

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 (1st 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.

Thank you for your continued guidance and support.

Sincerely yours,

JOSE VICTOR M. GAITEW

CCP Committee on Anti-Red Tape

Chairperson





Cultural Center of the Philippines

CLIENT SATISFACTION MEASUREMENT REPORT 2023 (1ST 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.

	Score
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 (S) 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:

Overall score = Number of Strongly Agree answers + Number of Agree answers

Total Respondents – 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

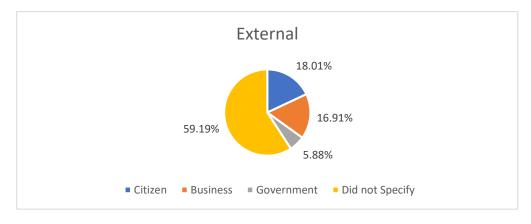
III. DATA AND INTERPRETATION

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%

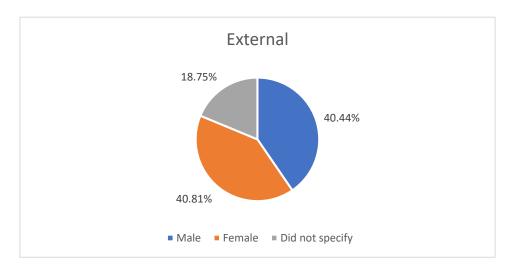
Table 4. Respondent Type



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%

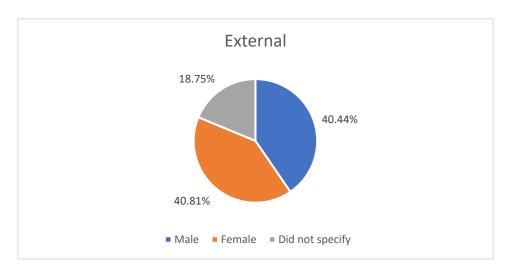
Table 5. Gender



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.

Regions	External Services
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 – SOCCKSKARGEN	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
00 4020110110	Responses	Percentage
CC1. AWARENESS OF CC		
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%
CC2. VISIBILITY OF CC		
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%
CC3. INFORMATION ON CC		
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	Agre e	Strongly Agree	Average Rating	NA	Total Respo nses	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.

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

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%
TOTAL	0	0	1	0	7	4.75	87.50%

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%
TOTAL	0	0	0	13	99	4.88625	100.00%

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%
TOTAL	0	5	69	388	360	4.34	91.00%

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%
TOTAL	0	0	0	80	152	4.65625	100.00%

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.

	Derived importance								
Parameter rating	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 ^a	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.



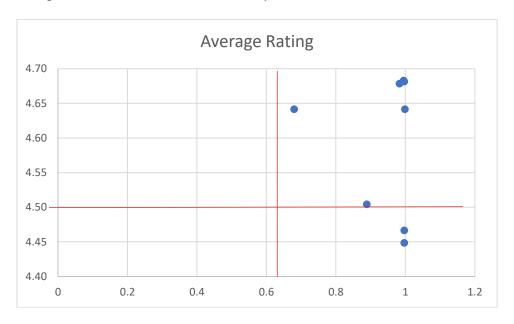


Figure 2. Scatter Plot

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

ami-redtape authodity Cuent satisfaction neasurement form PSAApproved No. 1401 a-2242-7 Empires on 11 July 202 (

(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.

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Email address (optional):

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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.

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Expires on 31 July 2023

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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.					1	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				- 5	/	
SQD4. I easily found informe un about my transaction from the office or its website.				220	4.2	
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 counteously 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) deflial of request was sufficiently explained to me.						
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Suggestions on how we can further improve	our servic	es (optiona	ai).			

Email address (optional).

AMR-REDIAPE AUTROBITY CLIENT BATES ALTROX NEASUREMENT FERM PSA Approvalka 1 AFTA-2742-1 Expert 5 (8 1) July YEZ 3

(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 receptly 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.

G.10	0 1 70, >013 Sex: □ Mate □	Female	Age: _	12			
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Email address (optional):

ANTI-REDI (APE ALTHORITY

CLUENT SATISFACTION MEASUREMENT FORM
PSA Apparent Rui, ARIA-1242-3
Expires on 31 July 2013

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

This	Client	Satisfacti	on Mea	asuremen	(CSM)	tracks	tite c	ustomer	experien	ce of g	overnment	offices. You	ur feedback
on	your <u>rec</u>	cently_con	c)uded.	transactio	n will h	elp this	office	provide	a better	Service	. Personal	information	shared will
		nfidential											

ate: 4 egion	of residence: AC MK Sex: □ Male ☑	Female Bervice Av	Age: _ ailed:	Bre of	ic-		_
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Email address (optional)

ANTI-JEED TAPE RUTHURSTY CLIENT SATISFACTION NEASUREDON FORM PSATAGO UND KOLPRIA-2242-2 Expira (m.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.

Date: _00 a	19_3023 Sex: □ Male 💆	Female	Age:_	11			
Region of	residence: NCR	Service Av	ailed: <u>Ua</u>	rke ting Del	o art men	<u>t</u>	
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For SQD	CTIONS: 0-8, piease put a check mark (√) or	n the colum	in that best	corresponds	to your ar	nswer.	
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my trans						V	
"walang	feel the office was fair to everyone, or palakasan", during my transaction.					V	
and (if a	was treated courteously by the staff, sked for help) the staff was helpful.					1	4 .
governn	I got what I needed from the nent office, or (if denied) denial of was sufficiently explained to me.						
-	ions on how we can further improve	our servic	es (optiona	aí):			

ANTI-RED LAPE AUTHORITY CLIENT CARSE ACTION NEASARD-HENT FORM PSA Appared IN C. ARTA-TAZ-7 Tapiris on 11 July 2012

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

NSTRUCTIONS: Check mark (an official document that reflects the processing times among others.	e service	wer to the es of a gov	Citizen's C vernment a	charter (CC) q gency/office in	uestions. ncluding	The Citiz	en's Cha ments, fe
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AMILHED INFEAUTHORITY
CLIDE SAISE ACTION NEASUREMENT FORK
PSF * popertid No.2 (2) a 2 (42 - 2)
Lewire in 31 3 dy 2013

(Insert agency logo hero) (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.

	of residence: MATICA	-emale	Age: _	38			
san of	JCTIONS: Check mark () your ans ficial document that reflects the servic cessing times among others.</th <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>						
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	JCTIONS: D 0-8, please put a check mark (√) or	n the colum	nn that best	corresponds t	o your an	swer.	
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THANK YOU!

bob navnegman/ com

Email address (optional):_

Email address (optional):

akti. 165 jape authorin Cleht Stigs authon neasuredent foan Psakiparvolkoj, 1870-7842-7 Eigères no II jady 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.

egion of residence: NCF	Service Av	ailed:	1200×44	71000		
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SQD8. I got what I needed from the government office, or (if denied) denial of					/	
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THANK YOU!

ANTI-REDITATE AUTHORITY
OLDOR SATIST LE HON NEASUREM ENTREMA
PSAM GROWN NA.; HIT N-1/AZ-1
Lagree on 1/A/Y (1821)

(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 will

Client t Date: _	of residence: Mandon - SCR	t (Empltyse Female	or another ap	3Ø+		n	
Region	of residence: Maula - NCR	Service Av	ailed:	TICKA S	019.	HOX	io4ce
s an o	UCTIONS: Check mark () your ans fficial document that reflects the service ocessing times among others.						
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AMT. NEO TAPE AMBRANTY CLIENT SATISFACTION INFASUREMENT FORM PSATERCOME NO. 31 ANY 2023 Expires no. 31 Any 2023

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

		Sex: □ Male	Female	Age: _				
egion	of residence:		Service A	/alled:				
		1. 1						
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		of the CC only when I say						1 9 to 1
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		with the service that	Disagree	Disagree	Neither Agrae nor Disagree	Agree	Strongly Acree	Not Applicable
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ANTI-FEDIAPEATHORITY
CLETY SAISTACHER PYASHERERIT FORM
PRAASPARMIN NO. ARTA-242-3
Expires at 31 July 2023

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

Pate: Sex:Maie							
ogio.	J. 102/2011/30						
an of	UCTIONS: Check mark (ficial document that reflects the service occasing times among others.						
C1	Which of the following best describe		areness of	a CC?			
199	☐ 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.						
	13.1 do not know what a CC is and I did r	not see one in	this office (- 1	
CC2		D1), would □ 4. Not visi □ 5. N/A		at the OC of th	nis office	was?	
	If aware of CC (answered codes 1-: 1. Helped very much 2. Somewhat helped 1. Helped very much 1. Helped very much 1. Helped very much 1. NA	not help				1000	saction?
or SQ	D 0-8, please put a check mark (√) o	n the colum	in that best	corresponds	b your an	swer.	N/A
		Strongly	Disagree	Neither Agree	Agree	Strongly	Not Applicable
	. I am satisfied with the service that I	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	
availed SQD1			Disagree		Agree		
availed SQD1. my tra SQD2. require	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the		Disagree		Agree		
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availed SQD1. my tra SQD2. require inform SQD3. to do f SQD4. transa	d. I spent a reasonable amount of time for insection. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my ction from the office or its website.	Disagree	Disagree		Agree		
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availed SQD1. Thy tra SQD2. require inform SQD3. to do f SQD4. transa SQD5. my tra SQD6. "walar SQD7 and (if SQD8 gover	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my ction from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or ag palakasan', during my transaction. I was treated courteously by the staff,	Disagree	Disagree		Agree		Applicable
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Email address (optional):

ANTI-REDTAPE ALTIGURATY
CLUENT SATISFACTION INEASUREMENT FORM
PSAARproved No. 1417 A-7242-7
Engines on 31 July 2003

