



THE REPORT CARD SURVEY

Grading the services of government offices

The Report Card Survey (RCS) is a client feedback survey used to check government service offices' compliance with the provisions of the Anti-Red Tape Act (ARTA) of 2007.

Anatomy of the RCS

THE REPORT CARD SURVEY: MAKING THE GRADE

Section 10 of the Anti-Red Tape Act (ARTA) of 2007 states that:

"All offices and agencies providing frontline services shall be subjected to a Report Card Survey to be initiated by the Philippine Civil Service Commission, which shall be used to obtain feedback on how provisions in the Citizen's Charter are being followed and how the agency is performing."

The report card survey is used as a quantitative measure of actual public service performance based on the perception of clients. This report card reflects how clients "grade" the quality, efficiency and adequacy of different frontline services of government offices.

Check presence of Citizen's Charter

Check presence of anti-fixer campaign materials

Check if the public assistance help desk is set up and manned, and if service providers have identification/nameplates

Observance of the "No Noon Break" policy

ANTI-RED TAPE ACT REPORT CARD					
[Name of Agency]					
[Date of Conduct of RCS]					
AREAS	SCORE		TOTAL WEIGHTED POINTS	TOTAL (%)	REMARKS
	Questionnaire (80%)	Inspection Checklist (20%)			
Compliance with ARTA Provisions	40.00/40	74.00/74	46.8/46.8	100.00%/100	Passed
Citizen's Charter	15.00/15	27.00/27	17.4/17.4	100.00%/100	Passed
Anti-Fixer Campaign	7.00/7	7.00/7	7.0/7.0	100.00%/100	Passed
ID / Nameplates	2.00/2	10.00/10	3.6/3.6	100.00%/100	Passed
No Hidden Costs	8.00/8	-	6.4/6.4	100.00%/100	Passed
Public Assistance / Complaints Desk	4.00/4	15.00/15	6.2/6.2	100.00%/100	Passed
No Lunch Break	4.00/4	15.00/15	6.2/6.2	100.00%/100	Passed
Overall Client Satisfaction	60.00/60	26.00/26	53.2/53.2	100.00%/100	Passed
Frontline Service Provider	16.00/16	-	12.8/12.8	100.00%/100	Passed
Service Quality	14.00/14	-	11.2/11.2	100.00%/100	Passed
Physical Setup / Layout	5.00/5	12.00/12	6.4/6.4	100.00%/100	Passed
Basic Facilities	5.00/5	14.00/14	6.8/6.8	100.00%/100	Passed
Respondent-Client's Satisfaction Level	20.00/20	-	16.0/16.0	100.00%/100	Passed
Sub Total	100.00/100	100.00/100	100.00/100	100.00/100	
Multiplied by	80%	20%			
Total	80.00	20.00			
FINAL SCORE			90.00 - 100.00		
DESCRIPTIVE RATING	Excellent				

Remarks: Based on the Report Card Survey conducted on the above-mentioned date, this agency received a final score of 100.00 with a descriptive rating of Excellent and has been granted the CSC Seal of Excellence Award.

Attested by: [Signature of Regional Director] [Name of Regional Director] CSC Regional Director

[Signature of interviewer] [Name of interviewer]

2015 ARTA-RCS Ratings by Agency/Percentage

Agency	Excellent	Outstanding	Good	Acceptable	Failed	Total
BIR	21 (17%)	-	92 (74%)	8 (7%)	3 (2%)	124
GSIS	46 (80%)	1 (2%)	10 (17%)	-	-	57
HDMF	29 (38%)	-	42 (55%)	3 (4%)	2 (3%)	76
LBP	15 (29%)	1 (2%)	33 (65%)	2 (4%)	-	51
LGUs	5 (11%)	-	36 (78%)	4 (9%)	1 (2%)	46
LRA	24 (18%)	-	103 (76%)	7 (5%)	2 (1%)	136
LTO	65 (24%)	2 (1%)	192 (70%)	12 (4%)	4 (1%)	275
PHIC	88 (66%)	1 (1%)	44 (33%)	-	-	133
PRC	-	-	9 (82%)	1 (9%)	1 (9%)	11
PSA-NSO	10 (17%)	-	45 (75%)	3 (5%)	2 (3%)	60
SSS	50 (34%)	1 (1%)	91 (63%)	3 (2%)	-	145
Total	353 (31.69%)	6 (0.53%)	697 (62.57%)	43 (3.86%)	15 (1.35%)	1114

Result Snapshot

Of the 1,114 service offices surveyed, 353 offices (31.7%) obtained **Excellent** rating, six offices (0.54%) got **Outstanding** marks, 697 offices (62.6%) were rated **Good**, 43 offices (3.9%) were graded **Acceptable**, and 15 offices (1.4%) **Failed** the RCS.

