

# Annex A

Client/Citizens Satisfaction Survey Form

Control No.: \_\_\_\_\_






*Your experience matters to us!*  
*Ang iyong karanasan ay mahalaga sa amin!*

**I. Client Information:** (Impormasyon ng Kiyente)

Name/Utang: \_\_\_\_\_ Date Visited/Pagsang Pagbisita: 11-24-2021  
 Pangaan/Osyrna: \_\_\_\_\_  
 Office Visited/Osyrang bisita: ASDS, OCMR Contact details: \_\_\_\_\_  
 Services received/Serbisyong natanggap: FOLLOW-UP PROPOSAL (SSG)

**II. Client Satisfaction Rating**

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
 (Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubnangmabinasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubnangnasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> <i>Willingness to help, assist, and provide prompt service (Tandang tumugon at magbigay nang mabilis sa serbisyong akilyente)</i>				/	
<b>2. RELIABILITY (MAASAHAN)</b> <i>Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyong salinakdang pamantayan)</i>				/	
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mag-unahan, ang ugat at magamit ang pasilidad sa pamamagitan ng maraming paraan)</i>				/	
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> <i>Act of hearing citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kiyente sa paraang mainaw at nauunawaan ng mga opinyon at puna)</i>				/	
<b>5. COSTS (GASTOS)</b> <i>Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment, period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kantos sa serbisyong natanggap at sa halagang naging kalumbes o binayaran)</i>				/	
<b>6. INTEGRITY (KATAPATAN)</b> <i>Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang ang mga staff na may kaalaman sa serbisyong natanggap, ang pangangalangan ng kiyente, matutugon, at maayos na ugnayan sa trabaho)</i>				/	
<b>7. ASSURANCE (PAGTITIWALA)</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang may katapatan, hustisya, patas at tiwala sa ibang nakikipag-ugnayan sa kiyente)</i>				/	
<b>8. OUTCOME</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang may katapatan, hustisya, patas at tiwala sa ibang nakikipag-ugnayan sa kiyente)</i>				/	

**III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Thank you for your valuable input to help us continuously improve our services!  
 Maraming salamat sa inyong tulong para saikaunlad ng among serbisyo!

**Privacy Notice:**  
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# Annex A

## Client/Citizen Satisfaction Survey Form

Control No. \_\_\_\_\_






Your experience matters to us!  
 Ang pangkaranasan ay mahalaga sa amin

### I. Client Information/Informasyon ng Kliente

Name (Optional) / Pangalan (Opsiyonal) \_\_\_\_\_ Date Visited / Pagsakay ng Pagbisita 7/18/2021  
 Office visited / Opisang bisita Cebu Pic Contact details / 09291285346  
 Services received / Serbisyong natanggap Signature for DV

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service. (Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)					✓
<b>2. RELIABILITY (MAAASAHAN)</b> Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa inakalang pamantayan)					✓
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan ng malinaw na makaralula)					✓
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinion at opina)					✓
<b>5. COSTS (GASTOS)</b> Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentos sa serbisyong natanggap at sa halagang nagiging katumbas o binayaran)					✓
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang nagampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matutulongin, at maayos na ugnayan sa labaho)					✓
<b>7. ASSURANCE (PAGTITIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa bawat pagkikipag-ugnayan sa kliyente)					✓
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa bawat pagkikipag-ugnayan sa kliyente)					✓

### III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

\_\_\_\_\_

\_\_\_\_\_

Thank you for your valuable input to help us continuously improve our services!  
 Maraming salamatsayong tulon para sa kaunlad ng among serbisyo!

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Privacy Notice:  
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# Annex A

Client/Citizens Satisfaction Survey Form

Control No. \_\_\_\_\_

*Your experience matters to us!*  
 Ang iyong karanasan ay mahalaga sa amin!

