

PRESS RELEASE

PSA RSSO 4A Celebrates EODB Month, Conducts Frontline Service Inspection

Date of Release: 15 May 2025

Reference No. 2025-0400-PR20



In support to the call of the government to participate in the Nationwide Frontline Service Inspection as part of the celebration of *Ease of Doing Business* (EODB) Month, PSA RSSO 4A successfully

conducted the inspection of PSA Lipa Civil Registration System (CRS) Outlet on 14th of May, 2025. The activity aims to assess compliance of the PSA operations with RA 11032, and enhance the efficiency, accessibility, and quality of the the civil registration services to the public. PSA Committee on Anti-Red Tape (CART) representative Ms. Wilma A. Villafuerte, RSSO IV-A Chief Administrative Officer, together with Ms. Erlen Gloria-Trinidad, Fiesta World Mall Corp. Billing Officer, as private sector representative, conducted the inspection. Aligned with the guidelines as provided for in ARTA Memorandum Circular No. 2025-01, the inspection focused on the following areas: (1) compliance of the process with standard processing times per RA 11032, (2) presence of visual information on the services being provided, (3) efficiency and friendliness of frontline personnel, (4) presence and functionality of Public Assistance and Complaints Desk (PACD) and feedback mechanism channels. Overall, based on process observation and client interviews made, the inspection generated positive results. Congratulations, PSA! On to an upgraded client-focused services for more satisfied clients.


CHARITO C. ARMONIA
Regional Director

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