Anatomy of the RCS

9485 Republic Act No. 9485 also known as the Anti-Red Tape Act of 2007	1,114 Total number of service offices subjected to RCS in 2015	9 Survey focused on nine government agencies with heavy volume of frontline service transactions based on reports lodged by the public via the Contact Center ng Bayan (CCB)
275 The Land Transportation Office has the most number of service offices audited	46 First class cities' business permit and licensing, tax, civil registry, and social welfare services subjected to the RCS	240 Service offices awarded with the Seal of Excellence since 2010

ARTA-RCS Ratings by Region

NCR has the most number of service offices surveyed with 174; 52 of these offices were rated Excellent.



Regions of Excellence



- Region 2 - 56% (28 out of 50)
- Region 3 - 46% (57 out of 123)
- Region 5 - 42% (27 out of 64)

Making the Grade

Responses to the Survey Questionnaire account for 80% of the rating while the remaining 20% represents the observations of RCS field interviewers which are reported in the Inspection Checklist.

Excellent	numerical rating of 90 to 100 with no failed/delinquent rating in any sub-area
Outstanding	numerical rating of 90 to 100 with a failed/ delinquent rating in any sub-area
Good	numerical rating of 80 to 89.99
Acceptable	numerical rating of 70 to 79.99
Failed	numerical rating of 69.99 and below, or with a failed rating in any of the two core areas



Among the 10 government agencies surveyed, GSIS, LBP, PHIC and SSS obtained 100% passing mark in the RCS.

Overall, GSIS has the highest percentage in terms of excellent rating, followed by PHIC.

Help us improve the quality of services that government offices deliver to the public. Report complaints and/or pleasant encounters with public servants or service offices through the



