



ANTI-RED TAPE ACT REPORT CARD

National Statistics Office - Regional Office I

Biday, San Fernando City, La Union

May 7-8, 2013

Survey Period

AREAS	SCORE		TOTAL WEIGHTED POINTS	NUMERICAL RATING	DESCRIPTIVE RATING
	SQ	IC			
COMPLIANCE WITH ARTA PROVISIONS	35.83 / 40	71 / 74	42.86 / 46.8	91.59	Passed
<i>Citizen's Charter</i>	10.93 / 15	24 / 27	13.54 / 17.4	77.84	Passed
<i>Anti-Fixer Campaign</i>	6.9 / 7	7 / 7	6.92 / 7	98.86	Passed
<i>ID/Nameplates</i>	2 / 2	10 / 10	3.6 / 3.6	100	Passed
<i>No Hidden Costs</i>	8 / 8		6.4 / 6.4	100	Passed
<i>PACD</i>	4 / 4	15 / 15	6.2 / 6.2	100	Passed
<i>No Lunch Break</i>	4 / 4	15 / 15	6.2 / 6.2	100	Passed
OVERALL CLIENT SATISFACTION	53.28 / 60	26 / 26	47.82 / 53.2	89.89	Passed
<i>Frontline Service Provider</i>	14.6 / 16		11.68 / 12.8	91.25	Passed
<i>Service Quality</i>	13.03 / 14		10.42 / 11.2	93.07	Passed
<i>Physical Setup/Layout</i>	4.28 / 5	12 / 12	5.82 / 6.4	91	Passed
<i>Basic Facilities</i>	4.48 / 5	14 / 14	6.38 / 6.8	93.88	Passed
<i>Respondent-Client Satisfaction</i>	16.89 / 20		13.51 / 16	84.45	Passed
Sub-Total	89.11 / 100	97 / 100			
Multiplied by	80%	20%			
Total	71.29	19.4			
FINAL NUMERICAL RATING	90.69				
FINAL DESCRIPTIVE RATING	EXCELLENT				

Legend:

Excellent: 90 - 100; without a delinquent rating in any sub-area

Acceptable: 70 - 79

Outstanding: 90 - 100; with delinquent rating in any of the sub-areas

Failed: 69 and below

Good: 80 - 89

*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
 Acting Director IV

Attested by:


FLORDELIZA C. BUGTONG
 Chief Personnel Specialist / ARTA Regional Coordinator