**I. Client Information (Impormasyon ng Kliyente)**






Name (Optional) / Pangalan (Opsiyonal) \_\_\_\_\_ Date Visited / Petsa ng Pagbisita 11/16/22

Office visited / Opisang bisita SOS Contact details / Kontakong detalye [9399326174

Service/s received / Serbisyong natanggap Permit Paper

**II. Client Satisfaction Rating**

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
 (Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis nase/bisyosakliyante)				✓	
<b>2. RELIABILITY (MAAASAHAN)</b> Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa kinakandang pamantayan)				✓	
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na puntahan ang lugar at magamit ang pasilidad sa pamamagitan ng maingat na mga karatula)				✓	
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang makikita at nauunawaan ng mga opinyon at puna)				✓	
<b>5. COSTS (GASTOS)</b> Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyong natanggap at sa halagang naging katumbas o binayaran)				✓	
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang gampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matutulongin, at maayos na ugnayan sa trabaho)				✓	
<b>7. ASSURANCE (PAGTITIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa bang naikipig-ugnayan sa kliyente)				✓	
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa bang naikipig-ugnayan sa kliyente)				✓	

**III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you for your valuable input to help us continuously improve our services!  
 Maraming salamat sa inyong tulong para saikaunlad ng among serbisyo!

# Annex A

## Client/Citizens Satisfaction Survey Form

Control No.: \_\_\_\_\_

*Your experience matters to us!  
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### I. Client Information (Impormasyon ng Kliyente)






Name (Optional) / Pangalan (Opsyonal) RUEL B. MASAGCA Date Visited / Petsa ng Pagbisita 11/17/21

Office visited / Opisinang binisita ASDS Contact details \_\_\_\_\_

Services received / Serbisyong natanggap Approved LCP

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> <i>Willingness to help, assist, and provide prompt service. (Handang tumugon at magbigay nang matibis na serbisyo sa kliyente.)</i>					/
<b>2. RELIABILITY (MAAASAHAN)</b> <i>Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate. (Makiusap na pagbigay ng serbisyo ayon sa inakalang pamantayan.)</i>					/
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology. (Mabisa ang puntahan ang lugar at magamit ang pasilidad sa pamamagitan nang maina ng karatula.)</i>					/
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> <i>Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback. (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinyon at puna.)</i>					/
<b>5. COSTS (GASTOS)</b> <i>Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service. (Kontento sa serbisyong natanggap at sa halagang nag-iutangumbas o binayaran.)</i>					/
<b>6. INTEGRITY (KATAPATAN)</b> <i>Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships. (Kasiguruhan ng gampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangailangan ng kliyente, matuturingin, at maayos na ugnayan sa trabaho.)</i>					/
<b>7. ASSURANCE (PAGTITIWALA)</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses. (Pagtiyaks sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kliyente.)</i>					/
<b>8. OUTCOME</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses. (Pagtiyaks sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kliyente.)</i>					/

### III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

Keep up the good work / health protocols.

Thank you for your valuable input to help us continuously improve our services!  
Maraming salamat sa yong tulong para sa ikauunlad ng among serbisyo!

# Annex A



## Client/Citizens Satisfaction Survey Form

Control No.: \_\_\_\_\_

*Your experience matters to us!  
Ang iyong karanasan ay mahalaga sa amin!*

### I. Client Information (Impormasyon ng Kliyente)

Name (Optional) / Pangalan (Opsyonal) ROSE SARHINDO Date Visited / Petsa ng Pagbisita OCT 8, 2021

Office visited / Opisina ng binisita ACCOUNTING Contact details 09818944678

Service/s received / Serbisyong natanggap \_\_\_\_\_

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	Very Dissatisfied / Lubhang hindi nasiyahan	Dissatisfied / Hindi nasiyahan	Neutral	Satisfied / Nasiyahan	Very Satisfied / Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay ng mabilis na serbisyo sa kliyente)					✓
<b>2. RELIABILITY (MAAASAHAN)</b> Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahisay na pagbibigay ng serbisyo ayon sa hinakdang pamantayan)					✓
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na maipuntahan ang lugar at magamit ang pasilidad sa pamamagitan ng mainam na akarat, ita)				✓	
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinion at puna)				✓	
<b>5. COSTS (GASTOS)</b> Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment, period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyong natanggap at sa halagang naging katumbas o binayaran)					
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang nagampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa pangangailangan ng kliyente, matulungin, at maayos na ugnayan sa trabaho)					✓
<b>7. ASSURANCE (PAGTITIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaks sa serbisyong may katapatan, hustisya, patas at iwalas habang nakikipig-ugnayan sa kliyente)				✓	
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaks sa serbisyong may kataoalan, hustisya, patas at iwalas habang nakikipig-ugnayan sa kliyente)				✓	

### III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

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Maraming salamat sa iyong tulong para sa kaunlad ng among serbisyo!

