

2nd Video Conference 2014
‘Service Level Agreement (SLA)’ with The Philippines
World Bank, Bangkok

Participants

1. Office of The Philippines Civil Service Commission, The Philippines
2. Office of the Public Sector Development Commission (OPDC), Thailand
3. Kasetsart University

Discussion Issues

A) Presentation from OPDC Thailand

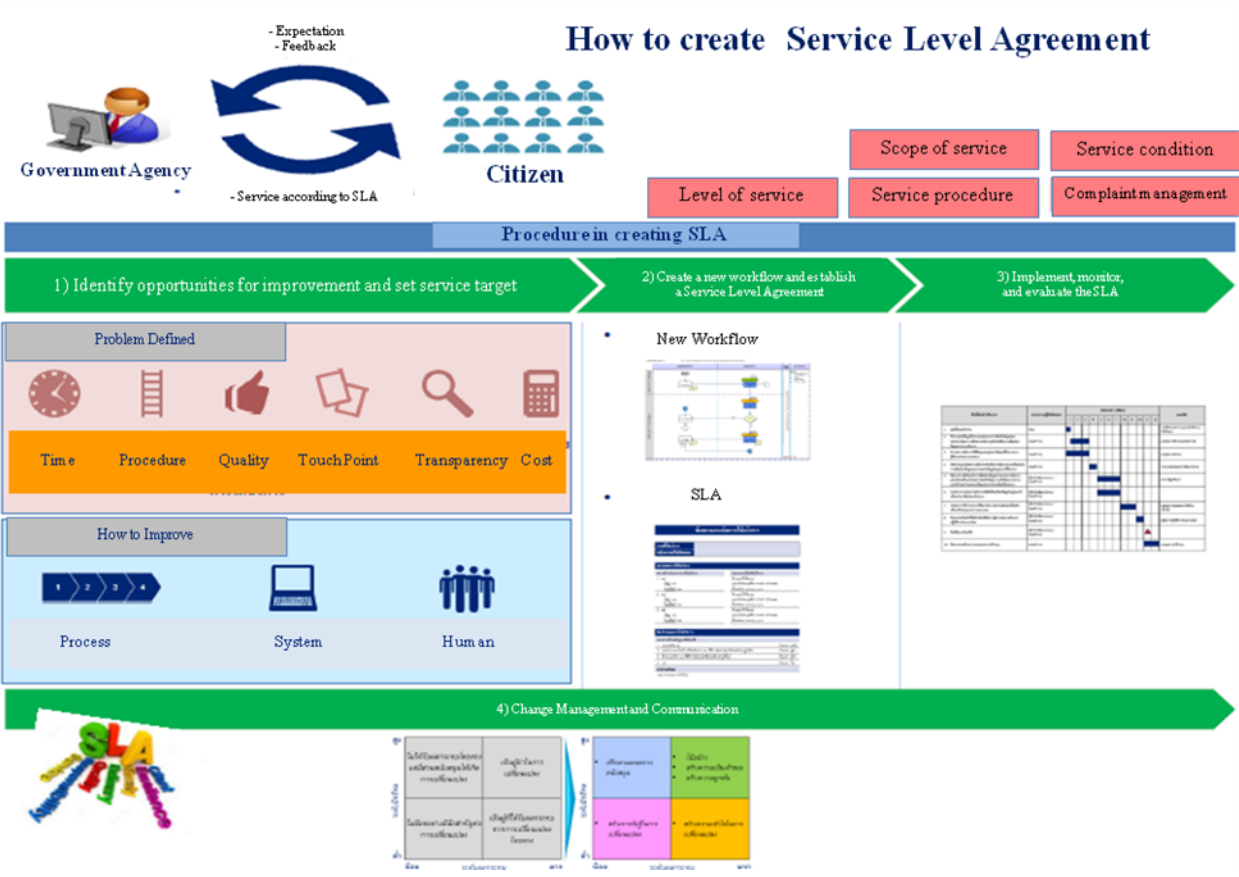
The Office of the Public Sector Development Commission (OPDC) presented an overview of Service Level Agreements (SLA) in the Thai public sector highlighting: the meaning of SLAs in the Thai public sector, the procedure of SLAs, as well as how to implement SLAs, as shown below.

