also determined.

Upon consolidation of all submitted gaps, the CART came up with the common gaps on the following areas: human resources, procurement, financial services, records management, process flows, and information dissemination. Meanwhile, specific gaps in the internal and external processes of offices were also determined.

As part of its strategy, the Committee aimed to address one gap at a time. During the period, the CART ensured that the gaps in records management will be addressed through the full implementation of the Online Document Management System (ODMS). The Management Information Systems Department (MISD) distributed the QR code scanners and printers for utilization of offices in October 2021. Additionally, a two (2)-day user's training was conducted on November 22-23, 2021 to familiarize the end-users on the use of the ODMS. Pilot-testing of the system was also done in November-December 2021. There is now an ongoing updating of Work Instructions for the TIEZA's Document and Records Control incorporating the ODMS.

## Regulatory Management System

Also mandated by the EODB Act is the conduct of the Regulatory Impact Assessment (RIA) on TIEZA's proposed regulations to establish that these do not add undue regulatory burden and cost to requesting parties. To familiarize the Committee on RIA, the CART tapped the Modernizing Government Regulations Program Team of the Productivity and Development Center under the Development Academy of the Philippines (DAP) to conduct the Basic Course on RIA on May 3-5, 2021 via Zoom.

Aimed to help TIEZA in improving its ease of transaction and quality of service delivery to render an environment promotive on flourishing businesses, the course was attended by a total of 36 key officers and technical staff. It provided the participants with the required knowledge on regulatory reforms and skills in conducting RIA. During the seminar-workshop, TIEZA regulations were subjected to RIA.



*Figure 1. Virtual class picture of the DAP Project Team and TIEZA participants*

Additionally, selected TIEZA officers attended the Seminar on Consultations in RIA on June 24-25, 2021, which is a free offering from DAP. The course aimed to contribute to strengthening regulatory quality by enhancing the practice of consultation as a good regulatory practice.

To further capacitate the Authority in enhancing the regulatory quality by streamlining regulatory compliance costs to ensure that the most cost-effective and efficient options are chosen in all areas of regulation, selected TIEZA officers also attended the 6<sup>th</sup> Course on Regulatory Compliance Cost Assessment: Cost Modeling and Streamlining on October 12-15, 2021 via Zoom. Specifically, the course enabled the participants to recognize and calculate various costs associated with regulatory compliance through the Regulatory Cost Model (RCM), and, define areas where undue regulatory burden can be reduced.

## Setting up of Updated Citizen’s Charter

In order to promote efficiency and streamline the delivery of services, government agencies were also required by the EODB Act to identify and indicate all government services offered to the transacting public. As a response and in consideration of the requirements set by the AO25 Inter-Agency Task Force (IATF) for the grant of the Performance-Based Bonus (PBB) for 2020 and 2021, the Authority, through its PBB Task Force, submitted to the ARTA the updated Citizen’s Charter of the Travel Tax Department and the Operating Assets, namely, Banaue Hotel and Youth Hostel, Club Intramuros Golf Course, Balicasag Island Dive Resort, Gardens of Malasag Eco-Tourism Village, Light and Sound Museum, and Zamboanga Golf Course and Beach Park.

Further, to comply with the requirement to consider both the external and internal processes, the CART requested all Departments to formulate their respective Internal Stakeholder’s Charter in November 2021. These Charters are projected to be communicated to internal clients through interactive information kiosks within the TIEZA main office. The CART also ensured that the processing of internal and external services is within the prescribed timelines set by the EODB Act.

## Institutionalizing a Feedback Mechanism

As required by the EODB Act, agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. It may be noted that the Authority, as a Government Instrumentality with corporate functions, utilizes the Customer Satisfaction Survey methodology prescribed by the Governance Commission for GOCCs (GCG). Under the said mechanism, TIEZA’s customers – travel taxpayers, Local Government Units (LGUs) for the funding of tourism infrastructure projects, Tourism Enterprise Zone (TEZ) operators, and customers of Operating Assets, are being surveyed to measure their overall satisfaction with the Authority’s service delivery.

In 2021, the 3<sup>rd</sup> party service provider, Market Relevance Corp, reported that TIEZA received an overall satisfaction score of 97% from their stakeholders for the year 2020, with 74% of respondents feeling very satisfied and 23% feeling satisfied. This is comparatively higher than the 2019 satisfaction rating of 92%.