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Control No.: \_\_\_\_\_

**Your experience matters to us!**  
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### I. Client Information (Impormasyon ng Kliyente)






Name (Optional) / Pangalan (Opsyonal) Nilaw Form Date Visited / Petsa ng Pagbisita 11/15/2023

Office visited / Opisang binisita Records Section Contact details 0912754500

Service/s received / Serbisyong natanggap Receipt document

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave it blank if the criterion is not applicable for the service.  
 (Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied / Lubhang hindi nasiyahan	 Dissatisfied / Hindi nasiyahan	 Neutral	 Satisfied / Nasiyahan	 Very Satisfied / Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> <i>Willingness to help, assist, and provide prompt service in handling concerns of magbigay/magbibili sa serbisyong kinuha.</i>					✓
<b>2. RELIABILITY (MAAASAHAN)</b> <i>Provision of what was needed and what was promised in accordance with the policy and standards, with zero to a minimal error rate. Magbibigay ng serbisyong sa harap ang pamantayan.</i>					✓
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signage and modes of technology. Magbibigay ng serbisyong sa harap ang pamantayan.</i>					✓
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> <i>Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback. (Pakikipag-ugnayan sa kiyente sa paraang maayos at nauunawaan kasama ang mga opinion at puna).</i>					✓
<b>5. COSTS (GASTOS)</b> <i>Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service. (Kontentus sa serbisyong natanggap at sa halagang naging katumbas o binayaran).</i>					✓
<b>6. INTEGRITY (KATAPATAN)</b> <i>Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships. (Kasiguruhang nagampanan ang tungkulin, maayos ang kaalaman sa serbisyong natanggap, unawasang pangangailangan ng kliyente, matutulongin, at maayos ang ugnayan sa labaho).</i>					✓
<b>7. ASSURANCE (PAGTITIWALA)</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses. (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kiyente).</i>					✓
<b>8. OUTCOME</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses. (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kiyente).</i>					✓

### III. Suggestions/Compliments/Comments/Suhestiyon/Papuri/Komento

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Thank you for your valuable input to help us continuously improve our services!  
 Maraming salamat sa iyong tulong para sa kaunlad ng among serbisyo!

# Annex A

## Client/Citizens Satisfaction Survey Form

Control No.: 1105/2021

**Your experience matters to us!**  
*Ang iyong karanasan ay mahalaga sa amin!*

### I. Client Information (Impormasyon ng Kliyente)






Name (Optional) / Pangalan (Opsyonal): Emelita Alcantara
 Date Visited / Petsa ng Pagbisita: 1/5/2021

Office visited / Opisnang binisita: Records
 Contact details: \_\_\_\_\_

Services received / Serbisyong natanggap: Submission of documents

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service. (Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nanginitablisnaserbisyosakliyente)					✓
<b>2. RELIABILITY (MAASAHAN)</b> Provision of what was needed and what was promised in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbigay ng serbisyong sa itinakdang pamantayan)					✓
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan ng mainaw na kasulala)					✓
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang mainaw at nauuutaw na kasama ang mga opinyon at puna)					✓
<b>5. COSTS (GASTOS)</b> Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment, period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentos sa serbisyong natanggap at sa halagang nagiging katumbas o binayaran)					
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang gampaman ang tungkulin, na may kaalaman sa serbisyo, pag-unawasang pangangailangan ng kliyente, matuturingin, at maayos na ugnayan sa trabaho)					✓
<b>7. ASSURANCE (PAGTIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kliyente)					✓
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyak sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kliyente)					✓