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

Date: Sex: D	7		Age: _				_
NSTRUCTIONS: Check mark () s an official document that reflects the and processing times among others.	ne servic					Committee of the commit	
Which of the following best 1.1 know what a CC is and 1 se 2.1 know what a CC is but I did 3.1 learned of the CC only when 4.1 do not know what a CC is a	ew this old INOT see en I saw th	ce's CC this office's is office's CC	œ, 3,				foor leed
If aware of CC (answered 1 □ 1.Easy to see □ 2. Somewhat easy to see □ 3. Difficult to see		C1), would □ 4. Not visi □ 5. N/A		at the CC of t	his office	was?	
CC3 If aware of CC (answered company in the company of the company in the company	□ 3. Did	not help	how much	did the CC h	elp you in	14	107
NSTRUCTIONS: For SQD 0-8, please put a <mark>check ma</mark> ri	k (√) or	the colum	in that best	corresponds	lo your ar		greent -
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service availed.	e that I	Disanico		nor steam oc		rigido	
SQD1. I spent a reasonable amount of my transaction.	time for						
SQD2. The office followed the trans- requirements and stops based of information provided.				/			
SQD3. The steps (including payment) I to do for my transaction were easy and				/			
SQD4. I easily found information ab transaction from the office or its website	8.						
SQD5. I paid a reasonable amount of my transaction.				1//			
SQD6. I feel the office was fair to every "walang palakasan", during my transag	tion.			1/			111115
SQD7. I was treated courteously by the and (if asked for help) the staff is as help	pful.				3	10/25	Se *
SQD8. I got what I needed from government office, or (if denied) do request was sufficiently explained to m	enal of	ا ع					
Suggestions on how we can further i							

AMIL-RED TAPE AUTHORITY
CLUENT SA TISE ACTION REASUREMENT FORM
PSAAppervol III of prin-tare-1
Empires ma 1 1 Ady 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 office	 Your feedback
on your recently concluded transaction will help this office provide a better service. Personal inform	ation shared will
be kept confidential and you always have the option to not answer this form.	

	Sex: ☐ Male ☐						
egion	or regideration						
an of	UCTIONS: Check mark (your ans fficial document that reflects the service ocessing times among others.	wer to the es of a go	Citizen's (vernment a	Charter (CC) o	uestions noluding	The Citiz	ren's Chart ements, fee
C1	Which of the following best describe		areness of	a CC?			
100	☐ 1. I know what a CC is: nd I saw this office. 2. I know what a CC is but I did NOT see		CC.			History.	i Our leedby
	3 learned of the CC onlywhen I saw th	is office's CC) ,	Answer "N/A" on (OC2 and O		in strend i
C2	If aware of OC (answered 1-3 in CC	1), would	you say the	at the Co of th	is office t	was?	
	☐ 1. Easy to see	□ 4. Not visi □ 5. N/A					
C3	If aware of CC (answered codes 1-3 ☐ 1. Helped Very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. N/A	not help	how much	did the CC he	p you n	your tran	saction?
VSTR	UCTIONS:		41- 2-4-				record to
or SQ	D 0-8, please put a check mark () or	the colum	in inat best	corresponds	your an	swer.	NA
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	Not Applicable
SQD0 availe	i. I am satisfied with the service that I d.			_			
	I. I spert a reasonable amount of time for ansaction						
	The office followed the transaction's remembers and stops besed on the	-		. /			A STATE OF THE STA
inform	ation provided.				a.		
	. The steps (including payment) I needed for my transaction were easy and simple-						
SQD4	. I easily found information about my	0-870		/			
	action from the office or its website. 5. I paid a reasonable amount of fees for					-	
my tra	ansaction. I feel the office was fair to everyone, of			/			
"wala	ng palakasan, during my transaction.						
	f. I was treated courteously by the staff, if asked for help) the staff was helpful.						54) (1.10)
SQD8	3. I got what I needed from the nment office, or (if denied) denial of st was sufficiently explained to me.						
Tech le						S SAN A	
Maria de la composición dela composición de la composición de la composición dela composición dela composición dela composición de la composición dela c		OUR SABVIC	es (option)	31):			
rim vouc	stions on how we can further improve	OUT OCI AIO	4- (4F mar.				

AMI - I XEDTAPE AUTHORETY TLIENT SATISF ACTION NEASUREMENT FORM PSAAPPERVALNE. 18712-722-7 Expires on 1 3/2/2723

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

	type: □ Citizen □ Business □ Governmen S.x: □ Maie □	Female	Age: _				
tegion	of residence:	Service Av	ailed:		-		
an of	UCTIONS: Check mark () your ans fficial document that reflects the service coessing times among others.						
001	Which of the following best describe		areness of	a CC?			
120	□ 1. I know what a CC is and I saw this offi Ø 2. I knowwhat a CC is but I did NOT see		CC.			Int N	wir leterile
	☐ 3. Hearned of the CC offly when I saw th						o attended
254	☐ 4.1 do not know what a OC is and I did F	lat see one in	this Office (Answer 'N/A' on	CC2 and C	C3)	
CC2	If aware of CC (answered 1-3 in CC D1. Easy to see Z 2 Somewhat easy to see D 3. Difficult to see	C1), would □ 4. Not visi □ 5. N/A	you say tha ble at all	at the CC of th	ils office	was?	
003	If aware of CC (answered codes 1-0 1. Helped very much	not help	how much	did the CC he	elpyou in	your tran	enn I dra
NSIN	UCTIONS:)D 0-8, please put a chec's mart. (🛂) o	n the colum	n that best	corresponds t	o your ai.		
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	Not Applicable
	. I am satisfied with the service that I						
avalle					-		·
SQD1 my tra	i. I spellt a reasolable amount of time for ansaction.				/		
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ANTI-LED TAPEAUTHODITY
CUEST SARSTACKET HEAVELENET FURIA
THE CAPTURE OF STATE 22A2-3
Expires on 31July 2823

(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 feedbar	×
on your recently concluded transaction will help this office provide a better service. Personal information shared w	į۱
be kept confidential and you always have the option to not enswer this form.	

Region	of residence:	Service Av	aìled:			* ****	
an o	UCTIONS: Check mark () your ans fficial document that reflects the servic ocessing times emong others.	wer to the	Citizen's (vernment a	Charter (CC) o	questions noluding	. The Citiz	zen's Cha ements, fe
CC1	Which of the following best describe		areness of	a CC?			
	1. I know what a CC is and I saw this office 2.1. I know what a CC is but I did NOT see		CC			Boes V	our leeds
	3. I learned of the CC only when I saw th						a stanial
	13 4. I do not know what a CC is and I did A			Answer "N/A" on (CC2 and C	C3)	
CC2	If aware of CC (answered 1-3 in CC	1), would	you say tha	at the CC of th	is office	was/	
	☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see	□ 4. Not visi □ 5. N/A	ble at all				
	-	006	la contra manda	ما ۵۵ ماد الا	l- vou in	MOUE 1-DO	cantian?
CC3	If aware of CC (answered codes 1-3		now inden	did the CC he	ap you it	your train	Sacaon:
		7101 1 1010				1000	
NSTR	UCTIONS:						n = 0 0
or SC	QD 0-8, please put a check mark (🗸) or	the colum	n that best	corresponds t	your an	swer.	
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0 availe	D. Iam satis¶ed with the service that I ed⊷				/		
my tra	1. I spent a reasonable amount of time for ansaction.				/		
requir	The Office followed the transaction's rements and steps based on the nation provided.						
SQD3 to do	3. The steps (including payment) I needed for my transaction were easy and simple.				/_		
transa	I easily found information about my action from the office or its website. I paid a reasonable amount of fees for				1.0	15	
	ansaction.				/		
"Wala	5. I feel the office was fair to everyone, or no palakasari", during my transaction.				/		
	7. I was treated courteously by the staff, if asked for help) the staff was helpful.				/	10 (1) 64	At 12, 175
	 I got what I needed from the rnment office, or (if denied) denial of est was sufficiently explained to me. 				/		
gove						Avantame	
goVer reque	estions on how we can further improve	our servic	es (optiona	al):			

ANTHRED TAPE ANTHROSTY
CLUSHT SATISF ACTION NEWSCHENG FURGH
PSAACPEOWN NEW JAPIA-2242-3
Expères no.21 July 2013

(insert agency log0 here) (insert agency name here) HELP US SERVE YOU BETTER!

ale:		Sex: Diffiale	□ Female	Age: _	_			
tegion	of residence:	- Salvania - S	Service Av	/ailed:	2000.000.000			
		1. 6			*			
an of	UCTIONS: Check ficial document the ocessing times amo	at reflects the serv						
C1	☐ 1. I know what a ☐ 2. I know what a ☐ 3. I learned of the	owing best descrii CC is and I saw this o CC is but I did NOT s a CC onlywhen I saw what a CC is and I did	office's CC. see this office's thisOffice's C	CC.				Our headl
C2	CI 1. Fasy to see	sy to see	☐4. Not visi		at the CC of th	nis Office	was?	
C3	☐ 1. Helped very m	answered codes t auch ☐ 3 Di ped ☐ 4 N	id not help	how much	did the CC he	elpyou in	10 500	error other
	JCT:ONS: D 0-8, please put a	shook mark (1/1)	an the colum	an that boot	possessonands t	0 VOIR 01		To be to the
		. 9	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agras	N/A Not Applicable
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	. I spent a reasonable nsaction.	amount of time for				/		
my tra						1		1970 TV
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SQD2. require informs SQD3. b do fe SQD4. transa SQD5. my tra SQD6.	ements and stops ation provided. The steps (including or my transaction we leasily found infection from the office. I paid a reasonable insaction. I feel the office was	s based on the payment) I needed pre easy and simple ormation about my or its website. e amount of fees to stair to everyone, o	1			111		
SQD2. require nforms SQD3. o do fo SQD4. ransa SQD5. my tra SQD6. fwalan SQD7. and (iii	aments and stops ation provided. The steps (including or my transaction We call to the office of paid a reasonable insaction. I feel the office was a palakasan, during a sked for help) the	s based on the payment) I needed payment) I needed promation about my or its website. The amount of fees for a fair to everyone, or a my transaction. The staff was helpful.	; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ;			1111	10.75	A Comment
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AMI-RED TAPE ANTHORNY
CLEAN SINIST ACTION HEASTREADIN FORM
PSA Approved No. 1478-7242 -7
Expires end 1 July 2003

(insert agency log0 here) (insert agency name here) HELP US SERVE YOU BETTER!

