



Republic of the Philippines  
CITY GOVERNMENT OF MUNTINLUPA  
Sangguniang Panlungsod ng Muntinlupa



CONCURRED:

DISTRICT 1:

COUN. ATTY. RAUL R. CORRO

COUN. ATTY. ALEXSON V. DIAZ

COUN. PATY KATY C. BONCAYAO

COUN. ATTY. RACHEL C. ARCIAGA

COUN. IVEE RHIA ARCIAGA-TADEFA

COUN. ALLAN REY A. CAMILON

COUN. JEDIDIAH R. PRESNEDE, LPT

COUN. TING D. NIEFES

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COUN. RODOLFO W. MOLDEZ, JR.

COUN. ALLEN F. AMPAYA  
LPB President

COUN. JONAS ANGELO L. ABADILLA  
SK Federation Chairman

ORDINANCE NO. 2025-

303

AN ORDINANCE INSTITUTIONALIZING BUSINESS E-PAYMENT SYSTEM (BeST) FOR EFFECTIVE IMPLEMENTATION OF THE "ZERO-CONTACT POLICY" IN THE ISSUANCE OF BUSINESS LICENSES AND PERMITS IN MUNTINLUPA CITY

Sponsored by: Hon. Coun. Atty. Raul R. Corro  
Hon. Coun. Atty. Alexson V. Diaz  
Hon. Coun. Paty Katy C. Boncayao  
Hon. Coun. Atty. Rachel Katriel Ann C. Arciaga  
Hon. Coun. Ivey Rhia A. Tadea  
Hon. Coun. Allan Rey A. Camilon  
Hon. Coun. Jedidiah R. Presnede, LPT  
Hon. Coun. Ting D. Niefes  
Hon. Coun. Mark Lester M. Baes  
Hon. Coun. Francis Ian T. Bagatsing  
Hon. Coun. Engr. Mamerto T. Sevilla, Jr.  
Hon. Coun. Engr. Marissa C. Rongavilla  
Hon. Coun. Engr. Arlene D. Hilapo  
Hon. Coun. Cornelio M. Martinez  
Hon. Coun. Rodolfo W. Moldez, Jr.  
Hon. Coun. Allen F. Ampaya  
Hon. Coun. Jonas Angelo L. Abadilla

**WHEREAS**, Section 2 of the Republic Act (RA) No. 9485 or the "Anti-Red Tape Act of 2007," as amended by RA No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," declares it a policy of the State to "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 procedures that will reduce red tape and expedite business and non-business related transactions in government";

**WHEREAS**, consistent with the declared State policy under RA 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," the acceptance of digital payments in government collections will promote efficient delivery of government services, expedite transactions, boost revenue and reduce the risk of graft and corruption;

**WHEREAS**, RA No. 8792 or the "Electronic Commerce Act of 2000" aims to promote the universal use of electronic transactions in the government;

**WHEREAS**, pursuant to RA No. 8792, the Department of Finance (DOF) and the Department of Trade and Industry (DTI) issued Joint Department Administrative Order (JDAO) No. 02 s.2006 and JDAO No. 10-01 s.2010 to prescribe policies and guidelines in the adoption of Electronic Payment and Collection





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System (EPCS) in government transactions and bring about more efficient and effective payment and collection services for the transacting clients and government office;

**WHEREAS**, Commission on Audit (COA) Memorandum Circular No. 2021-014, provides "Guidelines on the use of Electronic Collection (e-Collection) and Electronic Payment (e-Payment) for Government Transactions";

**WHEREAS**, in compliance to the mandate of all existing laws and national directives, the City Government of Muntinlupa through the Business Permits and Licensing Office (BPLO) established Business E-Payment System (BeST) as an online platform to facilitate applications for new and renewal of business permits. BeST also allows electronic payments through various partner banks, e-wallets, and payment gateways and also provides an option of door-to-door delivery service; and

**WHEREAS**, with the above premises, there is an urgent need to institutionalize the said system to support and enhance city services in pursuit of being a "smart city" and be compliant with the said laws and national directives.

**NOW THEREFORE**, be it ordained by the 10<sup>th</sup> City Council in session assembled, to enact:

**Section 1. Title.** This Ordinance shall be known as "An Ordinance Institutionalizing Business E-Payment System (BeST) for Effective Implementation of the "Zero-Contact Policy" in the Issuance of Business Licenses and Permits in Muntinlupa City.

**Section 2. Findings Incorporated.** The findings and laws above are hereby incorporated and made integral part of this ordinance.

**Section 3. Declaration of Policy.** The City recognizes the use of electronic transactions in the government as a means of the Business Permits and Licensing Office (BPLO) to adopt the automated payment of business fees and charges as an alternative means of taxpayers in securing business permits.

