



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF AGRICULTURE
BUREAU OF AGRICULTURAL RESEARCH
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Reference No. 2025-01- 23
13 January 2025

MEMORANDUM FROM THE DIRECTOR

TO: ALL DA-BAR STAFF

**THRU: THE ASSISTANT DIRECTOR
THE DIVISION HEADS
THE UNIT HEADS**

**SUBJECT: RESPONSE TO ARTA OBSERVATIONS AND COMPLIANCE OF DA-BAR
TO ARTA PROVISIONS**

It has come to our attention, based on the Anti-Red Tape Authority (ARTA) report (see attached) that DA-BAR has been flagged non-compliant with certain ARTA provisions, per RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. The bureau, through its Committee on Anti-Red Tape (CART) has already taken initial corrective actions to address these concerns and align our service delivery and operations in accordance with ARTA standards.

Initial steps undertaken for compliance:

1. **Display of ARTA-recommended signages** such as "No Noon Break", "Anti-Red Tape," among others, are now being displayed in strategic areas of the office.
2. **Use of ARTA-prescribed Customer Satisfaction Measurement (CSM) tool.** Per ARTA provisions, the bureau will start implementing the use of the CSM tool to evaluate both internal and external services rendered by DA-BAR.
3. **Citizens Charter visibility and accessibility.** As the office lacks adequate space, the Citizens Charter will be displayed on a continuous loop on the TV monitor at the lobby.
4. **Designation of two (2) ARTA focal persons per division.** To institutionalize these efforts and ensure ongoing compliance, division heads are requested to designate one (1) technical and one (1) admin staff as ARTA focal and alternate focal, who will be responsible for monitoring of ARTA implementation within their respective divisions; collating and consolidating ARTA compliance reports; and closely coordinating with DA-BAR CART for ARTA-related matters.

As we recognize the importance of compliance with ARTA to enhance service delivery, transparency, and accountability, these measures serve as the initial phase of our efforts to fully and seriously comply with ARTA requirements.

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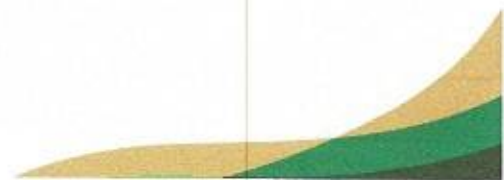
The existing CART will oversee the implementation of these measures across all divisions/units.

All divisions/units are instructed to fully cooperate with the CART and provide necessary data for compliance and timely reporting.

Further steps will be identified and undertaken as we progress, to ensure that the bureau consistently meets the highest standards of public service.

For strict compliance.


JUNEL B. SORIANO, PhD





ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



19 December 2024

JUNEL SORIANO

Director

Bureau of Agricultural Research
RDMIC Building,
Visayas Avenue cor Elliptical Road,
Quezon City, Metro Manila

ATTN: ASSISTANT DIRECTOR JOELL H. LALES
CART Chairperson

**SUBJECT: EVALUATION OF BUREAU OF AGRICULTURAL RESEARCH'S CLIENT
SATISFACTION MEASUREMENT REPORT FOR YEAR 2023**

Dear Director Soriano:

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

Pursuant to Section 20 of Republic Act (R.A.) No. 11032, also known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, all government agencies, including National Government Agencies (NGAs) such as Bureau of Agricultural Research, are required to establish a feedback mechanism.

Furthermore, Section 3(b), Rule IV of the Implementing Rules and Regulations (IRR) of R.A. 11032 mandates that agencies incorporate feedback mechanisms and client satisfaction measurement into their process improvement efforts. Agencies must also report the results of the Client Satisfaction Survey (CSS) for each service to ARTA in accordance with ARTA Memorandum Circular No. 2022-05 and its amendment, ARTA Memorandum Circular No. 2023-05.

In this context, ARTA has evaluated the CSM Report submitted by Bureau of Agricultural Research based on the Guidelines in the implementation and reporting of the CSM Report. The attached evaluation is hereby transmitted to your agency for reference. The evaluation shall serve as a guide for your agency in preparing the CSM Report for FY 2024. Please note the observations provided and ensure they are addressed in the succeeding report to be submitted by **30 April 2025**, covering transactions completed in FY 2024.

