



PRESS RELEASE

PSA Clears the Conduct of Report Card Survey 2.0

Date of Release: 13 June 2023

Reference No. 2023- 209

The Philippine Statistics Authority (PSA) granted the clearance for the conduct of the Report Card Survey (RCS) 2.0. The survey will be conducted by the Anti-Red Tape Authority (ARTA) which is the government agency mandated to monitor and ensure compliance with the national policy on anti-red tape and ease of doing business in the country.

The RCS 2.0 is a holistic tool that will measure the effectiveness of the Citizen's Charter in reducing regulatory burdens and the impact of the human resource systems and programs in the delivery of efficient government service. It aims to obtain feedback on compliance of government agencies with the provisions of Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) and its implementing rules and regulations as well as the overall performance of the agency.

Results of the survey shall be the basis of the grant of incentives and award programs and form part of the monitoring and evaluation plan of all covered government agencies.

The data items to be collected in the survey include:

- a. general information (gender, age, civil status, educational attainment, working status);
- b. efficiency in government service delivery (service delivery, access and facilities, communications, and payment and processes, hidden cost, zero contact policy, no noon break policy); and
- c. citizen's charter and client satisfaction.

A total of 25,800 individuals and 860 government agencies will be covered to gather information on service delivery and client satisfaction from July to November 2023, utilizing a budget amounting to PhP 13.3 million.



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The survey was reviewed and cleared for conduct 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 (RA) No. 10625 to:

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

In line with this, the PSA enjoins all the sample individuals and respondent government agencies to support this undertaking by providing the truthful information.

For further information on SSRCS, please contact the **Statistical Standards Division** of the **Standards Service** with telephone numbers **(02) 376-1928** and **(02) 376-1931**, and email address **ssd.staff@psa.gov.ph**.

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