



ANTI-RED TAPE ACT REPORT CARD

National Statistics Office - Ilocos Regional Office
Biday, San Fernando City, La Union

7/9/2014 To 7/11/2014

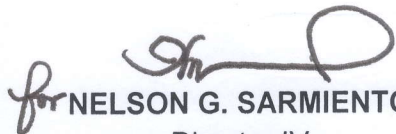
Survey Period

AREAS	SCORE		TOTAL WEIGHTED POINTS	NUMERICAL RATING	DESCRIPTIVE RATING
	Q	IC			
COMPLIANCE WITH ARTA PROVISIONS	34.80 / 40	74.00 / 74	42.64 / 46.8	91.11	Pass
<i>Citizen's Charter</i>	10.33 / 15	27.00 / 27	13.67 / 17.4	78.54	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>	3.87 / 4	15.00 / 15	6.09 / 6.2	98.28	Pass
<i>Lunch Break</i>	4.00 / 4	15.00 / 15	6.20 / 6.2	100.00	Pass
OVERALL CLIENT SATISFACTION	53.95 / 60	26.00 / 26	48.36 / 53.2	90.90	Pass
<i>Frontline Service Provider</i>	14.27 / 16		11.42 / 12.8	89.20	Pass
<i>Service Quality</i>	12.66 / 14		10.12 / 11.2	90.39	Pass
<i>Physical Setup/Layout</i>	4.41 / 5	12.00 / 12	5.93 / 6.4	92.67	Pass
<i>Basic Facilities</i>	4.34 / 5	14.00 / 14	6.28 / 6.8	92.29	Pass
<i>Respondent-Client Satisfaction</i>	18.27 / 20		14.61 / 16	91.33	Pass
Sub-Total	88.75 / 100	100.00 / 100			
Multiplied by	80%	20%			
Total	71.00	20.00			
FINAL NUMERICAL RATING	91.00				
FINAL DESCRIPTIVE RATING	EXCELLENT				

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.


NELSON G. SARMIENTO
 Director IV
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