



January 3, 2018

DIVISION MEMORANDUM

NO. 02, S. 2018

TO : Assistant Schools Division Superintendent  
Chief, CID & SGOD  
Division Education Program Supervisors  
Section Heads, Elementary and Secondary  
All Division Personnel

SUBJECT : **CONDUCT OF SURVEY BY THE CIVIL SERVICE COMMISSION**  
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1. Attached is a letter from Civil Service Commission (CSC) Director, EDITHA D. LUZANO informing this office that we will be subjected to the Report Card Survey (RCS), anytime from receipt of the letter. A Researcher or Enumerator from CSC will be visiting our office and Branches/Field Offices to conduct a survey for three (3) days or more.

Section 10 of RA 9485 otherwise known as "An Act to improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof", states that:

"All offices and agencies providing frontline service shall be subjected to a Report Card Survey to be initiated by Civil Service Commission, in coordination with the Development Academy of the Philippines, which shall be used to obtain feedback on how provisions in the Citizen's Charter are being followed and how the agency is performing."

2. Anent, all schools, district offices, division office/units providing frontline service are required to do the following immediately;
- Update the Citizen's Charter that includes a step-by-step procedure and requirements of the frontline service offered.
  - Prepare a leaflet/brochure for the customer to carry.
  - Re-orient all personnel (teaching and non-teaching including security guards) in school and in the district on "Achieving Excellence in Customer Service The ARTA WAY".
  - Orient also all personnel on hiring guidelines and procedures, promotion and transfer of teachers.
3. For the **Division Office Personnel**, a **re-orientation to all personnel will be conducted on January 4, 2018 in two sessions**. The first batch will start at 1:00 in the afternoon and the second batch will start at 3:00 P.M. Please see attached list of participants per session.
4. For your information and guidance.

  
by: **SALUSTIANO T. JIMENEZ, CESO VI**  
by OIC, Assistant Regional Director, NIR *JA*  
Concurrent Schools Division Superintendent



## Re-Orientation on Achieving Excellence in Customer Service the ARTA WAY

January 4, 2018

### First Batch - 1:00 P.M

No	Last Name	First Name	Office/Section	Position	Cell Number	Signature
1	Bidaure	Ruby Jean Estrellita M.	Finance			
2	Bohol	Cosme Jr. P.	Finance			
3	Buenafe	Marie Jean Nanette D.	Finance			
4	Cacas	Lydia D.	Finance			
5	Calidguid	Maria Estrellita D.	Finance			
6	Cimafranca	Rosemarie E.	Finance			
7	Diputado	Marianita C.	Finance			
8	Alquerro	Rhubert Joy D.	Administrative			
9	Cadiente	Jennilene G.	Administrative			
10	Bayot	Sheena Lee R.	ASDS			
11	Cabrera	Lelanie T.	ASDS			
12	Corpis	Maricel C.	Cashier			
13	Mecla	Sushiila G.	Cashier			
14	Pinili	Nilssen T.	Cashier			
15	Abiera	Rosela R.	CID			
16	Alcala	Carmelita A.	CID			
17	Austero	Francis C.	CID			
18	Baguio	Antonio Jr. B.	CID			
19	Calumpang	Erlinda N.	CID			
20	Catacutan	Alma Cora M.	CID			
21	Juanillo	Renante A.	CID			
22	Jusayan	Conchita M.	CID			
23	Mira	Donre B.	CID			
24	Miranda	Ermita L.	CID			
25	Nocete	Alexandria M.	CID			
26	Paragoso	Esterlina B.	CID			
27	Pepito	Arlene A.	CID			
28	Ragay	Nilita L.	CID			
29	Retes	Enrique Q.	CID			
30	Sedillo	Katherine Y.	CID			
31	Tabio	Allan A.	SGOD			
32	Tanio	Joy Emily A.	CID			
33	Tuala	Juliet J.	CID			
34	Uy	Jefferson D.	CID			
35	Magallanes	Esterlito B.	COA			
36	Empeso	Chris Angelo	I.T.			
37	Gao-gao	Remylin V.	I.T.			



