



German-Philippine Business Action Portal

# German- Philippine Business Action Portal Handbook



Deutsch-Philippinische  
Industrie- und Handelskammer  
German-Philippine Chamber  
of Commerce and Industry



**ARTA**  
ANTI-RED TAPE AUTHORITY  
OFFICE OF THE PRESIDENT



## Foreword



**H.E. Andreas Michael Pfaffernoschke**  
German Ambassador to the Philippines

It is with great enthusiasm that I welcome the launch of the new German-Philippine Business Action Portal, an initiative spearheaded by the GPCCI in collaboration with the Anti-Red Tape Authority (ARTA). This platform represents a significant stride towards streamlining business processes in the Philippines, reinforcing the country's commitment to fostering a more transparent, efficient, and business-friendly environment.

I am confident that this portal will serve as a catalyst for greater economic collaboration between our two nations and contribute significantly to the Philippines' journey towards becoming a more competitive and prosperous economy.



**Ms. Marie Antoniette E. Mariano**  
President, GPCCI

It is my great honor to introduce the German-Philippine Business Action Portal, an initiative that marks a significant milestone for our chamber and the business community in the Philippines. We are proud to lead this initiative and to be at the forefront of efforts to make the Philippines a more competitive and attractive destination for investment. The Ease of Doing Business Portal is a reflection of our chamber's dedication to supporting our members and partners, ensuring that they have the resources and support they need to succeed.

Together with our partners in ARTA, the German Embassy, and the business community, we hope to have laid the foundation for a brighter, more prosperous future for the German-Philippine business community.

## Foreword



**Mr. Christopher Zimmer**

Executive Director, GPCCI

At GPCCI, we recognize that our members' success depends on seamless engagement with government processes. The launch of this portal is a key step toward achieving that, offering a user-friendly platform that simplifies regulatory interactions and reduces compliance time.

Driven by our commitment to members, the GPBAP is more than a tool—it's a resource designed to help them focus on growing their businesses. Its development was made possible through collaboration with ARTA, the German Embassy, and other stakeholders who share our vision for a business-friendly Philippines.



**Sec. Ernesto V. Perez**

Director General, ARTA

The launch of this portal reflects ARTA's and partners like GPCCI's commitment to cutting bureaucratic red tape, a longstanding hurdle for businesses. With this centralized digital interface, we are enabling both local and foreign businesses to navigate regulations more easily, allowing them to invest more in growth and innovation.

The German-Philippine Business Action Portal ushers in a new era of efficiency and transparency in the Philippines. I am confident it will drive economic growth, attract investment, and improve lives. Let's continue working together for a more prosperous and competitive Philippines.



## **About GPCCI**

GPCCI / AHK Philippines belongs to the international network of German Chambers of Commerce Abroad (AHKs) that is represented by 150 offices in 93 countries and is represented by 46,000 member companies worldwide. GPCCI is the official representation of German businesses in the Philippines; a bilateral membership organization with around 300 members; and a service provider to companies in their market entry and expansion.



## **About ARTA**

The Anti-Red Tape Authority (ARTA) is a government agency in the Philippines established under Republic Act No. 11032, also known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018." Its primary role is to improve government services by streamlining bureaucratic processes, reducing red tape, and fostering transparency across government agencies. ARTA is responsible for implementing reforms that enhance the ease of doing business in the country, ensuring faster, more efficient public service delivery, and promoting a culture of accountability and anti-corruption in the public sector.

## GPCCI-ARTA Memorandum of Understanding

### Background

This Memorandum of Understanding (MOU) establishes a partnership focused on improving the ease of doing business in the Philippines. The collaboration seeks to enhance the efficiency of government services by involving the private sector in initiatives aimed at reducing bureaucratic delays and promoting transparency. The aligned efforts of both parties aim to foster a more business-friendly environment through streamlined processes, greater regulatory oversight, and increased awareness of policies designed to expedite business transactions and reduce corruption.

### Responsibilities

#### GPCCI:

- Serve as an ARTA Champion, acting as the initial point of contact for complaints from the business sector, which will be forwarded to ARTA.
- Assist ARTA in policy implementation by reporting relevant information and organizing awareness initiatives such as webinars and seminars.
- Designate a Focal Person to liaise with ARTA and ensure members are informed about ARTA's programs.

#### ARTA:

- Recognize GPCCI as an ARTA Champion and support it through training and materials to raise awareness among its members.
- Respond promptly to complaints endorsed by GPCCI and keep the organization updated on their status.
- Engage GPCCI in consultations and seek its recommendations for improving government processes.

