

984 Government Service Offices Pass, 39 Fail the 2014 Anti-Red Tape Survey

Republic Act No. 9485 or the Anti-Red Tape Act requires the conduct of a Report Card Survey (RCS) to obtain feedback on how government agencies follow their Citizen's Charter. The Citizen's Charter states the procedures for availing frontline services, documents to be submitted, fees to be paid, time to finish the transaction and where to file complaints or comments. The RCS also checks if agencies comply with ARTA provisions which include the observance of the No Noon-break Policy, no fixing activities, wearing of easy-to-read IDs or nameplates by frontline service providers, and presence of public assistance and complaints desk. Feedback on customer satisfaction is also obtained through RCS.

In 2014, the Civil Service Commission (CSC) as the lead implementer of ARTA, assessed all 1,023 service offices of nine (9) government agencies using the Anti-Red Tape Act-Report Card Survey (ARTA-RCS). These agencies were the Bureau of Internal Revenue (BIR), Government Service Insurance System (GSIS), Home Development Mutual Fund (HDMF), Land Registration Authority (LRA), Land Transportation Office (LTO), Philippine Statistics Authority-National Statistics Office (PSA-NSO), Philippine Health Insurance Corporation (Philhealth), Professional Regulation Commission (PRC), and the Social Security System (SSS).

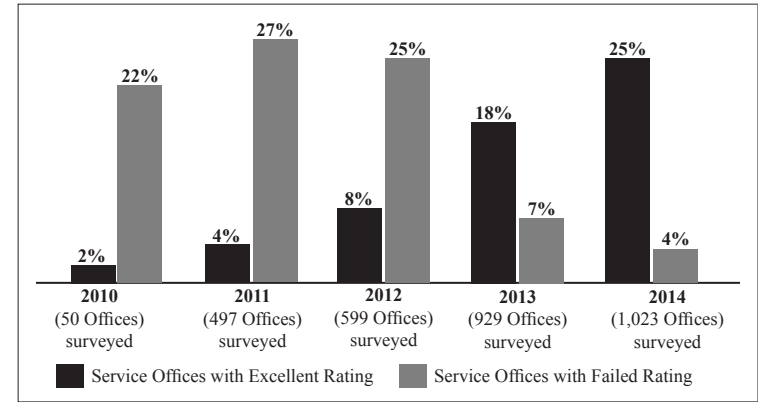
Agency	RATINGS				
	Excellent	Outstanding	Good	Acceptable	Failed
BIR	20.97%	0.81%	64.52%	8.87%	4.84%
GSIS	66.67%	0.00%	33.33%	0.00%	0.00%
HDMF	35.14%	0.00%	63.51%	1.35%	0.00%
LRA	15.22%	0.72%	73.19%	7.97%	2.90%
LTO	14.86%	1.09%	61.96%	14.49%	7.61%
PHIC	47.83%	2.90%	44.93%	2.17%	2.17%
PRC	9.09%	0.00%	63.64%	9.09%	18.18%
PSA-NSO	17.74%	0.00%	67.74%	11.29%	3.23%
SSS	19.58%	0.70%	74.83%	4.20%	0.70%
Total	25.22%	0.98%	62.17%	7.82%	3.81%

The Report Card Survey rating scheme is as follows: service offices which obtained a score of

90 to 100 are rated **Excellent**. Those with scores of 90 to 100 but have a failing mark in one area are rated **Outstanding**; scores of 80-89.99 are rated **Good**; 70-70.99 are **Acceptable**; 69.99 and below are **Failed**. Offices that fail in any of the two core RCS areas, regardless of the final numerical rating incur a "Failed" rating. The 39 failed service offices underwent the Service Delivery Excellence Program (SDEP) to determine and address their problem areas in frontline service delivery.

2014 RCS results indicate that 984 or 96% of the government offices obtained passing scores. A total of 636 or 62.17% of the 1,023 service offices were rated "Good"; 258 or 25.22% received an "Excellent" rating; 80 or 7.82% were rated as "Acceptable"; and 10 or .98% were "Very Good/Outstanding". Frontline services of 39 offices or 4% were rated "Failed".