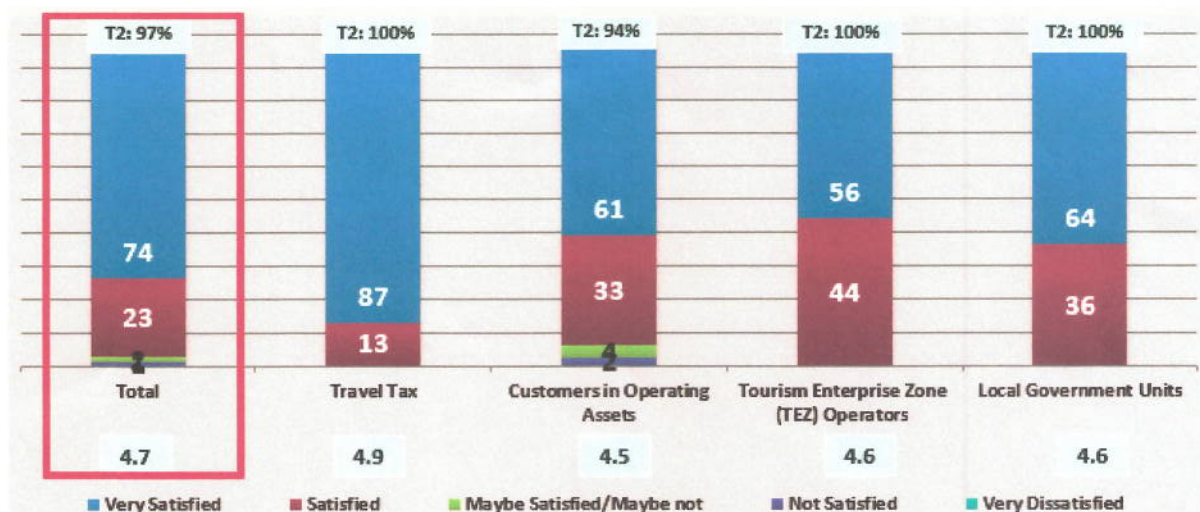


Figure 2. Overall satisfaction for 2020, by Percentage Share and Customer Type

The Authority received perfect satisfaction scores from interviewed travel taxpayers, TEZ operators, and LGUs. There were 6% of the customers interviewed in the Operating Assets who directly expressed that they were not satisfied with the services they have received from TIEZA. To address the negative feedback and causes of dissatisfaction, the CART required the Sectors and concerned Departments to submit their respective action plans. The actions to be undertaken were regularly updated by the process owners and monitored by the Committee.

Meanwhile, for 2021, 93.1% of the total clients surveyed gave TIEZA a high overall satisfaction rating. It was reported by the 3<sup>rd</sup> party service provider, ASCEND, Inc., that the travel taxpayers had the highest share of respondents that gave a rating of 5 (89.4%), while the customers in Operating Assets had the highest share that gave a rating of 4 (45.8%).