### III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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# Annex A



## Client/Citizens Satisfaction Survey Form

Control No.: \_\_\_\_\_

*Your experience matters to us!  
Ang iyong karanasan ay mahalaga sa amin!*

### I. Client Information (Impormasyon ng Kliyente)

Name (Optional) / Pangalan (Opsyonal) \_\_\_\_\_ Date Visited / Petsa ng Pagbisita 9.3.2021

Office visited / Opisina ng binisita PERSONNEL (RECORDS) Contact details 0945 721 6869

Service/s received / Serbisyong natanggap SUBMISSION OF KAREN

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	Very Dissatisfied / Lubhang hindi nasiyahan	Dissatisfied / Hindi nasiyahan	Neutral	Satisfied / Nasiyahan	Very Satisfied / Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> <i>Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis sa serbisyo sa kliyente)</i>				<input checked="" type="checkbox"/>	
<b>2. RELIABILITY (MAASAHAN)</b> <i>Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mataas na pagbibigay ng serbisyo ayon sa inakalang pamantayan)</i>				<input checked="" type="checkbox"/>	
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilismagpantayan ang lugar at magamit ang pasilidad sa pamamagitan ng malinaw na karatula)</i>				<input checked="" type="checkbox"/>	
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> <i>Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinyon at puna)</i>					<input checked="" type="checkbox"/>
<b>5. COSTS (GASTOS)</b> <i>Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyong natanggap at sa halagang naeengkatumbus o binayaran)</i>				<input checked="" type="checkbox"/>	
<b>6. INTEGRITY (KATAPATAN)</b> <i>Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruna ng pagpapantayan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa pangangailangan ng kliyente, matuturingin at maayos na ugnayan sa trabaho)</i>				<input checked="" type="checkbox"/>	
<b>7. ASSURANCE (PAGTITIWALA)</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaks sa serbisyong may katapatan, hustisya, patas at tiwala sa ibang pakikipag-ugnayan sa kliyente)</i>				<input checked="" type="checkbox"/>	
<b>8. OUTCOME</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaks sa serbisyong may katapatan, hustisya, patas at tiwala sa ibang pakikipag-ugnayan sa kliyente)</i>				<input checked="" type="checkbox"/>	

### III. Suggestions/Compliments/Comments (Suhestiyon/Paguri/Komento)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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# Annex A



## Client/Citizens Satisfaction Survey Form

Control No.: \_\_\_\_\_

*Your experience matters to us!  
Ang iyong karanasan ay mahalaga sa amin!*

### I. Client Information (Impormasyon ng Kliyente)

Name (Optional)  
Pangalan (Opsyonal) NEKTOR AVAPIDE Date Visited  
Petsa ng Pagbisita 08-19-2021

Office visited  
Ofisinang binisita PERSONNEL Contact details \_\_\_\_\_

Service/s received  
Serbisyong natanggap SUBMIT PAPERS

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	Very Dissatisfied Lubhang hindi nasiyahan	Dissatisfied Hindi nasiyahan	Neutral	Satisfied Nasiyahan	Very Satisfied Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> <i>Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyong sakliyente)</i>					✓
<b>2. RELIABILITY (MAAASAHAN)</b> <i>Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyong sa inakdang pamantayan)</i>					✓
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabuksang umiintan ang lugar at magamit ang pasilidad sa pamamagitan ng malinaw na karatula)</i>					✓
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> <i>Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraan na maunawaan kasama ang mga opinion at puna)</i>					✓
<b>5. COSTS (GASTOS)</b> <i>Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentos sa serbisyong natanggap at sa halagang nagkatumbas o binayaran)</i>					
<b>6. INTEGRITY (KATAPATAN)</b> <i>Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruan ng amonang mga nagmamalasakit na may kaalaman sa serbisyong natanggap, pag-unawa sa mga pangailangan ng kliyente, matulungin at maayos na ugnayan sa trabaho)</i>					✓
<b>7. ASSURANCE (PAGTITIWALA)</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaks sa serbisyong may katapatan, hustisya, patas at tiwasal sa habang nakikipig-ugnayan sa kliyente)</i>					✓
<b>8. OUTCOME</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaks sa serbisyong may katapatan, hustisya, patas at tiwasal sa habang nakikipig-ugnayan sa kliyente)</i>					✓