Key ARTA RCS Performance Indicators:



Service Offices with FAILED ratings	
BIR - Revenue District Office No. 100 - Ozamis City	Failed
BIR - Revenue District Office No. 35 - Odiongan, Romblon	Failed
BIR - Revenue District Office No. 73 - San Jose, Antique	Failed
BIR - Revenue District Office No. 75 - Zarraga, Iloilo City	Failed
BIR - Revenue District Office No. 99 - Malaybalay City, Bukidnon	Failed
LRA - Butuan, Agusan del Norte Province	Failed
LRA - Iloilo Province / Guimaras	Failed
LRA - Legaspi City (RRD)	Failed
LRA - Tanauan City, Batangas	Failed
LTO Biñan District Office, Laguna	Failed
LTO Calamba City District Office, Laguna	Failed
LTO Cebu City Licensing Center, Cebu	Failed
LTO Compostela Valley Extension Office, Compostela Valley	Failed
LTO Digos City District Office, Davao del Sur	Failed
LTO DLRC Ayala MRT, Makati City	Failed
LTO DLRC Guadalupe, Makati City	Failed
LTO DLRC Metro Point, Pasay	Failed
LTO DLRC - Robinson's Dumaguete, Negros Oriental	Failed
LTO DLRC SM Manila	Failed
LTO E-Patrol, North Cotabato	Failed
LTO Lapu-Lapu Extension Office, Cebu	Failed
LTO Lipa City District Office, Batangas	Failed
LTO Manila Licensing Center, Manila City	Failed
LTO Negros Occ. Licensing Center, Negros Occ.	Failed
LTO Novaliches District Office, QC	Failed
LTO Regional Office No. 7, Cebu City	Failed
LTO Romblon District Office, Romblon	Failed
LTO San Jose District Office, Occidental Mindoro	Failed
LTO SM City DLRC, Davao City	Failed
LTO Virac District Office, Catanduanes	Failed
PHIC Business Center Oroquieta City, Misamis Occidental	Failed
PHIC Service Desk Camiguin	Failed
PHIC Service Desk Tangub, Misamis Occidental	Failed
PRC - Davao Regional Office	Failed
PRC - Tacloban City Regional Field Office	Failed
PSA-NSO Agusan del Sur Provincial Office	Failed
PSA-NSO Surigao del Norte Provincial Office	Failed
Sorsogon, Revenue District Office 68	Failed
SSS Ozamis City Branch, Misamis Occidental	Failed

LTO San Fernando District Office, La Union	Acceptable
LTO Sulu Provincial District Office	Acceptable
LTO Surallah District Office, South Cotabato	Acceptable
LTO Surigao District Office, Surigao City	Acceptable
LTO Tacloban City Licensing Center, Leyte	Acceptable
LTO Tacloban District Office, Leyte	Acceptable
LTO Tacloban Extension Office	Acceptable
LTO Tagbilaran District Office, Bohol	Acceptable
LTO Tawi-Tawi Provincial Office	Acceptable
LTO Vigan District Office, Ilocos Sur	Acceptable
PHIC Express Robinson's Place Malolos, Bulacan	Acceptable
PHIC LHIIO Gingoog City, Misamis Oriental	Acceptable
PHIC LHIIO Naga City, Camarines Sur	Acceptable
PRC - Cagayan de Oro Regional Office	Acceptable
PSA-NSO ARMM Regional Office	Acceptable
PSA-NSO CAR Regional Office	Acceptable
PSA-NSO Provincial Office for Zamboanga Del Norte, Dipolog City	Acceptable
PSA-NSO Sorsogon Provincial Office	Acceptable
PSA-NSO Sulu Provincial Office	Acceptable
PSA-NSO Tarlac Provincial Office	Acceptable
PSA-NSO Tawi-Tawi Provincial Office	Acceptable
SSS Robinson's Place Dasmariñas - Service Office, Cavite	Acceptable
SSS Antipolo City Branch, Rizal	Acceptable
SSS Cagayan de Oro City Branch, Misamis Oriental	Acceptable
SSS Dagupan Branch, Pangasinan	Acceptable
SSS Koronadal Branch, South Cotabato	Acceptable
SSS Malolos Branch, Bulacan	Acceptable

