CUSTOMER FEEDBACK FORM

Thank you for visiting the Municipal Hall and availing of our services. Because we want to serve you better, please answer the questions relevant to your visit:

Name	:	
Address	:	
Department/Office Visited	:	
Date and Time of Visit	:	

OUR OFFICE

- 1. Is the office easy to locate?
- 2. Is the office clean and orderly?
- 3. Did you feel comfortable?
- 4. Was there an appropriate signage of direction? OUR SERVICE PROVIDER
- 5. Is the employee-in-charge available?
- 6. Is the employee-in-charge knowledgeable?
- 7. Is the employee-in-charge accommodating?
- 8. Were you entertained properly?
- 9. Were your needs attended to promptly?
- 10. Can you easily identify the service provider (with ID, Nameplate, etc.) **REQUIREMENTS**
- 11. Were you made aware of the requirements?
- 12. Were there additional requirements aside from those listed In the Citizen's Charter?
- 13. Were you given proper information on how to get the requirements?
- 14. Were you made aware of the fees you will pay? OUR OFFICERS
- 15. Were the authorized official/s available?
- 16. Did it take him/them long to sign the document?
- 17. Nagpa-importante ba? OUR INFORMATION
- 18. Is the needed document available?
- 19. Is the documents properly filled-up or accomplished?
- 20. Are instructions clear, brief and concise?

Other Comments/Suggestions:

Thank you very much.

PLEASE DROP AT THE SUGGESTION BOX LOCATED AT THE LOBBY OF THE MUNICIPAL HALL, ASINGAN, PANGASINAN

YES	NO		