

# **ANNEX B**

**Supplemental Guidelines to the ARTA  
M.C. No. 2022-05 or The Guidelines on  
the Implementation of the  
Harmonized Client Satisfaction  
Measurement Specific for GOCCs  
Covered by R.A. No. 10149**



**ARTA**  
ANTI-RED TAPE AUTHORITY  
OFFICE OF THE PRESIDENT



**JOINT MEMORANDUM CIRCULAR NO. 1  
SERIES OF 2023**

**FOR: ALL GOVERNMENT-OWNED OR -CONTROLLED  
CORPORATIONS (GOCCs) COVERED BY REPUBLIC ACT NO.  
10149**

**SUBJECT: SUPPLEMENTAL GUIDELINES TO THE ARTA MEMORANDUM  
CIRCULAR NO. 2022-05 OR THE GUIDELINES ON THE  
IMPLEMENTATION OF THE HARMONIZED CLIENT  
SATISFACTION MEASUREMENT SPECIFIC FOR GOCCS  
COVERED BY REPUBLIC ACT NO. 10149**

**DATE: 12 April 2023**

**1. LEGAL BASES**

- 1.1. Pursuant to Section 20 of the Republic Act (R.A.) No. 11032<sup>1</sup> or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, which amended and renumbered Section 10 of R.A. No. 9485<sup>2</sup> or the *Anti-Red Tape Act of 2007* to Section 20, a feedback mechanism shall be established in all government agencies covered under Section 3 of R.A. No. 11032.
- 1.2. Section 3(b), Rule IV of the Implementing Rules and Regulations (IRR) of R.A. No. 11032 also states that “[a]ll agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the [Anti-Red Tape Authority (ARTA)] the results of the Client Satisfaction Survey for each service based on the guidelines issued by the Authority”.
- 1.3. Consistent with Section 3(b), Rule IV of the IRR of R.A. 11032, the Anti-Red Tape Authority (ARTA) issued the ARTA Memorandum Circular (MC) No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.
- 1.4. R.A. No. 10149,<sup>3</sup> otherwise known as the *GOCC Governance Act of 2011*, created the Governance Commission for GOCCs (GCG) as the central policy-making and regulatory body mandated to safeguard the State’s ownership

<sup>1</sup> AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT DELIVERY OF GOVERNMENT SERVICES, AMENDING FOR THE PURPOSE REPUBLIC ACT NO. 9485, OTHERWISE KNOWN AS THE ANTI-RED TAPE ACT OF 2007N AND FOR OTHER PURPOSES, approved 28 May 2018.

<sup>2</sup> 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 THEREFOR, approved 02 June 2007.

<sup>3</sup> AN ACT TO PROMOTE FINANCIAL VIABILITY AND FISCAL DISCIPLINE IN GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS AND TO STRENGTHEN THE ROLE OF THE STATE IN ITS GOVERNANCE AND MANAGEMENT TO MAKE THEM MORE RESPONSIVE TO THE NEEDS OF PUBLIC INTEREST AND FOR OTHER PURPOSES, approved 06 June 2011.

rights and ensure that the operations of GOCCs are transparent and responsive to the needs of the public.

1.5. In the exercise of its mandate, the GCG adopted GCG MC No. 2012-07<sup>4</sup> or the *Code of Corporate Governance for GOCCs*. Under Section 37 of the GCG M.C. No. 2012-07, GOCC Governing Boards are required to:

- a. Ensure integrity and honesty in dealings with customers and operate a highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability, and safety in return for the price paid for the same; and
- b. Operate policies of continuous improvement, of both processes and the skills of the staff, to take best advantage of advances in all aspects of society in order to ensure that it continues to add value to its customers' businesses.

1.6. Under R.A. No. 10149, the Performance Evaluation System (PES) established by the GCG sets the process of appraising the accomplishment of the GOCCs in a given fiscal year based on the set performance criteria. One of the measures in determining the rating in the PES is the overall satisfaction of the clients for the services availed in a GOCC.

## 2. PURPOSE

2.1. This Joint Memorandum Circular (JMC) is being issued to provide supplemental guidance to GOCCs regarding compliance to GCG Memorandum Circular 2023-01<sup>5</sup> and ARTA M.C. No. 2022-05.

2.2. Likewise, this JMC aims to reduce the cost and burden of compliance of GOCCs with the Client Satisfaction Measurement (CSM) and Client Satisfaction Survey (CSS) requirements.

## 3. COVERAGE

3.1. The supplemental guidelines shall be adopted by all GOCCs covered by R.A. No. 10149.

## 4. GENERAL GUIDELINES

4.1. All GOCCs shall conduct their respective CSS as required by the GCG-approved Performance Scorecard. The CSS methodology shall be in accordance with the prescribed Guidelines of the ARTA M.C. No. 2022-05.

4.2. GOCCs may have the option to engage the services of a third-party provider or in-house services for the conduct of the survey.

<sup>4</sup> CODE OF CORPORATE GOVERNANCE FOR GOCCs, approved 28 November 2012.

<sup>5</sup> PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR DATED 19 JANUARY 2023.