Service Offices with GOOD ratings	
BIR - Revenue District Office No. 1 - Laoag, Ilocos Norte	Good
BIR - Revenue District Office No. 10 - Bontoc, Mt. Province	Good
BIR - Revenue District Office No. 101 - Iligan City	Good
BIR - Revenue District Office No. 102 - Marawi City	Good
BIR - Revenue District Office No. 103 - Butuan City	Good
BIR - Revenue District Office No. 104 - Bayugan, Agusan del Sur	Good
BIR - Revenue District Office No. 105 - Surigao City	Good
BIR - Revenue District Office No. 106 - Tandag, Surigao del Sur	Good
BIR - Revenue District Office No. 107 - Cotabato City	Good
BIR - Revenue District Office No. 109 - Tacurong, Sultan Kudarat	Good
BIR - Revenue District Office No. 11 - Tabuk, Kalinga	Good
BIR - Revenue District Office No. 110 - General Santos City	Good
BIR - Revenue District Office No. 112 - Tagum, Davao del Norte	Good
BIR - Revenue District Office No. 113A - West Davao City	Good
BIR - Revenue District Office No. 114 - Mati, Davao Oriental	Good
BIR - Revenue District Office No. 12 - Lagawe, Ifugao	Good
BIR - Revenue District Office No. 122 - Makati Large Taxpayers District Office	Good
BIR - Revenue District Office No. 16 - Cabaroguis, Quirino	Good
BIR - Revenue District Office No. 17A - Tarlac, Tarlac City	Good
BIR - Revenue District Office No. 2 - Vigan, Ilocos Sur	Good
BIR - Revenue District Office No. 20 - Balanga, Bataan	Good
BIR - Revenue District Office No. 21 - South Pampanga	Good
BIR - Revenue District Office No. 22 - Baler, Aurora	Good
BIR - Revenue District Office No. 24 - Valenzuela City	Good
BIR - Revenue District Office No. 25A - Plaridel, Bulacan	Good
BIR - Revenue District Office No. 25B - Marilao, Bulacan	Good
BIR - Revenue District Office No. 26 - Malabon-Navotas	Good
BIR - Revenue District Office No. 27 - Caloocan City	Good
BIR - Revenue District Office No. 28 - Novaliches	Good
BIR - Revenue District Office No. 29 - San Nicolas, Tondo	Good
BIR - Revenue District Office No. 3 - San Fernando, La Union	Good
BIR - Revenue District Office No. 30 - Binondo	Good
BIR - Revenue District Office No. 37 - San Jose, Occidental Mindoro	Good
BIR - Revenue District Office No. 39-South Quezon City	Good
BIR - Revenue District Office No. 4 - Calasia, West Pangasinan	Good
BIR - Revenue District Office No. 40 - Cubao	Good
BIR - Revenue District Office No. 41 - Mandaluyong	Good
BIR - Revenue District Office No. 42 - San Juan	Good
BIR - Revenue District Office No. 43 - East Pasig	Good
BIR - Revenue District Office No. 43B - West Pasig	Good
BIR - Revenue District Office No. 44 - Taguig-Pateros	Good
BIR - Revenue District Office No. 45 - Marikina City	Good
BIR - Revenue District Office No. 46 - Cainta/Taytay, Rizal	Good
BIR - Revenue District Office No. 47 - East Makati	Good
BIR - Revenue District Office No. 48 - West Makati	Good
BIR - Revenue District Office No. 49 - North Makati	Good
BIR - Revenue District Office No. 5 - Alaminos, West Pangasinan	Good
BIR - Revenue District Office No. 51 - Pasay City	Good
BIR - Revenue District Office No. 52 - Parañaque	Good
BIR - Revenue District Office No. 55 - San Pablo City, Laguna	Good
BIR - Revenue District Office No. 56 - Calamba City, Laguna	Good
BIR - Revenue District Office No. 57 - Biñan City, Laguna	Good
BIR - Revenue District Office No. 58 - Batangas City, Batangas	Good
BIR - Revenue District Office No. 60 - Lucena City, Quezon	Good
BIR - Revenue District Office No. 61 - Gumaca, Quezon	Good
BIR - Revenue District Office No. 62 - Boac, Marinduque	Good
BIR - Revenue District Office No. 63 - Calapan City, Oriental Mindoro	Good
BIR - Revenue District Office No. 65 - Naga City	Good
BIR - Revenue District Office No. 66 - Iriga City	Good
BIR - Revenue District Office No. 7 - Bangued, Abra	Good
BIR - Revenue District Office No. 70 - Masbate, Masbate	Good
BIR - Revenue District Office No. 71 - Kalibo, Aklan	Good
BIR - Revenue District Office No. 72 - Roxas City	Good
BIR - Revenue District Office No. 74 - Iloilo City	Good
BIR - Revenue District Office No. 76 - Victorias City, Negros Occidental	Good
BIR - Revenue District Office No. 78 - Binalbagan, Negros Occidental	Good
BIR - Revenue District Office No. 79 - Dumaguete City	Good
BIR - Revenue District Office No. 8 - Baguio City	Good
BIR - Revenue District Office No. 80 - Mandaue City	Good
BIR - Revenue District Office No. 81 - Cebu City North	Good
BIR - Revenue District Office No. 83 - Talisay, Cebu	Good
BIR - Revenue District Office No. 85 - Catarman, Northern Samar	Good
BIR - Revenue District Office No. 86 - Borongan, Eastern Samar	Good
BIR - Revenue District Office No. 9 - La Trinidad, Benguet	Good
BIR - Revenue District Office No. 91 - Dipolog City	Good
BIR - Revenue District Office No. 92 - Pagadian City, Zamboanga del Sur	Good
BIR - Revenue District Office No. 93A - Zamboanga City	Good
BIR - Revenue District Office No. 93B - Ipil, Zamboanga Sibugay	Good
BIR - Revenue District Office No. 97 - Gingoog City	Good
BIR - Revenue District Office No. 98 - Cagayan de Oro City	Good

