

**Cultural Center of the Philippines**  
SENTRONG PANGKULTURA NG PILIPINAS

7 May 2024

**Sec. Ernesto V. Perez**  
Director General  
Anti-Red Tape Authority (ARTA)  
NFA Compound, Visayas Ave, Brgy. Vasra,  
Diliman, Quezon City, Philippines 1128

**SUBJECT : SUBMISSION OF THE CLIENT SATISFACTION  
MEASUREMENT REPORT FOR FY 2023**

Dear **Secretary Perez**,

Greetings from the *Cultural Center of the Philippines!*

Pursuant to the ARTA Memorandum Circular No. 2023-05, the Cultural Center of the Philippines (CCP) hereby submit its report on the Client Satisfaction Measurement (CSM) for CY 2023.


Attached are the following requirements:

1. Client Satisfaction Measurement Report 2023 (1<sup>st</sup> Edition); and
2. Clear images of physical Client Satisfaction Measurement surveys used.

Should you have further clarifications or concerns, kindly email us at [msdcorplan.cad@culturalcenter.gov.ph](mailto:msdcorplan.cad@culturalcenter.gov.ph).

Thank you for your continued guidance and support.

Sincerely yours,

  
**JOSE VICTOR M. GAITE**  
CCP Committee on Anti-Red Tape  
Chairperson





Cultural Center of the Philippines

**CLIENT SATISFACTION MEASUREMENT REPORT  
2023 (1<sup>ST</sup> EDITION)**

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## I. OVERVIEW

The Cultural Center of the Philippines (CCP) was created in 1966 through Presidential Decree No. 15 with the purpose of promoting and preserving the best of Filipino arts and culture. P.D.15 also declared the CCP as non-municipal public corporation in nature. In 2011, the CCP was one of the GOCCs to be under the responsibility of GCG through the implementation of R.A. 10149 or the “GOCC Governance Act of 2011.”

In 2013, GCG initially implemented M.C. 2013-01 entitled “Performance Evaluation System (PES) For the GOCC Sector.” Said M.C. directed all GOCCs to institutionalize a performance evaluation system. The purpose of PES is to provide the framework for setting the organizational targets of a GOCC. Subsequently, GCG M.C. 2013-01 was re-issued through GCG M.C. Nos. 2013-02, 2017-01, and 2023-01.

Align with this, GCG directed the GOCCs under RA 10149 to set Customer Satisfaction Survey (CSS) as one of their standard Strategic Measures in PES. For the past years the conduct of the CSS was guided by GCG’s Enhanced Methodology for the Conduct of the Customer Satisfaction Survey. However, in 2022, the Anti-Red Tape Act (ARTA) implemented ARTA M.C. 2022-05, which was later amended in June 2023 through ARTA M.C. 2023-05, “Guidelines on the Implementation of Harmonized Client Satisfaction Measurement.” In order to reduce the cost and burden of compliance of GOCCs with the CSM and CSS, ARTA and GCG released Joint Memorandum Circular No. 1, s. 2023 to harmonize the two.

Hence, for 2023 onwards, the Conduct of the CSM shall be guided by GCG M.C. 2023-01, ARTA M.C. 2023-05, and JMC No. 1. S. 2023.

The project aims to gather customer feedback to enable CCP to sustain satisfactory performance and improve services that are falling behind their customer’s expectations and their mandate. Other specific objectives of the study, as stated in the project terms of reference (TOR), include:

- a. Generate feedback from identified clients, customers and stakeholders of CCP;
- b. Enable CCP to measure its performance in delivering its services to stakeholders based on satisfaction metrics and variables as identified by GCG – Timeliness, Ease of Access, Staff, Quality, and Outcome;
- c. Identify specific actions that CCP can take to improve product and service delivery;
- d. Be able to identify organizational risks and opportunities guided by the ISO 9001: 2015 standards;
- e. Comply with the good governance conditions of GCG under GCG M.C. 2023-01;
- f. Comply with the Guidelines on the Implementation of Harmonized Client Satisfaction Measurement (ARTA M.C. 2022-05) and with the

Supplemental guidelines under the Joint Memorandum Circular No. 1, s. 2023 between ARTA and GCG.

The table below shows the summary averages of the results of the study.

	<b>Score</b>
CC Awareness:	53.98%
CC Visibility:	47.73%
CC Helpfulness:	51.70%
Response Rate:	77.00%
Overall Score:	95.04%

For 2023, CCP received an overall score of 95.04% which is considered as **Outstanding**. This means that the large majority of CCP's clients are satisfied with the service they received from the agency. A high response rate was also observed among the clients served. In terms of the Citizen's Charter (CC) questions, majority of the respondents are aware of the CC for the service they availed and most rated that it was easy to see and helpful.

## II. SCOPE AND METHODOLOGY

### a. Period Covered

This survey covers clients served by CCP from January to December 2023, using the standard questionnaire prescribed in the ARTA MC 2023-05 guidelines. The questionnaire covers the following aspects:

- a.) Responsiveness — the willingness to help, assist, and provide prompt service to citizens/clients.
- b.) Reliability — the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
- c.) Access and Facilities — the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
- d.) Communication — the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
- e.) Costs — the satisfaction with timeliness of billing processes, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
- f.) Integrity — the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
- g.) Assurance — the capability of frontline staff to perform their duties, product and service knowledge, understand citizen/client needs, helpfulness, and good work relationships.

h.) Outcome — the extent of achieving outcomes or realizing the intended benefits of government services

**b. Geographic and Office Coverage**

The survey covers the external services offered by the Cultural Center of the Philippines, which includes accomplished survey responses coming from the National capital Region and Region 4A- CALABARZON.

**c. List of Services surveyed**

The survey covers the external services offered by CCP as listed in the sampling frame below.

**d. Sampling**

i. Applied confidence level and margin of error

For the sampling, ASCEND followed ARTA guidelines using the sample calculator included in ARTA MC 2022-05. The samples were computed with a 95% confidence level and with 0.5% margin of error. Table below shows the computed sample based on the sample universe provided by CCP (actual number of clients served during the year).

Services	Number of Clients in 2023	ARTA-recommended sample size	Actual Number of Survey Responses	Response Rate
Ticket Selling	109	85	103	121%
Issuance of Contracts for the use of Office Space	53	47	4	9%
issuance of Permit for the use of Open Space for Special Events	13	13	13	100%
Issuance of Permits for the Use of Recreational Space	60	52	22	42%
Issuance of Permits for the Use of Recreational Space - Physical Fitness	2	2	2	100%
issuance of Permits for the Use of CCP Physical Facilities for Advertisement	14	14	14	100%
Issuance of Contracts for the Use of CCP Bay Terminal Lounge Area	4	4	4	100%
Issuance of Permits for the Use of CCP Open Spaces - Shooting, Fun Run, Motorcade, Fireworks Display etc.	27	25	20	80%
Use of NAC Executive House	14	14	14	100%
Coordination for Rental of Theater Venues	1	1	1	100%
Audience Management (Ushering Services)	1	1	1	100%
Building Tour	1	1	0	0%
Rental Equipment	3	3	3	100%
Rental Costumes	3	3	3	100%
Rental of Production Design Center's Facilities	0	0	0	0%

Table 1. Fieldwork Results

ii. Mode of survey Implementation

CCP conducted the data gathering part of the study by providing the survey questionnaires to each client after each transaction has been completed. Of the services being offered by CCP shown on table 1, the following services are not covered in this study:

- Rental of Production Design Facilities
- Building Tour
- Library services

For the first item. Rental of Production Design Facilities, there was no client served in 2023. For library services, no client was recorded due to the CCP Main building Rehabilitation. As for the Building Tour service, a single client was recorded to have availed but was not able to answer the CSM questionnaire.

e. Feedback and Collection System

Survey forms were administered after the transaction of each client. All completed surveys were then compiled per service. Scanned copies were provided to ASCEND for processing.

f. Rating Scale and Scoring System of the CSM (stated in the same ARTA memo)

*Rating Scale*

The rating scale and scoring system for this CSM used a Five (5) Point Likert Scale to measure the Service Quality Dimensions (SQDs).