We also wish to emphasize that the results of your CSM are intended to enhance service delivery within your institution, rather than solely meeting compliance requirements.

SMARTER INITIATIVES. BETTER PHILIPPINES.

Please be reminded that under Section 8 of R.A. 11032, the head of the office or agency is primarily responsible for implementing this Act and is accountable to the public for providing fast, efficient, convenient, and reliable service.

Should you have any concerns or require clarification, please do not hesitate to email us at compliance@arta.gov.ph.

Respectfully,



SECRETARY ERNESTO V. PEREZ
Director General



CLIENT SATISFACTION MEASUREMENT REPORT GENERAL EVALUATION SHEET

Agency Classification	NGA
Department/Agency:	Bureau of Agricultural Research - Central Office
Submission Date of CSMR:	29/4/24 Submission is on time
Coverage:	January - December 2023
Date of Evaluation:	11/11/2024
Citizen's Charter used as Reference:	2021 Submission
Date of Submission of CC:	20-Apr-21

No.	Questions	Answers	Remarks
Adoption of the CSM tool			
1	Did the agency use the readily available harmonized CSM tool?	No	
2	Did the agency use its own version of the CSM tool?	Yes	<i>The agency opted to implement the readily available harmonized CSM tool.</i>
3	Did the agency include the three (3) CC-related questions in the CSM tool?	No	
4	Were the 8 SQDs included in the CSM tool?	No	<i>The agency only included four (4) SQDs in the CSM tool.</i>
5	Was the SQD 0 present in the CSM tool?	No	<i>The SQD 0 was not present in the CSM tool.</i>
6	Was the open-ended question present in the CSM tool?	Yes	
7	Did the agency include other questions in the CSM tool?	Yes	
8	Did the agency use the 5-Point Likert Scale?	No	
Submission of the CSMR			
9	Was the CSMR signed by the head of CART, head of agency, or authorized representative?	Yes	
10	Was the CSMR submitted on time?	Yes	
Reporting of the CSM			
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11	Title Page	Yes	
11.1	Official Logo	Yes	
11.2	Official Name	Yes	
11.3	Label	Yes	
11.4	Consolidation	No	<i>The Consolidation field was not included in the submitted CSM Report.</i>
11.5	Year Covered	Yes	
12	Table of Contents	Yes	
13	Overview	Yes	
14	Scope	Yes	
14.1	Period Covered	Yes	
14.2	Geographic and Office Coverage	No	<i>The Geographic and Office Coverage was not included in the submitted CSM Report.</i>
14.3	Table of Services Surveyed	No	<i>The Table of Services Surveyed was not included in the submitted CSM Report.</i>
14.4	Services with No Clients, if applicable		
15	Methodology	Yes	
15.1	Mode of Survey Implementation	Yes	