### III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

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# Annex A

## Client/Citizens Satisfaction Survey Form

Control No.: \_\_\_\_\_

*Your experience matters to us!  
Ang iyong karanasan ay mahalaga sa amin!*

### I. Client Information (Impormasyon ng Kliyente)






Name (Optional) / Pangalan (Opsyonal) \_\_\_\_\_ Date Visited / Petsa ng Pagbisita 11-27-2021

Office visited / Opisang binisita Personnel Section Contact details 0975 603 7285

Services received / Serbisyong natanggap information regarding retirement process

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> <i>Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis sa serbisyong sakilyente)</i>					/
<b>2. RELIABILITY (MAAASAHAN)</b> <i>Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyong sa ilalindang pamantayan)</i>					/
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mag-unahan ang lugar at magamit ang pasilidad sa pamamagitan ng malinaw na karatula)</i>					/
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> <i>Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinion at puna)</i>					/
<b>5. COSTS (GASTOS)</b> <i>Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontents sa serbisyong natanggap at sa halagang naging kalumbas o binayaran)</i>					/
<b>6. INTEGRITY (KATAPATAN)</b> <i>Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang nagampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matutulongin, at maayos na ugnayan sa trabaho)</i>					/
<b>7. ASSURANCE (PAGTITIWALA)</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipig-ugnayan sa kliyente)</i>					/
<b>8. OUTCOME</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipig-ugnayan sa kliyente)</i>					/

### III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

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## Client/Citizens Satisfaction Survey Form

Control No.: \_\_\_\_\_

*Your experience matters to us!*  
*Ang iyong karanasan ay mahalaga sa amin!*

## I. Client Information (Impormasyon ng Kliyente)






Name (Optional)  
 Pangalan (Opsyonal) JOANEL A. SARMIENTO Date Visited  
 Petsa ng Pagbisita AUGUST 4, 2021

Office visited  
 Opisina ng binisita ADMIN. SECTION Contact details \_\_\_\_\_

Service/s received  
 Serbisyong natanggap SIGNED IPCRF

## II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
 (Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)					/
<b>2. RELIABILITY (MAAASAHAN)</b> Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Matusay na pagbibigay ng serbisyo ayon sa itinakdang pamantayan)					/
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan ng malinaw na karatula)					/
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mga opinion at puna)					/
<b>5. COSTS (GASTOS)</b> Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyong natanggap at sa halagang nagin katumbas o binayaran)					/
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang ang mga nagmamalasakit na may kaalaman sa serbisyo, pag-unawasang pangangailangan ng kliyente, matutulongin, at maayos na ugnayan sa trabaho)					/
<b>7. ASSURANCE (PAGTITIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang serbisyo may katapatan, hustisya, patas at tiwala sa ibang pakikipag-ugnayan sa kliyente)					/
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang serbisyo may katapatan, hustisya, patas at tiwala sa ibang pakikipag-ugnayan sa kliyente)					/

## III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

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# Annex A



## Client/Citizens Satisfaction Survey Form

Control No.: \_\_\_\_\_

*Your experience matters to us!  
Ang iyong karanasan ay mahalaga sa amin!*

### I. Client Information (Impormasyon ng Kliyente)

Name (Optional) / Pangalan (Opsyonal) Maria Julie Ann Ylga Date Visited / Petsa ng Pagbisita 8-12-21

