



ANTI-RED TAPE ACT REPORT CARD

PHILIPPINE STATISTICS AUTHORITY (PSA) BAYOMBONG, NUEVA VISCAYA

7/30/2014 To 8/1/2014

Survey Period

AREAS	SCORE		TOTAL WEIGHTED POINTS	NUMERICAL RATING	DESCRIPTIVE RATING
	Q	IC			
COMPLIANCE WITH ARTA PROVISIONS	32.77 / 40	71.00 / 74	40.42 / 46.8	86.36	Pass
<i>Citizen's Charter</i>	9.60 / 15	24.00 / 27	12.48 / 17.4	71.72	Pass
<i>Anti-Fixer Campaign</i>	/ 6.60 / 7	7.00 / 7	6.68 / 7.0	95.43	Pass
<i>ID/Nameplates</i>	/ 2.00 / 2	10.00 / 10	3.60 / 3.6	100.00	Pass
<i>No Hidden Costs</i>	/ 8.00 / 8		6.40 / 6.4	100.00	Pass
<i>PACD</i>	2.67 / 4	15.00 / 15	5.13 / 6.2	82.80	Pass
<i>Lunch Break</i>	3.90 / 4	15.00 / 15	6.12 / 6.2	98.77	Pass
OVERALL CLIENT SATISFACTION	54.66 / 60	24.00 / 26	48.53 / 53.2	91.22	Pass
<i>Frontline Service Provider</i>	14.35 / 16		11.48 / 12.8	89.66	Pass
<i>Service Quality</i>	13.00 / 14		10.40 / 11.2	92.86	Pass
<i>Physical Setup/Layout</i>	4.62 / 5	10.00 / 12	5.69 / 6.4	88.94	Pass
<i>Basic Facilities</i>	4.56 / 5	14.00 / 14	6.44 / 6.8	94.77	Pass
<i>Respondent-Client Satisfaction</i>	18.14 / 20		14.51 / 16	90.71	Pass
Sub-Total	87.43 / 100	95.00 / 100			
Multiplied by	80%	20%			
Total	69.94	19.00			
FINAL NUMERICAL RATING	88.94				
FINAL DESCRIPTIVE RATING	GOOD				

Legend:

Excellent: 90 - 100; without a delinquent rating in any sub-area	Acceptable: 70 - 79.99
Outstanding: 90 - 100; with delinquent rating in any of the sub-areas	Failed: 69.99 and below
Good:: 80 - 89.99	

* Note that a delinquent rating in any of the two core areas earns the service office a final descriptive rating of Failed, regardless of its final numerical rating.