**Video Conference with the Civil Service Commission (CSC), Philippine**

**at Office of the Public Sector Development Commission (OPDC), Thailand**

**Participants**

1. The Civil Service Commission (CSC), Philippine

2. Office of the Public Sector Development Commission (OPDC), Thailand

**Discussion Issues**

Regarding to ASEAN Governance Network, OPDC and ASEAN members always have video conference for sharing knowledge and experience together. To this, the Civil Service Commission (CSC), Philippine and OPDC, Thailand set up the video conference meeting for sharing on Good Governance in the area of Service Delivery Efficiency as following

* Integrated Anti-Red Tape ARTA Program
* Online Business Licensing Services Portal (Biz Portal)

**Integrated Anti-Red Tape ARTA Program by Delegate from CSC, Philippine**

2007 Republic of Philippine issue the Anti-Red Tape Act (ARTA) Republic Act No. 9485 to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof. According to this Act, Integrated Anti-Red Tape (ARTA) Program include 6 components which are

1. Citizen’s Charter

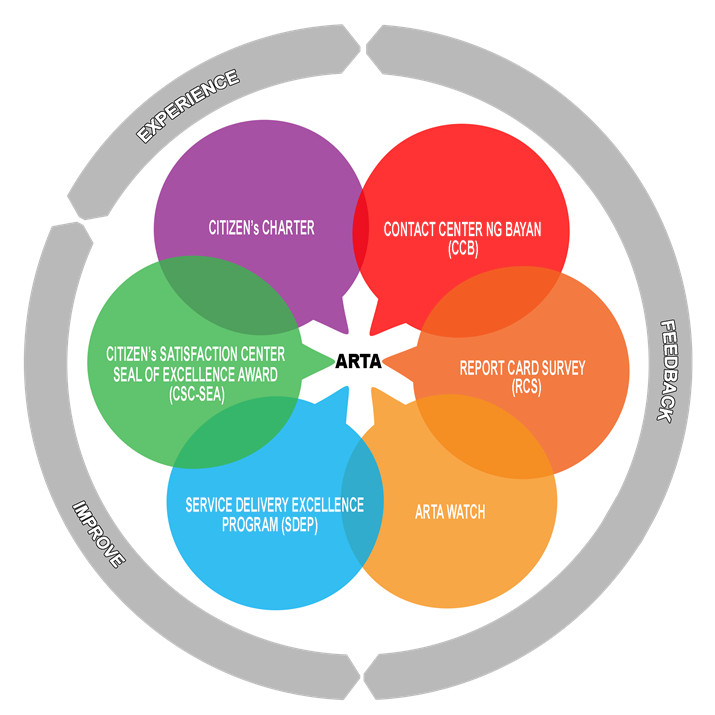
2. Citizen’s Satisfaction Center

3. Service Delivery Excellence Program

4. ARTA Watch

5. Report Card Survey

6. Contact Center ng Bayan (CCB)



Integrated Anti-Red Tape (ARTA) Program

The Report Card Survey is the tool for making the public feedback collection two-way that

conduct in 3 criteria on the card

1. Areas Measured

Two core areas and eleven sub-areas. 80% of the score comes from respondents’ answers while 20% come from ARTA staff’s observations.