Office visited / Opsinang binisita DSIS/ADMIN Contact details \_\_\_\_\_

Service/s received / Serbisyong natanggap COT

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamanlayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	Very Dissatisfied / Lubhang hindi nasiyahan	Dissatisfied / Hindi nasiyahan	Neutral	Satisfied / Nasiyahan	Very Satisfied / Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis sa serbisyong sakliyente)				/	
<b>2. RELIABILITY (MAAASAHAN)</b> Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyong salit na katanggap-tanggap)				/	
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mag-unahan ang lugar at magamit ang pasilidad sa pamamagitan ng maraming nakatatag)				/	
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraan ng malinaw at nauunawaan kasama ang mga opinyon at puna)				/	
<b>5. COSTS (GASTOS)</b> Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentos sa serbisyong natanggap at sa halagang nagngkatumbas o binayaran)				/	
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhan ng ampuhan ang tungkulin, na may kaalaman sa serbisyong pag-unawa sa pangangailangan ng kliyente, malulungin at maayos na ugnayan sa labaho)				/	
<b>7. ASSURANCE (PAGTITIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kliyente)				/	
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipag-ugnayan sa kliyente)				/	

### III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

\_\_\_\_\_

\_\_\_\_\_

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Client/Client's Satisfaction Survey Form

Control No. \_\_\_\_\_

Your experience matters to us!  
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Impormasyon ng Kliyente)






Name (Optional) / Pangalan (Opsyonal) \_\_\_\_\_ Date Visited / Petsa ng Pagbisita \_\_\_\_\_

Office visited / Opisang binisita Supply Office / OEDS/ Contact details \_\_\_\_\_

Service/s received / Serbisyong natanggap Release Supplies / for Signature

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> <i>Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis na serbisyo sa kliyente)</i>					/
<b>2. RELIABILITY (MAAASAHAN)</b> <i>Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mehusay na pagbigay ng serbisyo ayon sa kinakatawanang pamantayan)</i>					/
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> <i>Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis na puntahan ang lugar at magamit ang pasilidad sa pamamagitan ng malinaw na karata)</i>					/
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> <i>Act of keeping citizens and businesses informed in a language they can easily understand as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang malinaw at nauunawaan kasama ang mya opinyon at puna)</i>					/
<b>5. COSTS (GASTOS)</b> <i>Satisfaction with the timeliness of the billing, billing processes/es, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kantontos sa serbisyong natanggap at sa halagang nagiging kalumbas u binayaran)</i>					/
<b>6. INTEGRITY (KATAPATAN)</b> <i>Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang gampanan ang tungkulin, na may kaalaman sa serbisyo, pag-unawas ang pagangailangan ng kliyente, matulungin, at maayos na ugnayan sa ibang bahagi)</i>					/
<b>7. ASSURANCE (PAGTITIWALA)</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaks sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipig-ugnayan sa kliyente)</i>					/
<b>8. OUTCOME</b> <i>Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaks sa serbisyong may katapatan, hustisya, patas at tiwala sa habang nakikipig-ugnayan sa kliyente)</i>					/

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

\_\_\_\_\_

\_\_\_\_\_

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# Annex A

Control No.: \_\_\_\_\_

## Client/Citizens Satisfaction Survey Form

**Your experience matters to us!**  
**Ang iyong karanasan ay mahalaga sa amin!**

### I. Client Information (Impormasyon ng Kliyente)






Name (Optional) / Pangalan (Opsyonal): Niel Baniwa
 Date Visited / Petsa ng Pagbisita: 6/25/2021

Office visited / Opisang binisita: Supply Office
 Contact details: \_\_\_\_\_

Service/s received / Serbisyong natanggap: \_\_\_\_\_

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
 (Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang malinis na serbisyo sa kliyente)					/
<b>2. RELIABILITY (MAAASAHAN)</b> Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbibigay ng serbisyo ayon sa tinatakdang pamantayan)					/
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan ng malinaw na makaraha)					/
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraanang malinaw at nauunawaan kasama ang mga opinyon at puna)					/
<b>5. COSTS (GASTOS)</b> Satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontentos sa serbisyong natanggap at sa halagang ginagkatumbas o binayaran)					/
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kaigurutan ng pagpapantay sa mga tungkulin, na may kaalaman sa serbisyo, pag-uunawa sa pangangailangan ng kliyente, matulungin, at maayos na ugnayan sa trabaho)					/
<b>7. ASSURANCE (PAGTITIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaks sa serbisyong may katapatan, hustisya, pataas at tiwala sa habang nakikipig-ugnayan sa kliyente)					/
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaks sa serbisyong may katapatan, hustisya, pataas at tiwala sa habang nakikipig-ugnayan sa kliyente)					/

### III. Suggestions/Compliments/Comments (Suhestiyon/Papun/ Komento)

Keep up the good service!