#### MEMORANDUM OF UNDERSTANDING

##### KNOW ALL MEN BY THESE PRESENTS:

This Memorandum of Understanding (MOU) is entered and executed by and between:

The **GERMAN-PHILIPPINE CHAMBER OF COMMERCE AND INDUSTRY, INC.**, with principal office at 8F Doehle Haus Building, Sen. Gil Puyat Avenue, 1234, Makati City, herein represented by its President, **MR. STEFAN SCHMITZ**, hereinafter referred to as the "**GPCCI**";

– and –

The **ANTI-RED TAPE AUTHORITY**, with principal office at 4th and 5th Floors, NFA Building, NFA Compound, Visayas Avenue, Brgy. Vasra, Diliman, Quezon City, represented by its **DIRECTOR GENERAL, SECRETARY ERNESTO V. PEREZ**, hereinafter referred to as the "**ARTA**";

##### WITNESSETH, That:

**WHEREAS**, Republic Act (RA) No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, declares it as a policy of the State to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government, towards which the State shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in government;

**WHEREAS, ARTA**, a government agency attached to the Office of the President and created under R.A. No. 11032, is mandated to recommend policies, processes and systems to improve regulatory management to increase the productivity, efficiency, and effectiveness of business permitting and licensing agencies, and conduct regulatory management training programs to capacitate National Government Agencies (NGAs) and Local Government Units (LGUs) to comply with sound regulatory management practices, among others;

**WHEREAS**, Section 5 of R.A. No. 11032 directs all LGUs and NGAs to initiate the review of existing policies and operations and commence with the reengineering of their systems and procedures;

**WHEREAS**, Section 11 of R.A. No. 11032 mandates the LGUs to initiate a review for each of their government services/processes through any or all of the following: (i) Reduction in the number of signatures to not more than three (3); (ii) Simplification of application forms and documentary requirements; (iii) Automation or computerization of the processes/services; (iv) Reduction in the processing time; and/or (v) Reduction in cost in the issuance of business licenses, clearances, permits, certifications or authorizations stated therein;

## German-Philippine Business Action Portal

### General Information

#### Description

As part of the commitment of GPCCI to the partnership with ARTA, the GPBAP aims to gather concerns and feedback from the German-Philippine business community regarding their business-related transactions with various government agencies.

#### What do we collect?

##### Complainant Information

- Company Name\*
- Address\*
- Title (Mr./Ms./Mrs./Atty./Dr./etc)
- Name of Complainant\*
- Designation\*
- Email \*
- Contact No.\*
- Do you want GPCCI to represent you on your behalf?\* (Y/N)

##### Complaint Information

- Message/Complaint
- Government Agency
- Branch/Department/Division/Unit

#### Important Notice

In accordance with RA 11032, the Authority may be unable to act on complaints that lack complete documentation or do not include contact information for follow-up. To ensure your complaint is properly addressed, it is important to provide all required details. Should you wish for GPCCI to represent you in this matter and facilitate communication with the Authority on your behalf, please select the "Yes" option. This will authorize GPCCI to assist in ensuring that your complaint is processed and followed up in line with the relevant procedures.