GSIS - Antique Extension Office	Good
GSIS - Basilan Extension Office	Good
GSIS - Cabanatuan Branch Office, Nueva Ecija	Good
GSIS - Cagayan de Oro Branch Office, Misamis Oriental	Good
GSIS - Cebu Branch Office	Good
GSIS - Iligan City Branch Office, Lanao del Norte	Good
GSIS - Iloilo Branch Office	Good
GSIS - Kidapawan Branch Office, North Cotabato	Good
GSIS - La Union Branch Office	Good
GSIS - Legazpi Branch Office, Albay	Good
GSIS - Lucena City Branch Office, Quezon	Good
GSIS - Maasin Branch Office, Southern Leyte	Good
GSIS - Malaybalay City Branch Office, Bukidnon	Good
GSIS - Mamburao Satellite Office, Occidental Mindoro	Good
GSIS - Naga Branch Office, Camarines Sur	Good
GSIS - Ormoc Extension Office, Leyte	Good
GSIS - Tandag Extension Office, Surigao del Sur	Good
GSIS - Pagadian Branch Office, Pagadian City	Good
GSIS-Zamboanga Branch Office-Zamboanga City	Good
HDMF Bacolod Branch, Negros Occidental	Good
HDMF Baguio Branch, Benguet	Good
HDMF Batangas City Branch, Batangas	Good
HDMF Bogo Service Office, Cebu	Good
HDMF Butuan Branch, Agusan del Norte	Good
HDMF Calamba City Branch, Laguna	Good
HDMF Calbayog Service Center, Samar	Good
HDMF Catanduanes Field Service Office	Good
HDMF Catobato Extension Office	Good
HDMF Cubao Branch, Quezon City	Good
HDMF Daet Field Service Office, Camarines Norte	Good
HDMF Dagupan Branch, Pangasinan	Good
HDMF Danao Service Office, Cebu	Good
HDMF Davao Branch, Davao del Sur	Good
HDMF Davao South Service Center, Davao del Sur	Good
HDMF Dumaguete Branch, Negros Oriental	Good
HDMF General Santos Branch, South Cotabato	Good
HDMF Iligan City Branch, Lanao del Norte	Good
HDMF Iloilo Branch	Good
HDMF Kamias Branch, Quezon City	Good
HDMF Kidapawan Branch, North Cotabato	Good
HDMF Koronadal Extension Office, South Cotabato	Good
HDMF La Union Branch	Good
HDMF Laoag Branch, Ilocos Norte	Good
HDMF Legazpi Branch, Albay	Good
HDMF Lucena City Branch, Quezon	Good
HDMF Mactan Branch, Cebu	Good
HDMF Makati I	Good
HDMF Makati II	Good
HDMF Makati III	Good
HDMF Malaybalay City Branch, Bukidnon	Good
HDMF Mandaluyong Branch	Good
HDMF Mandaue Branch, Cebu	Good
HDMF Manila Branch	Good
HDMF Masbate Field Office	Good
HDMF Ormoc Service Center, Leyte	Good
HDMF Ortigas Branch, Pasig City	Good
HDMF Pagadian Branch, Zamboanga del Sur	Good
HDMF Robinson's Place Dasmariñas (Service Center), Cavite	Good
HDMF Robinson's Place Imus (Service Center), Cavite	Good
HDMF Robinson's Sta. Rosa Market, Laguna	Good
HDMF Solano Branch, Nueva Vizcaya	Good
HDMF Sorsogon Service Office	Good
HDMF Surigao Extension Office, Surigao del Norte	Good
HDMF Tacloban Branch, Leyte	Good
HDMF Tagbilaran Branch, Bohol	Good
HDMF Vigan Branch, Ilocos Sur	Good
LRA - Isabela, Basilan	Good
LRA - Makati City	Good
LRA - Sulu Province (Jolo)	Good
LRA - Valenzuela	Good
LRA - Angeles City, Pampanga	Good
LRA - Antipolo City, Rizal	Good
LRA - Bacolod City	Good
LRA - Balanga, Bataan	Good
LRA - Baler, Aurora	Good
LRA - Batac, Ilocos Norte	Good
LRA - Batangas City, Batangas	Good
LRA - Bayombong, Nueva Vizcaya	Good
LRA - Biliran	Good
LRA - Bohol Province	Good
LRA - Bontoc, Mt. Province	Good
LRA - Bukidnon Province	Good
LRA - Butuan City (RRD)	Good
LRA - Cabanatuan City	Good
LRA - Cagayan de Oro City (RRD)	Good
LRA - Calamba City, Laguna	Good
LRA - Calapan City, Oriental Mindoro	Good
LRA - Calbayog City	Good
LRA - Catarman, Northern Samar	Good
LRA - Catbalogan City	Good
LRA - Cebu City (RRD)	Good
LRA - Cebu Province	Good
LRA - Daet, Camarines Norte	Good
LRA - Dagupan City, Pangasinan	Good
LRA - Dapitan City	Good
LRA - Davao City (RRD)	Good
LRA - Digos, Davao del Sur Province	Good
LRA - Dipolog City	Good
LRA - Dumaguete City	Good
LRA - General Santos City	Good
LRA - Iba, Zambales	Good
LRA - Iligan City	Good
LRA - Iloilo City (RRD)	Good
LRA - Iriga City	Good
LRA - Isulan, Sultan Kudarat	Good
LRA - Kalookan City	Good
LRA - Koronadal, South Cotabato	Good
LRA - Laoag City	Good
LRA - Lapu-lapu City	Good
LRA - Las Piñas	Good
LRA - Lemery, Batangas	Good
LRA - Lingayen, Pangasinan	Good
LRA - Maasin, Southern Leyte	Good
LRA - Maguindanao Province	Good
LRA - Main Quezon City	Good
LRA - Malabon/Navotas	Good
LRA - Mandaluyong	Good
LRA - Mandaue City	Good
LRA - Manila	Good
LRA - Marikina	Good
LRA - Masbate, Masbate	Good
LRA - Mati, Davao Oriental	Good
LRA - Meycauayan, Bulacan	Good
LRA - Misamis Occidental Province	Good
LRA - Misamis Oriental Province	Good

