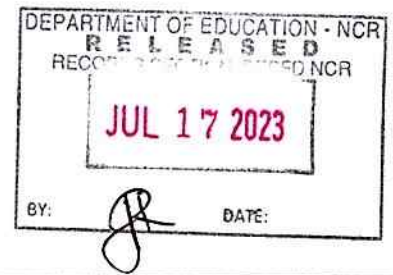




Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION



July 14, 2023

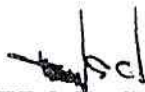
REGIONAL MEMORANDUM

ORD No. 2023-6301

To: Dr. Cecille G. Carandang
Schools Division Superintendent
Division of Malabon City

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

1. In reference to Memorandum DM-OUHROD-2023-0929 dated July 10, 2023 from Hon. Gloria Jumamil-Mercado, Undersecretary for Human Resource and Organizational Development and DepEd CART Vice Chairperson, the *DepEd pursuant to Section 20 of Republic Act (RA) 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.*
2. In line with this, the Division of Malabon City as one of the Schools Division Offices to be subjected to RCS 2.0 (1st cycle) between July to December 2023, is requested to prepare for the RCS 2.0 in compliance with ARTA MC 2022-04, 2022-05, and 2023-04 which can be accessed thru the link: <https://bit.ly/DepEdRCS>.
3. Attention is also invited to paragraph 6 of the said Memorandum relative to the Report Card Survey Tools/Components to be used for the RCS 2.0.
4. For compliance.


WILFREDO E. CABRAL, CESO III
Regional Director

Encl.: As stated

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Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM

DM-OUHROD-2023-0929

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, Bacoor 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.

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%
<p><i>Bonus points:</i></p> <p>Awards and Recognition– agencies/offices subjected to the RCS may report an award/recognition/accreditation received that</p> <p>(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.</p> <p>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.)</p>	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	<ul style="list-style-type: none"> • Plaque of Recognition to be granted during the awarding ceremony • Monetary incentives for top scorers
90–94.99	Very Satisfactory	<ul style="list-style-type: none"> • Plaque of Recognition to be granted during the awarding ceremony
85–89.99	Satisfactory	<ul style="list-style-type: none"> • 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, Bacoor 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