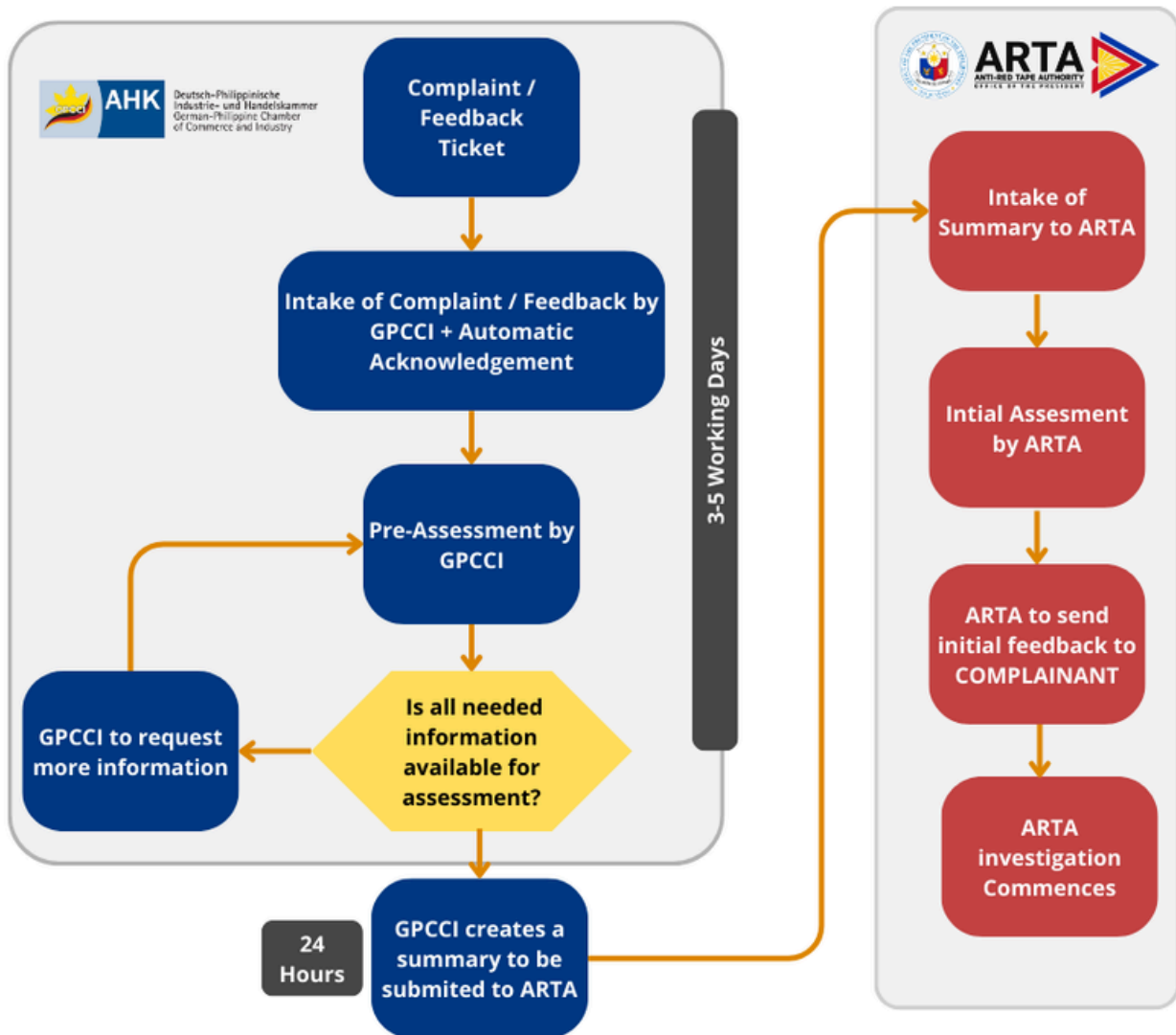
#### Disclaimer

GPCCI acts solely as a facilitator for concerns submitted through this portal. Our organization does not influence the decisions made by the relevant Philippine government agencies. However, we guarantee that all submissions will be processed promptly and efficiently, ensuring they are forwarded to the appropriate authorities within the stipulated timeframe.

*NOTE: The processes outlined pertain solely to GPCCI's internal procedures. For details on ARTA's Citizens Charter, please visit their website: <https://arta.gov.ph/about/citizens-charter/>.*

## German-Philippine Business Action Portal

### Work Flow



NOTE: The processes outlined pertain solely to GPCCI's internal procedures. For details on ARTA's Citizens Charter, please visit their website: <https://arta.gov.ph/about/citizens-charter/>.

## German-Philippine Business Action Portal

### Frequently Asked Questions (FAQs)

#### **What kind of transactions can I file a complaint about?**

The GPBAP receives both complaints and feedbacks from the private sector pertaining only to business related transactions with various government agencies.

#### **What is the role of GPCCI in resolving my complaints?**

GPCCI acts solely as a facilitator for concerns submitted through this portal. Our organization does not influence the decisions made by the relevant Philippine government agencies. However, we guarantee that all submissions will be processed promptly and efficiently, ensuring they are forwarded to the appropriate authorities within the stipulated timeframe.

#### **How long will the whole process of resolving my complaints take?**

Referring to the process flow in the preceding page, the process is divided into 2 major stages: the GPCCI Stage and the ARTA Stage.

For the GPCCI Stage, the process will take 3-5 working days from the receipt of the complaint for the assessment stage which involves communicating with the complainant on the documents related to the complaint. When all the information and documents have been received by GPCCI, it will take 24 hours to generate the GPBAP Assessment Report which will be forwarded to ARTA for the next stage.

Onto the ARTA Stage, the process will take 10 days from the receipt of the complaint which involves the acknowledgement, assessment, and endorsement of the complaint to the complained agency. The processing of the complaint and communications with the complained agency will take about 20 days.