## Re-Orientation on Achieving Excellence in Customer Service the ARTA WAY

January 4, 2018

### First Batch - 1:00 P.M

No	Last Name	First Name	Office/Section	Position	Cell Number	Signature
38	Asdillo	Melchora G.	Medical			
39	Saga	Analou	Personnel			
40	Currell	Junica Stephanie N.	Personnel			
41	Diaz	Jian A.	Personnel			
42	Duhaylungsod	Alijane Mae A.	Personnel			
43	Reyes	Mayette S.	Personnel			
44	Cimafranca	Einstein T.	PFSED			
45	Luzuriaga	Yakal O.	PFSED			
46	Batiancila	Miriam Lou T.	Planning			
47	Dote	Reynald C.	SGOD			
48	Dapat	Tara Gay S.	Records			
49	Duran	Antonio Ricardo E.	Records			
50	Ramirez	Annabelle R.	SDS			
51	Alar	Dan P.	SGOD			
52	Andalajao	Dennis Charl F.	SGOD			
53	Cabajon	Jenith C.	SGOD			
54	Cimafranca	Dennis C.	SGOD			
55	Balahan	Henry L.	Supply			
56	Butoy	Elimar L.	Supply			
57	Cadalin	Cromwell C.	Supply			
58	Carpio	Arturo A.	Supply			
59	Delubio	Junryll T.	Supply			
60	Grapa	Gigi T.	Supply			



## Re-Orientation on Achieving Excellence in Customer Service the ARTA WAY

January 4, 2018

### Second Batch - 3:00 P.M.

No	Last Name	First Name	Office/Section	Position	Cell Number	Signature
1	Kho	Russel V.	Accounting			
2	Lasco	Erika R.	Accounting			
3	Piodos	Ma. Jennifer P.	Accounting			
4	Retes	Eric J.	Accounting			
5	Saycon	Ireen P.	Accounting			
6	Ventura	Lorefe S.	Accounting			
7	Visitacion	Romanito A.	Accounting			
8	Catalan	Jediliso N.	Administrative			
9	Minoza	Eugenio M.	Administrative			
10	Sarmiento	Lida P.	Administrative			
11	Fesarit	Ana Mae C.	ASDS			
12	Flores	Pauline Louise A.	ASDS			
13	Villavicencio	Ryan R.	ASDS			
14	Sagolili	Alicia M.	Cashier			
15	Vendiola	Rodrigo C.	Cashier			
16	Saguban	Izra Faye A.	CID			
17	Sarte	Mary Jean M.	COA			
18	Ubag	Frances Marie O.	COA			
19	Ticon	Alfredo Jr. L.	I.T.			
20	Rasid	Maricel S.	Library Hub			
21	Consing	Jeazon Mark P.	Medical			
22	Celbano	Marnie S	Personnel			
23	Sayre	Feliz Jr. E.	Personnel			
24	Suasin	Mae Ann A.	Personnel			
25	Yurong	Lani B.	Personnel			
26	Pinuto	Erwin C.	PFSED			
27	Tubog	Philip C.	PFSED			
28	Umbac	Leonides C.	PFSED			
29	Valencia	Rock C.	PFSED			
30	Habalo	Dae P.	Planning			
31	Omale	Kecylier Je Q.	Planning			
32	Resoor	Nonale Q.	Planning			
33	Pinero	Francisco Jr. M.	Records			
34	Villegas	Eva May C.	Records			
35	Cubalan	Karen Joy I.	SDS			
36	Empeso	Regina Clarina E.	SGOD			
37	Gemina	Joseph R.	SGOD			



## Re-Orientation on Achieving Excellence in Customer Service the ARTA WAY

January 4, 2018

### Second Batch - 3:00 P.M

No	Last Name	First Name	Office/Section	Position	Cell Number	Signature
38	Macahig	Iryll Mae S.	SGOD			
39	Mate	Emma S.	SGOD			
40	Picardal	Rachel B.	SGOD			
41	Ruiz	Marsha D.	SGOD			
42	Guevarra	Junrey G.	Supply			
43	Labe	Gina B.	Supply			
44	Laquio	Jesus S.	Supply			
45	Larena	Wilson I.	Supply			
46	Mondonedo	Ma. Jonalin R.	Supply			
47	Namias	Reneboy B.	Supply			
48	Namias	Ricardo A.	Supply			
49	Paalan	Mauricio Y.	Supply			
50	Pontinela	Dionisio E.	Supply			
51	Ybeas	Jimmy F.	Supply			
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December 22, 2017

**MR. SALUSTIANO T. JIMENEZ**

Concurrent Assistant Regional Director &  
School Division Superintendent  
Department of Education  
Negros Oriental Division Office  
Capitol Area, Dumaguete City, Negros Oriental

Dear Mister Jimenez:

Greetings of Service Excellence and Solidarity!