SCALE	RATING
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

Table 2. Rating Scale

*Scoring Per Question*

The percentage of respondents that rated 'Agree' and 'Strongly Agree' were used to get each SQD's score. A question that was answered with two (2) or more check marks was considered invalid.

### Overall Scoring

The percentage of respondents that rated 'Agree' and 'Strongly Agree' for all eight (8) SQDs was used to compute for the Overall Score.

The overall score was computed using the following formula:

$$\text{Overall score} = \frac{\text{Number of Strongly Agree answers} + \text{Number of Agree answers}}{\text{Total Respondents} - \text{Number of N/A responses}}$$

### g. How numerical results were interpreted

Interpretation of the results are as follows:

PERCENTAGE	RATING
Below 60.0%	Poor
60.0%-79.9%	Fair
80.0%-89.9%	Satisfactory
90.0%-94.9%	Very Satisfactory
95.0%-100%	Outstanding

Table 3. Interpretation of results

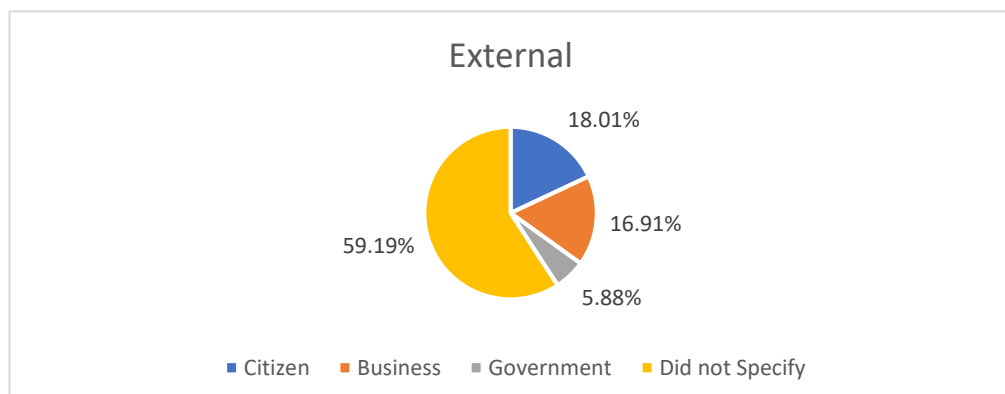
## III. DATA AND INTERPRETATION

### Client Demographic

In terms of demographic characteristics of the survey participants, majority of the respondents who answered this question selected "citizens" followed by "business representatives".

Customer Type	External
Citizen	18.01%
Business	16.91%
Government	5.88%
Did not Specify	59.19%

Table 4. Respondent Type

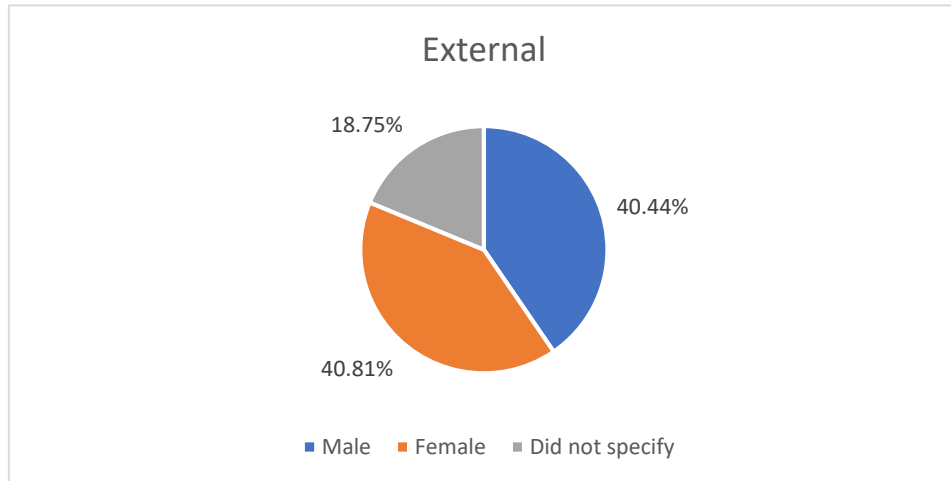




In terms of the gender type, respondents are equally split between female and male, with a difference of only one respondent.

Gender	External
Male	40.44%
Female	40.81%
Did not specify	18.75%

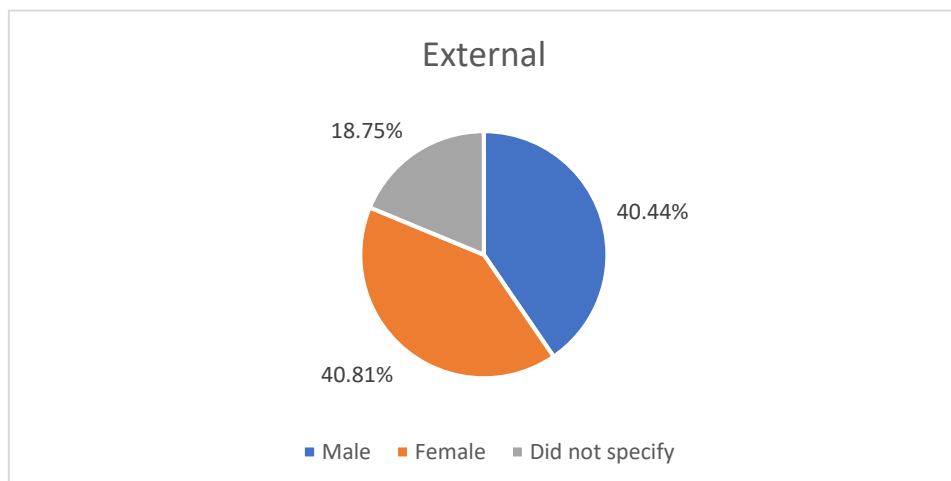
Table 5. Gender



Majority of the respondents are aged 20-34 years old, followed by the next age bracket (35-49).

Age and Sex	External
19 and below	1.84%
20-34	27.21%
35-49	18.38%
50-64	6.99%
65 or higher	0.01%
Did not specify	44.49%

Table 6. Age Distribution



In terms of the coverage, majority of the respondents are from the National Capital Region (NCR) and the rest from Region 4A- CALABARZON.

<b>Regions</b>	<b>External Services</b>
Region I – Ilocos Region	0
Region II – Cagayan Valley	0
Region III – Central Luzon	0
Region IVA – CALABARZON	14
Region IVB – MIMAROPA	0
Region V – Bicol Region	0
Region VI – Western Visayas	0
Region VII – Central Visayas	0
Region VIII – Eastern Visayas	0
Region IX – Zamboanga Peninsula	0
Region X – Northern Mindanao	0
Region XI – Davao Region	0
Region XII – SOCCSKARGEN	0
National Capital Region (NCR)	106
Cordillera Administrative Region (CAR)	0
Bangsamoro Autonomous Region of Muslim Mindanao (BARMM)	0
Region XIII – CARAGA Region	0
Did not answer	152

Table 7. Geographic Distribution of Respondents

## Citizen's Charter Results

Looking at the survey results, a large majority of respondents (97 respondents) did not answer the Citizens' Charter (CC) portion of the survey. Of those that answered, 53.98% are aware of the CC. Of those that are aware, a large majority (94.32%) said that it was difficult to see.