#### **What should I do if my complaint was resolved immediately after I filed through the GPBAP?**

To ensure efficiency, the complainant must inform GPCCI as soon as the issue has been resolved or becomes obsolete.

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## German-Philippine Business Action Portal

### Complaints

STEP	ACTIONS	AVERAGE PROCESSING TIME	OFFICE-IN-CHARGE
Complainant files their complaint through the platform	Acknowledge response	Immediately	GPCCI
	Ask more information (documents, details on the narrative of the complaint) as needed	3 - 5 working days	GPCCI
Filling out of the GPBAP Assessment Report	Complete the details from the complaint form to the assessment report template.	24 Hours	GPCCI
Submitting the Assessment Report and the relevant documents to ARTA	Send the report along with all the relevant documents on the complaint to ARTA for their processing	Immediately	GPCCI

NOTE: The processes outlined pertain solely to GPCCI's internal procedures. For details on ARTA's Citizens Charter, please visit their website: <https://arta.gov.ph/about/citizens-charter/>.

## German-Philippine Business Action Portal

### Feedback

STEP	ACTIONS	AVERAGE PROCESSING TIME	OFFICE-IN-CHARGE
Respondent submits their feedback through the platform	Acknowledge response	Immediately	GPCCI
	Ask more information (documents, details on the narrative of the complaint) as needed	3 - 5 working days	GPCCI
Filling out of the GPBAP Assessment Report	Complete the details from the complaint form to the assessment report template.	24 Hours	GPCCI
Submitting the Assessment Report and the relevant documents to ARTA	Send the report along with all the relevant documents on the complaint to ARTA for their processing	Immediately	GPCCI

*NOTE: The processes outlined pertain solely to GPCCI's internal procedures. For details on ARTA's Citizens Charter, please visit their website: <https://arta.gov.ph/about/citizens-charter/>.*

## German-Philippine Business Action Portal

### GPBAP Assessment Report

Date Filed:	Tracking No.:	
<input type="checkbox"/> Complaint	<input type="checkbox"/> Feedback	
<b>I. Consent</b>		
A. Accuracy of Information	Agreed: _____	
B. Data Privacy	Agreed: _____	
C. Resolution of Issues	Agreed: _____	
<b>II. Complainant Information</b>		
A. GPCCI Membership	Yes _____	No _____
B. GPCCI Representation	Yes _____	No _____
C. Name:	_____	
D. Address:	_____	
E. Email Address:	_____	
F. Contact Number:	_____	
<b>III. Details of Complaint</b>		
A. Government Agency	_____	
B. Branch/Department/Division/Unit	_____	
C. Government Official Involved	_____	
<b>D. Nature of Complaint</b>		
<input type="checkbox"/> (A) Failure to set up the most current and updated Citizens Charter;		
<input type="checkbox"/> (B) Violation of the Zero-Contact Policy;		
<input type="checkbox"/> (C) Selling, offering to sell, or recommending specific brands of fire extinguishers and other fire safety equipment to any applicant or requesting party or business entity by the Bureau of Fire Protection or any of its official or employees;		
<input type="checkbox"/> (D) Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;		
<input type="checkbox"/> (E) Imposition of additional requirements other than those listed in the Citizen's Charter;		
<input type="checkbox"/> (F) Imposition of additional costs not reflected in the Citizen's Charter;		

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German-Philippine Chamber of Commerce and Ind.

Supported by  
Federal Ministry  
for Economic Affairs  
and Climate Action  
on the basis of a decision  
by the German Bundestag

Date Filed:	Tracking No.:	
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E. Email Address:	_____	
F. Contact Number:	_____	
<b>III. Details of Complaint</b>		
A. Government Agency	_____	
B. Branch/Department/Division/Unit	_____	
C. Government Official Involved	_____	
<b>D. Nature of Complaint</b>		
<input type="checkbox"/> (G) Failure to give the applicant or requesting party a written notice on the disapproval of an application or request;		
<input type="checkbox"/> (H) Failure to render government services within the prescribed processing time on any application or request without due cause;		
<input type="checkbox"/> (I) Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;		
<input type="checkbox"/> (J) Failure or refusal to issue official receipts;		
<input type="checkbox"/> (K) Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage;		
<input type="checkbox"/> Other acts in violation of the provisions of RA No. 9485, as amended by RA No. 11032:		
E. Narration of Facts		
F. Documents Related to Complaint		

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## Contact us

**German-Philippine Chamber of Commerce and Industry  
Inc. (GPCCI)**

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