



Republic of the Philippines
Department of Agriculture
AGRICULTURAL CREDIT POLICY COUNCIL
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January 27, 2023

SECRETARY ERNESTO V. PEREZ

Director General
Anti-Red Tape Authority (ARTA)
4th & 5th Floor, NFA Building, NFA Compound, Visayas Avenue, Brgy.
Vasra, Diliman, Quezon City

Dear **Secretary Perez**:

May we respectfully submit the 2022 ACPC Client Satisfaction Survey Report in compliance with the ARTA Memorandum Circular No. 2019-002 Series of 2019 mandating all government agencies to conduct client satisfaction measurement and submit a report to ARTA.

The report contains the satisfaction level of clients with all the services provided by the ACPC including plans for improvement for 2023. The indicators used in obtaining feedback are based on service dimensions prescribed by the ARTA.

Thank you.

Very truly yours,

JOCELYN ALMA R. BADIOLA

Executive Director

NORMAN WILLIAM KRAFT (Jan 27, 2023 16:06 GMT+8)