This	Client Satisfac	tion Measurement	(CSM) tracks	the customer	experienc	ce of go	vernm Gill	offices. Y	our feedback
on y	our recently co	ncluded transaction	will help this	office provide	a better	service.	Personal	information	on shared will
be k	ept confidential	and you always he	eve the option	to not answer	this form.				

			- V					
egion	of residence:		Service A	vailed:		-		
an of	UCTIONS: Check ficial document the poessing times am	at reflects the se	answer to the	e Citizen's (Charter (CC) с agency/office i	questions neluding	. The Citiz its require	ren's Char ments, re
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	THE WARREN				-2\-			
reque	estions on how we	can further impr	ove our servi	ces (option	aij:			

Email address (optional):

ANTI-RED I APERUTRABITY CLIENT SAIRS LETON NEADARDHOIT FORK PSAAPPARVIN II LARTA-1142-D Expires on 11 Jaly 2021

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

egion	of residence:	Service Av	railed:				
	7. W. L.						
an of	UCTIONS: Check mark (\checkmark) your ansificial document that reflects the service occasing times among others.						
C1	Which of the following pest described 1. I know what a CC is and I saw this office 2. I know what a CC is but I did NOT see 3. I learned of the CC only when I saw the CJ 4. I do not know what a CC is and I did not know what a CC is a continue whet know	ce's CC. this office's IIs Office's CC	CC. C.		CC2 and C		ina in co
C2	,	C1), would □ 4. Not visi □ 5. N/A		at the CC of th	is office	was?	
C3	If aware of CC (answered codes 1-3 Did -2, Somewhat helped D 4. N/A	not help	how much	did the CC he	elp you in	your tran	saction?
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	, .h	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly' Agree	Not Applicable
SQD0 availe	i. I am satisfied with the service that I d.						
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SQD3 to do SQD4 transa SQD5 my tra	action from the office or its website. Just a reasonable amount of fees for ansaction.				~		
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AMT;-KEDIAPE AUTHORITY CLUBHT EXIST ACTION INEASUREMENT FORM PSAASSARVEI No. JERIA-ZAAZ-J Expires on all Judy 2000

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

Client t	ype: Z Citizen 🗆 Busness 🗆	Government (Employee or a	another agency)		
Date: _	022 23 Sex	☐ Male ☑ Female	Age: 38_		
Region	of residence:	Service Availe	ed:		
is an o	UCTIONS: Check mark (V) fficial document that reflects occssing times among other	the services of a gover			
CC1	Which of the following be: 1. I know what a CC is and it 2. I know what a CC is but I 3. I learned of the CC only v 4. I do not know what a CC	I saw this effice's CC, did NOT see this office's CC when I saw this office's CC,		CC2 and CC3)	9,000
CC2	If aware of CC (answered 21.Easy to see □ 2. Somewhat easy to see □ 3. Difficult b see	☐ 4. Not visible		ls office was?	
CC3	If aware of CC (answelled 1 1. Helped very much 2. Somewhat helped	3. Did not help	w much did the CC he	lp you in your transaction	on?
	UCTIONS: ID 0-8, please put a check m		that best corresponds to	o your enswer.	· ·

10 <u>34</u> 2 =	Strongly Disagree	Disagree	Neither Agree	Agree	Sirongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					V	
SQD1. I spent a reasonable amount of time for my transaction.					1	
SQD2. The office followed the transaction's requirements and steps based on the information provided.					1	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.					1	
SQD4. I easily found information about my transaction from the office or its website.					1	
SQD5. I paid a Feasonable afflount of tees for my transaction.					/	
SQD6. I feel the office was fair to everyone, of "walang palakasari", during my transaction.					1	
SQD7. I was treated courteously by the staff, and (if asked for heip) the staff was helpful.					1	4 -
SQD8. I got what I needed from the government office, or (if denied) denial directly explained to me.					1	

Suggestions on how we can tither improve our services (optional):	 y21 23

AMT-REDT LIFE AUTHORITY CLIENT SURSE ALBOX NELASURE-ENT FERSA PSA Approval No. 2014-12 & - 1 Expires 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.

legion	of residence: Reg IV-A	Service Av	ailed:	Tidals			-
an of	JCTIONS: Check mark (your ans ficial document that reflects the service cessing times among others.						
Ct	Which of the following best describe		areness of	a CC?			
	☐ 1. I know what a CC is and I saw this offi ☐ 2. I know what a CC is but I did NOT see ☐ 3. I learned of the CC only when I saw th	this office's is office's Co	3.		=00		GW DOWN
	☐ 4. I do not know what a OC is and I did n						
CC2		21), would □ 4. Not visi □ 5. N/A		at the CC of th	is office	w a s?	
C3	If aware of CC (answered codes 1-3 □1, Helped very much □3, Did □2, Somewhat helped □4, NA	not help	how much	did the CC he	elp you in	your (ran	saction?
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or Oct	o o, pouco par a cheor main (*) o	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
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Email address (optional): _

Email address (optional):

ANGLARD TAPE AUTHORITY CLIEFIT STREET ALCOUNT NEASCHEDENT FORM PSAALGEGROWN M.J. ARTIL-TEASC-T Empires on 31 July 1812

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

1, I know what a CC is and I saw this office'S CC. 2 know what a CC is but I did NOT see this office'S CC. 3 learned of the CC only when I saw this office'S CC. 4 do not know what a CC is and I did not see one in this office. (Answer N/A' on CC2 and CC3) 1 aware of CC (answered 1-3 in CC1), would you say that the CC of this office was? 1 Easy to see	Region of	residence: Wardh City 's	Service Ava	ailed:				
1. kRow what a CC is and I saw this office'S CC. 2. krow what a CC is but idd NOT see this office's CC. 3. learned of the CC only when I saw this office's CC. 4. do not know what a CC is and I did not see one in this office. (Answer N/A' on CC2 and CC3	is 20 offici	al document that reflects the service	wer to the es of a go	Citizen's (vernment a	Charter (CC) q agency/office i	juestions ncluding	. The Citiz	zen's Char ements, fec
□ 1. Easy to see □ 4. Not visible at al □ 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 □ 2. 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. 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 palak'ssar', during my transaction. SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	9 0 0	It, tknow what a CC is and I saw this office 2.2 I know what a CC is but I did NOT see 3.3. I learned of the CC only when I saw thi	ce'S CC this office's is office's CC	oc.		OC2 and C		44 1 12P
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							~	St . 30
government office, or (if denied) denial of requestry was sufficiently explained to me.	SQD8. governm	got what I needed from the ent office, or (if denied) denial of					1	

ANTI-RED TAPE LUTHORSTY CLUDIT STORF LETON NEASUREMENT FORM PSAMpaparathau PRU-7242-7 Expires on 11 July 2012

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

tegion of residence: ()	Service Av	ailed: M	ackien NG	REPART	MENT	
NSTRUCTIONS: Check mark (is an official document that reflects the servind processing times among others.						
Which of the following best described. I know what a CC is and I saw this o □ 2.1 know what a CC is but I did NOT se □ 3.1 learned of the CC c ty when I saw □ 4.1 do not know what a CC is and I did	ttice's CC. e this office's this office's CC	œ.		oc2 anu O		atar te sa
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D. October plant of entire training ()	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
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my transaction. SQD8. 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.	1				-	3 1
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.					1	
	a our canilo	es (ontion)	all:			
Suggestions on how we can further improve	C 081 351410	oo (opaqii				

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AMILEO TIPE AUTHORITY CLIENT SAISS ACTION NEASUREMENT FURN PSAAppurtal No. 1911-7242-7 Expires on 11 July 2023

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

Region	of residence:	NPR	Service A	vailed:	Marketing	Depart	mumt	
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001	1, know wh 2 know wh 3 leamed	following best descr at a CC is and I saw this at a CC is but I did NOT of the CC only when I sa now what a CC is and I o	office's CC. see this office w this office's	's OC. CC.		CC2 and O	C3)	ara se seuma
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and (if SQD8 gover	asked for help) Judget what niment office, of	the staff was helpful in needed from or (in der d) denial by explained to me.	the			.40	1	
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Email address (optional):

ANTI-RED TAPEANTMORTY
CLIENT SATISF ACTION MEASUREMENT FERTH
PSAApparent No. 147(4-242-3
Expères en 31 July 2833

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

	of residence:	Service Av	alled:	*			-
an of	UCTIONS: Check mark (your ansificial document that reflects the service occasing times among others.						
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75-52.00	stions on how we can further improve	our servic	es (option	al):		4,53	

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

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is an o	UCTIONS: Check mark (✓) your ans fficial document that reflects the servic ocessing times among others.	es of a go	Crizen's C vernment a	agency/office i	neluding	its require	ements, fee
CC1	Which of the following best described 1.1 know what a CC is and I saw this office 2.1 know what a CC is but I did NOT see 2.1 learned of the CC only when I saw the 4.1 do not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is a cc.	ce's CC this office's is office's CC	oc.		002 and 0		an in stat
CC2	L 1. Luby 10 000	01), would y □ 4. Not visit □ 5. N/A		at the CC of th	is office	was?	
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Auth-Aed Tape Authoraty Client exist action inelegration trock Psaapprovid Rej (MTA-1242-) Experse coll July 2013