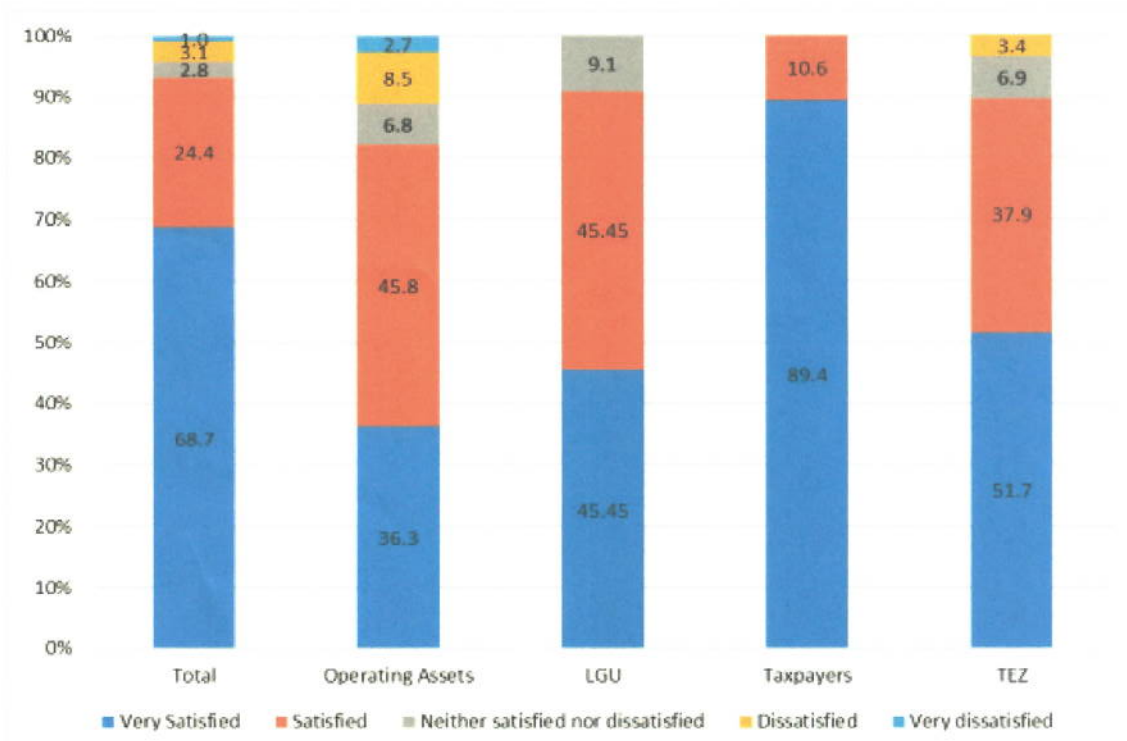


Figure 3. Overall satisfaction for 2021, by Percentage Share and Customer Type

In addition to the external survey being conducted, the CART, with the assistance from the Corporate Planning Department (COPD), also spearheaded the crafting of the Internal Customer Satisfaction Survey Form to be utilized by all Sectors, Departments, and Offices to gather feedback from both internal and external customers. Said form was also converted into QR codes for online feedback.

**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**  
INTERNAL CUSTOMER SATISFACTION SURVEY FORM

Name (Optional) \_\_\_\_\_ Section/Department \_\_\_\_\_  
Sex  Male  Female Age \_\_\_\_\_ Date and Time of Visit/Request \_\_\_\_\_  
Sector/Department Visited \_\_\_\_\_ Purpose \_\_\_\_\_

DEAR CLIENT,

As part of our objective to improve our services, please rate the following items by putting a check (✓) in the appropriate/applicable box (□) indicating the emoji reflecting your evaluation to each statement below.

<b>1. SERVICE DELIVERY</b>					
Phone (whether answered promptly)					
Complete					
Accurate (no errors)					
<b>2. STAFF</b>					
Responsive (assists/helps guests)					
Fair and trustworthy (serviced with respect and fairness)					
Competent (knowledgeable on the process/service)					
Courteous in dealing with clients					
Friendly					
Wears proper office attire, identification card, and required PPE					
<b>3. PHYSICAL WORKPLACE ENVIRONMENT</b>					
Work/service areas are clean and safe					
Passageways are kept clear and free from obstructions					
Labels are taboiled with employees' first name at the right side					
Office observed minimum health protocols					
<b>4. COMMUNICATION</b>					
Clear signs and procedures (information about process is available and understandable)					

OTHER COMMENTS AND RECOMMENDATIONS OR COMMENDATION:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for your participation!

Figure 4. The Internal Customer Satisfaction Survey Form and QR Codes

In order to institutionalize the conduct of an internal survey to measure customer satisfaction, the CART, through the COPD, also initiated the drafting of the Quality Procedure on Conducting Internal Customer Satisfaction Survey and Handling of Customer Complaints.

### Establishing the TIEZA One-Stop Shop

The CART envisioned to have a one-stop-shop or a centralized counter where the public can transact and avail of TIEZA's frontline services. It will also serve as a venue for handling or initially handling queries, requests and complaints (QRCs) from all walk-in stakeholders/customers. Hence, it initiated the conceptualization and establishment of the TIEZA One-Stop Shop (TOSS) to become one convenient place for operational efficiency in delivering its services as mandated. The TOSS will also include the Public Assistance Complaints Desk or Helpdesk as mandated by the EODB Act.

As an initial move, the CART, with the assistance of the Project Evaluation and Planning Department (PEPD), was able to come up with a conceptual plan for the TOSS, which was approved by the Chief Operating Officer. There is now an ongoing procurement for the materials and furniture for the physical infrastructure that will house the TOSS.

being adopted by the Commission on Audit (COA). It should be noted that the application to DICT's digital signature is free for all government agencies.

There is now an ongoing collection of requirements from the officers of TIEZA (ACOOs and Department Managers) for the application of the digital signature with DICT.

### **Exploring Additional Platforms for Online Payment**

To further improve the process of transacting with its customers particularly the travel taxpayers, customers of operating assets and TEZ operators, the Committee supervised the study on the possibility of getting PayMaya and GCash for its online payment facilities. This is in response to the ARTA's requirement for all government agencies to go digital which will mean less documentation, paperworks, and man-hours. The possibility of using the *link.biz* portal of Landbank is also being explored.

### **Institutionalizing the Initiatives**

The year 2021 was indeed a period of establishing the foundation towards process and system improvement. However, there is now a need to sustain what has been instituted and further institutionalize the initiatives.

On the conduct of RIA, the CART will spearhead the conduct of full RIA on selected regulations in 2022. There will also be a full implementation of the Internal Customer Satisfaction Survey considering the results of the initial implementation and projected approval of the procedure. The Committee will continue to ensure that Sectors, Departments, and Offices will continue improving the delivery of their services to external and internal clients. Lastly, the CART sees the opening of the TOSS as one of the major milestones in 2022 since it will ensure that customers' queries, requirements, and complaints are properly addressed.