



Republic of the Philippines
Department of Education
REGION III
SCHOOLS DIVISION OFFICE OF BATAAN

DIVISION MEMORANDUM

JUL 14 2026

No. 329 s. 2026

**UTILIZATION OF ANTI-RED TAPE ACT-AUTOMATED REAL-TIME
ASSESSMENT FOR SERVICE UTILIZATION AND RESPONSE
EVALUATION (ARTA-SURE)**

To: Assistant Schools Division Superintendent
Chief Education Supervisors
Education Program Supervisors
Public Schools District Supervisors
All Public and Private School Heads
All Others Concerned

1. In line with full compliance with the Anti-Red Tape Authority (ARTA) guidelines and to strengthen the quality of public service delivery, the Schools Division Office (SDO) of Bataan officially launches and rolls out **Automated Real-Time Assessment for Service Utilization and Response Evaluation (ARTA-SURE)**.
2. The acronym directly reinforces SDO Bataan's firm declaration **to provide "SURE" excellent public service** while embedding legal compliance immediately within our workflows. The *SURE* digital framework features an automated dashboard that equips division leadership with verifiable, data-driven metrics to monitor and evaluate office performance instantly.
3. The ARTA-SURE portal is a simplified, 13-step online evaluation mechanism structured to capture holistic client feedback across critical metrics:
 - **Demographic Profiling:** Segregates data based on client type, sex, age group, and region of residence.
 - **Service Tracking:** Categorizes transactions into External, Internal, or Client-Entered Services.
 - **Citizen's Charter Assessment:** Evaluates client awareness, visibility, and the helpfulness of the Citizen's Charter.
 - **Service Quality Dimensions (SQD):** Measures client satisfaction metrics ranging from overall satisfaction (*SQD0*) to 8 explicit items (*SQD1* to *SQD8*) covering processing time, requirements, simplicity, information accessibility, fee fairness, equality, staff courtesy, and outcome satisfaction



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4. To ensure seamless integration and complete data collection, the following instructions are strictly mandated for all personnel and offices:
- Every functional division, section, and unit under the jurisdiction of SDO Bataan must actively offer the ARTA-SURE customer measurement survey to clients immediately following the completion of any transaction.
 - Physical and digital customer service desks must prominently feature the official feedback poster containing the QR code and the direct web link: **Official Survey URL:** tinyurl.com/SDOBTN-CSM2026
5. Immediate and wide dissemination of this Memorandum is desired.


CAROLINA S. VIOLETA, EdD, CESO V
Schools Division Superintendent 

Encl: as stated
References: as stated
To be included in the Perpetual Index
Under the following subjects:

ARTA
EXCELLENCE
SERVICE

SO3/hgd
July 13, 2026