



ANTI-RED TAPE ACT REPORT CARD

GUIMBA WATER DISTRICT COR. FAIGAL AND DANZALAN STS. STA. VERONICA, GUIMBA, NUEVA ECIJA

05/10/2016 to 05/12/2016

Survey Period

AREAS	SCORE		TOTAL WEIGHTED POINTS	NUMERICAL RATING	DESCRIPTIVE RATING
	Q	IC			
COMPLIANCE WITH ARTA PROVISIONS	29.76 / 40	71.00 / 74	38.01 / 46.8	81.22	Passed
<i>Citizen's Charter</i>	10.00 / 15	24.00 / 27	12.80 / 17.4	73.56	Passed
<i>Anti-Fixer Campaign</i>	5.80 / 7	7.00 / 7	6.04 / 7.0	86.29	Passed
<i>ID/Nameplates</i>	1.80 / 2	10.00 / 10	3.44 / 3.6	95.56	Passed
<i>No Hidden Costs</i>	8.00 / 8		6.40 / 6.4	100.00	Passed
<i>PACD</i>	1.33 / 4	15.00 / 15	4.07 / 6.2	65.59	Failed
<i>Lunch Break</i>	2.83 / 4	15.00 / 15	5.26 / 6.2	84.89	Passed
OVERALL CLIENT SATISFACTION	55.72 / 60	26.00 / 26	49.78 / 53.2	93.57	Passed
<i>Frontline Service Provider</i>	14.52 / 16		11.61 / 12.8	90.73	Passed
<i>Service Quality</i>	12.98 / 14		10.38 / 11.2	92.69	Passed
<i>Physical Setup/Layout</i>	4.40 / 5	12.00 / 12	5.92 / 6.4	92.50	Passed
<i>Basic Facilities</i>	4.52 / 5	14.00 / 14	6.41 / 6.8	94.34	Passed
<i>Respondent-Client Satisfaction</i>	19.31 / 20		15.45 / 16	96.55	Passed
Sub-Total	85.49 /100	97.00 /100			
Multiplied by	80%	20%			
Total	68.39	19.40			
FINAL NUMERICAL RATING	87.79				
FINAL DESCRIPTIVE RATING	GOOD				
Legend:					
Excellent:	90 - 100; without a delinquent rating in any sub-area		Acceptable:	70 - 79.99	
Outstanding:	90 - 100; with delinquent rating in any of the sub-areas		Failed:	69.99 and below	
Good:	80 - 89.99				
<i>* Note that a delinquent rating in any of the two core areas earns the service office a final descriptive rating of Failed, regardless of its final numerical rating.</i>					