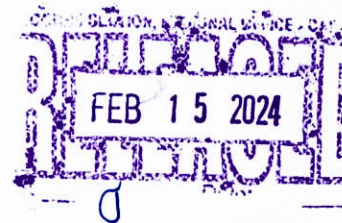




Republic of the Philippines
Department of Education
CARAGA REGION



February 13, 2024

REGIONAL MEMORANDUM

No. 0128, s. 2024

To: ASSISTANT REGIONAL DIRECTOR
SCHOOLS DIVISION SUPERINTENDENTS
ASSISTANT SCHOOLS DIVISION SUPERINTENDENTS
CHIEFS, FUNCTIONAL DIVISIONS
This Region

CONDUCT OF ANTI-RED TAPE AUTHORITY REPORT CARD SURVEY 2.0 (1ST CYCLE)
IN SELECTED DEPED OFFICES AND SUBMISSION OF AWARDS AND
RECOGNITION RECEIVED FOR THE PERIOD 2022-2023

1. Compliant with Section 20 of Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, all government offices providing services shall be subjected to a Report Card Survey (RCS) to measure compliance and performance vis-à-vis the aforementioned Republic Act.
2. Enclosed herewith is DepEd Memorandum DM-OUHROD-2023-0929 titled Conduct of the Anti-Red Tape Authority Report Card Survey 2.0 (1st Cycle) in Selected DepEd Offices dated July 10, 2023.
3. Report Card Survey Tools/Components are also reflected in the tabular presentation in pages 2 to 3 of this Memorandum, for our information and compliance with specific links provided for each component.
4. The other Unnumbered Memorandum from the Anti-Red Tape Authority is also attached hereto titled Request for Submission of Awards and Recognition Received by the Agency/Offices for the Period 2022-2023.
5. Considering that the Department of Education – Central Office will consolidate our report on the awards and recognition received by our offices, and considering that these Memoranda are received today, **the submission of this data shall be on or before February 16, 2024** through the link <https://tinyurl.com/ReportOnAwardsSubmission> to ARTA, as it is still a work in progress.
6. The template for the Report on Recognition/Awards/Accreditation may be downloaded from <https://bit.ly/DepEdRCS> (with hard copy also enclosed in this Memorandum).



2024-02-02505

Doc. Ref. Code	RO-ASD-F107	Rev	00
Effectivity	02.01.23	Page	1 of 2

7. Considering that the Department of Education at all levels have been using the prescribed Client Satisfaction Measurement (CSM) format, report on this shall be submitted via <https://tinyurl.com/CSMR> on or before the last working day of April 2024.
8. For more information and further clarification, please contact the BHROD-OED through email at citizenscharter@deped.gov.ph.
9. Wide dissemination and full compliance of this Memorandum are highly desired.


MARIA INES C. ASUNCION
Director III
Officer-in-Charge
Office of the Regional Director

Encl/s.: as stated

Reference/s: Memorandum DM-OUHROD-2023-0929

ARTA Memorandum re: Request for Submission of Awards and
Recognition Received by the Agency for the Period 2022-2023

To be indicated in the Perpetual Index
under the following subjects:

ARTA AWARDS CLIENT MEMORANDUM REPORTS

ASD/mcd
02/13/2024



Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM

DM-OUHROD-2023-0919

TO : **UNDERSECRETARIES**
ASSISTANT SECRETARIES

BUREAU AND SERVICE DIRECTORS

Administrative Service - Records Division

Bureau of Education Assessment-Education Assessment Division

Public Affairs Service-Public Assistance Action Center

REGIONAL DIRECTORS

Regions I, IV-A, IV-B, VI, VII, X, XI, XII, CAR, and NCR

SCHOOLS DIVISION SUPERINTENDENTS

SDOs Ilocos Sur, Bacoar City, Marinduque, Iloilo Province, San Carlos

(Negros Occidental), Lapu-Lapu City, Malaybalay City, Mati City,

General Santos City, Benguet, and Malabon City

ALL OTHERS CONCERNED

FROM : **GLORIA JUMAMIL-MERCADO**
*Undersecretary for Human Resource and Organizational
Development and DepEd CART Vice Chairperson*

SUBJECT : **CONDUCT OF THE ANTI-RED TAPE AUTHORITY REPORT
CARD SURVEY 2.0 (1ST CYCLE) IN SELECTED DEPED OFFICES**

DATE : 10 July 2023

Pursuant to Section 20 of Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, all government offices providing services shall be subjected to a Report Card Survey (RCS) to measure compliance and performance vis-à-vis the said Act.