CC QUESTIONS	External Services	
	Responses	Percentage
<b>CC1. AWARENESS OF CC</b>		
CC1. I know what a CC is and I saw this office's CC.	95	53.98%
CC1. I know what a CC is but I did NOT see this office's CC.	26	14.77%
CC1. I learned of the CC only when I saw this office's CC.	33	18.75%
CC1. I do not know what a CC is and I did not see on in this office.	22	12.50%
<b>CC2. VISIBILITY OF CC</b>		
CC2. Easy to see	84	47.73%
CC2. Somewhat easy to see	64	36.36%
CC2. Difficult to see	166	94.32%
CC2. Not visible at all	12	6.82%
CC2. N/A	0	0.00%
<b>CC3. INFORMATION ON CC</b>		
CC3. Helped very much	91	51.70%
CC3. Somewhat helped	74	42.05%
CC3. Did not help	0	0.00%
CC3. N/A	11	6.25%

Table 8. CC Results

Majority of the respondents who answered the CC questions came from the ticket sales and those that are leasing/renting CCP properties. The large majority find that the information provided on the CC helped very much with the transaction they availed

## Service Quality Dimension Results

Looking at the overall satisfaction score. CCP receives and **Outstanding** score given the SQD0 results with an overall of 95.59% for the satisfaction question.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	NA	Total Responses	Total Positive (x)	OVERALL SCORE x/n*100
SQD0			12	102	158	4.54	0	272	260	95.59%
TOTAL	0	0	12	102	158	4.54	0	272	260	

Table 9. Overall Satisfaction Rating

Calculating for the average rating on overall satisfaction and each service quality dimension, survey respondents were generally satisfied with the service they availed with CCP in 2023, with an average score of 4.54. Examining per client type, external service client-respondents are reported to be very satisfied, garnering an average score greater than 4.50, with their transactions with CCP in terms of overall rating and for six service quality dimensions, except on the Communications and Access and Facilities indicator, where it garnered a satisfactory rating of 4.43 and 4.48 respectively.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	NA	Total Responses	Total Positive (x)	OVERALL SCORE x/n*100
Responsiveness	0	2	12	110	146	4.53	1	270	256	94.81%
Reliability	0	1	10	95	165	4.68	0	271	260	95.94%
Access and Facilities	0	0	12	99	159	4.48	1	270	258	95.56%
Communication	0	2	15	99	155	4.43	0	271	254	93.73%
Costs	0	0	13	98	155	4.67	5	266	253	95.11%
Integrity	0	0	11	89	171	4.71	1	271	260	95.94%
Assurance	0	0	11	89	172	4.71	0	272	261	95.96%
Outcome	0	0	11	91	170	4.71	0	272	261	95.96%
TOTAL	0	5	95	770	1293	4.62		2163	2063	95.38%

Table 10. Overall SQD Rating

In terms of the overall scores for the all the respondents, six (6) parameters received an **Outstanding** rating. The remaining two, Responsiveness and Communication each received a **Very Satisfactory** rating.

## Average Rating per Service

Looking at the scores per service, majority of the respondents were either “Satisfied” or “Very Satisfied” with the services CCP provided in the conduct of their transactions, recording a score range between 4.00 and 5.00. However some services received a poor rating due to a low number of respondents and low ratings. For example respondents of the Costume Rental Service rated the SQD with a rating of 3. This resulted with a lower overall score. This table also shows the results for surveys tagged as no category as the respondents did not mention the service they availed.

<b>External Services</b>	<b>Overall Rating</b>	<b>Rating</b>
Ticket Selling	91.00%	<b>Very Satisfactory</b>
Issuance of Contracts for the use of Office Space	99.40%	<b>Outstanding</b>
issuance of Permit for the use of Open Space for Special Events	100.00%	<b>Outstanding</b>
Issuance of Permits for the Use of Recreational Space	100.00%	<b>Outstanding</b>
Issuance of Permits for the Use of Recreational Space - Physical Fitness	100.00%	<b>Outstanding</b>
issuance of Permits for the Use of CCP Physical Facilities for Advertisement	100.00%	<b>Outstanding</b>
Issuance of Contracts for the Use of CCP Bay Terminal Lounge Area	100.00%	<b>Outstanding</b>
Issuance of Permits for the Use of CCP Open Spaces - Shooting, Fun Run, Motorcade, Fireworks Display etc.	100.00%	<b>Outstanding</b>
Use of NAC Executive House	100.00%	<b>Outstanding</b>
Audience Management (Ushering Services)	100.00%	<b>Outstanding</b>
Rental Equipment	87.50%	<b>Satisfactory</b>
Rental Costumes	8.33%	<b>Poor</b>
No Category	100.00%	<b>Outstanding</b>
<b>TOTAL</b>	<b>91.08%</b>	<b>Very Satisfactory</b>

Table 11. Overall SQD Scores per Service

The following tables show the SQD results per service.

### Costume Rental

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE
Responsiveness			2	1		3.33	33.33%
Reliability			2	1		3	33.33%
Access and Facilities			3			3	0.00%
Communication			3			3	0.00%
Costs			3			3	0.00%
Integrity			3			3	0.00%
Assurance			3			3	0.00%
Outcome			3			3	0.00%
TOTAL	0	0	22	2	0	24.33	8.33%

For the Costume Rental Service, two of the three respondents rated with a **Neither Agree nor Disagree** rating. Using the ARTA formula for the overall score. This ratings led to an overall score 8.33% with most of the SQDs having no score.

Looking at the free responses from the survey, comments of the clients in Costume rental wrote the need for improving the refund process and improving the costume displays available online.

### Use of Open space for Special events

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness				4	8	4.69	100.00%
Reliability				2	10	4.85	100.00%
Access and Facilities				2	10	4.85	100.00%
Communication				2	10	4.85	100.00%
Costs				1	12	4.92	100.00%
Integrity				1	12	4.92	100.00%
Assurance				1	12	4.92	100.00%
Outcome				1	12	4.92	100.00%
TOTAL	0	0	0	14	86	4.865	100.00%

For the Open space for special events service category, all survey respondents gave a positive rating, with all SQD getting a 100% score.

The following services all show a 100% overall score with all the survey respondents giving a positive rating for the service.

Office Space - CCP Bay  
Terminal

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness				1	3	4.75	100.00%
Reliability				1	3	4.75	100.00%
Access and Facilities					4	5	100.00%
Communication					4	5	100.00%
Costs				1	3	4.75	100.00%
Integrity					4	5	100.00%
Assurance					4	5	100.00%
Outcome					4	5	100.00%
TOTAL	0	0	0	3	29	4.90625	100.00%

Lease Contract

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness				7	15	4.68	100.00%
Reliability				4	18	4.81	100.00%
Access and Facilities				5	17	4.77	100.00%
Communication				3	19	4.86	100.00%
Costs				4	18	4.81	100.00%
Integrity				3	19	4.86	100.00%
Assurance				3	19	4.86	100.00%
Outcome				3	19	4.86	100.00%
TOTAL	0	0	0	32	144	4.81375	100.00%

For the lease contract service for office spaces, majority of the respondents gave a rating of 5 which is the highest rating to be given, indicating that they were very satisfied with the service.

The same can be said with the Advertisement Service Using Physical Facilities service category which also received 100% scores in the SQDs.

#### Advertisements using Physical Facilities

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness				4	10	4.71	100.00%
Reliability				4	10	4.71	100.00%
Access and Facilities				3	11	4.76	100.00%
Communication				4	10	4.71	100.00%
Costs				3	8	4.77	100.00%
Integrity				3	11	4.76	100.00%
Assurance				4	10	4.71	100.00%
Outcome				3	11	4.76	100.00%
TOTAL	0	0	0	28	81	4.73625	100.00%

Majority of the respondents for the services Use of Open space for Run, etc. also gave the highest ratings.

#### Open Space for Fun Run, Shooting, Fireworks, etc.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness				3	17	4.85	100.00%
Reliability				2	18	4.9	100.00%
Access and Facilities				2	17		100.00%
Communication				2	18	4.9	100.00%
Costs				3	15	4.83	100.00%
Integrity				2	18	4.9	100.00%
Assurance				2	18	4.9	100.00%
Outcome				2	18	4.9	100.00%
TOTAL	0	0	0	18	139	4.8828571	100.00%



Recreational Spaces (Physical Fitness)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness					2	5	100.00%
Reliability					2	5	100.00%
Access and Facilities					2	5	100.00%
Communication					2	5	100.00%
Costs					2	5	100.00%
Integrity					2	5	100.00%
Assurance					2	5	100.00%
Outcome					2	5	100.00%
TOTAL	0	0	0	0	16	5	100.00%

Recreational Spaces (Sports)

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness				20	2	4.09	100.00%
Reliability				20	2	4.09	100.00%
Access and Facilities				20	2	4.09	100.00%
Communication				20	2	4.09	100.00%
Costs				20	2	4.09	100.00%
Integrity				21	1	4.05	100.00%
Assurance				20	2	4.09	100.00%
Outcome				20	2	4.09	100.00%
TOTAL	0	0	0	161	15	4.085	100.00%

For those that availed the use of recreational spaces for sports, the large majority rated with a score of 4. While this still led to an overall score of 100%, this can be an area to improve on to move these respondents to a higher satisfaction.

