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**PSA Renews the Clearance of Conduct of the 2017 Anti-Red Tape Act Report Card Survey of the Civil Service Commission (CSC)**

The Philippine Statistics Authority (PSA) granted anew the clearance of conduct of the 2017 Anti-Red Tape Act (ARTA) Report Card Survey (RCS) of the Civil Service Commission (CSC) through its Statistical Survey Review and Clearance System (SSRCS) on 28 February 2017.

The 2017 ARTA RCS is an annual survey which aims to: (1) obtain feedback on how agencies follow provisions in their Citizen's Charters; (2) gather information on hidden costs incurred by clients in accessing frontline services; (3) evaluate agency performance in relation to frontline service delivery and its fulfilment of the provisions of ARTA and its implementing rules and regulations (IRR) pursuant to Republic Act No. 9485 (Anti-Red Tape Act of 2007); and, (4) effectively collect feedback on persistent problems on turn-around time for processing transactions, among others.

The undertaking will utilize a budget amounting to PhP 19.7 million to cover training of technical staff, travelling and supplies, and printing of publication. CSC targets the release of the results of the 2017 ARTA RCS in January 2018.

Meanwhile, the key results of the 2016 ARTA RCS are as follows:

- 12.6 percent (140) of 1,109 government offices with frontline services obtained an "excellent" rating while around 11.5 percent (127 offices) received a 'failed' mark;
- Among local government offices in cities and municipalities, Santiago City (in Isabela) topped the survey with a rating of 96.5 percent. Similarly, local government offices in Barangay Calao West (located in Santiago City, Isabela)

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got the highest rating (96.6 percent) among all the barangay offices in the Philippines;

- Silay City Water District (Negros Occidental) obtained the highest mark among local water districts with 92.9 percent and is closely followed by Concepcion Water District (Tarlac) (92.8 percent);
- West Visayas State University posted a mark of 87.7 percent (outstanding), the highest among 53 state universities and colleges (SUCs) covered in the survey; and,
- Branches of Land Bank of the Philippines (LBP) in San Isidro, Isabela and Camp Crame, Quezon City both recorded an "excellent" rating of 93.5 percent and 93.3 percent, respectively.

The SSRCS is a mechanism being implemented by the PSA by virtue of Rule 28 of the Implementing Rules and Regulations (IRR) of RA No. 10625 to:

- ensure sound design for data collection;
- minimize the burden placed upon respondents;
- effect economy in statistical data collection;
- eliminate unnecessary duplication of statistical data collection; and,
- achieve better coordination of government statistical activities.

In line with this, all government offices are enjoined to support the said survey.

For further information on the SSRCS, please contact the Statistical Standards Division (SSD) of the Standards Service (SS) at telephone numbers (632) 376-1928 and (632) 376-1931, and email addresses: [ssd.staff@psa.gov.ph](mailto:ssd.staff@psa.gov.ph) and [ssdss.staff@gmail.com](mailto:ssdss.staff@gmail.com).

*Lisa Grace S. Bersales*  
**LISA GRACE S. BERSALES, Ph.D.**

National Statistician and Civil Registrar General

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