- 4.3. GOCCs shall follow the survey methodology prescribed by ARTA MC No. 2022-05.
- 4.4. GOCCs shall submit their respective CSM report to the Authority not later than April 15 of each year.
- 4.5. The CSM Reports submitted by the GOCCs shall be validated by the Authority based on the Guidelines set by ARTA M.C. No. 2022-05. Results of the validation shall be submitted by ARTA to GCG not later than May 31 of the following year.
- 4.6. The validated CSM Report of the Authority shall be used by GCG for the CSS measure in the GOCC's Performance Scorecard.
- 4.7. The percentage<sup>6</sup> of respondents that rated 'Agree' (4) and 'Strongly Agree' (5) for Service Quality Dimension 0: "*I am satisfied with the service that I availed*" shall be used for the CSS measure in the GOCC's Performance Scorecard.
- 4.8. The total number of clients who availed of the external services will be the basis of computing the rating.
- 4.9. Respondents in satellite offices and other offices smaller than a branch will be counted under the branch covering these smaller offices.

## 5. AGENCY ROLES AND RESPONSIBILITIES

### 5.1. GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS (GOCCs) COVERED BY R.A. NO. 10149

5.1.1. GOCCs shall endeavor to conduct the CSS for all its external and internal services either through a third-party service provider or an in-house survey.

5.1.2. All GOCCs shall submit the Final Report in accordance with the ARTA-prescribed template/outline pursuant to ARTA M.C. No. 2022-05. The following data/information shall be generated and reflected in the CSM Report, in addition to the existing ARTA-prescribed template/outline.

5.1.2.1. Number of responses: sub-total for external services and sub-total for internal services;

5.1.2.2. Number of transactions: sub-total for external services and sub-total for internal services; and

---

<sup>6</sup> Total number of respondents that rated 'Agree' (4) and 'Strongly Agree' (5) for the SQD0 over the total number of respondents.

5.1.2.3. The percentage of respondents that rated 'Agree' and 'Strongly Agree' for each SQD: with breakdown for external services and internal services.

5.1.3. All covered GOCCs shall submit their CSM Report duly approved and signed by the Head of the Committee on Anti-Red Tape (CART) to attest that the report is accurate and compliant with the applicable guidelines.

## 5.2. GOVERNANCE COMMISSION OF GOCCs (GCG)

5.2.1. The GCG may perform random data collection quality control procedures, i.e., spot-checking and back-checking as they deem necessary. The GCG reserves the right to request proof of the survey results, including the sample questionnaires and the Excel file of the aggregated data.

5.2.2. The GCG shall use the ARTA-verified rating as the validated rating for the CSS measure in the GOCC's Performance Scorecard. The GCG may consider the following grounds for Zero Rating:

5.2.2.1. Non-compliance with the ARTA-prescribed methodology and questionnaire

5.2.2.2. Adverse findings during the conduct of spot-checking and/or back-checking

5.2.2.3. Late submission of CSM Report

## 5.3. ANTI-RED TAPE AUTHORITY (ARTA)

5.3.1. The ARTA shall receive CSM reports from GOCCs as submitted and shall record the date of submission.

5.3.2. The ARTA shall check that the CSM report submitted by the GOCC is duly signed by the Head of the Committee on Anti-Red Tape.

5.3.3. The ARTA shall provide the GCG with the verified CSM rating of GOCCs on or before May 31 of the following year.

5.3.4. The ARTA may perform random data collection quality control procedures, i.e., spot-checking and back-checking. The ARTA reserves the right to request proof of the survey results, including the sample questionnaires and the Excel file of the aggregated data.



## 6. TIMELINE OF SUBMISSION

- 6.1. The CSM Report shall be submitted to ARTA on or before 15 April of the following year.
- 6.2. Thereafter, the ARTA shall provide the results of the validated reports to GCG on or before May 31 of the following year.

## 7. REPEALING CLAUSE

Provisions of previous issuances of the ARTA and the GCG that are inconsistent with this Joint Memorandum Circular are hereby reversed, set aside, or declared ineffective.

## 8. SEPARABILITY CLAUSE

If any provisions or part of this Joint Memorandum Circular is held unconstitutional or invalid, it shall not affect the validity of the remaining provisions of this Circular.

Should there be any inconsistency or ambiguity between the provisions of ARTA MC No. 2022-05 and this Joint Memorandum Circular in relation to the Client Satisfaction Measurement, the former shall prevail over the latter.

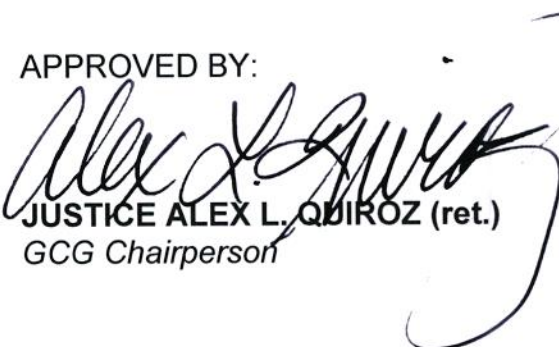
## 9. TRANSITORY PROVISION

All covered GOCCs shall strictly comply with this Joint Memorandum Circular beginning survey year 2023.


## 10. EFFECTIVITY

This Joint Memorandum Circular shall take effect immediately upon publication and registration with the University of the Philippines – Office of the National Administrative Register (UP-ONAR).

APPROVED BY:



**JUSTICE ALEX L. QUIROZ (ret.)**  
*GCG Chairperson*



**SECRETARY ERNESTO V. PEREZ**  
*Director General, Anti-Red Tape Authority*