**Section 4. Establishment.** The Business Permits and Licensing Office (BPLO) shall adopt and establish Business E-Payment System (BeST) as an online platform of the City Government of Muntinlupa to facilitate application for, processing of, and issuance of business licenses and permits for business entities, including, but not limited to, those owned and operated by individuals, partnerships, cooperatives, associations or corporations in the City of Muntinlupa. The BeST will guarantee





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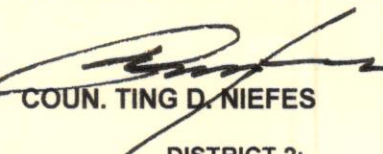
  
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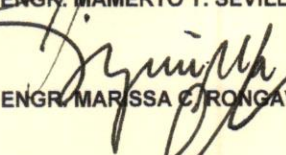
  
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SK Federation Chairman

the effective implementation of the "zero-contact policy", transparency and good governance that eliminates the possibility of graft and corruption.

**Section 5. Implementation.** The implementation of BeST shall provide electronic versions of licenses, clearances, permits, certifications or authorizations with the same level of authority and containing the electronic signature of the authorized officer/s and seal of the City, which may be printed by the businesses in the convenience of their offices. The BeST will guarantee the effective implementation of the "zero-contact policy", transparency, and good governance that eliminates the possibility of graft and corruption with lesser personnel the taxpayer deals with.

**Section 6. BeST Features and Procedures.** The implementation of BeST shall enable businesses to obtain electronic versions of licenses, clearances, permits, certifications, or authorizations and print them conveniently from their own offices. These documents will include the electronic signature of the authorized officer(s) and the City's seal, thereby bearing the same legal authority as the ones processed on-site.

The procedures are outlined as follows:

1. Account Registration. Quick registration process through implementing a simplified registration form with email login options and a one-click email verification;
2. Dashboard Viewing. BeST user dashboard offers a user-friendly access to new and renewal applications guided by a step-by-step procedure and requirements. Users may directly upload required documents then submit the application to be reviewed by an online examiner;
3. Payment Methods. Seamless and secured transactions are ensured with multiple affiliated banks and online payments available; and
4. Permit Generation. Upon payment confirmation, users are notified via email of the generated permit. Businesses may opt to download and print it at the convenience of their office or have it delivered door-to-door through a partner courier.

**Section 7. Feedback Mechanism.** The online platform shall be supplemented by a live chat support available during office hours and shall also serve as a channel for receiving feedback. This feedback mechanism ensures that user





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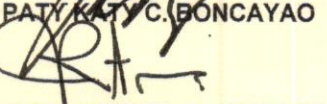
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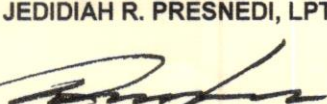
  
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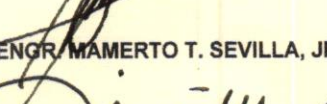
  
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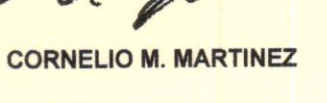
  
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experience and other suggestions are duly recorded for the purpose of process refinement and continuous improvement of the system.

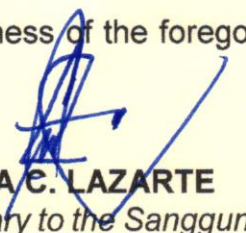
**Section 8. Separability Clause.** If any portion of this Ordinance is declared invalid, the remainder of this Ordinance shall not be affected and shall remain in full force and effect.

**Section 9. Repealing Clause.** All ordinances, rules, and regulations, or part thereof, where provisions are in conflict or contrary to the provisions of this Ordinance are hereby repealed, amended, or modified accordingly.

**Section 10. Effectivity Clause.** This Ordinance shall take effect immediately upon its approval.

**ENACTED**, by the **10<sup>th</sup> Sangguniang Panlungsod of Muntinlupa** this **27<sup>th</sup>** day of **January 2025**, on its **131st Regular Session**.

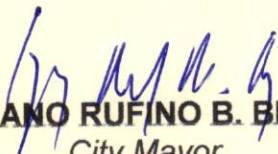
**I HEREBY CERTIFY**, as to the correctness of the foregoing **Ordinance**.

  
**CECILIA C. LAZARTE**  
Secretary to the Sanggunian

**ATTESTED:**

  
**ARTEMIO A. SIMUNDAC**  
City Vice-Mayor/Presiding Officer

**APPROVED:**

  
**ROZZANO RUFINO B. BIAZON**  
City Mayor

Date: **FEB 05 2025**