### Lease of Land and Building Space

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness				6	16	4.72	100.00%
Reliability				2	20	4.91	100.00%
Access and Facilities				4	18	4.82	100.00%
Communication				4	18	4.82	100.00%
Costs			1	3	17	4.77	95.24%
Integrity				3	19	4.86	100.00%
Assurance				2	20	4.91	100.00%
Outcome				4	18	4.82	100.00%
TOTAL	0	0	1	28	146	4.82875	99.40%

While majority of the SQDs for the Leasing service got a 100% score, one respondent gave the Cost SQD a rating of 3.

### Venue Rental With Ushering Service

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness					1	5	100.00%
Reliability					1	5	100.00%
Access and Facilities				1		4	100.00%
Communication				1		4	100.00%
Costs					1	5	100.00%
Integrity					1	5	100.00%
Assurance					1	5	100.00%
Outcome					1	5	100.00%
TOTAL	0	0	0	2	6	4.75	100.00%

Venue Rental

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness			1			3	0.00%
Reliability					1	5	100.00%
Access and Facilities			1			3	0.00%
Communication					1	5	100.00%
Costs					1	5	100.00%
Integrity					1	5	100.00%
Assurance					1	5	100.00%
Outcome					1	5	100.00%
TOTAL	0	0	2	0	6	4.5	75.00%

For the venue rental service, only one survey response was obtained. Given the low response, ratings of 3 caused a 0% score. On the overall however, the service still received a **Fair** rating.

PA System

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness					1	5	100.00%
Reliability					1	5	100.00%
Access and Facilities					1	5	100.00%
Communication				1		4	100.00%
Costs					1	5	100.00%
Integrity					1	5	100.00%
Assurance					1	5	100.00%
Outcome					1	5	100.00%
TOTAL	0	0	0	1	7	4.875	100.00%

The same case also applies to the Rental of Linoleum service which also received only one response hence affecting the overall score for the service.

Rental of Linoleum

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness					1	5	100.00%
Reliability					1	5	100.00%
Access and Facilities					1	5	100.00%
Communication			1			3	0.00%
Costs					1	5	100.00%
Integrity					1	5	100.00%
Assurance					1	5	100.00%
Outcome					1	5	100.00%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>4.75</b>	<b>87.50%</b>

Venue at National Arts Center

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness				3	11	4.79	100.00%
Reliability				2	12	4.86	100.00%
Access and Facilities				1	13	4.93	100.00%
Communication				1	13	4.93	100.00%
Costs				2	12	4.86	100.00%
Integrity				1	13	4.93	100.00%
Assurance				1	13	4.93	100.00%
Outcome				2	12	4.86	100.00%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>99</b>	<b>4.88625</b>	<b>100.00%</b>

For the ticket sales service, it got an overall score of 91% which is **Very Satisfactory**. However, some respondents gave a “disagree” rating, a large minority gave a “neutral” rating.

#### Ticket Sales

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness		2	9	51	40	4.26	89.22%
Reliability		1	8	48	46	4.35	91.26%
Access and Facilities			8	51	44	4.35	92.23%
Communication		2	11	47	43	4.27	87.38%
Costs			9	49	45	4.34	91.26%
Integrity			8	47	47	4.38	92.16%
Assurance			8	47	48	4.39	92.23%
Outcome			8	48	47	4.38	92.23%
<b>TOTAL</b>	<b>0</b>	<b>5</b>	<b>69</b>	<b>388</b>	<b>360</b>	<b>4.34</b>	<b>91.00%</b>

ASCEND also received a total of 29 survey questionnaires tagged as no category due to the missing detail on service availed. Nevertheless, this particular service category still received an **Outstanding** score given the positive scores from the rest of the respondents.

#### No Category

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Average Rating	OVERALL SCORE x/n*100
Responsiveness				10	19	4.66	100.00%
Reliability				9	20	4.69	100.00%
Access and Facilities				10	19	4.66	100.00%
Communication				14	15	4.52	100.00%
Costs				12	17	4.59	100.00%
Integrity				8	21	4.72	100.00%
Assurance				9	20	4.69	100.00%
Outcome				8	21	4.72	100.00%
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>80</b>	<b>152</b>	<b>4.65625</b>	<b>100.00%</b>

### Derived Importance

ASCEND also conducted a Kruskal Analysis of the parameters to determine the significance of each parameter to the overall satisfaction. Correlation between the rating per parameter vis-à-vis overall satisfaction rating determines the statistical significance of each parameter. A variable with less than 0.4 correlation coefficient (in absolute terms) is considered slightly important because this reflects weak association with the overall satisfaction. Variables with correlation coefficients ranging from 0.4 to 0.6 are identified as important parameters with moderate association with overall satisfaction ratings. Lastly, variables with correlation coefficients from 0.6 and above have strong to very strong association and thus considered as very important parameters in the analysis.

Parameter rating	Derived importance		
	Slightly important (<0.4)	Important (0.4-0.6)	Very Important (>0.6)
High (>4.5)	Slightly Important-High	Important-High	6 Very important-High
Low (<4.5)	Slightly Important-Low	Important-Low	2 Very important-Low

Figure 1. Kruskal Chart

While there are only 8 dimensions that can be examined for this analysis, table below shows the corresponding correlation coefficients and average ratings to obtain the derived importance per service quality dimension.

	Rating	Derived Importance	Kruskal Classification	Spearman's rho <sup>a</sup>	Average Rating
Responsiveness	High	Very Important	Very Important, High	0.889	4.50
Reliability	High	Very Important	Very Important, High	0.68	4.64
Access and Facilities	Low	Very Important	Very Important, Low	0.997	4.45
Communication	Low	Very Important	Very Important, Low	0.997	4.47
Costs	High	Very Important	Very Important, High	0.999	4.64
Integrity	High	Very Important	Very Important, High	0.995	4.68
Assurance	High	Very Important	Very Important, High	0.997	4.68
Outcome	High	Very Important	Very Important, High	0.983	4.68

Due to the small number of parameters to be examined, most dimensions are heavily correlated on the overall rating. External services have a high rating with Communication and Access and Facilities dimensions being the only indicator, with a slightly lower score on importance and average rating.

A scatter diagram below illustrates this analysis:

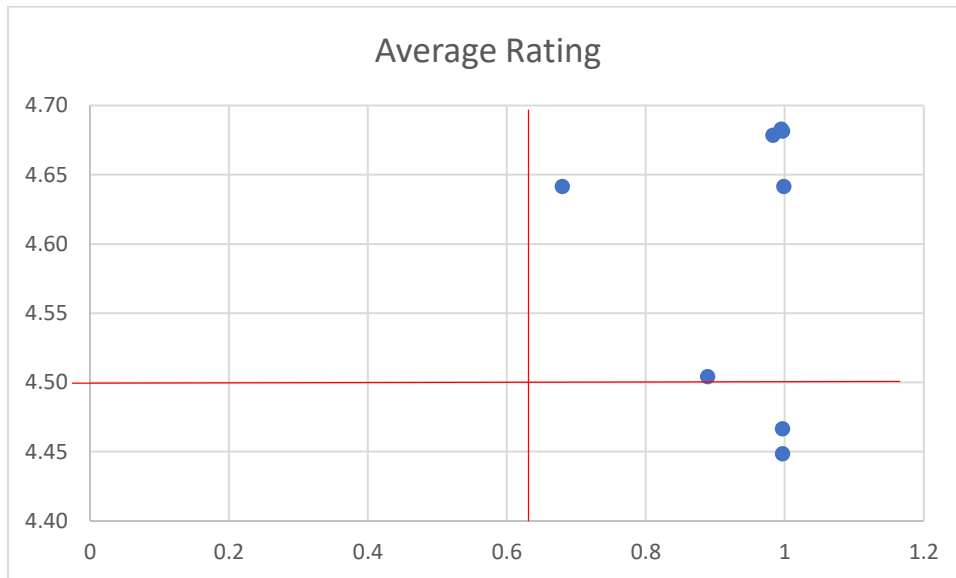


Figure 2. Scatter Plot

## V. RESULTS OF THE AGENCY ACTION PLAN IN THE PREVIOUS YEAR

Given that it is the first year that CCP is implementing the CSM guidelines, the agency action plan will take effect this year and will be reflected in the next report.

