



PRESS RELEASE

PSA RSSO II Conducts 2024 Regional Management Review

Date of Release: 14 January 2025

Reference No. PR-2025-002A



From top to bottom: Welcome Message by CSS/OIC-RSSO II Girme M. Bayucan, Presentation of AO III Vivian T. Balubal, Group Picture of RMR participants, Presentation of AO IV Hernan G. Tubangi, SSS Mary Jane C. Cabauatan, AO IV Richelle O. Anog, RO IV Daisy R. Villar and Open Forum by SS II Salvacion A. Mangoma

14 January 2025, Tuguegarao City, Cagayan – The Philippine Statistics Authority – Regional Statistical Services Office II (PSA-RSSO II) conducted its first-ever Regional Management Review (RMR) at the NGN Gran Hotel. The event aimed to assess the operational efficiency of both internal and external operations, focusing on key areas such as resource allocation, service provider performance, and customer satisfaction and to address unique challenges in regional and provincial offices. This review is crucial for ensuring that the regional and provincial offices comply with the requirements of the Quality Management System (QMS), under which the PSA operates.

The RMR was officially opened by CSS/Officer-In-Charge Engr. Girme M. Bayucan, who emphasized the significance of the event in shaping the future direction of PSA-RSSO II. In his remarks, Engr. Bayucan noted that the review's primary objective was to evaluate both strengths and challenges faced by the regional and provincial offices, with particular focus on activities that may have been overlooked. He also stressed that the review was not only for compliance purposes but also to assess PSA-RSSO II's adherence to QMS principles in all its processes.




The review featured various presentations from key personnel. Ms. Mary Jane C. Cabauatan, Supervising Statistical Specialist, provided a detailed report on the adequacy of resources, particularly focusing on Information and Communication Technology (ICT). She highlighted challenges such as outdated computers, expired software licenses, and limited storage capacity while also showcasing the region's high client satisfaction ratings, with Civil Registration services achieving satisfaction scores ranging from 95% to 99.48%.

Mr. Hernan G. Tubangi, Administrative Officer IV, presented an overview of the region's 2024 budget utilization, pointing out areas where communication and timely allocation of funds could improve efficiency. Ms. Richelle O. Anog, Administrative Officer IV, discussed the adequacy of personnel, noting improvements in the region's manpower complement, while Ms. Vivian T. Balubal, Administrative Officer III, highlighted the performance of PSA's external service providers.

Additional discussions included updates on complaints and reports lodged to the PSA, as presented by Registration Officer IV Daisy R. Villar. She shared that the office addressed nineteen (19) 8888 complaints, One (1) Anti Red Tape, and One (1) complaint lodged to Presidential Action Center. Ms. Raziel T. Pagunuran, QMS Focal Person, followed with a comprehensive review of the internal quality audit findings, identifying opportunities for improvement across various divisions.

The event concluded with Engr. Bayucan presenting an overview of the PSA's QMS scope, noting upcoming projects for 2025, such as the PENCAS project, which may introduce new challenges impacting QMS conformance. Engr. Rose Q. Pacay, Chief Administrative Officer, thanked all participants for their valuable contributions to the RMR and encouraged continued collaboration in future reviews.

The success of this event marked a milestone for PSA-RSSO II, reinforcing its commitment to continuously improving its operations and ensuring the highest standards of service delivery for the public.



ENGR. GIRME M. BAYUCAN
(Chief Statistical Specialist)
Officer-in-Charge, PSA RSSO II

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