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

an of	JCTIONS: Check mark (✓) your ansificial document that reflects the service cessing times among others.	ower to the es of a go	Citizen's (vernment s	Charter (CC) o agency/office i	questions. including	. The Citiz its require	en's Cha ments, f
C1	Which of the following best describe 1. I know what a CC is and I saw this offi 2. I know what a CC is but I did NOT see 3. I learned of the CC only when I saw the 4. I do not know what a CC is and I did not	ce's OC this office's is office's OC	oc.		CC2 and C		our le vil
C2		01), would : □ 4. Not visit □ 5. N/A		at the CC of th	nis office '	was?	
CC3 NSTRI	If aware of CC (answered codes 1-3 ☐ 1. Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. NA JCTIONS: D 0-8, please put a cher! mark (✓) or	not help					saction?
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	. I am satisfied with the service that !						
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EDTAPERU LLANT ERICH KALAURENENT FORM PSAAPPROMIKIA JANA-722-7 Ligheit 05-11 kdy 727 j

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an o	UCTIONS: Check mark (your ans fficial document that reflects the service possing times among others.						
DC1	Which of the following pest describe		areness of	a CC?			
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	If aware of CC (answered codes 1-5 ☐ 1. Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. N/A UCTIONS: ☐ 0-8, please put a check mark (✔)or	not help					sacuori
			6		6	(N/A
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	Not Applicable
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AND-RED TAPEAUTHOLDTY
CLUBHT SAISS ACTION NEASUREMENT FORM
PSAAppareed No. 1974-2742-3
Expires to 31 July 2823

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This	Client	Satisfac	tion Me	asurement	(CSM) tra	cks the	customer	experien	ce of go	vemment	offices. Y	our fe	edback
on y	our re	cently_co	ncluded	transaction	n will help	this offi	ce provide	a better	service.	Personal	informatio	n sha	red will
be i	cept co	nfidential	and yo	u always h	ave the opt	ion to n	ot answer	this form	١.				

Date: _	Sex CLMale C	Female	Age: _				
Region	of residence:	Service Av	/ailed:		-		_
an o	UCTIONS: Check mark (flicial document that reflects the serviocessing times among offers.						
C1	Which of the following best describ		areness of	a CC?			
107	 ☑ 1. I know what a CC is and I saw this of ☑ 2. I know what a CC is but I did NOT se ☑ 3. I learned of the CC only when I saw t ☑ 4. I do not know what a CC is and I did 	e this oflice's his office's C	C.	'Answer 'N/A' on			four fer ca
C2	If aware of CC (answered 1-3 in Cl T. Easy to see 2 Somewhat easy to see 3 Difficult to see	C1), would □4. Not visi □5. N/A		at the OC of th	nis office	was?	
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	UCTIONS: ID 0-8, please put a <mark>check m</mark> ark (√)o	n Banasir	n shoe book	somos-onds t		et que	9 100
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my tra	. I paid a reasonable amount of fees for nsaction.				/		
"walar	. I feel the office was fair to everyone, or no palakasan", during my transaction. I was treated courteously by the staff,						
and (if	asked for heip) the staff was helpful.					1000	0£ 10 011
govern	nment office, or (# denied) denial of st was sufficiently explained to me.						-
		our service	es (optiona	ıl):			
Sugges	stions on how we can further improve	44. 95. FIG.	(-F -				

Email address (optional): _

AMI-REDI APE AUTHORITY CULIFIT SATISTA ACTIONALE ASSERTEMENT FEGAL PSA Appeared No. 14716-7242-7 Expires in 11 July 2023

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

This Client Satisfaction	on Measurement	(CSM) tracks	s the customer	experience of g	overnment offices	. Your feedback
on your recently con-	cluded_transaction	g will help thi	s office provide	e a better service	. Personal inform	ation shared will
be kept confidential a	and you always ha	ave the option	n to not answer	this form.		

)ate:	Sex: 🗆 Ma	le 🛛 Eerrale	Age: _				
Region	of residence:	Service A	vailed:				
an off	ICTIONS: Check mark () you icial document that reflects the scessing times among others.						
001	Which of the following best des ☐ 1 know what a CC is and I saw to ☐ 2 I know what a CC is but I did NO ☐ 3 I learned of the CC only when I ☐ 4.1 do not know what a CC is and	his office's CC. OT see this office's saw this office's C	CC.		CC2 and C	Semigr	Gur feori
C2	If aware of CC (answered 1-3 i QT.Easy to see 2. Somewhat easy to see 3. Difficult to see	☐ 4 Not vis	you say tha alble at all	at the CC of th	nis office	was?	
C3	If aware of CC (answered code	oc 1.3 in CC1)	how much	did the CC ha	elp you in	your tran	saction?
VSTRU	D1. Helped very much	3. Did not help 1. N/A				198	energy tole
VSTRU	1. Helped very much 2. Somewhat helped 04	3. Did not help 1. N/A				198	N/A Not Applicable
NSTRU or SQE SQD0. availed	1. Helped very much 2. Somewhat helped 04 CTIONS: 0.0-8, please put a check mark (a. Did not help i. N/A	nn that best	t corresponds t	to your an	swer.	N/A Not
NSTRU For SQE SQD0. availed SQD1.	1. Helped very much 2. Somewhat helped 04 CTIONS: 0.8, please put a check mark (a. Did not help i. N/A	nn that best	t corresponds t	to your an	swer.	N/A Not
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ANT-NEO THE ANTAGETY CLIENT SATES ACTION NEASUREMENT FURTH PSA Approved No. 1878-1242-3 Expires on 31 July 2013

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(edinu	of residence:	Panion Au	ollad:				
	or residence	Seivica Av	aneu.				
an of	JCTIONS: Check mark(√) your ans ficial document that reflects the service docessing times among others.	swer to the es of a go	Citizen's vernment	Charter (CC) o	ncluding questions.	The Citiz	zen's Cha ements, fe
C1	Which of the following best describe	s your aw	areness of	a CC?			
114	☑1. I know what a CC is and I saw this offi ☐ 2. I know what a CC is to t I did NOT see		cc			TEXAS N	our teeds
	3. I learned of the CC only when I saw th				3	SEASON N	+ damed
1 100	☐ 4. I do not know what a CC is and I did n	ot see one in	this office. (Answer "N/A" on	CC2 and O	C3)	
C2	If aware of CC (answered 1-3 in CC	1), would	you say th	at the CC of th	nis office n	was?	
		4. Not visit	ble at at				
	☐ 2. Somewhat easy to see ☐ 3. Difficult to see	LI 5. N/A					
.00		in 000	hour much	did the CC he	do kou in	vous tean	saction?
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	☐ 2. Somewhat helped ☐ 4. N/A	The Help				Section .	eren of
VSTR	JCTIONS:						90.00
or SQ	D 0-8, please put a check mark (V) or	the colum	nn that best	corresponds t	o your an	swer.	
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
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availe SQD1 my tra SQD2 require inform SQD3 to do 1 SQD4 transa SQD5 my tra SQD6 "walai SQD7 and (iii SQD8 gover reque	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my ction from the office or its website. I paid a reasonable amount of fees for ansaction. I feel the office was fair to everyone, or no palakasan', during my transaction. I was treated courteously by the staff, i asked for help) the staff was helpful. I got what I needed from the nament office, or (if denied) denial of		es (optiona	af):		1,725	41 - 20

ANTI-RED. TAPE AUTHORITY CLEDIT SATIST ACTION HELISUREMENT FURN PSAAPPERVAL N. ... JATA-12A2-3 Expires on 31 July 2073

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NSTRUCTIONS: Check mark (s an official document that reflects the service and processing times among others.						
Which of the following best describe ☐ 1. I know what a CC is and I saw this of ☐ 2. I know what a CC is but I did NOT sec ☐ 3. I learned of the CC only when I saw the composition of the CC is and I did to the composition of the composit	ice's CC. this office's his office's CC	OC. D.		OC2 and O		um te ada
CC2 If aware of CC (answered 1-3 in CC 1. Easy to see 2. Somewhat easy to see 3. Difficult to see	C1), would □4. Not visil □5. N/A	you say tha ble at all	at the CC of th	nis office i	was?	
CC3 If aware of CC (answered codes 1- 1. Helped very much 2. Somewhat helped 14. N/A	not help	how much	did the CC he	ip you in	your trans	saction?
NSTRUCTIONS:		n that best	corresponds t	n vour an	swer	
	n the colum	n that best	Neither Agree	o your an	Strongly	N/A Not Applicable
NSTRUCTIONS: For SQD 0-8, please puta c heck mark () o SQD0. I am satisfied with the service that I availed.	n the colum	(c)	<u>•</u>	0	0	Not
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	n the colum	(c)	Neither Agree	0	Strongly	Not
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SQD0. I am satisfied with the service that I availed. SQD1. I spent a Feasonable 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.	Strongly Disagree	(c)	Neither Agree	0	Strongly	Not

AMILARI TARE AMINGRATY
CLIENT SATISFACTION NEASUREMENT FORM
PSA Approval No. JATIA-1222-3
Expires (mill July 2023

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

Date: Region	Sex: ☐ Male Ø			ν		r ^{i'} 2 =-	
is an of	UCTIONS: Check mark (· /) your ans ficial document that reflects the service occssing times among others.						
CC1	Which of the following best describe 1.! know what a CC is and I saw this off 2.! know what a CC is but I did NOT sea 3. I learned of the CC only when I saw th 4. I do not know what a CC is and I did not	ice's CC. this office's ils office's Cl	OC , C.		CC2 and (Tage 10 (C)
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CC3	If aware of CC (answered codes 1-3 ☐ 1, Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. NA	not fielp	how much	did the CC he	elp you in	your trar	saction?
	JCTIONS: D0-8, please put a check mark(√) α	the colum	nn that best	corresponds t	o vour at	nswer.	
	25 - 64 - 77	Strongly Disagfee	Disagree	Neither Agree	Agree	Strongly Agree	N/A No: Applicable
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my tra	It spent a reasonable amount of time for insaction. The office followed the transaction's				1.		
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transa SQD5	. I easily found information about my ction from the office or its website. I paid a reasonable amount of fees for neaction.				/		
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SQD7	. I was treated courteously by the staff, asked for help) the staff was helpful.				1		4 -
govera	. I got what I needed from the nment office, or (if denied) denial of the state of				/		
Sugges	stions on how we can futher improve	our servic	es (optiona	al):		1.	