Thank you for your valuable input to help us continuously improve our services!  
 Maraming salamatsaiyong tulong para sa kaunlad ng among serbisyo!

Client/Citizens Satisfaction Survey Form

Control No.: \_\_\_\_\_

Your experience matters to us!  
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Impormasyon ng Kliyente)






Name (Optional)  
Pangalan (Opsiyonal) PAWTI, ROCHELLE Y. Date Visited  
Petsa ng Pagbisita 7/28/2021

Office visited  
Opisina ng binisita SDO Personnel Contact details 09682919491

Service/s received  
Serbisyong natanggap Submit workweek Plan

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis sa serbisyong sakilyente)					/
<b>2. RELIABILITY (MAAASAHAN)</b> Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mahusay na pagbigay ng serbisyo ayon sa inaakda ng pamantayan)					/
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis mapuntahan ang lugar at magamit ang pasilidad sa pamamagitan ng itinatag na mga teknolohiya)					/
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa kliyente sa paraang mainaw at nauunawaan kasama ang mga opinyon at puna)					/
<b>5. COSTS (GASTOS)</b> Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment, period, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontensado sa serbisyong natanggap at sa halagang nagiging kumbas o binayaran)					/
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang pagpapantay sa mga tungkulin, na may kaalaman sa serbisyo, pag-unawa sa mga pangangailangan ng kliyente, matuturing, at maayos na ugnayan sa laban)					/
<b>7. ASSURANCE (PAGTITIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang serbisyong may katapatan, hustisya, patas at tiwala sa habang pakikipag-ugnayan sa kliyente)					/
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang serbisyong may katapatan, hustisya, patas at tiwala sa habang pakikipag-ugnayan sa kliyente)					/

III. Suggestions/Compliments/Comments (Suhestyon/Papuri/Komento)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your valuable input to help us continuously improve our services!  
Maraming salamat sa iyong tulong para sa kawunlad ng aming serbisyo!

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Client/Citizens Satisfaction Survey Form

Control No. \_\_\_\_\_

Your experience matters to us!  
Ang iyong karanasan ay mahalaga sa amin!

I. Client Information (Impormasyon ng Kliyente)






Name (Optional)  
Pangalan (Opsyonal) \_\_\_\_\_ Date Visited  
Petsa ng Pagbisita 09/18/2021

Office visited  
Opisina ng binisita SGOD Contact details 09659881662

Service/s received  
Serbisyong natanggap Follow up of Action Research

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	 Very Dissatisfied Lubhang hindi nasiyahan	 Dissatisfied Hindi nasiyahan	 Neutral	 Satisfied Nasiyahan	 Very Satisfied Lubhang nasiyahan
1. RESPONSIVENESS (PAGTUGON) Willingness to help, assist, and provide prompt service (Handang tumugon at magbigay nang mabilis sa serbisyong sakilyente)					✓
2. RELIABILITY (MAAASAHAN) Provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate (Mataas na pagbibigay ng serbisyong salitang pangamantayan)					✓
3. ACCESS & FACILITIES (LOKASYON AT PASILIDAD) Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology (Mabilis magpunta sa lugar at magamit ang pasilidad sa pamamagitan ng mainam na makararula)					✓
4. COMMUNICATION (PAKIKIPAG-USAP) Act of keeping citizens and businesses informed in a language they can easily understand as well as listening to their feedback (Pakikipag-ugnayan sakilyente sa paraang mainam at nauunawaan kasama ang mga opinyon at puna)					✓
5. COSTS (GASTOS) Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment, value for money, acceptable range of costs, and qualitative information on the cost of each service (Kontento sa serbisyong natanggap at sa halagang ginagaling katumbas o binayaran)					✓
6. INTEGRITY (KATAPATAN) Capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships (Kasiguruhang nagampanan ang tungkulin, na may kaalaman sa serbisyong nag-unawa sa magpangailangan ng kliyente, matuturingin, at maayos na ugnayan sa trabaho)					✓
7. ASSURANCE (PAGTITIWALA) Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang serbisyong may katapatan, hustisya, patas at tiwala sa habang pakikipag-ugnayan sakilyente)					✓
8. OUTCOME Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses (Pagtiyaksang serbisyong may katapatan, hustisya, patas at tiwala sa habang pakikipag-ugnayan sakilyente)					✓