What exactly is an SLA in the public sector?

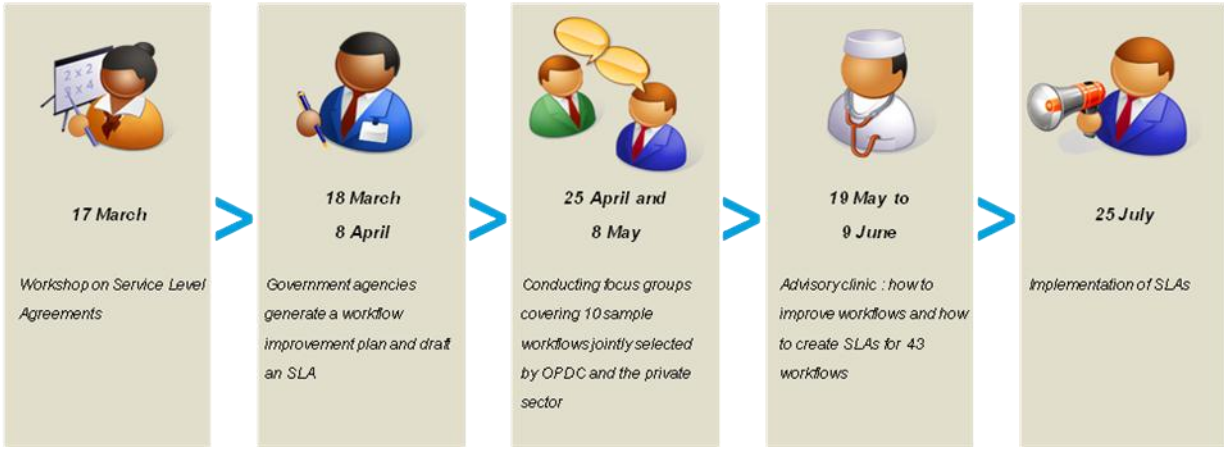


The goal of the Service Level Agreement





SLA Procedure and Timeline



OPDC representatives mentioned over 43 processes that will be done this year which have an intensively high impact for citizens and business. The ten processes highlighted in red are linked with ease of doing business of Thailand.

2.3 Service Level Agreement (SLA)

Min. of Prime Minister	1 Permanent Secretary Office	- Citizen Complaint Resolution Process	Min. of Commerce	21 Foreign Trade Dept.	- Certification of Goods Origin process
	2 Consumer Protection Board Office	- Consumer complaint resolution process		22 Internal Trade Dept.	- Granting and issuing licenses and permits for Weighing and measuring Instruments import and sales business process
	3 Civil Service Commission Office	- Government Official Electronic recruitment process		23 Intellectual Property Dept.	- Trademark Registration process
Min. of Defence	4 Royal Thai Army	- Military conscription process	24 Business Development Dept.	- Business Registration process : The Establishment of Company Limited	
Min. of Finance	5 Comptroller General's Dept.	- Direct disbursements : Private procurement process	25 Export Promotion Dept.	- Service process of One Stop Export Service Center (OSEC)	
	6 Customs Dept.	- Import- Export management process	Min. of Interior	26 Provincial Administration Dept.	- E-Border Pass process
	7 Excise Dept.	- Tax submission and refund for liquor and tobacco import process	27 Lands Dept.	- Land Surveying, Verification, Subdivision and Consolidation of Title deed process	
	8 Revenue Dept.	- E-Revenue process	Min. of Justice	28 Legal Execution Dept.	- Execution Proceedings - Insolvency Proceedings
Min. of Foreign Affairs	9 Consular Affairs Dept.	- E- Passport process	Min. of Labor	29 Employment Dept.	- Skilled-Alliance labor work-permit issuing process
Min. of Tourism and Sport	10 Tourism Dept.	- Tourism and Guide Permission process	30 Labor Protection and Welfare Dept.	- 1 – day Work enforcement process	
Min. of Agriculture and Cooperatives	11 Rice Dept.	- Standardization of Rice production process	31 Social Security Office	- 13 digits electronics linkage for information technological development process	
	12 Fisheries Dept.	- Certified -Export for fishery products process	Min. of Culture	32 Fine Arts Dept.	- Import and export artifacts approval system process
	13 Livestock Development Dept.	- Livestock-Export product process	Min. of Science and Technology	33 Science Service Dept.	- Service testing and equivalence testing process
	14 Agriculture Dept.	- Certification process for hygienic Agro-products Export	Min. of Public Health	34 Permanent Secretary Office	- In and Out-patients caring process of Ministry of Health
Min. of Transport	15 Land Transport Dept.	- Motor vehicle registration & tax process - Driving licensing process	35 Medical Services Dept.	- In and Out- patients caring process of Medical Department	
Min. of Natural Resource	16 Royal Forest Dept.	- Mobile unite permission for wood & forest products process	36 Mental Health Dept.	- In-and Out-patients caring process of Department of Mental Health	
	17 Natural Resources and Environmental Policy and Planning Office	- Environmental Affected analysis report process	37 Disease Control Dept.	- Occupational and environmental laboratory disease analysis process	
Min. of Energy	18 Mineral Fuels Dept.	- Import of experts and Petro-chemical materials application process	Min. of Industry	38 Industrial Works Dept.	- Factory Licensing process
	19 Energy Business Dept.	- Certification process for Permission and registration payment fee of energy business	39 Primary Industries and Mines Dept.	- Mineral Import and Export Licensing process	
	20 Alternative Energy Development and Efficiency Dept.	- Architectural Building plan evaluation for Energy saving process	40 Thai Industrial Standards Institute	- Product Certification process	
Independent Public Agencies	41 Royal Thai Police	- Immigration Service process			

