

# HR ADVISORY ON THE 2016 ANTI-RED TAPE ACT REPORT CARD SURVEY (ARTA-RCS) RESULTS

February 6, 2017

LANDBANK obtained a 100% passing rate in the 2016 ARTA-RCS conducted by the Civil Service Commission (CSC) in 100 Branches/Extension Offices (EOs) nationwide. Results were published in The Philippine Star on January 30, 2017.

- Of the 1,109 government service offices subjected to RCS, the Bank got a 100% passing rate equivalent to an overall national score of 88.14% or a “Good” descriptive rating.
- The same rating was obtained by the Bank in the 2015 ARTA-RCS.
- The 100 Branches/EOs surveyed were rated as follows: 35 – Excellent; 0 – Outstanding; 64 – Good; and 1 – Acceptable.

<i>Rank</i>		<i>Branches Group</i>	<i>No. of Branches/EOs Surveyed</i>	<i>ARTA-RCS Rating/Number of Branches/EOs</i>				<i>Final % Score</i>
<i>2016</i>	<i>2015</i>			<i>Excellent 35%</i>	<i>Outstanding 0%</i>	<i>Good 64%</i>	<i>Acceptable 1%</i>	
<b>1</b>	1	Central Luzon	9	5	-	4	-	90.33
<b>2</b>	4	North Luzon	13	8	-	5	-	89.71
<b>3</b>	2	North NCR	18	12	-	6	-	89.46
<b>4</b>	8	West Visayas	5	2	-	3	-	89.17
<b>5</b>	3	South NCR	14	3	-	11	-	87.64
<b>6</b>	5	Southeast Luzon	6	1	-	5	-	87.39
<b>7</b>	10	East Mindanao	10	3	-	6	1	86.96
<b>8</b>	6	West Mindanao	9	1	-	8	-	86.73
<b>9</b>	7	East Visayas	8	-	-	8	-	86.56
<b>10</b>	9	Southwest Luzon	8	-	-	8	-	85.61
<b>Total</b>			<b>100</b>	<b>35</b>	<b>-</b>	<b>64</b>	<b>1</b>	<b>88.14</b>

- The Central Luzon Branches Group (CLBG), headed by VP Sylvia Lim, obtained the highest final score among the 10 Branches Groups, with five (5) of its Branches/EOs getting an “Excellent” rating. CLBG also ranked no. 1 in the 2015 ARTA-RCS.
- Among the 100 Branches/EOs, the number 1 or highest rated was San Isidro, Isabela Branch (93.49%) headed by DM Rosemarie Miguel. Branches/EOs which garnered “Excellent” rating are considered candidates for the CSC-Seal of Excellence Award and must pass through a two-phase validation process prior to their conferment with the award.
- The RCS is a client feedback survey used to check agencies’ compliance with Republic Act No. 9485 or the ARTA of 2007, as well as a measure of customer satisfaction.
- The Citizen’s Charter is one of the good governance conditions on the grant of Performance-Based Bonus, pursuant to OPMemorandum Circular No. 2013-02 issued by the Governance Commission for GOCCs (GCG). It is also one of the Bank’s commitments under its 2016 Performance Scorecard required by the GCG.

Congratulations to the Branch Banking Sector and the 100 Branches!



**LANDBANK**  
WE HELP YOU GROW.