The **Report Card Survey (RCS) 2.0** is a quantitative measure of actual government service user perception on quality, efficiency, and adequacy of government services, as well as critical evaluation of the office or employee. It solicits user feedback on the performance of government services to exact public accountability and propose change as necessary. It shall also be used to measure management support in institutionalizing agency service delivery reforms.

received: 13 Feb. 2024
8:30 AM

change as necessary. It shall also be used to measure management support in institutionalizing agency service delivery reforms.

To implement the RCS 2.0, the Anti-Red Tape Authority (ARTA) released the following issuances (may be downloaded through <https://bit.ly/DepEdRCS>):

- Memorandum Circular (MC) No. 2022-04 or the Guidelines on the Implementation of the Report Card Survey (RCS) 2.0 dated 20 September 2022 and published on 10 October 2022
- MC No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement (CSM)
- MC No. 2023-04 or the Amendment to the ARTA Memorandum Circular No. 2022-04 or the Guidelines on the Implementation of the Report Card Survey (RCS) 2.0

For the RCS 2.0 (1st cycle), the ARTA prioritized departments and the largest among national agencies, including the central office plus a random selection of field offices. Every RCS Cycle will last for three years, with each agency to be subjected to Survey Questionnaire and Inspection Checklist only once within the three-year period and the CSM to be conducted every year starting 2023.

In line with this, the ARTA informed the DepEd Secretary that **these offices shall be subjected to the RCS 2.0 (1st cycle) between July to December 2023:**

1. Central Office –*BEA-EAD, AS-Records Division, and PAS-PAAC were chosen as representatives to the RCS based on the volume of transactions in 2022*
2. Regional Office – Cordillera Administrative Region
3. Schools Division Office (SDO) Bacoor City
4. SDO Benguet
5. SDO General Santos City
6. SDO Ilocos Sur
7. SDO Iloilo Province
8. SDO Lapu-Lapu City
9. SDO Malabon City
10. SDO Malaybalay City
11. SDO Marinduque
12. SDO Mati City
13. SDO San Carlos, Negros Occidental

Based on ARTA issuances and as discussed during the online *RCS 2.0 and CSM Orientation 2023* attended by the abovementioned offices last 14 June 2023, the following tools of measurement / components shall be used for the RCS:

Report Card Survey Tools / Components	Weight in RCS Score
1. Compliance Matrix – all the requirements for compliance by government agencies such as, but not limited to, the Citizen's Charter and Certificate of Compliance, CSM Report, Zero Backlog Report, Initial Whole-of-Government Reengineering Plan, and Designation of a Committee on Anti-Red Tape (CART). <i>Enclosure No. 1</i> states the DepEd-wide status of compliance for such requirements and the action needed from the DepEd offices concerned.	30%

2. Survey Questionnaire – conduct of onsite or remote (telephone interview or digital means) survey by a third-party provider engaged by the ARTA to thirty (30) external clients that completed a transaction in the offices identified in the agency's central and field offices. The survey questionnaire shall measure the following aspects: (a) service delivery, (b) access and facilities, (c) communications, and (d) payments and processes. The ARTA or its third-party provider shall coordinate directly with the DepEd offices concerned regarding the schedule of visit and other requirements. Enclosure No. 2 provides instructions on how to fill out the RCS 2.0 Pre-survey Form for Agencies due on 3 July 2023 .	30%
3. Inspection Checklist – unannounced onsite inspection from ARTA or its third-party provider (enumerators). The inspection results shall be based on the actual experience of enumerators in the same aspects as the survey questionnaire. <i>Enclosure No. 3</i> contains the checklist and other reminders to help prepare DepEd offices for the inspection.	30%
4. Client Satisfaction Measurement (CSM) – starting 2023, the prescribed CSM Form shall be used by all agencies for uniform reporting and assessment of overall satisfaction and perception after a client avails an external or internal service. <i>Enclosure No. 4</i> includes the CSM Format (hard copy and online) for immediate use. The 2023 CSM Report shall be submitted via https://tinyurl.com/CSMR on or before the last working day of April 2024.	10%
Total RCS Score	100%
<i>Bonus points:</i> Awards and Recognition– agencies/offices subjected to the RCS may report an award/recognition/accreditation received that (a) demonstrates the ability to deliver high quality and efficient service, (b) is conferred between 2022–2023, (c) given by an institution other than the ARTA, and (d) regional, national, or international in nature. The template for the Report on Recognition/Awards/Accreditation may be downloaded from https://bit.ly/DepEdRCS. The report shall be submitted via https://tinyurl.com/ReportOnAwardsSubmission to ARTA on or before 31 January 2024. (The Google Form from ARTA is still a work in progress.)	5%

Agencies/offices subjected to the RCS shall be notified of their RCS results. The results and findings shall be utilized in improving service delivery, especially with reengineering of systems and procedures. It shall also be the basis of the ARTA to grant awards in the form of public recognition and/or monetary incentives, subject to the availability of funds. The Awards Program shall be conducted after every year of RCS Implementation.

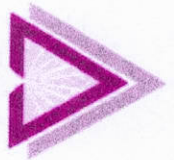
Total RCS Score	Descriptive Rating	Rewards and Incentives
95–100	Excellent	• Plaque of Recognition to be granted during the awarding ceremony • Monetary incentives for top scorers
90–94.99	Very Satisfactory	• Plaque of Recognition to be granted during the awarding ceremony
85–89.99	Satisfactory	• Certificate of Recognition
80–84.99	Compliant	Not applicable
75–79.99	Needs Improvement	
70–74.99	Requires thorough review of RA 11032 requirements	

The AS-Records Division, BEA-EAD, PAS-PAAC, Regional Office-CAR, and SDOs Ilocos Sur, Bacoar City, Marinduque, Iloilo Province, San Carlos (Negros Occidental), Lapu-Lapu City, Malaybalay City, Mati City, General Santos City, Benguet, and Malabon City are requested to prepare for the RCS 2.0 in compliance with ARTA MC Nos. 2022-04, 2022-05, and 2023-04.

For more information, please contact the BHROD-OED through email at citizenscharter@deped.gov.ph.

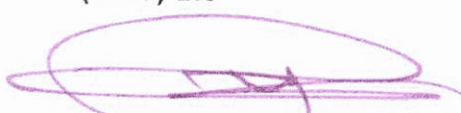
Enclosures:

- Enclosure No. 1 – Compliance Matrix
- Enclosure No. 2 – Survey Questionnaire
- Enclosure No. 3 – Inspection Checklist
- Enclosure No. 4 – Client Satisfaction Mechanism



MEMORANDUM

TO : ALL GOVERNMENT AGENCIES/OFFICES INCLUDED IN THE
2023 IMPLEMENTATION OF THE REPORT CARD SURVEY
(RCS) 2.0

FROM : 
SECRETARY ERNESTO V. PEREZ
Director General, Anti-Red Tape Authority

SUBJECT : REQUEST FOR SUBMISSION OF AWARDS AND
RECOGNITION RECEIVED BY THE AGENCY FOR THE PERIOD
2022-2023

DATE : 24 JANUARY 2024

Section 20 of Republic Act (R.A.) No. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, provides that all offices and agencies providing government services shall be subjected to a Report Card Survey (RCS) which shall be used to obtain feedback on how provisions of the Act are being followed and how agencies are performing in terms of its implementation.

Pursuant to this, ARTA released the following Memorandum Circulars (M.C.) regarding the implementation of the RCS 2.0:

- 1) ARTA M.C. No. 2022-04: *Guidelines on the Implementation of the Report Card Survey (RCS) 2.0*
- 2) M.C. No. 2023-04: *Amendment to the ARTA Memorandum Circular No. 2022-04 or the Guidelines on the Implementation of the Report Card Survey (RCS) 2.0*

According to these guidelines, one (1) of the five (5) components of the RCS 2.0 is the Awards and Recognition received by the agency for their efforts to improve their services. Specifically, as stated in Section 7.3.3.1 of ARTA M.C. No. 2022-04, the RCS assesses the agency's performance, based on the existing awards, recognition, or accreditation from external monitoring agencies or the private sector. These accolades serve as indicators of an agency's ability to deliver high quality and efficient service to the transacting public.

In this regard, the Authority requests all government offices subjected to the RCS 2.0 in the 2023 Implementation to submit their Report on Recognition/Awards/Accreditation received in 2022-2023. Awards deemed valid by ARTA shall contribute as additional points to the subjected office's overall RCS Score.

SMARTER INITIATIVES. BETTER PHILIPPINES.

For detailed instructions and the use of the Authority's Report on Recognition, Awards, and Accreditation Excel template, kindly download it in the link below. Submissions may also be made through the following link:

<http://tinyurl.com/ReportOnAwardsSubmission>

We anticipate receiving your submission **on or before 01 March 2024**. All submissions must be accompanied by a **transmittal letter signed by the head of the agency. Submissions beyond the deadline will no longer be considered by the Authority.**

Furthermore, the Authority would like to highlight Section 8 of R.A. 11032, which holds the heads of the office or agency to be primarily responsible for the implementation of the Act and accountable to the public in rendering fast, efficient, convenient, and reliable service.