Contact Center ng Bayan

Mag-text sa
0908 881 6565

Tumawag sa
1-6565*

*PLDT + VAT per call anywhere in the Philippines via PLDT landlines

Mag log-on sa
www.contactcenterngbayan.gov.ph



The CSC will continue to conduct the Report Card Survey among government agencies this year. When transacting with government offices, the public is encouraged to give feedback on the quality of frontline services through the **Contact Center ng Bayan**. Tune in to **Serbisyong Todo-todo** aired over DZRB 738 khz every Wednesday, 11 am to 12 noon, for updates on ARTA and success stories from CCB clients.

GSIS - Cotabato Branch Office	Excellent	LTO Capas Extension Office, Tarlac	Excellent	PHIC LHIO Santiago City, Isabela	Excellent
GSIS - Dagupan Branch Office, Pangasinan	Excellent	LTO DLRC Gaisano Mall Tagum, Davao del Norte	Excellent	PHIC LHIO Sara, Iloilo	Excellent
GSIS - Davao Branch Office, Davao del Sur	Excellent	LTO DLRC-SM Marilao, Marilao, Bulacan	Excellent	PHIC LHIO Solano, Nueva Vizcaya	Excellent
GSIS - Dumaguete Branch Office, Negros Oriental	Excellent	LTO DLRC-SM Super Center, Pasig City	Excellent	PHIC LHIO Sta. Maria, Bulacan	Excellent
GSIS - General Santos Branch Office, South Cotabato	Excellent	LTO DLRC-Tutuban, Manila City	Excellent	PHIC LHIO Surigao City, Surigao del Norte	Excellent
GSIS - Iba Satellite Office, Zambales	Excellent	LTO Ipi District Office, Zamboanga Sibugay	Excellent	PHIC LHIO Tagbilaran City, Bohol	Excellent
GSIS - Laoag Branch Office, Ilocos Norte	Excellent	LTO Iriga City District Office, Camarines Sur	Excellent	PHIC LHIO Tandag, Surigao del Sur	Excellent
GSIS - Main Office (Pasay)	Excellent	LTO Kalookan District Office, Kalookan City	Excellent	PHIC LHIO Tuguegarao City	Excellent
GSIS - Masbate Satellite Office	Excellent	LTO Lingayen District Office, Pangasinan	Excellent	PHIC LHIO Urdaneta, Pangasinan	Excellent
GSIS - Palawan Branch Office	Excellent	LTO Mabaicat Extension Office, Pampanga	Excellent	PHIC LHIO Valencia City, Bukidnon	Excellent
GSIS - Pampanga Branch Office	Excellent	LTO Mati District Office, Davao Oriental	Excellent	PHIC LHIO Virac, Catanduanes	Excellent
GSIS - Roxas Branch Office, Capiz	Excellent	LTO Medellin Extension Office, Cebu	Excellent	PHIC LHIO Zamboanga City	Excellent
GSIS - Sorsogon Branch Office	Excellent	LTO Meycauayan District Office, Bulacan	Excellent	PHIC Regional Office ARMM, Marawi City, Lanao del Sur	Excellent
GSIS - Surigao Branch Office, Surigao del Norte	Excellent	LTO Modular One-Stop Shop, San Fernando, Pampanga	Excellent	PHIC Regional Office XI, Davao City, Davao del Sur	Excellent
GSIS - Tacloban Branch Office, Leyte	Excellent	LTO Navotas Extension Office, Navotas	Excellent	PRC - Tuguegarao Regional Office	Excellent
GSIS - Tagum Branch Office, Davao del Norte	Excellent	LTO Nueva Ecija Licensing Center, Nueva Ecija	Excellent	PSA-NSO Abra Provincial Office	Excellent
GSIS - Tarlac Branch Office	Excellent	LTO Paranaque Extension Office, Paranaque City	Excellent	PSA-NSO Aklan Provincial Office	Excellent
