CLIENT FEEDBACK TO PROGRAM IMPLEMENTERS/SERVICE PROVIDERS
(Philippine Overseas Labor 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.

SERVICE AVAILED:

- ☐ Issuance of Overseas Employment Certificate (OEC) at Post
- ☐ Verification of Overseas Employment Documents
- ☐ Others, please specify: ________________________________

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

Complaint about our service (Reklamo sa serbisyon ibinigay): ________________________________

Suggestion/Recommendation (Mungkahi/Rekomendasyon): ________________________________

Signature: ________________________________

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