## VI. CONTINUOUS AGENCY IMPROVEMENT PLAN

### Suggestions for Improvement from Survey Respondents

From the survey results, it is observed that the CCP needs to work on how it communicates with its clients, and improving the access and facilities dimension. While it received an **Outstanding** rating overall, some services still need to be improved. This is made apparent by services with low client turnout as evidenced by the ratings for the Costume Rental.

Only a few open ended responses were available for analysis. Taking a look at what was provided by the respondents, CCP needs to improve on the following for the Costume Rental service:

1. Streamline Refund process for an easier transaction with the client;
2. Update Online Catalogue/Display

The rest of the services all received positive remarks. CCP has to continue to commit to providing the excellent service that drives the satisfaction of the customers upward. For services with low client counts, CCP must ensure that it delivers excellent service for a better impression of the agency and a higher satisfaction across all the services offered.

### Suggestions for Improvement for Survey Administration

Given that it is CCP's first time implementing the CSM, there are some key improvements to be made in the administration of the CSM form. ASCEND recommends the following action items for CCP:

1. Training of CCP personnel on survey administration to ensure high response rates and completeness of survey responses. Training must include how to encourage participation to the CSM form.
2. For services with a low client count, CCP must ensure that the CSM form is presented to get their feedback.
3. To get more meaningful answers to better identify the factors that affect satisfaction, the survey must include a question that will ask the reason for the satisfaction rating given.

ASCEND recommends these changes to be implemented as soon as possible so that it will be reflected in the next round of the CSM.



**ANNEX A. Clear Images of CSM Surveys Used**

**Clear image of physical CSM Surveys Used**

Control No: \_\_\_\_\_

(Insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: 11-11-23 Sex:  Male  Female Age: 36

Region of residence: NCR Service Aailed: TICKETING

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its Website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):  
KEEP UP THE GOOD WORK

Email address (optional): \_\_\_\_\_

THANK YOU!

Control No: \_\_\_\_\_

AKM1-REDMAP E AFFIDAVIT  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. JRTA-2042-3  
 Expires on 1 July 2023

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 11-9-23 Sex:  Male  Female Age: 50

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped Very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and stops based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the Office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):  
GREAT JOB! THANK YOU MAAR!

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 11/29/23 Sex:  Male  Female Age: 46

Region of residence: Palo, Mis Service Aailed: purchase of file

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) question 5. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' of CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-CORRUPTION  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approval No: JHTA-2022-1  
Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 10/28/23 Sex:  Male  Female Age: 29

Region of residence: NCA Service Aailed: Ticket Service

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**






- CC1 Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTHROPOLITAN AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved: AM 18-2022-7  
 Expires on 31 July 2023

(Insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: 10/28/23 Sex:  Male  Female Age: 54

Region of residence: Metro Manila Service Aailed: Ticket purchase

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'NA' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ... ?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. NA  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.	✓				✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. ARIA-1242-7  
 Effective on 11 July 2012

(Insert agency logO here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 10/27/23 Sex  Male  Female Age: 42

Region of residence: CAVITE Service Aailed: TI CURETM 6






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this Office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found information about my transaction from the office or its Website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the Office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 10/29/23 Sex:  Male  Female Age: 18

Region of residence: Manhima Service Availed: Ticket purchasing

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**






CC1 Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

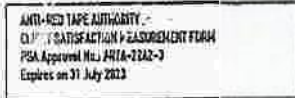
\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_



(Insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 10/29/23 Sex:  Male  Female Age: 19

Region of residence: NCR Service Aailed: Buying Tickets

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.		✓				
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: Oct 20, 2023 Sex:  Male  Female Age: 72






Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ... ?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.						✓
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-BED LAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approval No. ARIA-7242-3  
Expires on 31 July 2013

(insert agency logo here) (insert agency name here)

**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 19 Oct Sex:  Male  Female Age: 32

Region of residence: QC - NKK Service Availed: BTR office






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1 Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**  
For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				/		
SQD1. I spent a reasonable amount of time for my transaction.				/		
SQD2. The office followed the transaction's requirements and stops based on the information provided.				/		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				/		
SQD4. I easily found information about my transaction from the office or its website.				/		
SQD5. I paid a reasonable amount of fees for my transaction.				/		
SQD6. I feel the office was fair to everyone, or 'walang palakasan', during my transaction.				/		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

N/A

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMNED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. A/PRTA-1224 1-2  
 Expires on 21 July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 01/19/2013 Sex:  Male  Female Age: 21

Region of residence: NCR Service Aailed: Marketing Department

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1 Which of the following best describes your awareness of a CC?**

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ... ?**






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and stops based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional) \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 20 Oct 2023 Sex:  Male  Female Age: 32

Region of residence: NCA Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**






- CC1 Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.		✓				
SQD2. The office followed the transaction's requirements and steps based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its Website.		✓				
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

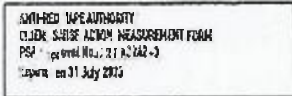
\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

THANK YOU!

Control No: \_\_\_\_\_



(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: 10/8/23 Sex:  Male  Female Age: 58

Region of residence: Metro Manila Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this Office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this Office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), Would you say that the CC of this office was...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the Office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

None

Email address (optional): bob.nacorn@gmail.com

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 10/5/2023 Sex:  Male  Female Age: \_\_\_\_\_






Region of residence: NCR Service Availed: Bought ticket

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?  
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 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.		✓				
SQD2. The office followed the transaction's requirements and steps based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

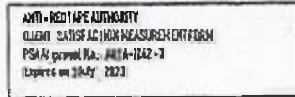
Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): e.yao@pal-com.ph

**THANK YOU!**

Control No: \_\_\_\_\_



(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU! BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: Oct 4, 2023 Sex:  Male  Female Age: 30+

Region of residence: Mandarin - JKR Service Availed: Ticket Sales Box office






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1 Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**  
For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

Box office tickets should be available again @ main Bldg.  
After reservation completes.

Email address (optional): \_\_\_\_\_

Thanks!

THANK YOU!



Control No: \_\_\_\_\_

ANTI-BED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. APTA-2242-1  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1 Which of the following best describes your awareness of a CC?**
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				✓		
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang patakasari", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

JATI-RESTAURAUROBITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approval No. ARI7A-242-1  
Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**  
For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found informatn about my transaction from the office or its website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the office was fair to everyone, or 'walang palakasari', during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-DISCRIMINATION AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approval No. ANTA-2022-3  
Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)

**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from this government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_  
\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-BED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. APM-2262-1  
 Expires on 31 July 2023

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this Office. (Answer 'NA' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?