GSIS - Tuguegarao Branch Office, Cagayan	Excellent	LTO Pinamalayan Extension Office, Oriental Mindoro	Excellent	PSA-NSO Bulacan Provincial Office	Excellent
GSIS - Virac Satellite Office, Catanduanes	Excellent	LTO Quezon City District Office, Tuazon QC	Excellent	PSA-NSO Camarines Norte Provincial Office	Excellent
GSIS - Borongan Extension Office, Eastern Samar	Excellent	LTO Quezon Licensing Center, Lucena City	Excellent	PSA-NSO Censur Serbilis Center Pasig City	Excellent
GSIS - Catarman Extension Office, Northern Samar	Excellent	LTO Ragay District Office, Camarines Sur	Excellent	PSA-NSO Davao Regional Office	Excellent
GSIS - Dipolog Branch Office, Dipolog City	Excellent	LTO Regional Office No. 3, SF, Pampanga	Excellent	Philippine Statistics Authority-Ilocos Norte Provincial Office	Excellent
GSIS- Pasig City Branch Office	Excellent	LTO Roxas District Office, Isabela	Excellent	PSA-NSO Lanao del Sur Provincial Office	Excellent
GSIS- Quezon City Branch Office	Excellent	LTO Samal District Office, Davao del Norte	Excellent	PSA-NSO Maguindanao Provincial Office	Excellent
HDMF Aklan Branch	Excellent	LTO San Isidro District Office, Isabela	Excellent	PSA-NSO MIMAROPA Regional Office	Excellent
HDMF Angeles Branch, Pampanga	Excellent	LTO San Jose City District Office, Nueva Ecija	Excellent	Philippine Statistics Authority-Regional Statistics Service Office I (RSSO I)	Excellent
HDMF Antipolo City Branch, Rizal	Excellent	LTO Siquijor District Office, Siquijor	Excellent	SSS Antique Branch	Excellent
HDMF Balanga Branch, Bataan	Excellent	LTO Tarlac District Office, Tarlac City	Excellent	SSS Bacolod Branch, Negros Occidental	Excellent
HDMF Cabanatuan Branch, Nueva Ecija	Excellent	LTO Urdaneta District Office, Urdaneta City	Excellent	SSS Balanga Branch, Bataan	Excellent
HDMF Cagayan de Oro City Branch, Misamis Oriental	Excellent	LTO Zambales Licensing Center, Olongapo City	Excellent	SSS Baliuag Branch, Bulacan	Excellent
HDMF Calapan City Branch, Oriental Mindoro	Excellent	PHIC Business Center Luna, Apayao	Excellent	SSS Basilan Branch	Excellent
HDMF Caloocan Branch	Excellent	PHIC Express Maramag Food Court, Bukidnon	Excellent	SSS Boac, Marinduque	Excellent
HDMF Capiz Branch	Excellent	PHIC Express Marquee Mall, Angeles City, Pampanga	Excellent	SSS Bongabong Service Office, Oriental Mindoro	Excellent
HDMF Cauayan Branch, Isabela	Excellent	PHIC Express SM City Pampanga	Excellent	SSS Cabanatuan Branch, Nueva Ecija	Excellent
HDMF Cebu South Branch, Cebu	Excellent	PHIC Island LHIO Boac, Marinduque	Excellent	SSS Calbayog Branch, Western Samar	Excellent
HDMF Dinalupihan Branch, Bataan	Excellent	PHIC Island LHIO Odiongan, Romblon	Excellent	SSS Camiling Branch, Tarlac	Excellent
HDMF Dipolog Branch, Zamboanga del Norte	Excellent	PHIC Island LHIO Puerto Princesa City, Palawan	Excellent	SSS Catarman Service Office, Northern Samar	Excellent
HDMF Imus City Branch, Cavite	Excellent	PHIC LHIO Alaminos, Pangasinan	Excellent	SSS Cauyan Branch, Isabela	Excellent