Republic Act No. 9485 otherwise known as "An Act to Improve Efficiency in the Delivery of Government service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof" or the Anti-Red Tape Act (ARTA) of 2007, requires all government offices to draw up their Citizen's Charter and post these as information billboards at the main entrance of the Office or at the office's most conspicuous place.

Section 10 of the said Act likewise states that:

*"All offices and agencies providing frontline service shall be subjected to a **Report Card Survey to be initiated by Civil Service Commission**, in coordination with the Development Academy of the Philippines, which shall be used to obtain feedback on how provisions in the Citizen's Charter are being followed and how the agency is performing."*

*"The Report Card Survey shall also be used to obtain information and/or estimates of hidden cost incurred by clients to access frontline services which may include, but is not limited to, bribe and payment to fixers."*

Please be informed that your office is one of the agencies that will be subjected to the Report Card Survey (RCS), starting January 2018.


In view thereof, a researcher or enumerator from our Office will be visiting your Office and its Branches/Field Offices to conduct a survey for three (3) days or more.

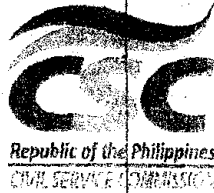
Hence, may we request you to accomplish & submit the Attached Form together with a copy of your Citizen's Charter to the Civil Service Commission on or before January 15, 2018.

You may get in touch with the CSC RO VII's Public Assistance and Liaison Division (PALD) at telephone numbers (032) 414-7676 or 414-7488. You may also email us at [cscro7@yahoo.com](mailto:cscro7@yahoo.com).

Thank you.

Very truly yours,

  
**EDITHA D. LUZANO**  
Director IV



December 22, 2017

**DR. SALUSTIANO T. JIMENEZ**  
Concurrent Assistant Regional Director &  
School Division Superintendent  
Department of Education  
Negros Oriental Division Office  
Capitol Area, Dumaguete City, Negros Oriental

Dear Doctor Jimenez:

Greetings of Service Excellence and Solidarity!

Republic Act No. 9485 or otherwise known as "An Act to Improve Efficiency on the Delivery of Government service to the Public by reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof" or the Anti-Red Tape Act (ARTA) of 2007, requires all government offices to draw up their Citizen's Charters and post these as information billboards at the main entrance of the office or at the office's most conspicuous place.

One of the CSC's initiatives in the implementation of ARTA is the conduct of **Report Card Survey (RCS)**, an evaluation tool that solicits public feedback and monitors government agencies' compliance with the service standards indicated in their Citizen's Charters and with other ARTA provisions.

In view thereof, a Researcher or Enumerator from our Office will be visiting your Office to conduct the survey for three (3) days or more, anytime from receipt hereof.

We request that the Citizen's Charter billboard showing the list of frontline services with service standards as well as the other vital provisions of the law, i.e. anti-fixer campaign materials, wearing of readable Identification cards, setting up of the Public Assistance and Complaints Desk, and the observance of No Noon Break policy should be in place before we proceed with the survey. An **updated copy of your Citizen's Charter** should be submitted to our office on or before January 15, 2018.

Considering that failed rating in the survey may disqualify an agency to the *Performance-based Bonus (PBB)*, this Office will be conducting a **Focus Group Discussion (FGD)** to all priority offices in order to prepare for the survey.

Hence, we are inviting you and your Office's ARTA Focal person to attend the **Focus Group Discussion (FGD) on the law and the Report Card Survey (RCS)** which will be held on February 8, 2018, at the CSC RO VII Training Hall, Sudlon, Lahug, Cebu City. This activity aims to discuss salient points on the ARTA Law, and for us to collectively strategize on how to pass or even obtain an EXCELLENT rating on the RCS.

We look forward to working with you as one team with indomitable spirit in this quest for a more effective and efficient public service delivery.

Very truly yours,

  
**EDITHA D. LUZANO**  
Director IV

Bawat Kawani, Lingkod Bayani

