


U.S. SMALL BUSINESS ADMINISTRATION
WASHINGTON, D.C. 20416



OFFICE OF THE NATIONAL OMBUDSMAN

From: Mina A. Wales, Deputy National Ombudsman 

To: Office of the National Ombudsman Federal Agency Partners

Ref: One Stop Shop for Small Business Compliance Act of 2021

Date: March 29, 2023

The U.S. Small Business Administration's (SBA) Office of the National Ombudsman was created by Congress under the Small Business Regulatory Enforcement Fairness Act (SBREFA) of 1996 to give small business owners a voice concerning regulatory enforcement or compliance activities of federal agencies against small businesses. The National Ombudsman works directly with federal agencies to ensure that actions taken against small businesses are fair and not excessive.

Section 212 of SBREFA requires federal agencies to publish a "small entity compliance guide" for every rule for which a final regulatory flexibility analysis is required under the Regulatory Flexibility Act (RFA). The guide must be published by posting of the guide on the website of the agency and by distributing the guide to small entities affected by the rule. Agencies are required to publish each guide on the date of publication of the final rule or shortly thereafter, but no later than the date on which the requirements of that rule become effective. Agencies are also required to annually submit a report to the U.S. Senate Committee on Small Business and Entrepreneurship and House Small Business Committee describing the status of their compliance with section 212 SBREFA requirements.

President Biden signed into law on October 10, 2022, H.R. 4877, the "One Stop Shop for Small Business Compliance Act of 2021," which requires the Small Business Administration's Office of the National Ombudsman to create a centralized website for small entity compliance guides.

SBA's Office of the National Ombudsman's centralized, publicly available webpage will include:

“(1) hyperlinks to small entity compliance guides described under section 212(a)(1) of the Small Business Regulatory Enforcement Fairness Act of 1996; and

“(2) with respect to each small entity compliance guide, the contact information for an individual who can offer assistance to small entities concerning the rules that are the subject of such guide.

The SBA’s Office of the National Ombudsman shall include in its annual report required under subsection (b)(2)(C), an assessment of agency compliance with the requirements of section 212 of the Small Business Regulatory Enforcement Fairness Act of 1996 for the year covered by such annual report.

All agencies are requested to provide the following by April 14, 2023:

- (1) a hyperlink to your agency’s small entity compliance guides.
- (2) a contact person who could provide small businesses with assistance
 - a. Due to frequent staff turnovers, we also ask that you provide a general email address and phone number that can also assist. Requests for any changes in contact personnel should be sent to the SBA’s Office of the National Ombudsman promptly to ensure that the centralized website is continuously updated with the most current contact information.

Requested information can be emailed to: Ombudsman@sba.gov.

All information will be collected and posted to SBA’s centralized public website by April 30, 2023. Once active, agencies will be provided the link.

If you have questions about this memorandum or your agency’s compliance with the “One Stop Shop for Small Business Compliance Act of 2021” please contact me at mina.wales@sba.gov.