For concerns and queries, you may contact us via e-mail at compliance@arta.gov.ph.

Thank you!

[RCS 2.0] Request for Submission of Awards and Recognition Received by the Agency for the Period 2022-2023 (A)

1 message

Compliance Monitoring and Evaluation Office <compliance@arta.gov.ph>

Thu, Feb 8, 2024 at 9:08 AM

Cc: Jeanette Sanson <jeanettesanson@arta.gov.ph>, "Joshua A. Crepa" <joshuacrepa@arta.gov.ph>, "Zyra DL. Argaña" <zyraarganoza@arta.gov.ph>, "Ma. Christine B. Camata" <christinecamata@arta.gov.ph>, "Mark Jonald D. Delos Santos" <markdelossantos@arta.gov.ph>, Boni Besid <bonibesid@arta.gov.ph>

Dear
Sirs/Mesdames:

Greetings from the Anti-Red Tape Authority (ARTA)!

As part of the 2023 Implementation of the Report Card Survey (RCS) 2.0, we are respectfully transmitting to your good office the **Request for Submission of Awards and Recognition Received by the Agency for the Period 2022-2023**.

One (1) of the five (5) components of the RCS 2.0 is the Awards and Recognition received by the agency for their efforts to improve their services. Specifically, as stated in Section 7.3.3.1 of ARTA M.C. No. 2022-04, or the Guidelines on the Implementation of the Report Card Survey (RCS) 2.0, the RCS assesses the agency's performance, based on the existing awards, recognition, or accreditation from external monitoring agencies or the private sector. These accolades serve as indicators of an agency's ability to deliver high quality and efficient service to the transacting public.

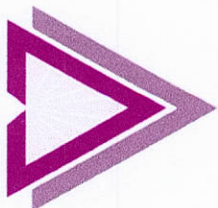
For detailed instructions and the use of the Authority's Report on Recognition, Awards, and Accreditation Excel template, kindly download it in the link below. Submissions may also be made through the following link:

<http://tinyurl.com/ReportOnAwardsSubmission>

We anticipate receiving your submission on or before **01 March 2024**. All submissions must be accompanied by a transmittal letter signed by the head of the agency. Submissions beyond the deadline will no longer be considered by the Authority.

Thank you!

Regards,

**Compliance Monitoring and Evaluation Office
ANTI-RED TAPE AUTHORITY**4th & 5th Floor, NFA Building, NFA Compound
Visayas Avenue, Brgy. Vasra, Diliman, Quezon Citywww.arta.gov.ph

Your feedback matters to us. Let us know what you think thru this link: <http://tinyurl.com/2024ARTACMEOCSS>

Department of Education
Report on Recognition/Awards/Accreditation

Name of the RO/SDO:
Full Name of RO/SDS:
Date Accomplished (YYYY/MM/DD)

No.	Type of Award	Awardees / Accreditee	Award / Accreditation Official name of the award	Description of Award/Accreditation	External Agency that gave Award / Accreditation	Date of Award / Accreditation (valid until)
	If award from the government agency completed against "Regional", "National" or "International" competition If certificate/accreditation input if the award was given by a "Regional", "National", or "International" agency to include those achieved by schools under their jurisdiction corporation, organization, etc.	Specific offices that received the award or were granted a certificate/accreditation ROs to report accomplishments of the RO only SDO to report accomplishments of the SDO with the option to include those achieved by schools under their jurisdiction	Official name of the award related to service delivery According to AET 1, the following awards/accreditations shall be automatically considered: 1. FDI Award 2. FDI Award 3. PRIME-HRM (at least a good industry level) 4. Seal of Local Governance Feel free to report other awards/accreditation related to service delivery	Describe how the award/accreditation is related to excellent service delivery Please make the description concise, preferably one paragraph only. If available, include a link to a press release or Facebook post showing the said award/accreditation at the end of the description.	Official name of the awarding agency, corporation, organization, etc.	For awards, it must have been received during 2022-2023 For accreditation/accreditation, it must have been valid in 2022-2023
Example	National	DepEd-SDO Candon City	PRIME-HRM Bronze Award	The PRIME-HRM Bronze Award was conferred for having managed and implemented human resource management systems according to documented processes, thereby achieving a process-defined HRM in the four core HRM systems.	Civil Service Commission	2022/12/29
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