- 1. Easy to see  4. Not visible at all
- 2. Somewhat easy to see  5. N/A
- 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped Very much  3. Did not help
- 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.			✓			
SQD1. I spent a reasonable amount of time for my transaction.			✓			
SQD2. The office followed the transaction's requirements and steps based on the information provided.			✓			
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.			✓			
SQD4. I easily found information about my transaction from the office or its website.			✓			
SQD5. I paid a reasonable amount of fees for my transaction.			✓			
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.			✓			
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.			✓			
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.			✓			

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AKI-1-HEATPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. JRTA-2022-3  
 Expires on 31 July 2023

(Insert agency logO here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to **not** answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. NA

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the Office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the Office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMRO-ED TAPEAKINGKIT  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSE - Internal No. - MEA-2242-3  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				/		
SQD1. I spent a reasonable amount of time for my transaction.				/		
SQD2. The Office followed the transaction's requirements and steps based on the information provided.				/		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				/		
SQD4. I easily found information about my transaction from the office or its website.				/		
SQD5. I paid a reasonable amount of fees for my transaction.				/		
SQD6. I feel the office was fair to everyone, or "walang palakasari", during my transaction.				/		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMER-REX TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved No.: ARIA-2242-3  
 Expires on 31 July 2003

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. NA

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied With the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and stops based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction Were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office Was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I Was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A No Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					/	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					/	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					/	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					/	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					/	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					/	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.					/	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					/	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved # CA-ARIA-2012-3  
 Expires on 31 July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 04 Oct 2012 Sex:  Male  Female Age: 25

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this Office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				✓		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AWD - BERTAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved No. AREA-2042-3  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 10/22/23 Sex  Male  Female Age: 38

Region of residence: DC Service Aailed: show

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

NA

Email address (optional): johnnandelfino@gmail.com

THANK YOU!

Control No: \_\_\_\_\_

ANTI-RETIPE AUTHORITY  
CLIENT CARES AGENCY MEASUREMENT FORM  
PSA Approved No. 2014-12-02-3  
Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: Dec 22, '23 Sex:  Male  Female Age: 93

Region of residence: Reg N-A Service Aailed: Tickets






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1 Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ... ?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**  
For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): plybox arts@gmail.com

THANK YOU!

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. JRI14-2842-7  
 Expires on 31 July 2012

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee of another agency)

Date: 10-22-23 Sex:  Male  Female Age: 72

Region of residence: Burien City Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and stops based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RECYCLE AUTHORITY  
 CLIENT SERVICE ACTION MEASUREMENT FORM  
 PSA Approval No. FRII-1242-2  
 Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: Oct 22 Sex:  Male  Female Age: 24

Region of residence: ALICE Service Availed: MARKETING DEPARTMENT

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1 Which of the following best describes your awareness of a CC?**  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I did not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT & AGENCY ACTION MEASUREMENT FORM  
 PSA Approval No. JRTM-1042-7  
 Expires on 31 July 2023

(Insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: Oct. 22 Sex:  Male  Female Age: 32

Region of residence: N/A Service Aailed: Marketing Department

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. AN/A-282-3  
 Expires on 31 July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another Agency)






Date: 10-21-2013 Sex:  Male  Female Age: 23

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found information about my transaction from the Office or its Website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

A 410-PERMPER AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved No.: PSA-2242-9  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 10/20/23 Sex:  Male  Female Age: 48

Region of residence: NCR Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**






- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_

ANTI-BED TAPE AUTHORITY  
CLIENT RISK ACTION MEASUREMENT FORM  
PSA Approved Rev. 07/12-13  
Expires on 1 July 2013(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)Date: 10/20/23Sex:  Male  FemaleAge: 41

Region of residence: \_\_\_\_\_

Service Aailed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?






1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.						✓
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the Staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

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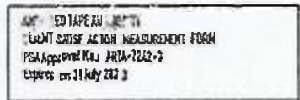


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Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_



(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 10/20/23 Sex:  Male  Female Age: 27

Region of residence: NCR Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or 'walang palakasan', during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No.: ARA-2242-3  
 Expires on 31 July 2023

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex  Male  Female Age: \_\_\_\_\_






Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. APT-2012-3  
 Expires on 31 July 2012

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				✓		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.			/			
SQD1. I spent a reasonable amount of time for my transaction.				/		
SQD2. The office followed the transaction's requirements and stops based on the information provided.				/		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				/		
SQD4. I easily found information about my transaction from the office or its website.			/			
SQD5. I paid a reasonable amount of fees for my transaction.				/		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				/		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ADMITTED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved No. JETA-12AR-3  
 Expires on 31 July 2012

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: 30

Region of residence: \_\_\_\_\_ Service Availed: Ticket

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat Easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. JMTA-1242-3  
 Expires on 31 July 2013

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: 26






Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	
<b>SQD0.</b> I am satisfied with the service that I availed.				/		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				/		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				/		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				/		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				/		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				/		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				/		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and stops based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_

(insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT CHARTER ACTION MEASUREMENT FORM  
 PSA Approval No.: ARTA-2242-3  
 Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.			✓			
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.			✓			
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.			✓			
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.			✓			
<b>SQD4.</b> I easily found information about my transaction from the office or its website.			✓			
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.			✓			
<b>SQD6.</b> I feel the office was fair to everyone, or "walang patakasan", during my transaction.			✓			
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.			✓			
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.			✓			

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. APR-2-242-3  
 Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.






- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				✓		
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				✓		
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-BRIBE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved No. ARIA-2242-7  
 Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_






Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				✓		
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approved No. FRTM-2042-3  
Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**






- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.			✓			
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.			✓			
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.			✓			
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.			✓			
<b>SQD4.</b> I easily found information about my transaction from the office or its website.			✓			
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.			✓			
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.			✓			
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.			✓			
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.			✓			

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved N. S. 1874-2242-3  
 Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1 Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.			✓			
SQD1. I spent a reasonable amount of time for my transaction.			✓			
SQD2. The office followed the transaction's requirements and stops based on the information provided.			✓			
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.			✓			
SQD4. I easily found information about my transaction from the office or its website.			✓			
SQD5. I paid a reasonable amount of fees for my transaction.			✓			
SQD6. I feel the office was fair to everyone, or "walang palakasari", during my transaction.			✓			
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.			✓			
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.			✓			

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMV-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. J. PRTA-2242-3  
 Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: NOR Service Aailed: TICKET






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	
SQD0. I am satisfied With the service that I availed.				/		
SQD1. I spent a reasonable amount of time for my transaction.				/		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				/		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				/		
SQD4. I easily found information about my transaction from the office or its website.				/		
SQD5. I paid a reasonable amount of fees for my transaction.				/		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				/		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approved No. AREA-22AG-3  
Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1 Which of the following best describes your awareness of a CC?**

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				/		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				/		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				/		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				/		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				/		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				/		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				/		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

THANK YOU!

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approval No. JRTA-2020-3  
Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: 27

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If a were of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					/	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					/	
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.					/	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					/	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					/	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					/	
<b>SQD6.</b> I feel the Office was fair to everyone, or "wawang palakasan", during my transaction.					/	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					/	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):  
\_\_\_\_\_  
\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMENDED TAFE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approved N o. 14714-1242-3  
Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: 22

Region of residence: \_\_\_\_\_ Service Aailed: Ticket

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and stops based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMERICAN EYE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved # AEA-2002-3  
 Expires 11 July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: 22

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and stops based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-BED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approval # 001-0974-202-3  
Expires on 31 July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: 26

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**






- CC1 Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					/	
SQD1. I spent a reasonable amount of time for my transaction.					/	
SQD2. The office followed the transaction's requirements and stops based on the information provided.					/	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					/	
SQD4. I easily found information about my transaction from the office or its website.					/	
SQD5. I paid a reasonable amount of fees for my transaction.					/	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					/	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					/	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female

Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_

Service Aailed: TICKET

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	
SQD0. I am satisfied with the service that I availed.					/	
SQD1. I spent a reasonable amount of time for my transaction.					/	
SQD2. The office followed the transaction's requirements and stops based on the information provided.					/	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					/	
SQD4. I easily found information about my transaction from the office or its website.					/	
SQD5. I paid a reasonable amount of fees for my transaction.					/	
SQD6. I feel the office was fair to everyone, or "watang palakasan", during my transaction.					/	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					/	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. ANR-1742-3  
 Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee of another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. NA  
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. NA

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and stops based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 11-11-2013 Sex:  Male  Female Age: 30

Region of residence: NCR Service Aailed: to cash 2y

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The Office followed the transaction's requirements and stops based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the Office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

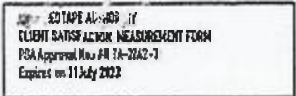
\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_



