



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



Results of the Report Card Survey (RCS) 2.0 Pilot Implementation



Section 20 of Republic Act No. 11032 provides that all offices and agencies providing government services shall be subjected to a Report Card Survey. The RCS 2.0 is used to obtain feedback on how provisions of the Act are being followed and how agencies are performing in relation to the same. The pilot implementation of the RCS 2.0 was conducted from September 2022 - November 2022, in preparation for the first RCS 2.0 cycle in 2023.

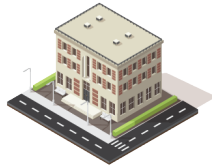
Agencies Subjected to the RCS 2.0 Pilot Implementation

30



National Government Agencies

5



Government Owned and/or Controlled Corporations

5



Local Government Units

5



State Universities and Colleges

5

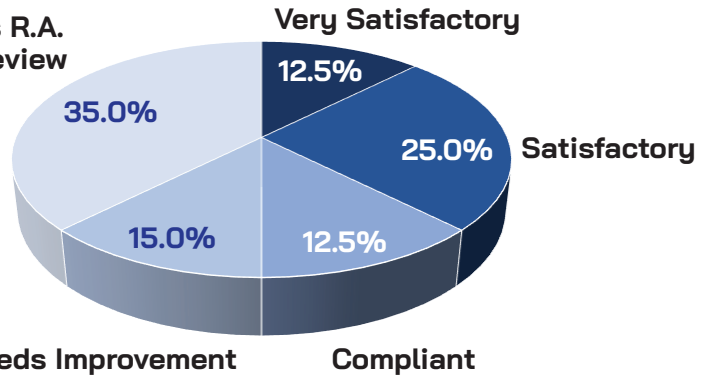


Government Hospitals

Results of the RCS 2.0 Pilot Implementation

Ratings Distribution

Requires R.A. 11032 Review



Agencies with Exemplary Performance

'Very Satisfactory' Agencies (90.0%-94.9% RCS Score)

1. Government Service Insurance System
2. Department of Foreign Affairs
3. Department of Trade and Industry
4. University of the Philippines - Diliman
5. Philippine Children's Medical Center

'Satisfactory' Agencies (85.0%-89.9% RCS Score)

1. Department of Social Welfare and Development
2. Home Development Mutual Fund (Pag-IBIG Fund)
3. Department of Environment and Natural Resources
4. Dr. Jose Fabella Memorial Hospital
5. Philippine Statistics Authority
6. Philippine Health Insurance Corporation
7. Valenzuela City
8. Cooperative Development Authority
9. Bureau of Internal Revenue
10. Polytechnic University of the Philippines - Main Campus (Sta. Mesa, Manila)

Individual Rating of RCS 2.0 Pilot Agencies

Agency Name

Descriptive Rating

Agency Name	Descriptive Rating
National Government Agency	
Department of Foreign Affairs	Very Satisfactory
Department of Trade and Industry	Very Satisfactory
Bureau of Internal Revenue	Satisfactory
Cooperative Development Authority	Satisfactory
Department of Environment and Natural Resources	Satisfactory
Department of Social Welfare and Development	Satisfactory
Philippine Statistics Authority	Satisfactory
Department of Public Works and Highways	Compliant
Energy Regulatory Commission	Compliant
Land Registration Authority	Compliant
Bureau of Fisheries and Aquatic Resources	Needs Improvement
Professional Regulation Commission	Needs Improvement
Securities and Exchange Commission	Needs Improvement
Bureau of Animal Industry	Requires Review of R.A. 11032
Bureau of Customs	Requires Review of R.A. 11032
Bureau of Fire Protection	Requires Review of R.A. 11032
Bureau of Immigration	Requires Review of R.A. 11032
Department of Agrarian Reform	Requires Review of R.A. 11032
Land Transportation Franchising and Regulatory Board	Requires Review of R.A. 11032
Land Transportation Office	Requires Review of R.A. 11032
National Meat Inspection Service	Requires Review of R.A. 11032
Government Owned and/or Controlled Corporations	
Government Service Insurance System	Very Satisfactory
Home Development Mutual Fund (Pag-IBIG Fund)	Satisfactory
Philippine Health Insurance Corporation	Satisfactory
Philippine Ports Authority	Requires Review of R.A. 11032
Social Security System	Requires Review of R.A. 11032
Local Government Unit	
Valenzuela City	Satisfactory
Makati City	Compliant
Quezon City	Needs Improvement
Pasig City	Needs Improvement
State Universities and Colleges	
University of the Philippines - Diliman	Very Satisfactory
Polytechnic University of the Philippines - Main Campus (Sta. Mesa, Manila)	Satisfactory
Eulogio "Amang" Rodriguez Institute of Science and Technology	Needs Improvement
Marikina Polytechnic College	Requires Review of R.A. 11032
Technological University of the Philippines	Requires Review of R.A. 11032
Hospitals	
Philippine Children's Medical Center	Very Satisfactory
Dr. Jose Fabella Memorial Hospital	Satisfactory
Philippine Heart Center	Compliant
East Avenue Medical Center	Requires Review of R.A. 11032
Philippine General Hospital	Requires Review of R.A. 11032

Agencies with Incomplete Report Card Survey Score:

Manila City
 Career Executive Service Board
 Department of Budget and Management
 Department of Energy
 Department of Information and Communications Technology
 Department of the Interior and Local Government
 Department of Science and Technology
 Department of Transportation
 Environmental Management Bureau
 Food and Drug Administration

Ten (10) agencies have incomplete RCS score because the third-party provider was not able to administer the on-site questionnaire since the agencies have no actual on-site client availing their service during the on-site conduct.

RCS RATING SYSTEM

95% TO 100%	EXCELLENT
90% TO 94.99%	VERY SATISFACTORY
85% TO 89.99%	SATISFACTORY
80% TO 84.99%	COMPLIANT
75% TO 79.99%	NEEDS IMPROVEMENT
74.99% OR BELOW	REQUIRES THOROUGH REVIEW OF R.A. 11032 REQUIREMENTS