HDMF Malolos Branch, Bulacan	Excellent	PHIC LHIO Bacolod City, Negros Occidental	Excellent	SSS Goa Branch, Camarines Sur	Excellent
HDMF Marilao - Meycauayan Branch, Bulacan	Excellent	PHIC LHIO Baguio City	Excellent	SSS Iloilo Branch	Excellent
HDMF Naga Branch, Camarines Sur	Excellent	PHIC LHIO Balanga City, Bataan	Excellent	SSS Laoag Branch, Ilocos Norte	Excellent
HDMF Palawan Extension Office	Excellent	PHIC LHIO Baler, Aurora	Excellent	SSS Malabon Branch	Excellent
HDMF Pasay Branch	Excellent	PHIC LHIO Bangued, Abra	Excellent	SSS Mandaluyong Branch	Excellent
HDMF POEA (SM City Pampanga) Service Office	Excellent	PHIC LHIO Bontoc, Mt. Province	Excellent	SSS Naga Branch, Camarines Sur	Excellent
HDMF San Fernando Branch, Pampanga	Excellent	PHIC LHIO Cainta, Rizal	Excellent	SSS Odiongan Branch, Romblon	Excellent
HDMF San Fernando Housing Business Center, Pampanga	Excellent	PHIC LHIO Caloocan	Excellent	SSS Ormoc Branch, Leyte	Excellent
HDMF Tarlac Branch	Excellent	PHIC LHIO Catarman, Northern Samar	Excellent	SSS Pampanga Branch	Excellent
HDMF Tuguegarao Branch, Cagayan	Excellent	PHIC LHIO Catbalogan City, Samar	Excellent	SSS Pasig - 2 Rotunda Branch	Excellent
HDMF Urdaneta Branch, Pangasinan	Excellent	PHIC LHIO Dagupan City	Excellent	SSS San Jose City Branch, Occidental Mindoro	Excellent
HDMF Zamboanga Branch, Zamboanga del Sur	Excellent	PHIC LHIO Digos, Davao del Sur	Excellent	SSS Sta. Maria Branch, Bulacan	Excellent
LRA - Bago City, Negros Occidental	Excellent	PHIC LHIO Dumaguete City, Negros Oriental	Excellent	SSS Tacurong Branch, Sultan Kudarat	Excellent
LRA - Borongan, Eastern Samar	Excellent	PHIC LHIO Gapan, Nueva Ecija	Excellent	SSS Camiling Branch	Excellent
LRA - Cabarroguis, Quirino	Excellent	PHIC LHIO General Santos City, South Cotabato	Excellent	SSS Vigan Branch, Ilocos Sur	Excellent
LRA - Cadiz City	Excellent	PHIC LHIO Iba, Zambales	Excellent	SSS Virac Branch, Catanduanes	Excellent
LRA - Cavite Province	Excellent	PHIC LHIO Ilagan, Isabela	Excellent		
LRA - Kabankalan, Negros Occidental	Excellent	PHIC LHIO Iloilo City, Iloilo	Excellent		
LRA - La Carlota City, Negros Occidental	Excellent	PHIC LHIO Isulan, Sultan Kudarat	Excellent		
LRA - Laoag, Ilocos Norte	Excellent	PHIC LHIO Kabankalan City, Negros Occidental	Excellent		
LRA - Lipa City, Batangas	Excellent	PHIC LHIO Kalibo, Aklan	Excellent		
LRA - Morong, Rizal	Excellent	PHIC LHIO Lagawe, Ifugao	Excellent		
LRA - Naga City	Excellent	PHIC LHIO Laoag City, Ilocos Norte	Excellent		
LRA - Nueva Ecija Provincial Office	Excellent	PHIC LHIO Las Pinas	Excellent		
LRA - Palo, Leyte	Excellent	PHIC LHIO Legazpi City, Albay	Excellent		
LRA - Roxas City	Excellent	PHIC LHIO Lemery, Batangas	Excellent		
LRA - Roxas, Capiz Province	Excellent	PHIC LHIO Lipa City, Batangas	Excellent		
LRA - San Jose City, Nueva Ecija	Excellent	PHIC LHIO Makati	Excellent		
LRA - San Pablo City, Laguna	Excellent	PHIC LHIO Mandaluyong	Excellent		