ANTI-RED I APE ANTIRORETY CLUENT SATISSALTHON INCLUMENTATIONAL PSALIGRAPHA (M.). ARTIS-EAZY-3 Expiras in 11 July 2013

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Doglass	of residence:	Female	Age: _	-			
region	of residence:	Service Av	/ailed:			1 25	
s an o	UCTIONS: Check mark () your an fficial document that reflects the servicessing times among others.						
CC1	Which of the following best describe		areness of	a CC?			
ile.	 f know what a CC is and I saw this off 2 i know what a CC is but I did NOT see 	_	CC				349774 (62)
	3. I learned of the CC only when I saw to	nis office's Co	O,				
	4 I do not know what a CC is and I did a	not see one in	this office.	(Answer N/A' on	CC2 and C	C3)	
002	If a ware of CC (answered 1-3 in CC) 1. Easy to see			at the CC of the	nis office	was?	
		5. N/A	DIE AL AL				
-	□ 3. Difficult to see						
CC3	f aware of CC (answered codes 1-		how much	did the CC he	elp you in	your tran	saction?
	☐ 2. Somewhat helped ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. N/A			*.			
NSTR	UCTIONS:					4	4
For SQ	D 0-8, please put a c hack mark (✔) o	n the colum	n that best	corresponds t	o your an	swer.	
	25 S	Sirongly Disagree	Disegree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
availe					/		
SQD1. my tra	d. I spent a reasonable amount of time for insaction.						
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availed SQD1 my tra SQD2 require informs SQD3 to do f SQD4 transa SQD5 my tra SQD6 "walsr SQD7 and (it SQD8 govern	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my inction from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or ing palakasan', during my transaction. I was treated courteously by the staff,						At 10 and
availed SQD1 my tra SQD2 require inform SQD3 to do f SQD4 transa SQD5 my tra SQD6 "walsr SQD7 and (it SQD8 govern reques	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my ction from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or ing palakasan, during my transaction. I was treated courteously by the staff, asked for help) the staff was helpful. I got what I needed from the inment office, or (if denied) denial of		es (optiona				At mile

ANTI-REDI APE ANTHORITY CULPIT SATISFALTINON INGASUREDHENT FORM PSAAAPARENI (N. 1. ARTIA-7842-) Expires on 21 July 2823

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

	of residence:	Service Av	ailed:			7 7 5	
is an o	UCTIONS: Check mark (4/) your ans fficial document that reflects the service occassing times among others.						
CC1	Which of the following best describe 1. I know what a CC is and I saw this off 1. I know what a CC is but I did NOT see	ce's CC. this office's	oc.	a CC?		w s	au 11 ob
- 18	4.1 do not know what a CC is and I did n			Answer N/A' on	CC2 and C	C3)	
CC2	If aWare of CC (answered 1-3 in CC □ 1E asy to see □ 2. Somewhat easy to see □ 3. Difficult to see			at the OC of th	nis office	was?	
CC3	If aware of CC (answered codes 1-3 Did □ 1 Helped very much □ 3 Did □ 2 Somewhat helped □ 4 N/A		how much	did the CC he	elp you in	your tran	saction?
	UCTIONS: ID 0-8, please put a c heck mark (√) or	the colum	n that best	corresponds t	to vour an	swer.	-
	25 - 25	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
availe						/	
my tra	. I spant a reasonable amount of time for ansaction.					/	
requir	The office followed the transaction's rements and stops based on the nation provided.						
	The steps (including payment) I needed for my transaction were easy and simple.					/	
	. I easily found information about my action from the office or its website.					/	
SQD4	I haid a reasonable amount of fees for						
SQD4 transa SQD5 my tra SQD6	 I paid a reasonable amount of fees for ansaction. I feel the office was fair to everyone, or 						
SQD4 transa SQD5 my tra SQD6 "walat SQD7	ansaction. I feel the office was fair to everyone, of no palakasan", during my transaction. I was treated courteously by the staff,					/	le *
SQD4 transa SQD5 my tra SQD6 "walar SQD7 and (ii SQD8 gover	ansaction. I feel the office was fair to everyone, of no palakasar", during my transaction.			-		/	ie e

ANTI-PED THE AUTHORITY CLEAN STIES ACTION MEASUREMENT FURH PSA Appendikal Meta-2242-2 Espira on 11 Ady 2022

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

Region	of residence:		ailed:			7.5	_
an off	JCTIONS: Check mark (*/)your and icial document that reflects the servicessing times among others.						
CC1	Which of the following best describ 1. I know what a CC is and I saw this of 1. I know what a CC is but I did NOT se 1. I learned of the CC only when I saw to 4. I do not know what a CC is and I did	fice's CC. e this office's his office's CC	oc. 5.		CC2 and C		exe in co
C2	If a ware of CC (answered 1-3 in C)		you say tha				
	If aware of CC (answered codes 1- 1. Helped very much	not help		**		100	saction?
		in the colum	nn that best	corresponds t	ovour an	SWer.	
or SQI	0 0-8, please put a c heck mark (✔) o	Strongly	Disagree	Neither Agree	Agree	Strongly Agree	N/A No: Applicable
SQD0. avalled SQD1.	I am satisfied with the service that I I. I spent a reasonable amount of time for	Sirongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Noi
SQD0. availed SQD1. my tras SQD2. require informa	I am satisfied with the service that I I. I spent a reasonable amount of time for a saction. The office followed the transaction's aments and stops based on the ation provided.	Strongly Disagree	Disagree		Agree		Noi
SQD0. avalled SQD1. my tras SQD2. require informs SQD3. to do fe	I am satisfied with the service that I I. I spent a reasonable amount of time for insaction. The office followed the transaction's insents and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple.	Strongly Disagree	Disagree		Agree		Noi
SQD0. availed SQD1. my train SQD2. require information to do for SQD4. transact SQD5.	I am satisfied with the service that I I. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my office from the office or its website.	Strongly Disagree	Disagree		Agree		Noi
SQD0. avalled SQD1. my transcriptorms SQD3. to do fo SQD4. transact SQD5. my transcriptorms SQD6. "watan SQD7.	I am satisfied with the service that I I. I spent a reasonable amount of time for insaction. The office followed the transaction's insents and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my office from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or a palakasan', during my transaction. I was treated courteously by the staff,	Strongly Disagree	Disagree		Agree		Noi
SQD0. availed SQD1. my train SQD2. require information of the SQD4. transact SQD5. my train SQD6. "watan SQD7. and (if SQD8. govern	I am satisfied with the service that I i. I spent a reasonable amount of time for insaction. The office followed the transaction's iments and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my office from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or insaction.	Strongly	Disagree		Agree		Noi

ANTI-RED TAPE AUTHORISTY CLIENT SATISF ACTION NEASUREMENT FORM PSA Approval Mill Arra-2 ZAZ-1 Expires on 31 July 2022

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

	ype: □ Citizen □ Business □ Governm Sex: ☑ Mate							
Region	of residence:	P				C 2 =	_	
is an of	UCTIONS: Check mark (your a ficial document that reflects the sen possing times among others.							
CC1	Which of the following best descri		wareness of	a CC?				
100	☐ 2. I know what a CC is but I did NOT s ☐ 3. I learned of the CC only when I saw ☐ 4. I do not know what a CC is and I did	thisoffice's (OC.	(Answer N/A' on	CO2 and C		one en) P. S
CC2	If aware of CC (answered 1-3 in C ☐ 1. Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see	CC1), would 4. Not vi 5. N/A		at the CC of the	nis office	was?		
CC3	If aware of CC (answered codes 1. Helped very much	id net help	, how much	did the CC ha	elp you in	your tran	saction?	
	JCTIONS: O 0-8, please put a check mark (✔)	on the colu	mn that best	corresponds l	o vour an	swer.		
	19 - 14 ·	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable	
availed					/	,,,,,,,,,		
my tran	I spent a reasonable amount of time for associon.							Je N
require informa	The office followed the transaction's ements and stops based on the ation provided.				/			
to do fo	The steps (including payment) I needed or my transaction were easy and simple I easily found information about my				/			
transac	ction from the office or its website. I paid a reasonable amount of fees for				/			-
SQD6.	nsaction. I feel the office was fair to everyone, or	r	-					+
SQD7.	g palakasan", during my transaction. I was treated courteously by the staff asked for help) the staff was helpful.	,	-				47	1
SQD8.	I got what I needed from the ment office, or (if denied) denial of twas sufficiently explained to me.				1			
Sugges	ations on how we can firther improv	e our servi	ces (optiona	af):	(A	- 12	_	_

ANTI-RED TAPE AUTHORITY CLIENT SATISF ACTION NELSONEMENT FORM PSAAPproved II au ARTA-2742-3 Expires actal (sub) 2013

