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**PSA grants ARTA Report Card Survey  
new clearance number for 2016**

The Anti-Red Tape Act Report Card Survey (ARTA RCS) was granted a new clearance number by the Philippine Statistics Authority (PSA) for 2016. The ARTA RCS is a client feedback survey of government service offices with the objective of reducing bureaucratic red tape and preventing graft and corruption. It is conducted annually by the Civil Service Commission (CSC) since 2010 in cooperation with the Development Academy of the Philippines (DAP).

The ARTA RCS aims to rate the agencies' performance in delivering the frontliner service and fulfilling the provisions of Republic Act No. 9485 also known as the "Anti-Red Tape Act of 2007" such as the following:

- Presence of Citizen's Charter
- Presence of Anti-Fixer campaign materials
- Manned Public Assistance and Complaints Desk
- Observance of "No Noon Break" policy

In the 2015 rounds of the ARTA RCS, all service offices of nine government agencies with heavy volume of frontline service transactions were covered by the survey. This is based on the reports lodged by the public via the Contact Center ng Bayan, a call center facility managed by the CSC. These agencies are:

1. Bureau of Internal Revenue (BIR)
2. Government Service Insurance System (GSIS)
3. Home Development Mutual Fund (Pag-IBIG Fund)
4. Land Registration Authority (LRA)
5. Land Transportation Office (LTO)
6. Philippine Health Insurance Corporation (PhilHealth)
7. Professional Regulation Commission (PRC)
8. Philippine Statistics Authority (PSA)
9. Social Security System (SSS)

The results of the survey which was released on 25 January 2016 showed that out of 1,114 government services, 353 offices (31.7%) obtained *Excellent* rating, six offices (0.5%) 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. Results also showed that among agencies surveyed, GSIS, Land Bank of the Philippines (LBP), PhilHealth and SSS obtained 100.0% passing mark in the RCS. Overall, GSIS has the highest percentage in terms of excellent rating followed by PhilHealth.

Among the regions, Region 2 (Cagayan Valley) got the highest percentage of offices (56.0%) which were rated as Excellent, followed by Region 3 (Central Luzon) with 46.0% and Region 5 (Bicol Region) with 42.0%.

This year, the survey targets 1,007 government agencies/offices all over the Philippines to obtain opinions on how agencies follow provisions in their Citizen's Charter and getting information of hidden costs incurred by clients in accessing frontline services. Thirty (30) clients within the premises of the service office will be randomly selected to undergo the interview immediately after availing of any frontline service. A total budget of Php 17,331,000 (or Php 573.68 per respondent) is allocated for the survey which will run its data collection starting March 2016 until October 2016. Results of the survey are expected to be released by January 2017.

The ARTA RCS was cleared for conduct on 12 February 2016 under the Statistical Survey Review and Clearance System (SSRCS), a mechanism being implemented by the PSA by virtue of Rule 28 of Implementing Rules and Regulations (IRR) of Republic Act 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, concerned government agencies are enjoined to respond to the survey to improve the quality and the efficiency of services delivered to the public.

For further information on the SSRCS, please contact the Statistical Standards Division (SSD) of the Standards Service (SS) with telephone numbers (02) 376-1928 and (02) 376-1931, and email address: [p.rivera@psa.gov.ph](mailto:p.rivera@psa.gov.ph).

  
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