

Pag-IBIG Branches get 100% passing rate in Anti-Red Tape Survey, 7 rated Excellent

Pag-IBIG Fund delivered when the Civil Service Commission called for servant-heroes among the government agencies, with Pag-IBIG employees enabling all 22 branches that underwent the Anti-Red Tape Act (ARTA) surveys in 2013 to get passing scores, with 7 achieving Excellent ratings.

Seven Pag-IBIG branches and offices – Calapan, Naga, Kalibo, Tacloban, Cebu South, Davao, and Koronadal received Excellent ratings. Of these, Naga, Cebu South, and Davao have also been conferred the Citizen’s Satisfaction Center Seal of Excellence after being validated for their Excellent performance in the surveys. Eleven branches received Good ratings – Caloocan, Cubao, Imus, Baguio, Vigan, Isabela, Malolos, Dumaguete, Cagayan de Oro, Dipolog, and Kidapawan, while four were graded Acceptable – Dinalupihan, Batangas, Capiz, and Butuan.

“Pag-IBIG’s 100% passing rate in the ARTA survey, as well as the Seals of Excellence and Excellent ratings awarded by the CSC to Pag-IBIG branches, are testaments to Pag-IBIG’s commitment to provide exemplary service to our members,” said Pag-IBIG Chairman Jejomar C. Binay.

Pag-IBIG President Atty. Darlene Marie B. Berberabe further shared that “Our Chairman of the Pag-IBIG Board, Vice President Jejomar C. Binay, constantly reminds us to raise the bar of public service, reaching out to more of our members and making their availment of Pag-IBIG services convenient and hassle-free. Our recognitions show that Pag-IBIG employees go beyond mere compliance with what ARTA requires; we push for excellence in our work as we serve our 13.5 million members worldwide. Much still needs to be done from our end, and we continuously innovate to provide better programs and services to our members. We are thankful of, as well as mindful of, the laudable initiatives of the CSC to ensure government servants are on their toes in providing quality service.”

From January to December 2013, CSC surveyed 929 government services offices from 40 government agencies and 4 state universities & colleges. CSC recently announced that 67 government offices failed the survey.

The ARTA survey checks on the compliance of government agencies with the provisions of Republic Act 9485 or the ARTA. The law promotes integrity, accountability, and proper management of public affairs and public property, and establishes effective practices aimed at the prevention of graft and corruption in government. The survey covers two areas: Compliance with ARTA Provisions, and Over-all Client Satisfaction. ARTA provisions include the availability of the agency’s Citizen’s Charter, Anti-Fixer Campaign, Identification or Nameplates of employees, No Hidden Costs on services,

Public Assistance & Complaints Desk, and No Lunch Break. Client Satisfaction considers the presence of Frontline Service Provider/s, Service Quality, Physical Set-up or Lay-out, Basic Facilities, and Respondent-Client Satisfaction.

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