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## CSC lauds DTI as ARTA partner



*MSG Assistant Secretary Ireneo V. Vizmonte (second from right) receives the Certificate of Appreciation for DTI from the Civil Service Commission (CSC) during the ARTAnized: The ARTA Dekada Celebration held on 22 January 2018 in Quezon City. Awarding the certificate were CSC Chairperson Alicia Dela Rosa-Bala (second from left), Commissioner Robert S. Martinez (leftmost) and Commissioner Leopoldo Roberto W. Valderosa Jr. (rightmost). [Photo from CSC]*

The Civil Service Commission (CSC) recognized the Department of Trade and Industry (DTI), along with other government agencies, for being a committed partner in the implementation of Republic Act (RA) No. 9785 or the Anti-Red Tape Act (ARTA) of 2007. The Certificate of Appreciation was given during the “ARTAnized: The ARTA Dekada Celebration” held on 22 January 2018 in Quezon City.

The Commission cited DTI as one of its valuable partners in eliminating red tape in the government and upholding public service excellence through the Department’s ARTA initiatives.

The Department, through its Regional and Provincial Offices, regularly participates in ARTA Caravans organized by CSC, bringing frontline services such as business name (BN) registration to the doorsteps of clients. These caravans aim to inform citizens of their rights and responsibilities when availing services of the government.

DTI was also one of the participating agencies in the pilot run of the Contact Center ng Bayan (CCB) from 2012 to 2014. CCB served as a central helpdesk where

Filipinos can request information and assistance on government frontline services. It allowed citizens to lodge complaints and commendation regarding their transactions with government agencies.

Representing DTI in the ceremony were **Management Services Group (MSG) Assistant Secretary Ireneo V. Vizmonte, Human Resource and Administrative Service (HRAS) Director Joel R. Cruz, and Planning and Management Service (PMS) Officer-in-Charge Robert Alvin T. Arceo.**



*MSG Assistant Secretary Ireneo V. Vizmonte expresses the Department's commitment to excellence in public service, strict adherence to ARTA, and further collaboration with CSC in improving the services of the government. [Photo from CSC]*

The awarding ceremony, a culmination of the seven-month long celebration of ARTA's 10<sup>th</sup> anniversary, served as an avenue to emphasize the breakthroughs brought about by the implementation of ARTA. These successes include streamlined processes, reduced documentary requirements, more platforms for feedback, and regular monitoring of service quality across government institutions.

in the ARTA Report Card Survey (RCS) were also recognized in the event. The Commission also awarded the Frontline Service Champions among national government agencies (NGAs).

Local government units (LGUs) with the highest ratings

RCS is an instrument used by CSC to measure the quality and efficiency of government frontline services through conducting interviews among 30 randomly selected clients immediately after availing services of a certain office.

Partners and awardees also pledged their commitment to excellence in public service and adherence to the Act, committing to work harder to further improve the delivery of services of the government.

RA 9785 or ARTA was signed on 27 June 2007 to improve the efficiency of the delivery of government service to the Filipinos by reducing bureaucratic red tape.