

# PRESS RELEASE

## PSA Batangas Celebrates EODB Month, Conducts Frontline Service Inspection

Date of Release: 16 May 2025

Reference No. 2025-016



SA Rochelle Clarete and RO II Caroline Turla with the supervision of CSS Raul Maximo B. Tolentino conducted the Frontline Service Inspection in Batangas City National ID FRC as part of the celebration of EODB Month.

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 with this year's theme: "From Red Tape to Red Carpet: Better Business Movement in a Bagong Pilipinas (#R2C:BBMBP).", PSA Batangas successfully conducted inspection of National ID Fixed Registration Center (FRC) located at Citimart Caedo Plaza, Brgy. Calicanto, Batangas City on 15 May 2025.

The activity aims to assess the compliance with standard processing time per RA 11032, and focus on customer service experience, processing time, ease of transactions, and overall service efficiency. PSA Batangas Committee on Anti-Red Tape (CART) representative Ms. Rochelle M. Clarete, Statistical Analyst, together with Ms. Caroline Turla, Registration Officer II, 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 the process review and observation, and interaction with the clients, the inspection generated a positive outcome and good feedbacks from the clients. PSA commit to improve client-focus services to ensure customer satisfaction.

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