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

Client type: □ Citizen □ Business □ Government Date: Sex: □ Male □	/					
The state of the s	Service Av			6 - S	. ,	
INSTRUCTIONS: Check mark () your an is an official document that reflects the service and processing times among others.						
CC1 Which of the following best describ-	ice's CC. e this office's his office's C	OC. C.		CC2 and C		Sour for either
CC2 If aware of CC (answered 1-3 in CC	□ 4. Not visi □ 5.N/A 3 in CC1), not help	ble at all				saction?
INSTRUCTIONS: For SQD 0-8, please put a c heck mark () o		n that best	corresponds t	lo vour an	swer.	
2 54	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.	Dionell 50		TOT DISAGEO	1	, igo	
SQD1.1 spent a reasonable amount of time for my transaction. SQD2. The office followed the transaction's requirements and stops based on the information provided.				1) J
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.				1		
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.				1		
SQD6. I feet the office was fair to everyone, or "walang palakasar", during my transaction.				1		
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				1		Se 1 10
government office, or (if denied) denial of request was sufficiently explained to me.				/		
Suggestions on how we can further improve	our servic	es (optiona	ai):			_
Email address (optional):						

Control No:

ANTI-RED LAPE AUTHORITY
CLISHT SATISFACTION NEASCASSIONT FURN
PSAAPpaved Ruj ARTA-2242-1
Empires on 31 July 2022

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

		Female	Age: _				
Region						r 4-	***********
s an o	UCTIONS: Check mark (flicial document that reflects the service occasing times among others.	swer to the	Citizen's	Charter (CC) office	questions including	The Citi	zen's Char ements, fec
CC1	Which of the following best describe		areness of	a CC?			
Ge.	1. I know what a CC is and I saw this off	this office's				100	San Transport
	□ 3, I seamed of the CC only when I saw the □ 4, I do not know what a CC is and I did not the control of t			Answer'N/A' on	OC2 and C	C3)	
CC2	If aware of CC (answered 1-3 in CC 1.Easy to see 2. Somewhat easy to see 3. Difficult to see	C1), would □ 4. Not visi □ 5. N/A	you say thi ble at all	at the CC of th	nis Office	was?	
CC3	If aware of CC (answered codes 1-3 ☐ 1. Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. N/A	not help	how much	did the CC he	elp you in	your tran	isaction?
	UCTIONS: D 0-8, please put a check mark (√) α	n the colum	n that best	corresponds t	o vour ar	swer.	*
	2	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0 avalle	. I am satisfied with the service that I d.						
0000	. I Spent a reasonable amount of time for	-			1		
					/		
my tra SQD2 requir inform	insaction. The office followed the transaction's ements and stops based on the lation provided.				/		
my tra SQD2 requir inform SQD3 to do to	Insaction. The office followed the transaction's ements and stops based on the lation provided. The steps (including payment) I needed for my transaction were easy end simple.				/		
my tra SQD2 requir inform SQD3 to do to SQD4 transa	Insaction. The office followed the transaction's ements and stops based on the lation provided. The steps (including payment) I needed for my transaction were easy end simple. I easily found information about my action from the office or its website.				/		
my tra SQD2 requir inform SQD3 to do s SQD4 transa SQD5 my tra	Insaction. The office followed the transaction's ements and stops based on the lation provided. The steps (including payment) I needed for my transaction were easy end simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction.				/		
my tra SQD2 requir inform SQD3 to do t SQD4 transa SQD5 my tra SQD6 "walas	Insaction. The office followed the transaction's ements and stops based on the lation provided. The steps (including payment) I needed for my transaction were easy end simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or ing palakasan", during my transaction.				/		
my tra SQD2 requir inform SQD3 to do 1 SQD4 transa SQD5 my tra SQD6 "walan SQD7	Insaction. The office followed the transaction's ements and stops based on the lation provided. The steps (including payment) I needed for my transaction were easy end simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I feel the office was fair to everyone, or				/ / / /		
my tra SQD2 require inform SQD3 to do to SQD4 transa SQD5 my tra SQD6 "walas SQD7 and (I SQD8 gover	Insaction. The office followed the transaction's ements and stops based on the lation provided. The steps (including payment) I needed for my transaction were easy end simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or no palakasan", during my transaction.				/		
my tra SQD2 requir inform SQD3 to do : SQD4 transa SQD5 my tra SQD6 "walas SQD7 and (b SQD8 gover reque	Insaction. The office followed the transaction's ements and stops based on the lation provided. The steps (including payment) I needed for my transaction were easy end simple. I easily found information about my lation from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or ing palakasan", during my transaction. I was treated courteously by the staff, if asked for help) the staff was helpful. I got what I needed from the inment office, or (if denied) deniat of	<u> </u>	es (Optiona	al):			

ANTI-RED TAPE AITHOUTY
CLIENT SATISE ACTION NEASUREMENT FORM
PSA Approval No. 18714-7842-3
Expires 8631 34/2822

(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 feedba	ack
on your recently concluded transaction will help this office provide a better service. Personal information shared to	Will
be kept confidential and you always have the option to not answer this form.	

legion	of residence:				, + A	* -	
an of	JCTIONS: Check mark (1/2) your ansificial document that reflects the service cessing times among others.	swer to the	Citizen's (Charter (CC) o	questions. ncluding	The Citiz	zen's Cha ements, fe
001	Which of the following best describe ☐ 1.1 know what a CC is and I saw this offi ☐ 2.1 know what a CC is but I did NOT see ☐ 3.1 learned of the CC only when I saw th ☐ 4.1 do not know what a CC is and I did not see the country when I saw the country w	ce's CC. this office's is office's CC	oc.),		OC2 and O		Ote 1 of
CC2	If aware of CC (answered 1-3 in CC 1. Easy to see 2 2 Somewhat easy to see 3 2 Difficult to see	01), would □ 4 Na visil □ 5. N/A	you say tha ple at all	at the OC of th	nis office t	was?	
	if aware of CC (answered codes 1-3 ☐ 1, Helped very much ☐ 2. Did ☐ 2. Somewhat helped ☐ 4. N/A JCTIONS:	not help		**		ng triti Right	saction?
or Su	D 0-8, please put a c heck mark (√) o	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
	I am satisfied with the service that I			/			
avalled SQD1.	I spent a reasonable amount of time for			1			
SQD1. my tran SQD2. require				1			
sqD1. my training sqD2. require information sqD3. to do fi	I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple.			1			
avalled SQD1. my training sqD2. require information sqD3. to do free sqD4. transa SQD5.	I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my option from the office or its website.			1			
avalled SQD1. my training training training training SQD3. to do fit SQD4. training training	I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my option from the office or its website.						As a
avalled SQD1. my trains SQD2. required informations SQD3. to do for SQD4. transa SQD5. my trains SQD6. "walland SQD7. and (iff SQD8. govern	I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my opening the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or any palakasan', during my transaction.						As 1

ANTI-PED USE AUTHORITY CLEAN SERS ACTION HEASTREMENT FORM PSAApperval II of ATTA-2242-3 Expires on 15 July 2022

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

Region	of residence:	Service Av	ailed:		. + 4	, j	
an of	UCTIONS: Check mark () your ans ficial document that reflects the servic cessing times among others.	ewer to the es of a go	Citizen's (vernment a	Charter (CC) o agency/office i	luestions ncluding	The Citization its require	ens Char _{em} ents, fee
OC1	Which of the following best describe 1. I know what a CC is and I saw this office 1. I know what a CC is but I did NOT see	ce's CC. this office's	CC.	a CC?		n: 1	operform socie
	□ 3 Heamed of the CC only when I saw th □ 4.1 de not know what a CC is and I did not	is office's CC ol see one in). Lithis office. (.	Answer'N/A' on (CC2 and C	C3)	
062	If aware of CC (answered 1-3 in CC D1. Easy to see D2. Somewhat easy to see D3. Difficult to see	☐ 4. Not visi	you say tha ble at ali	at the CC of th	is office '	was?	
003	If aware of OC (answered codes 1-3 ☐ 1, Helped very much ☐ 3. Did ☐ 22 Somewhat helped ☐ 4. N/A	3 in CC1), not help	how much	×		1	saction?
NOIR	JUTIONS.						
For SQ	D 0-8, please put a crheck mark (1/2) or	Strongly	n that best Disagree	Neither Agree	your an	Strongly Agree	Not Applicable
For SQ SQD0 availe	D 0-8, please put a creck mark () or		(3)	·	0	Strongly	Not
SQD0 availed SQD1 my tra	D 0-8, please put a creck mark () or I am satisfied with the service that I d. I spent a reasonable amount of time for insaction.	Strongly	(3)	Neither Agree	0	Strongly	Not
SQD0 availed SQD1 my tra SQD2 required	D 0-8, please put a creck mark () or I am satisfied with the service that I I spent a reasonable amount of time for insaction. The office followed the transactions ements and stops based on the lation provided.	Strongly	(3)	Neither Agree nor Disagree	0	Strongly	Not
SQD0 availed SQD1 my tra SQD2 required inform	D 0-8, please put a creck mark () or . I am satisfied with the service that I d I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed for my transaction were easy and simple-	Strongly Disagree	(3)	Neither Agree Por Disagree	0	Strongly	Not
SQD0 availer SQD1 my tra SQD2 requir inform SQD3 to do 1 SQD4 transa	D 0-8, please put a creck mark () or . I am satisfied with the service that I d I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website.	Strongly Disagree	(3)	Neither Agree nor Disagree	0	Strongly	Not
SQD0 availer SQD1 my tra SQD2 requir inform SQD3 to do 1 SQD4 transa SQD6 my tra	D 0-8, please put a creck mark () or . I am satisfied with the service that I d I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website.	Strongly Disagree	(3)	Neither Agree nor Disagree	0	Strongly	Not
SQD0 availed SQD1 my trained SQD3 to do SQD4 trained SQD5 my trained SQD5 walland SQD7	D 0-8, please put a creck mark (*) or I am satisfied with the service that ! d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my ection from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or ing palakasan's, during my transaction.	Strongly Disagree	(3)	Neither Agree nor Disagree	0	Strongly	Not
SQD0 availed SQD1 my tra SQD2 require Inform SQD3 to do SQD4 transa SQD6 my tra SQD6 wala SQD7 and (ii	D 0-8, please put a creck mark (*) or . I am satisfied with the service that I d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my introduction from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or ing palakasan's, during my transaction.	Strongly Disagree	(3)	Neither Agree nor Disagree	0	Strongly	Not