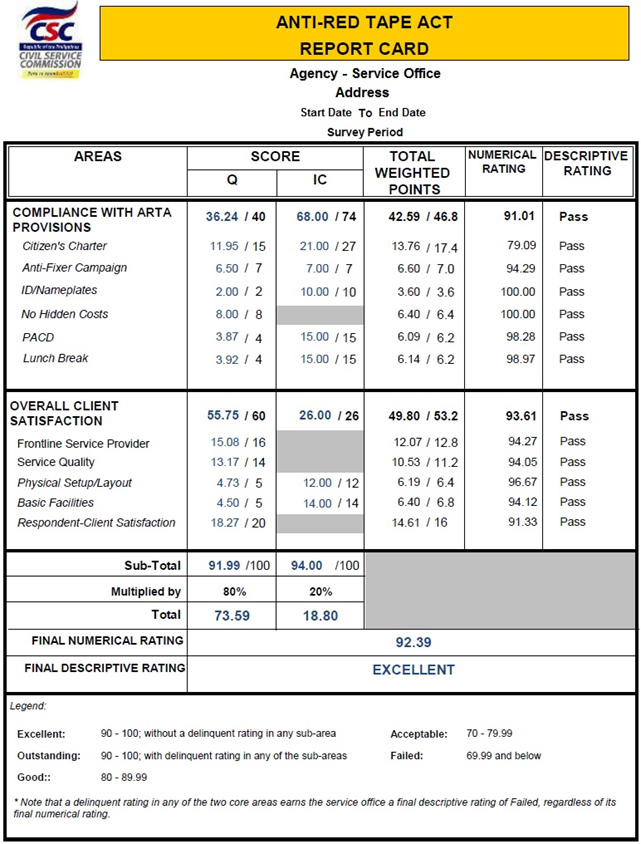
2. Final Numerical Rating

This makes it easier for both agencies and citizens to objectively monitor the progress in the frontline service performance of an office.

3. Final Descriptive Rating

Determines consequent actions – SDEP or CSC-SEA; published in national broadsheets annually.

The Report Card Survey

The result of report card survey, for Offices with this rating excellent will become Citizen’s Satisfaction Center Seal of Excellence Award (CSC-SEA) candidates. They should qualify in the succeeding validation and process to be granted the award. An award given to government service offices that demonstrate EXEMPLARY FRONTLINE SERVICE DELIVERY which passed the two-phase validation process; it aims to promote service excellence in public frontline delivery and inculcate continuous improvement. In the other hand, Offices with this rating failed will undergo the Service Delivery Excellence Program (SDEP). CSC assists offices through either a Level 1 SDEP for failure due to minor infractions, or a Level 2 SDEP for failure due to system, structure, and/or staff.

In collaboration with various stakeholders, CSC is dedicated to improving the quality of public service delivery to address the ever-growing and complex demands of the public for excellent government services.

**Online Business Licensing Services Portal (Biz Portal) by Delegates from OPDC, Thailand**

Starting Business which is one of ease of doing business index is in the procedures of starting the business. In 2016 Thailand stands at 96 in the ranking of 189 global economic zones. Department of Business Development, the Revenue Department, and Social Security Office have developed data link of e – starting a business and operated single point at Department of Business Development since 2010. The Thai government plans on enhancing public services for starting a business more efficiency as well as integrates governmental services on the complete electronic system in 2016.

Therefore, main organizations related to starting business, for example, Department of Business Development, Social Security Office, and Department of Labour Protection and Welfare have developed, together with Office of Public Sector Development Committee and Electronic Government Agency (Public Organization) have developed “Biz Portal” in order to establish the central system of starting business.

Through Biz Portal, entrepreneurs and investors are able to apply online, fill in forms, upload the attachments, and submit the forms through computer anytime and any place so that it makes the process of starting a business faster and more efficient. This online service is available from 29 February 2016. The applicants could submit for business registration at Department of Business Development. Then, applicants will receive a password for logging in Biz Portal in order to apply for registration of employers, registration of employers, and registration of insurers or work regulations through the system.

The Thai government places emphasis upon on the importance of electronic service in order to facilitate entrepreneurs and investors for doing business. The benefits are as following: **Procedures** – From now on, entrepreneurs and investor are able to complete all procedures through Biz Portal system, without middlemen, facilitators, accountants and so on. Moreover, the system makes procedures simpler and faster by introducing an on-line one-stop service for setting up business.

**Time** – Biz Portal system could keep entrepreneurs and investor from waiting in long lines. Entrepreneurs and investor do not have to visit the same office or different offices several times for separate procedures.

**Cost** – Biz Portal replaces face-to-face conversation and interaction with relevant agencies so that the opportunities for government officials taking bribes or engaging in other corruption practices are also reduced considerably.

However, Biz Portal has just been introduced since 26 February 2016 aims to improve government service. Therefore, Thailand continue improving this project to meet the Thailand Digital Government.

At the end of this meeting, OPDC and CSC discuss about the outcome of this Video Conference which is improving public service delivery of two countries ,moreover, discuss on the future direction of cooperation on upcoming activities following by the end of this year (ex. International Conference) that will developed the cooperation between, Civil Service Commission (CSC), Philippine and OPDC Thailand

--------------------------------------