(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				✓		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the Staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_  
\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1 Which of the following best describes your awareness of a CC?**
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					/	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					/	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					/	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					/	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					/	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					/	
<b>SQD6.</b> I feel the office was fair to everyone, or 'walang palakasan', during my transaction.					/	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					/	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANKYOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No.: JAMA-13242-2  
 Expires on: July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1 Which of the following best describes your awareness of a CC?**

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				/		
SQD1. I spent a reasonable amount of time for my transaction.				/		
SQD2. The office followed the transaction's requirements and stops based on the information provided.				/		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				/		
SQD4. I easily found information about my transaction from the office or its website.				/		
SQD5. I paid a reasonable amount of fees for my transaction.				/		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				/		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_






Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1 Which of the following best describes your awareness of a CC?**  
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 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?**  
 1. Easy to see  4. Not visible at all  
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 3. Difficult to see
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				/		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				/		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				/		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				/		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				/		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				/		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				/		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1 Which of the following best describes your awareness of a CC?**  
 1. I know what a CC is and I saw this office's CC.  
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 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. NA

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					/	
SQD1. I spent a reasonable amount of time for my transaction.					/	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					/	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					/	
SQD4. I easily found information about my transaction from the office or its website.					/	
SQD5. I paid a reasonable amount of fees for my transaction.					/	
SQD6. I feel the office was fair to everyone, or 'walang palakasari', during my transaction.					/	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff is helpful.					/	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-BED TAPEALMUNITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. APLA-1742-2  
 Expires on 31 July 2022

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

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- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. NA

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					/	
SQD1. I spent a reasonable amount of time for my transaction.				/		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				/		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				/		
SQD4. I easily found information about my transaction from the office or its website.				/		
SQD5. I paid a reasonable amount of fees for my transaction.				/		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				/		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANKYOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No.: JRTA-2012-7  
 Expires on 31 July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

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**CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**  
 1. Helped Very much  3. Did not help  
 2. Somewhat helped  4. NA

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				/		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				/		
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.				/		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				/		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				/		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				/		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				/		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				/		
SQD1. I spent a reasonable amount of time for my transaction.				/		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				/		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				/		
SQD4. I easily found information about my transaction from the office or its website.				/		
SQD5. I paid a reasonable amount of fees for my transaction.				/		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				/		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
SQD8. I got what I needed from the government office, or (if denied) detail of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_

ANTI-BED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. 087A-042-1  
 Expires on 11 July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee of another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1 Which of the following best describes your awareness of a CC?**

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				/		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				/		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				/		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				/		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				/		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				/		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang patakasan", during my transaction.				/		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE OPPORTUNITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. ARIA-1242-2  
 Expires on 31 July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this Office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this Office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				/		
SQD1. I spent a reasonable amount of time for my transaction.				/		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				/		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				/		
SQD4. I easily found information about my transaction from the office or its website.				/		
SQD5. I paid a reasonable amount of fees for my transaction.				/		
SQD6. I feel the office was fair to everyone, or 'walang palakasan', during my transaction.				/		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee of another agency)

Date: 11-09-23 Sex:  Male  Female Age: 19

Region of residence: PLB Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I aVailed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The Office followed the transaction's requirements and Steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

Outside problem of the upcoming event would be nice to see.

Email address (optional): vincent.parron@cebas.com.ph

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved No. AFR-1342-3  
 Expires on 1 July 2013

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1 Which of the following best describes your awareness of a CC?**

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this Office. (Answer 'N/A' on CC2 and CC3)

**CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its Website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AWM-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. PRTA-2342-3  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: \_\_\_\_\_ Sex:  Male  Female Age: 20

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					/	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					/	
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.					/	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					/	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					/	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					/	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang patakasan", during my transaction.					/	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					/	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-BED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. MTA-242-3  
 Expires on 31 July 2028

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_






Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ... ?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				✓		
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the Office was fair to everyone, or "walang palakasan", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-SGD TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved N. 1. JRTA-2012-3  
 Expires on 31 July 2022

(Insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: 20

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**






**CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and stops based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the Office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PS Approval No.: ARIA-7242-2  
 Expires on 31 July 2022

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and stops based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found information about my transaction from the office or its Website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approved No. ARTA-2012-1  
Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_  
\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: 25

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				/		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				/		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				/		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				/		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				/		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					/	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.					/	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					/	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. ARTA-2242-3  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC Only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped Very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					/	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					/	
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.					/	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					/	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					/	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					/	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang patakasan", during my transaction.					/	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					/	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1 Which of the following best describes your awareness of a CC?**  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. NA

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I aVailed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No.: ARA-0242-3  
 Expires on 31 July 2023

(Insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				/		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				/		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				/		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				/		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				/		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				/		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				/		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. ART-11-2122-1  
 Expires on 01 July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					/	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					/	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					/	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					/	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					/	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					/	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.					/	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					/	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					/	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMM-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. PATA-2142-1  
 Expires on 11 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 11-12-2013 Sex:  Male  Female Age: 26

Region of residence: NCR Service Availed: TICKETING

**INSTRUCTIONS: Check i mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 11-11-2023 Sex:  Male  Female Age: 32

Region of residence: Caraga Service Aailed: ticketing

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**






- CC1 Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A

- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				<input checked="" type="checkbox"/>		
SQD1. I spent a reasonable amount of time for my transaction.				<input checked="" type="checkbox"/>		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				<input checked="" type="checkbox"/>		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				<input checked="" type="checkbox"/>		
SQD4. I easily found information about my transaction from the office or its website.				<input checked="" type="checkbox"/>		
SQD5. I paid a reasonable amount of fees for my transaction.				<input checked="" type="checkbox"/>		
SQD6. I feel the office was fair to everyone, or "walang pabalasan", during my transaction.				<input checked="" type="checkbox"/>		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				<input checked="" type="checkbox"/>		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				<input checked="" type="checkbox"/>		

Suggestions on how we can further improve our services (optional):

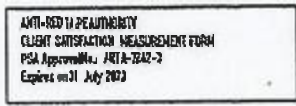
\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_



(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 11-12-2023 Sex:  Male  Female Age: 23






Region of residence: mind Service Aailed: Registration

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The Office followed the transaction's requirements and stops based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteous by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMERICAN TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approved M/1/11 - 1242-3  
Exp: 31 July 13

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: DEC 12, 2013 Sex:  Male  Female Age: 41

Region of residence: BGC MARIKINA Service Availed: ONE TO JOY CONCEPT MARKET

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. N/A
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**  
For SOD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the Office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):  
\_\_\_\_\_

Email address (optional): gimliesrabamillo@gmail.com

**THANK YOU!**

Control No: \_\_\_\_\_

AMB-RED TAPE AUTHORITY  
 CLIENT SURVEY ACTION MEASUREMENT FORM  
 PSA Approval No.: AMTA-1242-2  
 Expires on 31 July 2012

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: 12/01/13 Sex:  Male  Female Age: 20

Region of residence: Manila Service Availed: Ticket Purchase

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ... ?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.	✓					
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found information about my transaction from the office or its website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 12/01/23 Sex:  Male  Female Age: 21

Region of residence: Mumbai Service Availed: Tix purchase

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A No Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the Office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or 'walang palakasan', during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-BID TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. ARDA-1242-7  
 Expires on 31 July 2013

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: 11-11-2013 Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'NA' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction.					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
SQD4. I easily found information about my transaction from the office or its website.					✓	
SQD5. I paid a reasonable amount of fees for my transaction.					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)

**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No.: AITA-2022-3  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.			✓			
SQD1. I spent a reasonable amount of time for my transaction.			✓			
SQD2. The office followed the transaction's requirements and stops based on the information provided.			✓			
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.			✓			
SQD4. I easily found information about my transaction from the office or its Website.			✓			
SQD5. I paid a reasonable amount of fees for my transaction.			✓			
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.			✓			
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.			✓			
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.			✓			

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_

AKD-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approved No. JARJA-1242-2  
 Expires on 31 July 2021