LRA - Sanchez Mira, Cagayan	Excellent	PHIC LHIO Mandaue City, Cebu	Excellent		
LRA - Sorsogon, Sorsogon	Excellent	PHIC LHIO Manila	Excellent		
LRA - Tabuk, Kalinga Apayao	Excellent	PHIC LHIO Marawi City, Lanao del Sur	Excellent		
LRA - Tubod, Lanao del Norte	Excellent	PHIC LHIO Masbate City, Masbate	Excellent		
LTO Angeles District Office, Angeles City	Excellent	PHIC LHIO Mati, Davao Oriental	Excellent		
LTO Aparri District Office, Cagayan	Excellent	PHIC LHIO Olongapo City, Zambales	Excellent		
LTO Apayao District Office, Apayao	Excellent	PHIC LHIO Ormoc City, Leyte	Excellent		
LTO Baguio City Licensing Center	Excellent	PHIC LHIO Pasig	Excellent		
LTO Balanga District Office, Bataan	Excellent	PHIC LHIO Passi City, Iloilo	Excellent		
LTO Basco District Office, Batanes	Excellent	PHIC LHIO Quezon City	Excellent		
LTO Batac District Office, Batac City	Excellent	PHIC LHIO Roxas City, Capiz	Excellent		
LTO Boac District Office, Marinduque	Excellent	PHIC LHIO Sagay City, Negros Occidental	Excellent		
LTO Cabagan Extension Office, Isabela	Excellent	PHIC LHIO San Fernando City, Pampanga	Excellent		
LTO Cabarroguis District Office, Quirino	Excellent	PHIC LHIO San Jose, Antique	Excellent		
LTO Camiguin District Office, Camiguin	Excellent	PHIC LHIO San Pablo City, Laguna	Excellent		
Offices which underwent a second Report Card Survey					
		BIR - Revenue District Office No. 73 - San Jose, Antique	Excellent		Excellent
		DLRC Metro Point, Pasay	Excellent		Excellent
		Negros Occ. Licensing Center, Negros Occ.	Excellent		Excellent
		PRC - Davao Regional Office	Excellent		Excellent
		BIR - Revenue District Office No. 35 - Odiongan, Romblon	Good		Good
		BIR - Revenue District Office No. 75 - Zarraga, Iloilo City	Good		Good
		Cebu City Licensing Center, Cebu	Good		Good
		Compostela Valley Extension Office, Compostela Valley	Good		Good
		Digos City District Office, Davao del Sur	Good		Good
		DLRC Ayala MRT, Makati City	Good		Good
		DLRC Guadalupe, Makati City	Good		Good
		DLRC- Robinson's Dumaguete, Negros Oriental	Good		Good
		DLRC SM Manila	Good		Good
		Lapu-Lapu Extension Office, Cebu	Good		Good
		LRA - Butuan, Agusan del Norte Province	Good		Good
		LRA - Iloilo Province / Guimaras	Good		Good
		LTO Regional Office No. 7, Cebu City	Good		Good
		Manila Licensing Center, Manila City	Good		Good
		Novaliches District Office, QC	Good		Good
		PSA-NSO Agusan del Sur Provincial Office	Good		Good
		PSA-NSO Surigao del Norte Provincial Office	Good		Good
		Romblon District Office, Romblon	Good		Good
		SM City DLRC, Davao City	Good		Good
		Sorsogon, Revenue District Office 68	Good		Good
		Virac District Office, Catanduanes	Good		Good
		LRA - Legaspi City (RRD)	Acceptable		Acceptable

Application for Career Service Professional and Sub-professional level examinations scheduled on May 3, 2015 is now open. Deadline for the submission of applications is on March 12, 2015, FIRST-COME, FIRST-SERVED basis, and shall be closed any time before deadline if target number of applicants has been reached.