ANT-BED TAPE AUTHORITY
CLIENT SATISF ACTION NEASUREMENT FROM
PSAApproven No., JAPIA-2242-3
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 feedbar	ack
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-	

Region	S e x: ☐ Male ☑ of residence: NO	Fe≀nab Service Av	Age: _ ailed:		A_t	y	····
s an of	UCTIONS: Check mark () your and ficial document that reflects the service occasing times among others.	swer to the ces of a go	Citizen's (Vernment a	Charter (CC) o	questions including	. The Citiz its regula	zen's Cha ements, f
CC1	Which of the following best described to the following best described to the control of the cont	ice's CC this office's his office's CC	CC.		002 and 0		Value for col
CC2		C1), would y □ 4. Not visit □ 5. N/A		at the CC of th	nis office '	was?	
	If aware of CC (answered codes 1-1.1 Helped very much	not help		*		100	saction?
TOT OG	D 00, goddo par a o marr man (*) o	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
availe SQD1	. I spent a reasonable amount of time for				/		
SQD2 requir	nsaction. The office followed the transaction's ements and steps based on the lation provided.				/		
SQD3	. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my				/		
SQD5 my tra	action from the office of its website. I paid a reasonable amount of fees for ansaction.				1		
	 I feel the office was fair to everyone, or ng palakesan", during my transaction. I was treated courtsously by the staff, I asked for help) the staff was helpful. 				1		-
SQD7				-	1		
SQD7 and (i SQD8 gover	 i. got what I needed from the nment office, or (if denied) denial of st was sufficiently explained to me. 					Lance Control	

JUTI-RED TAPE ALTRIANTY LUGHT SMISE ACTION MEASUREMENT FERM PSAAPPEVER N.J. ARTA-72A2-7 Expires in 31 July 2023

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

an of	JCTIONS: Check mark (*/) your ans ficial document that reflects the servic acessing times among others.	wer to the	Citizen's (vernment a	Charter (CC) o	questions including	The Citiz	en-s Char ements, fet
CC1	Which of the following best describe		areness of	a CC?			
100	1. I know what a OC is and I saw this office 2. I know what a OC is but I did NOT see		CC.			100 10	an the
	3. Hearned of the CC only when I saw th	is office's CC),				
1.11	4 I do not know what a CC is and I did n	ot see one in	this office. (Answer N/A' on	CC2 and C	C3)	
C2	If aware of CC (answered 1-3 in CC 1.Easy to see 1.2 Somewhat easy to see 1.3. Difficult to see	34. Not visit	you say tha ble at all	at the CC of th	nis office i	was?	
C3	If aware of CC (answered codes 1-3 Did 1. Helped very much	not help	how much	did the CC he	elp you h	TO ME	
NOTE	JCTIONS:						2. 1
NO I I	D.O.O. placecourt a a back mark(s/)as	the colum	in that hest	COMPSOURS 1	a valir as	HOW MAIL	
For SQ	D 0-8, pleaseput a c heck mark (√) or	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A Not Applicable
SQD0 availe	D 0-8, pleaseput a c heck mark() or . I am satisfied with the service that I d.		(3)	<u>•</u>	0	(a)	Not
SQD0 availe SQD1 my tra	D 0-8, pleaseput a c heck mark() or . I am satisfied with the service that I d I spent a reasonable amount of time for insaction.	Strongly	(3)	Neither Agree	0	Strongly	Not
SQD0 availe SQD1 my tra SQD2 requir	D 0-8, pleaseput a c heck mark() or . I am satisfied with the service that I d I spent a reasonable amount of time for	Strongly	(3)	Neither Agree	0	Strongly	Not
SQD0 availe SQD1 my tra SQD2 requir inform SQD3 to do	D 0-8, pleaseput a c heck mark() or I am satisfied with the service that I d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the lation provided. The steps (including payment) I needed for my transaction were easy and simple.	Strongly	(3)	Neither Agree	0	Strongly	Not
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SQD0 availe SQD1 my tra SQD2 requir inform SQD3 to do SQD4 transa SQD5 my tra	D 0-8, pleaseput a c heck mark() or I am satisfied with the service that I d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the lation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction.	Strongly	(3)	Neither Agree	0	Strongly	Not
SQD0 availe SQD1 my tra SQD2 requir inform SQD3 to do SQD4 transe SQD6 my tra SQD6 "wafa	D 0-8, pleaseput a c heck mark() or . I am satisfied with the service that I d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the lation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ensaction. I feel the office was fair to everyone, or no palakasant, during my transaction.	Strongly	(3)	Neither Agree	0	Strongly	Not
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ANTI-RED TAPE AUTHORITY CLERY SATIST ACTION INCASUASIABIT FORM PSA Apparant No. Arth-Taka-1 Expiras on 11 Jay 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 feedba	adk
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.	5

Region of residence:	Service Av	ailed:			2.5	_
NSTRUCTIONS: Check mark () your ans s an official document that reflects the service and processing times among others.</th <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>						
Which of the following best describe 1.lknow what a CC is and I saw this office 2.lknow what a CC is but I did NOT see 3.llearned of the CC only when I saw this 4.ldo not know what a CC is and I did not	ce's CC. this office's s office's CC	œ. D.				lun in sila
CC2 If a ware of CC (answered 1-3 in CC 27 i.Easy to see 22.Some what easy to see 23. Difficult to see	1), would ⊒4. Not visil ⊒5.N/A	you say tha ble at all	at the CC of th	nis office	was?	
CC3 If aware of CC (answered codes 1-3 ☐ 1, Helped very much ☐ 3. Did ☐ 2 Somewhat helped ☐ 4. N/A		how much	did the CC he	elp you in	your tran	saction?
For SQD 0-8, please put a c heck m ark (✓) or	Strongly Disagree	that best Disagree	Neither Agree	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	Digggi ac		710 Disagros		/	
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 palakasar", during mytransaction.					1	
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					/	No. Said
government office, or (if denied) denial of request was Sufficiently explained to me.					/	
					1 1	

ANTHRO WE AUTHORY CLIENT SATES ACTION NEASUREMENT FORM PSAAPPROVED IN LA FITTH-1842 - 2 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 feedbar	ack
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.	

ate: Region	of residence:	Female Service Av	Age: _c /ailed: _ \(\frac{\frac{1}{2}}{2}\)	cket		7.	
an of	UCTIONS: Check mark () your an ficial document that reflects the servicessing times among others.	swer to t ^{he} ces of a go	Citizen's (Charter (CC) o	uestions notuding	The Citi:	zen's Chai ements, _t e
C1	Which of the following best describ-		areness of	a CC?			
168	□ 1. I know what a CC is and I saw this of □ 2. I know what a CC is but I did NOT se		00				15 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -
	3. Hearned of the CC only when I saw t						
1.75	4.1 do not know what a CC is and I did	not see one i	n this office. (Answer N/A' on	CC2 and C	C3)	
CC2	If aware of CC (answered 1-3 in Co	C1), would □ 4. Not vis □ 5. N/A	you say tha ible at all	at the CC of th	nis office	was?	
	☐ 3. Difficult to see	□ 5. NW					
200	If aware of CC (answered codes 1-	a in CC1)	hOur much	did the CC he	do vott ko	Volst (far	eaction?
CC3	□ 1 Aelped very much □ 3. Did		HOW HAUGH	did the OO ne	ip you in	Aom fres	iswoll (a. i.
	22. Somewhat helped 4. N/	4		77.			
NSTRI	JCTIONS:					1992	, .
	D 0-8, pleaseput a check mark (√)o	n the colur	nn that best	corresponds t	o your ar	swer.	
	N 19	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0.	. I am satisfied with the service that I					/	
	. I spent a reasonable amount of time for insaction.						
	. The office followed the transaction's	1					
require	ements and stops based on the ation provided.					/	
to do 1	. The steps (including payment) I needed for my transaction were easy and simple.					/	
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	i. I paid a reasonable amount of fees for						
SODS	ensaction. L. I feel the office was fair to everyone, or	-				1	-
"wala	ng palakasan", during my transaction,					V	
and (ii	'. I was treated courteously by the staff, if asked for help) the staff was helpful.	A consequence				V,	4. *
gover	I, I got what I needed from the nment office, or (if denied) denial of st was sufficiently explained to me.					1	
	stions on how we can to the improve	e our servic	ces (option	al):		• :	60
	100						

Email address (optional): _

ARTHUR THE AUTHORITY
CLIENT SATISFACTION NEASUREMENT FORM
PSAAppared II to AFTIA-TAZ-1
Expression 11 July 202 2

(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 feedly	oack
on your recently concluded transaction will help this office provide a better service. Personal information shared	i wii
be kept confidential and you always have the option to not answer this form.	40

late: Region	Sex:□ Male Ø	Female Service Av	Age: _/	22_	41	2 **	
an off	UCTIONS: Check mark() your ans icial document that reflects the service cessing times among others.	wer to the	Citizen's (verament a	Charter (CC) o agency/office i	_l ues _t ions noluding	. The Citiz its regulre	ren's Char aments, fe
C1	Which of the following best describe 1. I know what a CC is and I saw this office 2. I know what a CC is but I did NOT see 3. I learned of the CC only when I saw the 4. I do not know what a CC is and I did not	ce's GC. this office's is office's GC	CC.				Turus fee etiist 1900 oo oo
002	If aware of CC (answered 1-3 in CC 1. Easy to see 2. Somewhat easy to see 3. Difficult to see	1), would : ⊒ 4. Not visii ⊒ 5. N/A	you say the ble at all	at the CC of th	is office	was?	
	If aware of CC (answered codes 1-3 Did	not help		*		***	saction?
or SQI	08, please put a check mark(√) or	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0.	I am satisfied with the service that I					./	
SQD1.	I spent a reasonable amount of time for insaction.					1	
SQD2.	The office followed the transaction's ements and stops based on the ation provided.					/	
SQD3.	The steps (including payment) I needed or my transaction were easy and simple.					/	
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my tra	nsaction. I feel the office was fair to everyone, or		-			1	
"walan	ng palakasan", during my transaction. I was treated courteously by the staff,		-			/	4
	asked for help) the staff was helpful. I got what I needed from the			-		1	-

ANTI-RED TAPE ANTINORITY
CLIENT SATISFACTION NEWSFLOWERT FURIE
PSAUSpowersh N ... ARTA-7842-3
Expires on 31 July 202 3

(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 feedba	ack
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.	

