

**CLIENT FEEDBACK TO PROGRAM IMPLEMENTERS/SERVICE PROVIDERS
(DOLE Regional Offices and Provincial/Field Offices)**

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):

Application for Alien Employment Permit (New/Renewal)

Application for Authority to Operate Branch Office of a Private Employment Agency

Application for Authority to Recruit

Application for License to Operate Private Employment Agency (PEA)

Application for Livelihood Project Assistance

Application for Job Fair Clearance

Application for Job Fair Permit

Application for Sugar Workers' Death Benefit Claim

Application for Sugar Workers' Maternity Benefit Claim

Others, please specify: _____

Issuance of Certificate of Appearance for Professional Mechanical Engineer/Professional Electrical Engineer

Issuance of Certificate of Exclusion from Alien Employment Permit

Issuance of Letter of Approval/Disapproval of Construction Safety and Health Program (CSHP) Application

Issuance of Permit to Operate Mechanical Installation/ Certificate of Electrical Inspection (CEI)






Registration of Establishment under Rule 1020 of the Occupational Safety and Health Standards

Registration of Collective Bargaining Agreement

Registration of Contractors

Registration of Union

Registration of Workers' Association

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): _____