



CLIENT FEEDBACK TO PROGRAM IMPLEMENTERS/SERVICE PROVIDERS
(DOLE Central Office – Services)

Thank you for giving us the opportunity to serve you.

Please help us improve the quality of our services by taking a few minutes to tell us about your experience with us.

CLIENT INFORMATION:

Client Type:

- General Public
 Business
 Name of Business: _____
 Government Agency/Official/Employee
 Name of Government Agency: _____

Name: _____
 Contact Number: _____
 Email Address: _____
 Office Visited: _____
 Date: _____
 Sex: Male Female

Please put a check mark (✓) in the appropriate box corresponding to your response. (Pakilagyan ng tsek (✓) ang kahon na nagsasaad ng iyong tugon.)

SERVICE AVAILED (Serbisyong Kinailangan):

- | | |
|---|--|
| <input type="checkbox"/> Borrowing and Returning of Books and Other Reading Materials | <input type="checkbox"/> Processing of Leave Application |
| <input type="checkbox"/> Building Maintenance (Minor Repair) | <input type="checkbox"/> Processing of Obligation Request and Status |
| <input type="checkbox"/> Clearing of Fabrication Design of Mechanical Equipment | <input type="checkbox"/> Processing of Payment thru Modified Disbursement System (MDS)/Commercial Checks/List of Due and Demandable Accounts Payable with Advice to Debit Account (LDDAP-ADA)/Notice of Transfer of Allocation (NTA) |
| <input type="checkbox"/> Issuance of Certificate of Appearance for Professional Mechanical Engineer/Professional Electrical Engineer | <input type="checkbox"/> Procurement of Goods/Services through Public/Competitive Bidding |
| <input type="checkbox"/> Issuance of Certification from DOLE that a POEA Licensed Recruitment Agency Has/Has No Recruitment Violation Case Pending Before the Office of the Secretary of Labor and Employment | <input type="checkbox"/> Request for Service Records |
| <input type="checkbox"/> Issuance of Certification that a Company Has/Has No Pending Labor Standards Case Appealed Before the Office of the Secretary of Labor and Employment | <input type="checkbox"/> Transfer of Accountability of Property |
| <input type="checkbox"/> Legal Assistance for DOLE Central Office Walk-in Clients | <input type="checkbox"/> OTHERS, please specify: _____ |
| <input type="checkbox"/> Processing of Disbursement Voucher | |

Particulars (Mga Detalye)	Strongly Agree (Lubos na sumasang-ayon) 	Agree (Sang-ayon) 	Neither Agree nor Disagree (Ni sang-ayon o hindi sumasang-ayon) 	Disagree (Hindi sang-ayon) 	Strongly Disagree (Lubos na hindi sumasang-ayon)
1. The requested service/s is/are delivered in a timely manner (Ang hinihinging serbisyo ay naibigay sa takdang oras)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The client's queries/needs is/are properly responded to by the concerned personnel or unit (Nakatugon ng maayos sa katanungan/pangangailangan)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The service/s and facility/ies is/are easily accessible (Maayos na serbisyo o pasilidad)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The instructions are clearly indicated in the Citizen's Charter (Malinaw at nakaayon ang instruksyon sa Citizen's Charter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The fees are reasonable (Resonable ang hinihinging bayad)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The client feels safe and secured in doing the transaction (Walang alinlangan sa pakikipag-transaksyon)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The Action Officer is knowledgeable on the DOLE programs/services (Ang Action Officer ay may sapat na kaalaman sa programa/serbisyo ng DOLE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The client is satisfied with the service/s received (Nasiyahan sa serbisyong natanggap)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaint about our service (Reklamo sa serbisyong ibinigay):	Suggestion/Recommendation (Mungkahi/Rekomendasyon):

Signature (Lagda): _____