



Ateneo School of Government

The Graduate School of Leadership and Public Service

KNOWLEDGE AND PRACTICE AREA: POLITICS

Enhanced Study on the Anti-Red Tape Act Report Card Survey (ARTA RCS) for the Civil Service Commission (CSC)

OBJECTIVES

The research aims to provide recommendations to the Civil Society Commission (CSC) on how the ARTA RCS can be improved in more effectively assisting the frontline agencies in reducing red tape in their delivery of services by:

- Reviewing and rapidly assessing how the ARTA RCS is being implemented;
- Determining whether the information and diagnostics being produced through the ARTA RCS tool are sufficient/ responsive to what agencies need in improving the efficiency, transparency and accountability of their service delivery; and
- Identify how the CSC through the ARTA RCS can contribute more effectively in the anti-corruption efforts of the agency.

OUTPUTS

- Research Design and Plan of Action
- Data Gathering Plan
- Round table discussion with CSC
- Reports for CSC
- Summary Paper

Project Period:

January 2014 – September 2014

With support from:

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Background

The Integrity for Investments Initiative (i3) Project under the broader Partnership for Growth initiative between the Government of the Philippines (GPH) and the U.S. Government seeks to address the most serious constraints to economic growth by reducing the costs of corruption to investments and trade, thereby promoting open and fair competition.

The project will work with the GPH, anticorruption offices including the Office of the Ombudsman (OMB), Commission on Audit (COA), Civil Service Commission (CSC), Securities and Exchange Commission (SEC), and the Governance Commission for Government-Owned and –Controlled Corporations (GCG).

Under the Component 2 of the i3 Project –Reducing Opportunities for Public Sector Corruption –the Project Team is working with the CSC to support it in its efforts to monitor and improve compliance with existing laws and regulations intended to improve transparency and reduce opportunities for corruption, such as the Anti-Red Tape Act.

The R.A. 9485 or the Anti-Red Tape Act of 2007 (ARTA) is a law aimed at improving efficiency and preventing graft and corruption in the delivery of government services by reducing bureaucratic red tape and increasing accountability and transparency.

One of the components of the ARTA is the crafting of Citizen’s Charter for every government agency. It “refers to an official document that communicates, in simple terms, the service standards or pledge in an agency on the frontline services being provided to the citizens.” It describes the step-by-step procedure for availing a particular service, the person responsible for each step, and the guaranteed performance level that may be expected from the service.

The ARTA also requires government agencies with front line services to reengineer their systems and procedures for improvement of service delivery from time to time, and review their procedures to determine whether the number of documents required, signatures required and overall steps required could be reduced.

Another component of the ARTA is the Report Card Survey (RCS) initiated by the CSC. It is “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.” (Rule II, Section 2 (k), ARTA IRR).

The RCS uses a survey questionnaire and inspection checklist approved by the National Statistical Coordination Board. Researchers interview thirty clients per service office of an agency and tabulate the scores obtained from the survey questionnaire and inspection checklist. Government offices are then rated from “Excellent” to “Failed”.

The CSC piloted the RCS in 2010, and it has conducted the survey nationally for four years now. While there are observations that the ARTA law has gained ground due to the RCS, there are definitely rooms to improve said survey to further ensure the agency’s compliance to ARTA and in effect ensure the quality of their frontline services to the clients.