LGU Sta. Elena Customer Feedback Form CUSTOMER FEEDBACK FORM Municipal Planning and Development Office

Please let us know how we have served you.	This	forn	n ma	y be	use	Please let us know how we have served you. used for compliment, suggestion and other compliment.				ay be	
for compliment, suggestion and other compl						Name:					
Name:						Address:					_
Address:					_	Tel. No.: Date:					_
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Email: Gender:_					-	Services availed of (please check):					
Services availed of (please check):						 Issuance of Zoning Certificate 					
Issuance of Zoning Certificate						Issuance of CBMS Certificate of Inc	liger	псу			
2. Issuance of CBMS Certificate of In-	_	•				Purpose of Transaction:					
Purpose of Transaction:						Person/Unit/Office transacted with:					
Person/Unit/Office transacted with:					_	Part 1: Customer Satisfaction Ratings					_
Part 1: Customer Satisfaction Ratings						For the following questions, this rating scale s	المطما				
For the following questions, this rating scale 5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Fair or Needs Improvement	shall	be us	ed.			5 – Outstanding 4 – Very Satisfactory 3 – Satisfactory 2 – Fair or Needs Improvement 1 – Poor	man L	e use			
1 – Poor						QUESTIONS	5	4	3	2	Γ
QUESTIONS	5	4	3	2	1	1. How would you rate your OVERALL			_	_	Ť
1. How would you rate your OVERALL						SATISFACTION with regard to the quality of					
SATISFACTION with regard to the quality of						service delivery?					
service delivery?						2. How satisfied were you in terms of the					Ī
2. How satisfied were you in terms of the						response time to your transaction given by the					
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3. How satisfied were you with the outcome of						the service provided?					
the service provided?			-			4. How satisfied were you with the service					
4. How satisfied were you with the service provider's extensive information on /						provider's extensive information on /					
understanding of the service being provided?						understanding of the service being provided?					1
5. How satisfied were you with the service		1			1	5. How satisfied were you with the service					
	ovider's competence of the skills in				provider's competence of the skills in						
delivering service?						delivering service? 6. How satisfied were you with the service					╁
6. How satisfied were you with the service						provider's friendliness,					
provider's friendliness,						courteousness/politeness, for treatment and					
courteousness/politeness, for treatment and						willingness to do more then what is expected					
willingness to do more then what is expected						or going the extra mile?					
or going the extra mile?						Part II: Customer Feedback			ı		_
Part II: Customer Feedback 1. Please check if you are providing a conformal or complaint Compliment Suggestion Complaint 2. Facts or details about the incident:	omp	olime	ent, s	ugge	estio	Please check if you are prosuggestion or complaint Compliment Suggestion Complaint Facts or details about the incident.			COI	mplir	ne
3. Recommendation/Suggestion/Desir	ed a	ction	n fro	m of	fice:	3. Recommendation/Suggestion, office:	/Des	ired	act	ion	fr

THANK YOU!

(Use the reverse side for additional feedback or comment)

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Please let u	s know how we	have served you.	This form may be
used for co	mpliment, sugge	estion and other o	complaint.

used for compliment, suggestion and other o	omp	olain	t.		
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Address:					-
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 Issuance of Zoning Certificate 					
2. Issuance of CBMS Certificate of Inc	dige	ncy			
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art 1: Customer Satisfaction Ratings					_
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For the following questions, this rating scale 5 – Outstanding	Stidii i	be use	eu.		
4 – Very Satisfactory					
3 – Satisfactory					
2 – Fair or Needs Improvement					
1 – Poor					
QUESTIONS	5	4	3	2	1
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willingness to do more then what is expected					
or going the extra mile?					
art II: Customer Feedback					
 Please check if you are pro 	ovidi	ng a	cor	nplir	nei
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2. Facts or details about the inci	dent	:			
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(Use the reverse side for additional feedback or comment)

THANK YOU!