III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

I had a smooth transaction regarding my Action Research!  
Thank you SGOD! Special Mention to Sir Arjo Tugay!!

Thank you for your valuable input to help us continuously improve our services!  
Maraming salamat sa yong tulong para sa kaunlad ng among serbisyo!

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# Annex A



## Client/Citizens Satisfaction Survey Form

Control No.: \_\_\_\_\_

*Your experience matters to us!  
Ang iyong karanasan ay mahalaga sa aming!*

### I. Client Information (Impormasyon ng Kliyente)

Name (Optional) / Pangalan (Opsyonal) \_\_\_\_\_ Date Visited / Petsa ng Pagbisita 11-25-2021

Office visited / Opisang binisita CID (CYNTHIA SONEJA) Contact details \_\_\_\_\_

Services received / Serbisyong natanggap CLARIFICATION OF SPED REPORT

### II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking the appropriate box. Leave as blank if the criterion is not applicable for the service.  
(Lagyan ng tsek ang kahong nagsasaad ng iyong karanasan ukol sa serbisyong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisyong natanggap.)

CRITERIA	Very Dissatisfied / Lubhang hindi nasiyahan	Dissatisfied / Hindi nasiyahan	Neutral	Satisfied / Nasiyahan	Very Satisfied / Lubhang nasiyahan
<b>1. RESPONSIVENESS (PAGTUGON)</b> Willingness to help, assist, and provide prompt service (Tanggapang tulong, at megbigay nang mabilis sa serbisyong kliyente)				/	
<b>2. RELIABILITY (MAAASAHAN)</b> Provision of what was needed and what was promised in accordance with the needs and standards, with zero to a minimal error rate. (Makiusap sa pagpapagayon sa serbisyong salinakdang pamantayan)				/	
<b>3. ACCESS &amp; FACILITIES (LOKASYON AT PASILIDAD)</b> Convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology. (Mabilis madutaran ang lugar at magandang pasilidad sa transaksyon at gamit ng teknolohiya)				/	
<b>4. COMMUNICATION (PAKIKIPAG-USAP)</b> Act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback. (Pakikipag-ugnayan sa kliyente sa paraan ng maunanghi at nakatutuhan, at mga kabanal ng puna)				/	
<b>5. COSTS (GASTOS)</b> Satisfaction with the timeliness of the billing, billing processes, preferred methods of payment, period, value for money, acceptable range of costs, and qualitative information on the cost of each service. (Kontentos sa serbisyong natanggap at sa halagang nagtingkatumbas o binayaran)				/	
<b>6. INTEGRITY (KATAPATAN)</b> Capability of frontline staffs to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships. (Kasiguruhang pagmamamagitan ang tungkulin, na may kaalaman sa serbisyong ginagamit, pagpapalaganap ng pangangailangan ng kliyente, matutulongin, at maayos na ugnayan sa trabaho)				/	
<b>7. ASSURANCE (PAGTITIWALA)</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses. (Pagtiyaksang serbisyong may katapatan, hustisya, patas, at tiwala sa habang nakikipag-ugnayan sa kliyente)				/	
<b>8. OUTCOME</b> Assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses. (Pagtiyaksang serbisyong may katapatan, hustisya, patas, at tiwala sa habang nakikipag-ugnayan sa kliyente)				/	

### III. Suggestions/Compliments/Comments (Suhestiyon/Papuri/Komento)

\_\_\_\_\_

\_\_\_\_\_

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