15.2	Feedback and Collection Mechanism	Yes	
15.3	Scoring System	Yes	
16	Data and Interpretation	Yes	
16.1	Client Demographic - Age and Sex	No /	<i>The Client Demographic - Age and Sex was not included in the submitted CSM Report.</i>
16.2	Client Demographic - Region	No /	<i>The Client Demographic - Region was not included in the submitted CSM Report.</i>
16.3	Client Demographic - Customer Type	No /	<i>The Client Demographic - Customer Type was not included in the submitted CSM Report.</i>
16.4	Citizen's Charter Results	No /	<i>The Citizen's Charter Results were not included in the submitted CSM Report.</i>
16.5	Service Quality Dimension Results	Yes	
16.6	Free Responses	No /	<i>The Free Responses were not included in the submitted CSM Report.</i>
16.7	Discussion of Scores	No /	<i>The Discussion of Scores was not included in the submitted CSM Report.</i>
16.8	Analysis of Numerical Results	No /	<i>The Analysis of Numerical Results was not included in the submitted CSM Report.</i>
17	Results of the Agency Action Plan Reported in the Previous Year **if applicable**	N/A	
18	Continuous Agency Improvement Plan for the Following Year	Yes	
19	Index	No	<i>The Index section was not included in the submitted CSM Report.</i>
19.1	Clear Images of CSM Used	No	<i>The Clear Image/s of CSM Used was/were not included in the submitted CSM Report.</i>
19.2	List of Offices Covered	No	<i>The List of Offices Covered was not included in the submitted CSM Report.</i>
20	CSM Results of Each Central, Regional, and Satellite Offices **if Consolidated**	N/A	
20.1	Response Rates of Each Office	N/A	
20.2	Citizen's Charter Results of Each Office	N/A	
20.3	SQD Results of Each Office	N/A	
CSM Results			
21	What is the overall SQD 0 score?	Not in Survey	<i>The SQD 0 score was not included in the submitted CSM Report.</i>
22	What is the overall SQD results? (SQD 1-8)	49.89%	
23	What is the CC Awareness score?	Not in Survey	<i>The CC Awareness Score was not included in the submitted CSM Report.</i>
24	What is the CC Visibility score?	Not in Survey	<i>The CC Visibility Score was not included in the submitted CSM Report.</i>
25	What is the CC Helpfulness score?	Not in Survey	<i>The CC Helpfulness Score was not included in the submitted CSM Report.</i>
		Overall CSM Compliance	Non-Compliant

Remarks:

Based on the submitted CSMR and ARTA's evaluation, the agency is deemed non-compliant. To improve the agency's compliance for the 2024 calendar year, the agency must ensure the following elements are incorporated into the CSM tool and CSMR:

A. Adoption of the CSM tool:

- Incorporation of three questions pertaining to the Citizen's Charter
- Inclusion of 8 questions concerning the Service Quality Dimensions (SQD 1-8)
- Integration of a question addressing SQD 0
- Use of the Five-Point Likert Scale

B. Inclusion of all services (external and internal) in the harmonized CSM. Make sure to provide the list of the actual services in the CSMR and provide the total transactions and total responses for each. Do not merely provide the service office in-charge of the service

C. Compliance with the minimum sample size requirement, determined using the prescribed sample size calculator, for all services.

Additionally, the agency must be mindful of the submission deadline for the CSMR and ensure that it is signed by the head of CART.


Moreover, ARTA recognized that the agency was able to include the following elements in their CSMR tool and CSMR:

A. Adoption of the CSM tool:

- Inclusion of 4 questions concerning the Service Quality Dimensions (SQD 1-8)
- Provision of an open-ended question to allow for free responses

B. Submission within the deadline and signed by the CART head or head of the agency

Prepared by:


Marco Angelo Y. Montenegro
PDO IV
11/11/2024

Reviewed by:


Digitally signed by Estolas
May Angeli Munoz
Date: 2024.12.11 14:54:48
+0800
Atty. May Angeli M. Estolas
PDO V
11/11/2024

Control No: _____



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Bureau of Agricultural Research
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HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____






Region of residence: _____ Service Availed: _____ Division\Unit Visited: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1 Which of the following best describes your awareness of a CC?
1. I know what a CC is and I saw this office's CC.
2. I know what a CC is but I did NOT see this office's CC.
3. I learned of the CC only when I saw this office's CC.
4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
1. Easy to see 4. Not visible at all
2. Somewhat easy to see 5. N/A
3. Difficult to see
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
1. Helped very much 3. Did not help
2. Somewhat helped 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

SERVICE QUALITY DIMENSION	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction. (<i>Responsiveness</i>)						
SQD2. The office followed the transaction's requirements and steps based on the information provided. (<i>Reliability</i>)						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. (<i>Access and Facilities</i>)						
SQD4. I easily found information about my transaction from the office or its website. (<i>Communication</i>)						
SQD5. I paid a reasonable amount of fees for my transaction. (<i>Costs</i>)						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction. (<i>Integrity</i>)						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful. (<i>Assurance</i>)						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently						