



PRESS RELEASE

CSC commends PSA's frontline service

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The frontline service of the Philippine Statistics Authority – Regional Statistical Services Office I (PSA –RSSO I) received commendation from the Civil Service Commission – Regional Office I (CSC - RO I) on May 27, 2019.

Spot check and surprise validation were conducted by the team of CSC Commissioner Atty. Aileen Lourdes A. Lizada on March 28, 2019 at the PSA-RSSO I Civil Registry System (CRS) Serbilis Outlet, City of San Fernando, La Union. It was observed during the visit that PSA's frontline service gives prompt, courteous and effective service to its clients which exemplifies the true essence of public service.

Spot check is conducted by CSC to determine if the human resource policies crafted are implemented on the ground and to address gaps through feedback gathered, especially in the provision of frontline services. The Commissioner believes that frontline service units are crucial in improving the perception of clients of government efficiency as they are the first line of contact with the citizenry.

According to CSC RO I Regional Director Hedy Jose B. Lardizabal, their office was also surprise visited by Atty. Lizada and her team. He further explained that the commissioner visits government offices in disguise as an ordinary client.

In 2013, PSA-RSSO I was awarded the Seal of Excellence by the CSC for its excellent rating in the Anti-Red Tape Act Report Card Survey (ARTA RCS). PSA was then featured in a coffee book entitled *"Break Through: Game Changers in Public Frontline Service Delivery"*.


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