OPDC also illustrated the focus group issuing permit for factory operations that is given the recommendation base on the international best practice to improve service. From the focus group the recommendation is divided into three groups

- System Improvement
- Process Improvement
- Human Improvement

Focus Group: Issuing permits for factory operations



B) Presentation from The Philippines

A delegate from The Office of the Philippines Civil Service Commission discussed Service Level Agreements (SLA) by giving the point to what extent it should be concerned as follows:

- Tools to monitor the SLA in each agency.
- The channel to communicate SLAs to the public.

The delegate also raised the issue of SLA implementation in Philippine which is called Citizen's Charter that includes in the Anti-Red Tape Act, republic act no. 9485. This Act requires government agencies, especially the agencies that have the front line services, to implement the Citizen's Charter

The Citizen's Charter includes a detail of services, as follows

- The type of services which are random by the government agencies
- The procedure
- Time line
- Fee
- Hot line, email, and name of the officers for customer complaints about the service

Government agencies are required to post the citizen charter in areas that customers can reach and be easy to read. In The Philippines, there is no noon break policy that is forced by law and also has public assistance and a complaints desk.

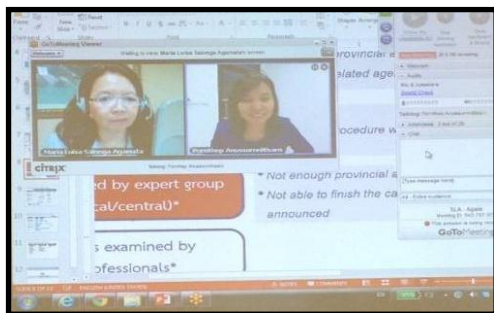
Government agencies will be followed up by The Report Card Survey (RCS) that is very effective because government agencies will be embarrassed when they get the poor rating in the newspaper and website so they keep improving the services to improve their score. The performance rating also connects with the budget of that agency. In The Philippines, if the agencies can't meet the objective of the Anti-Red Tape Act then the head of the agency should be responsible for that.

What are mentioned on The Report Card Survey (RCS) are

- The quality of service
- The service provider
- Client's satisfaction

The Civil Service Commission is responsible for The Service Delivery Excellence Program. If the agencies fail in The Report Card Survey (RCS), they will be given The Service Delivery Excellence Program to learn how to improve their processes of service and fix problems to improve their score. The Philippines also has a manual and learning module that agencies can follow to improve their Citizen's Charter.

In 2015, The Civil Service Commission will require all government agencies to review their Citizen's Charter and require the participation of The Civil Society Organization (CSO)



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