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 1-6565*

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2015 ANTI-RED TAPE ACT REPORT CARD SURVEY RESULTS

EXCELLENT			Agency	Service Office	Descriptive Rating	Agency	Service Office	Descriptive Rating	Agency	Service Office	Descriptive Rating
BIR	Revenue District Office No. 1 - Laoag, Ilocos Norte	Excellent	GSIS	Bataan Branch Office	Excellent	GSIS	Butuan Branch Office	Excellent	LBP	Guimba Branch,	Excellent
BIR	Revenue District Office No. 4 - Calasiao, Pangasinan	Excellent	GSIS	Bulacan Branch Office	Excellent	GSIS	Surigao Branch Office	Excellent	LBP	Tarlac Branch	Excellent
BIR	Revenue District Office No. 15 - Iligan, Isabela (Naguilian)	Excellent	GSIS	Cabanatuan, Nueva Ecija	Excellent	GSIS	Basilan Extension Office	Excellent	LBP	Batangas City Branch	Excellent
BIR	Revenue District Office No. 16 - Cabarroguis, Quirino	Excellent	GSIS	Iba Extension Office, Zambales	Excellent	GSIS	Pasig City Branch Office	Excellent	LBP	Dipolog Branch, Zamboanga del Norte	Excellent
BIR	Revenue District Office No. 13 - Tuguegarao, Cagayan	Excellent	GSIS	Pampanga Branch Office	Excellent	HDMF	Urdaneta Branch, Pangasinan	Excellent	LBP	Kidapawan Extension Office, Cotabato	Excellent
BIR	Revenue District Office No. 23A - North Nueva Ecija	Excellent	GSIS	Tarlac Branch Office	Excellent	HDMF	Solano Services Branch, Nueva Vizcaya	Excellent	LBP	EDSA Congressional Branch	Excellent
BIR	Revenue District Office No. 19 - Subic Bay Metropolitan Authority	Excellent	GSIS	Palawan Branch Office	Excellent	HDMF	Tuguegarao Business Hub, Cagayan	Excellent	LBP	España Branch	Excellent
BIR	Revenue District Office No. 21A - North Pampanga	Excellent	GSIS	Mamburao Satellite Office, Occidental Mindoro	Excellent	HDMF	Cauayan Member Services Branch, Isabela	Excellent	LBP	FTI Branch	Excellent
BIR	Revenue District Office No. 21B - South Pampanga	Excellent	GSIS	Boac Satellite Office, Marinduque	Excellent	HDMF	Malolos Member Services Branch, Bulacan	Excellent	LBP	Pasig City Hall EO	Excellent
BIR	Revenue District Office No. 17B- Paniqui, Tarlac	Excellent	GSIS	Legazpi City Branch Office, Albay	Excellent	HDMF	Meycauayan-Marilao Member Services Branch	Excellent	LBP	OWWA Extension Office	Excellent
BIR	Revenue District Office No. 69 - Virac, Catanduanes	Excellent	GSIS	Masbate Satellite Office	Excellent	HDMF	Subic Bay Member Services Branch, Zambales	Excellent	LBP	BOC MIPC Branch	Excellent
BIR	Revenue District Office No. 78 - Binalbagan, Negros Occidental	Excellent	GSIS	Naga Branch Office, Camarines Sur	Excellent	HDMF	Cabanatuan Member Services Branch, Nueva Ecija	Excellent	LBP	Paseo de Roxas Branch	Excellent
BIR	Revenue District Office No. 85 - Catarman, Northern Samar	Excellent	GSIS	Sorsogon Branch Office	Excellent	HDMF	Tarlac Member Services Branch	Excellent	LBU	City of Santiago, Isabela	Excellent
BIR	Revenue District Office No. 101 - Iligan City	Excellent	GSIS	Virac Satellite Office, Catanduanes	Excellent	HDMF	POEA, SM Pampanga	Excellent	LGU	Olongapo City, Zambales	Excellent
BIR	Revenue District Office No. 106 - Tandag, Surigao del Sur	Excellent	GSIS	Iloilo City	Excellent	HDMF	San Fernando Member Services Branch, Pampanga	Excellent	LGU	Batangas City (Capital)	Excellent
BIR	Revenue District Office No. 11 - Tabuk, Kalinga	Excellent	GSIS	Roxas City, Capiz	Excellent	HDMF	Angles Member Services Branch, Pampanga	Excellent	LGU	City of Santa Rosa, Laguna	Excellent
BIR	Revenue District Office No. 26 - Malabon-Navotas	Excellent	GSIS	Aklan Extension Office	Excellent	HDMF	San Fernando Housing Business Center, Pampanga	Excellent	LRA	Taguig City	Excellent
BIR	Revenue District Office No. 33 - Intramuros-Ermita-Malate	Excellent	GSIS	Antique Branch Office	Excellent	HDMF	Calapan Branch, Oriental Mindoro	Excellent	LRA	Registry of Deeds: Dagupan City, Pangasinan	Excellent
BIR	Revenue District Office No. 50 - South Makati	Excellent	GSIS	Bacolod Branch Office, Negros Occidental	Excellent	HDMF	Sorsogon Service Desk	Excellent	LRA	Registry of Deeds: Ilocos Norte	Excellent
BIR	Revenue District Office No. 53B - Muntinlupa City	Excellent	GSIS	Dumaguete Branch Office, Negros Oriental	Excellent	HDMF	Daet Branch, Camarines Norte	Excellent	LRA	Cabarroguis, Quirino	Excellent
BIR	Revenue District Office No. 25B - Marilao, Bulacan	Excellent	GSIS	Bohol Branch Office	Excellent	HDMF	Catanduanes Field Office	Excellent	LRA	Sanchez Branch	Excellent
GSIS	Laoag Branch Office, Ilocos Norte	Excellent	GSIS	Catbalogan Branch Office, Western Samar	Excellent	HDMF	Capiz Member Services Branch	Excellent	LRA	San Jose City, Nueva Ecija	Excellent
GSIS	Dagupan Branch Office, Pangasinan	Excellent	GSIS	Maasin Branch Office, Southern Leyte	Excellent	HDMF	Tagbilaran Extension Office, Bohol	Excellent	LRA	Angles City, Pampanga	Excellent
GSIS	La Union Branch Office	Excellent	GSIS	Borongan Extension Office, Eastern Samar	Excellent	HDMF	Zamboanga Branch Office	Excellent	LRA	Tarlac City, Tarlac	Excellent
GSIS	Tuguegarao Branch Office	Excellent	GSIS	Dipolog Branch Office, Zamboanga del Norte	Excellent	HDMF	Dipolog Extension Office, Zamboanga del Norte	Excellent	LRA	Marinduque	Excellent
GSIS	Cauayan Branch Office, Isabela	Excellent	GSIS	Zamboanga Branch Office	Excellent	HDMF	Cagayan De Oro Branch, Misamis Oriental	Excellent	LRA	Nasugbu, Batangas	Excellent
GSIS	Bayombong Branch Office, Nueva Vizcaya	Excellent	GSIS	Pagadian Branch Office, Zamboanga del Sur	Excellent	HDMF	Cagayan De Oro West Branch, Misamis Oriental	Excellent	LRA	Lipa City, Batangas	Excellent
			GSIS	Cagayan de Oro Branch Office	Excellent	HDMF	Tagum Branch, Davao del Norte	Excellent	LRA	Palocan West, Batangas	Excellent
			GSIS	Iligan Branch Office, Lanao del Norte	Excellent	HDMF	Baguio Branch	Excellent	LRA	Naga City, Camarines Sur	Excellent
			GSIS	Davao Branch Office	Excellent	HDMF	Caloocan Branch	Excellent	LRA	Sorsogon, Sorsogon	Excellent
			GSIS	Tagum Branch Office, Davao del Norte	Excellent	HDMF	Makati 1	Excellent	LRA	Roxas, Capiz	Excellent
			GSIS	Kidapawan Branch Office, Cotabato	Excellent	HDMF	Kamias Branch, Quezon City	Excellent	LRA	Registry of Deeds: Cadiz City, Negros Occidental	Excellent
						LBP	Santiago Branch, Isabela	Excellent	LRA	Registry of Deeds: Kabankalan City, Negros Occidental	Excellent
						LBP	Antegles Branch, Pampanga	Excellent	LRA	Tabuk, Kalinga	Excellent
						LBP	Clark Branch, Pampanga	Excellent	LRA	Registry of Deeds: Quezon City	Excellent