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)






Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

- CC1 Which of the following best describes your awareness of a CC?**
- 1. I know what a CC is and I saw this office's CC.
  - 2. I know what a CC is but I did NOT see this office's CC.
  - 3. I learned of the CC only when I saw this office's CC.
  - 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?**
- 1. Easy to see
  - 2. Somewhat easy to see
  - 3. Difficult to see
  - 4. Not visible at all
  - 5. NA
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?**
- 1. Helped very much
  - 2. Somewhat helped
  - 3. Did not help
  - 4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark(✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I Was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-MED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. AR26-2742-3  
 Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. N/A  
 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AKD-BED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. AETA-242-2  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee of another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. NA

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I aVailed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMN-REG TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. AMN-2242-2  
 Expires on 31 July 2022

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_






**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

**CC1** Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this Office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. NA  
 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. NA

**INSTRUCTIONS:**  
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.					✓	
<b>SQD2.</b> The office followed the transaction's requirements and stops based on the information provided.					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.					✓	
<b>SQD4.</b> I easily found information about my transaction from the Office or its website.					✓	
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.					✓	
<b>SQD6.</b> I feel the Office was fair to everyone, or "walang palakasan", during my transaction.					✓	
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.					✓	
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					✓	

Suggestions on how we can further improve our services (optional):  
 \_\_\_\_\_  
 \_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_






Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1 Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. NA  
 3. Difficult to see
- CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				/		
SQD1. I spent a reasonable amount of time for my transaction.				/		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				/		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				/		
SQD4. I easily found information about my transaction from the office or its website.				/		
SQD5. I paid a reasonable amount of fees for my transaction.				/		
SQD6. I feel the office was fair to everyone, or "v'ulang palakasan", during my transaction.				/		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				/		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				/		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-RED TAPE AGENCY  
 CLIENTS SATISFACTION MEASUREMENT FORM  
 PSA Approved No: ARI 1-1242-2  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				<input checked="" type="checkbox"/>		
SQD1. I spent a reasonable amount of time for my transaction.			<input checked="" type="checkbox"/>			
SQD2. The office followed the transaction's requirements and steps based on the information provided.				<input checked="" type="checkbox"/>		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				<input checked="" type="checkbox"/>		
SQD4. I easily found information about my transaction from the office or its website.				<input checked="" type="checkbox"/>		
SQD5. I paid a reasonable amount of fees for my transaction.				<input checked="" type="checkbox"/>		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				<input checked="" type="checkbox"/>		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				<input checked="" type="checkbox"/>		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				<input checked="" type="checkbox"/>		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.			✓			
SQD1. I spent a reasonable amount of time for my transaction.			✓			
SQD2. The office followed the transaction's requirements and stops based on the information provided.			✓			
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.			✓			
SQD4. I easily found information about my transaction from the office or its website.			✓			
SQD5. I paid a reasonable amount of fees for my transaction.			✓			
SQD6. I feel the office was fair to everyone, or 'walang palakasan', during my transaction.			✓			
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.			✓			
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.			✓			

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-MED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approval No. AITA-2242-2  
Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a checkmark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and stops based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



Control No: \_\_\_\_\_

ANTI-BED TAPEBURNING  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approved No. ARU-2242-3  
Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee of another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**






CC1 Which of the following best describes your awareness of a CC?  
 1. I know what a CC is and I saw this office's CC.  
 2. I know what a CC is but I did NOT see this office's CC.  
 3. I learned of the CC only when I saw this office's CC.  
 4. I do not know what a CC is and I did not see one in this office. (Answer 'NA' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?  
 1. Easy to see  4. Not visible at all  
 2. Somewhat easy to see  5. NA  
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  
 1. Helped very much  3. Did not help  
 2. Somewhat helped  4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				<input checked="" type="checkbox"/>		
SQD1. I spent a reasonable amount of time for my transaction.				<input checked="" type="checkbox"/>		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				<input checked="" type="checkbox"/>		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				<input checked="" type="checkbox"/>		
SQD4. I easily found information about my transaction from the office or its website.				<input checked="" type="checkbox"/>		
SQD5. I paid a reasonable amount of fees for my transaction.				<input checked="" type="checkbox"/>		
SQD6. I feel the Office was fair to everyone, or "walang palakasan", during my transaction.				<input checked="" type="checkbox"/>		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				<input checked="" type="checkbox"/>		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				<input checked="" type="checkbox"/>		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AKU - REDTAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 FSA Approval No. BKA-2012-1  
 Expires on 31 July 2012

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. NA

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				<input checked="" type="checkbox"/>		
SQD1. I spent a reasonable amount of time for my transaction.				<input checked="" type="checkbox"/>		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				<input checked="" type="checkbox"/>		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				<input checked="" type="checkbox"/>		
SQD4. I easily found information about my transaction from the office or its website.			<input checked="" type="checkbox"/>			
SQD5. I paid a reasonable amount of fees for my transaction.				<input checked="" type="checkbox"/>		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				<input checked="" type="checkbox"/>		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				<input checked="" type="checkbox"/>		
SQD8. I got what I needed from the government office, or (if denied) denial or request was sufficiently explained to me.				<input checked="" type="checkbox"/>		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-MED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approved No. JRD-2242-3  
Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I knew what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				<input checked="" type="checkbox"/>		
SQD1. I spent a reasonable amount of time for my transaction.				<input checked="" type="checkbox"/>		
SQD2. The office followed the transaction's requirements and stops based on the information provided.				<input checked="" type="checkbox"/>		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				<input checked="" type="checkbox"/>		
SQD4. I easily found information about my transaction from the office or its website.				<input checked="" type="checkbox"/>		
SQD5. I paid a reasonable amount of fees for my transaction.				<input checked="" type="checkbox"/>		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				<input checked="" type="checkbox"/>		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				<input checked="" type="checkbox"/>		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				<input checked="" type="checkbox"/>		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_  
\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-MED TAPE AUTHORITY  
CLIENT SATISFACTION MEASUREMENT FORM  
PSA Approval No. ARD-2242-3  
Expires on 31 July 2013

(Insert agency logo here) (insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Aailed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				✓		
SQD1. I spent a reasonable amount of time for my transaction.				✓		
SQD2. The office followed the transaction's requirements and stops based on the information provided.				✓		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_  
\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AKO - NEGATIVE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval No. 047A-2242-3  
 Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. NA

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. NA

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.				<input checked="" type="checkbox"/>		
SQD1. I spent a reasonable amount of time for my transaction.				<input checked="" type="checkbox"/>		
SQD2. The office followed the transaction's requirements and steps based on the information provided.				<input checked="" type="checkbox"/>		
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				<input checked="" type="checkbox"/>		
SQD4. I easily found information about my transaction from the office or its website.				<input checked="" type="checkbox"/>		
SQD5. I paid a reasonable amount of fees for my transaction.				<input checked="" type="checkbox"/>		
SQD6. I feel the Office was fair to everyone, or "walang patakasan", during my transaction.				<input checked="" type="checkbox"/>		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				<input checked="" type="checkbox"/>		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				<input checked="" type="checkbox"/>		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

AMTRAC TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT FORM  
 PSA Approval # A-18714-2012-3  
 Expires 06/30/13 July 2012

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

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- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
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- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped Very much
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**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.				✓		
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.				✓		
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.				✓		
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
<b>SQD4.</b> I easily found information about my transaction from the office or its website.				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.				✓		
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

(Insert agency logo here) (Insert agency name here)  
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Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

Control No: \_\_\_\_\_

ANTI-BRIBE AUTHORITY  
CLIENT'S BEST AGENCY MEASUREMENT FORM  
PSA Approved No. ARIA-2142-1  
Expires on 31 July 2023

(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

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SQD2. The office followed the transaction's requirements and stops based on the information provided.		✓				
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				✓		
SQD4. I easily found information about my transaction from the office or its website.				✓		
SQD5. I paid a reasonable amount of fees for my transaction.				✓		
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.				✓		
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				✓		
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.				✓		

suggestions on how we can further improve our services (optional):

\_\_\_\_\_  
\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**