





# THE PHILIPPINE CIVIL SERVICE ADMINISTRATIVE REFORM:

## THE ANTI RED TAPE ACT NO. 9485



AN ACT TO IMPROVE EFFICIENCY IN THE  
DELIVERY OF GOVERNMENT SERVICE TO  
THE PUBLIC BY REDUCING BUREAUCRATIC  
RED TAPE, PREVENTING GRAFT AND  
CORRUPTION.



# Goals and Objectives

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1. To promote integrity, accountability, proper management of public affairs and property
2. to maintain honesty and responsibility among its public officials and employees
3. clarion call for reforms

# Current Situation and CSC Initiatives

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1. posting of the Citizens charter
2. Report card survey
3. ARTA Watch
4. Service Delivery Excellence Program
5. Citizen's Satisfaction Center seal of Excellence Award
- 6.. Contact Center Bayan

# Citizen's Charter Defined

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“refers to an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the government to its citizens. It describes the step by step procedure for availing a particular service, and the guaranteed performance level that they may expect for that service.”

*(Republic Act 9485 and its Implementing Rules and Regulations: July 24, 2008)*

# Report Card Survey

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**“ refers to an evaluation tool that provides a quantitative measure of actual public service user perceptions on the quality, efficiency, and adequacy of different frontline services, as well as a critical evaluation of the office or agency and its personnel. It is an instrument that also solicits user feedback on the performance of public services, for the purpose of exacting public accountability and, when necessary, proposing change.”**



## ANTI-RED TAPE ACT REPORT CARD

Philippine Health Insurance Corporation- Catbalogan City LHIO  
Catbalogan City

6/9/2014 To 6/11/2014

Survey Period

AREAS	SCORE		TOTAL WEIGHTED POINTS	NUMERICAL RATING	DESCRIPTIVE RATING
	Q	IC			
<b>COMPLIANCE WITH ARTA PROVISIONS</b>	<b>36.70 / 40</b>	<b>74.00 / 74</b>	<b>44.16 / 46.8</b>	<b>94.36</b>	<b>Pass</b>
<i>Citizen's Charter</i>	11.70 / 15	27.00 / 27	14.76 / 17.4	84.83	Pass
<i>Anti-Fixer Campaign</i>	7.00 / 7	7.00 / 7	7.00 / 7.0	100.00	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>	4.00 / 4	15.00 / 15	6.20 / 6.2	100.00	Pass
<i>Lunch Break</i>	4.00 / 4	15.00 / 15	6.20 / 6.2	100.00	Pass
<b>OVERALL CLIENT SATISFACTION</b>	<b>56.23 / 60</b>	<b>26.00 / 26</b>	<b>50.19 / 53.2</b>	<b>94.34</b>	<b>Pass</b>
Frontline Service Provider	15.27 / 16		12.21 / 12.8	95.42	Pass
Service Quality	13.17 / 14		10.53 / 11.2	94.05	Pass
<i>Physical Setup/Layout</i>	4.83 / 5	12.00 / 12	6.27 / 6.4	97.92	Pass
<i>Basic Facilities</i>	4.70 / 5	14.00 / 14	6.56 / 6.8	96.47	Pass
<i>Respondent-Client Satisfactio</i>	18.27 / 20		14.61 / 16	91.33	Pass
<b>Sub-Total</b>	<b>92.93 / 100</b>	<b>100.00 / 100</b>			
<b>Multiplied by</b>	<b>80%</b>	<b>20%</b>			
<b>Total</b>	<b>74.35</b>	<b>20.00</b>			
<b>FINAL NUMERICAL RATING</b>	<b>94.35</b>				
<b>FINAL DESCRIPTIVE RATING</b>	<b>EXCELLENT</b>				
<i>Legend:</i>					
<b>Excellent:</b>	90 - 100; without a delinquent rating in any sub-area		<b>Acceptable:</b>	70 - 79.99	
<b>Outstanding:</b>	90 - 100; with delinquent rating in any of the sub-areas		<b>Failed:</b>	69.99 and below	
<b>Good::</b>	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.					

# 2012

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**75%** Passing rate

**599** government offices surveyed

**50** offices- **EXCELLENT**

**150** offices- **FAILED**



# 2013

# 92.79% Passing rate

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. In 2013, a remarkable improvement in the rating of offices surveyed was observed.

Offices which obtained an Excellent rating increased, from 8% in 2012 (50 service offices out of 599 surveyed) to 18% in 2013 (168 service offices out of 929 surveyed).

The percentage of offices that failed decreased, from 25% in 2012 (150 service offices out of 599 surveyed) to 7% in 2013 (67 service offices out of 929 surveyed).

Offices which failed the RCS were subjected to the Service Delivery Excellence Program (SDEP) to determine and address problem areas in frontline service delivery.

# 2014

## 96% Passing rate

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- 258 or 25.22% -EXCELLENT
- 10 or 0.98% - “OUTSTANDING
- 636 or 62.17% “Good”
- 80 or 7.82% - “Acceptable”
- 39 or 4% offices were rated “Failed.”

Out of 1,023 government offices surveyed

## PH among world's most improved in 'doing business' survey

The Philippines improves 30 notches in the global survey that measures how much red tape private businesses encounter when dealing with government



# ARTA Watch

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It is an official spot check and a support mechanism to the Report card Survey conducted by CSC officials to monitor the agency's compliance and promote awareness of the law.

# Service Delivery Excellence Program

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A facilitation process for service office which failed in the Report Card Survey.

# Citizens Satisfaction Center Seal of Excellence Award

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Exemplary frontline service offices are awarded with a wall-mountable glass seal and a cash reward to be utilized for improving its frontline services.

# Contact Center ng Bayan

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It is a feedback mechanism which gathers information from clients through call hotline, short messaging, and online portal regarding their transactions with government offices with frontline services.

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# Challenges and Prospects



## **Challenge No. 1:**

**The red tape challenge** – public officials transact personally and without special treatment.

## **Prospect:**

**Developmental and reformist stance of the Commission on Audit as ARTA Partner**

## **Challenge No. 2 :**

### **Information dissemination of government reforms –**

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- **Lack of coordination in logistical support, varying interpretations of the law, archipelagic configuration of the country**

### **Prospect:**

- **Partnership with the tri-media**
- **Collaboration with developmental partners**
  - **(PAHRODF, USAID, UNDP)**

## **Challenge No. 3 –**

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- consistency in compliance and adherence to the true spirit of the law
- preparation is full gear only during survey time.

### **Prospect:**

government front liners are themselves clamoring for transformational leadership from within. A stronger sense of public accountability is springing among public servants and public trust is gaining ground.

## **Challenge No. 4: -**

- heads of agencies aversion to being socially audited.
- low demand for quality service

## **Prospect:**

- the public awareness on social audit, govern heads are taking the cudgel on the challenges of competency, commitment, and integrity.

**Challenge No. 4:** The Filipino cultural mindset attitude of complacency, reliance to divine intervention leads to indifference, lack of knowledge, folly and triviality,

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**“ Filipinos are “happy with an inch, without knowing they deserve a meter.”**

**Prospect:**

**Aggressive tax collection efforts from both government and private, has heightened the awareness of tax payers to demand for excellent public service.**

# IMPACT AND LESSONS LEARNED

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1. Filipino dawning on the value of social audit
2. Start with small initiatives
2. lean and rationalized organization
3. outsourcing is valued
4. partner with tri-media
4. change management

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**Thank you!**

**Salamat po!**