

82% of gov't offices, GOCCs pass anti-red tape survey

By ELIZABETH MARCELO

The Civil Service Commission (CSC) has recorded a significant improvement in the results of its Anti-Red Tape Act Report Card Survey (ARTA RCS) for government offices and government-owned and controlled corporations (GOCCs) in 2017.

Of a total of 583 offices surveyed, 81.65 percent or 476 offices passed, the CSC said in a statement issued last week.

The passers include 31 or 77.50 percent service offices of local government units (LGUs); 258 or 75.22 percent service of-

fices of national gov't agencies (NGAs); and 187 or 93.50 percent offices of GOCCs.

"The CSC noted a consistent increase in the percentage of service offices passing the survey, from 78 percent in 2010 to 81.65 percent in 2017," CSC chairperson Alicia dela Rosa-Bala said.

Since 2010, the CSC is conducting the survey annually to measure the LGUs', NGAs' and GOCCs' overall client satisfaction, efficiency and compliance with Republic Act 9485 or Anti-Red Tape Act (ARTA) of 2007.

The Commission's records

show that of those which passed the 2017 RCS, 61 offices (12.81 percent) received Excellent rating (a score of 90-100 with no failed or delinquent rating in any sub-area), while three offices got the Outstanding rating (a score of 90-100 with a failed/delinquent rating in any sub-area).

A total of 328 (68.91 percent) garnered a Good rating (a score of 80-89.99) and 84 offices (17.65 percent) got Acceptable rating (a score of 70-79.99).

On the other hand, 92 offices (15.78 percent) failed the 2017 RCS while 15 offices had zero respondents, thus did not

get any rating.

The CSC said the survey focused on two core areas: 1) compliance with ARTA provisions (presence of Citizen's Charter, employees' wearing of IDs, observance of No Noon Break Policy, Anti-Fixing Campaign, No Hidden costs, and Existence of Public Assistance and Complaints Desk) and 2) overall client satisfaction (Frontline Service Provider, Service Quality, Physical Setup, Basic Facilities and Client Satisfaction).

The 2017 survey shows that GSIS got the most number of service offices with Excellent rating (17 offices).

*SURVEY