Date: _ Region	Sex: 🗆 Male		Age: _	24		r"	
is an o	UCTIONS: Check mark (fficial document that reflects the service ocessing times among others.						
CC1	Which of the following best describe 1. I know what a CC is and I saw this off 2. I know what a CC is but I did NOT see	ice's CC.		a CC?			Anna Tanana
	.273. Hearned of the CC only when I saw the D 4. I do not know what a CC is and I did it	nis office's Co	o.	(Answer 'N/A' on	OC2 and (
CC2	If aware of CC (answered 1-3 in CC 1. Easy to see 2. Somewhat easy to see 3. Difficult to see	C1), would ☐ 4. Not vis ☐ 5. N/A	you say th ble at all	at the CC of th	nis office	was?	
CC3	If aware of CC (answered codes 1- 21 Helped very much	not help	how much	did the CC he	elp you in	your tran	saction?
	UCTIONS: 2008, please put a check mark (🗸) o	n the colum	n that best	corresponds t	to your ar	nswer.	*
2-1-	e 3	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
availe				1101 3100001 50			
my tra	. I spent a reasonable amount of time for ansaction. The office followed the transection's					/	,
require Inform	ements and stops based on the ation provided.						
to do f	The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my					/	
transa SQD5	action from the office or its website. I paid a reasonable amount of fees for insaction.					/	
SQD6	is I feel the office was fair to everyone, or ng palekasan", during my transaction. I I was treated courteously by the staff,					/	
and (I) SQD8 govern	fasked for help) the staff was helpful. I got what I needed from the nment office, or (if denied) denial of					/	**
Legue:	st was sufficiently explained to me. stions on how we can futher improve	-		I	. ;		

ANT-TED TAPE AUTHORITY
CLUBHT SATISFACTION NELSUREMENT FURTH
PSA Approved No. ARTA-1242-2
Empires one? Ady 2022

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

Date: _ Region	of residence:	□ Female Service Av	Age: /ailed:	icket		 	
is an of	UCTIONS: Check mark (your a ficial document that reflects the serocessing times among others.						
CC1	Which of the following best described. It is know what a CC is and I saw this 2. Iknow what a CC is but I did NOT a Z3. I learned of the CC only when I saw 4.1 do not know what a CC is and I did	otfice's CC. see this office's this office's C	OC. C.		CC2 and C		iga in east
C@2	If aware of CC (answered 1-3 in (1. Easy to see 2. Somewhat easy to see 3. Difficult to see	CC1), would 4. Not visi		at the CC of th	nis office	was?	
CC3	If aware of CC (answered codes 1. Helped very much 2. Somewhat helped 1. A. N	old not help	how much	did the CC he	elp you in	your trar	saction?
	JCTIONS: D 0-8, please put a c heck mark ($oldsymbol{arphi}$)	as the colum	on that book	antracaOnda i	h wave on	oniot.	*
FUI GUI	b oo, please put a client mark (*)	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly	Not Applicable
SQD0.	. I am satisfied with the service that					1	
SQD1	. I spent a reasonable amount of time for neartion.	or .				1	
require inform	. The office followed the transaction' ements and stops based on th ation provided.	ė				1	
to do f	. The steps (including payment) I neede or my transaction were easy and simple					1	
transa	. I easily found information about motion from the office or its website.					/	
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"walar	. I feel the office was fair to everyone, on palakasan, during my transaction.					1	
	 I was treated courteously by the staff asked for heln) the staff was helpful. 	t,				1	H T
	. I got what I needed from the nment office, or (if dented) dental of twas sufficiently explained to me.					1	
reques		1			. 1		
reques	stions on how we can filther improve	e our servic	es (optiona	al):	1. 11		

ANTI-RED TAPE AUTHORITY CLIENT SATISFACTION NEASUREMENT FURTH PSA Apparentina Activ-1742-1 Expires on 31 July 2012

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

Date: Region	of residence:	Female Service Av	Age: _ ailed:		4'	* ;-		1311
an of	JCTIONS: Check mark () your ans ficial document that reflects the service cessing times among others.	wer to the	Citizen's (vernment o	Charter (CC) o	questions including	. The Citi: its requir	zen's Cha Iments, f	rte les
001	Which of the following best describe 1. I know what a CC is and I saw this offit 2. I know what a CC is but I did NOT see 3. I learned of the CC only when I saw th 4. I do not know what a CC is and I did n	ces CC. This offices is offices CX	œ.		OC2 and C		uan eres	th.
CC2	If aware of CC (answered 1-3 in CC 1. Easy to see 1. Somewhat easy to see 1. Somewhat to	1), would ⊒4. Not visi ⊒5. N/A	you say the ble at all	at the CC of th	nis office	was?		
CC3	If aware of CC (answered codes 1-3 □1, Helped very much □3. Did □2. Somewhat helped □4. N/A	not help	how much	did the CC he	elp you in	Your tran	saction?	
INSTRU	JCTIONS: D.0-8, please put a check mark (✔) or	the colum	n that best	corresponds 1	b vour an	swer.		
FOI. OCC	P	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable	
SQD0.	. I am satisfied with the service that I				/			
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to do f	The steps (including payment) I needed for my transaction were easy and simple.				/			
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my tra	. I paid a reasonable amount of rees for insaction.				/			
walar	i. I feel the office was fair to everyone, or no palakasan, during my transaction.				V			
	, I was treated courteously by the staff, asked for help) the staff was helpful.				/		4 1	
goVer	I got what I needed from the nment office, or (if denied) denial of st was sufficiently explained to me.				/			
- Italian Indiana	stions on how we can fither improve	our servic	es (option	al):				

ARTI-TREPLAPEARINGERV CLIENT & TIST ACTION MEASUREMENT FORM PSA Approvablica MRTA-TRA2-7 Expires on 9 Livey 2022

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

NSTRUCTIONS: Check mark (\checkmark) your ans an official document that reflects the service and processing times among others.	wer to the es of a go	Citizen's (vernment a	Charter (CC) o agency/office i	questions including	. The Citiz its require	zen's Chart ements, fee
Which of the following best describe 1. I know what a CC is and I saw this office 2. I know what a CC is but I did NOT see 3. I learned of the CC only when I saw this 4.1 do not know what a CC is and I did not	ce's CC. this office's is office's CC	œ.		CC2 and C		our teachts
,	1), would y I 4, Not visit I 5, N/A		at the CC of th	nis office t	was?	
If aware of CC (answelled codes 1-3 1. Helped very much 2. Somewhat helped 3. Did 4. N/A NSTRUCTIONS: For SQD 0-8, please put aches mark (v) or	not help		,		100	saction?
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SQD0. I am satisfied with the service that I availed.	Disagree		1,07 2,000,00			
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EDTAPE AL-200 IT CLIENT SARSY ACTION NEASUREMENT FLORM PSA Apparatul for all 18-21A2-1 Empires on 11 July 2022

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

The state of the s						
gion of residence:	Service Av	aled:				
STRUCTIONS: Check mark (your ansign official document that reflects the service processing times among others.						
Which of the following best describes 1.1 know what a CC is and I saw this offi 2.1 know what a CC is but I did NOT see 3.1 learned of the CC onlywhen I saw th 4.1 do not know what a CC is and I did not	ce'S CC this office's is office's CC	œ.				our levelic
2 If aware of OC (answered 1-3 in CC □ 1. Easy to see		you say tha				
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QDO. I am satisfied with the service that I /ailed.				/		
QD1. I spent a reasonable amount of time for y transaction.				/		
QD2. The office followed the transaction's equirements and stops based on the formation provided.				/		
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y transaction. QD6. I feel the office was fair to everyone, or						
valang palakasan", during my transaction. QD7. I was treated counteously by the Staff,				-	1.5	an only
nd (If asked for help) the staff was helpful. QD8. I got what I needed from the overnment office, or (if denied) denial of eguest was Sufficiently explained to me.						

J N 11-FEDIAPEANTNERTY TLIENT SATES ACTION NEASUREMENT FORM PSAAPPERMIN IN J. APTR-22A2-9 Expires on 1 July 2013

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

3t	ofnidence.	-	Service Av	ailadı				
region	or residence.	1 34	OCIVIOS AV	aneu.				
s an of	fficial documen	eck mark () your and that reflects the ser among others.						
CC1	1. I know wt	following best descrinate CC is and I saw this nate CC is but I did NOT of the CC enly when I saw now what a CC is and I did	office's CC. see this office's v this office's CC	cc.				Nur lescon
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CC3 NSTRU For SQ	I Hebed v I 2. Somewha UCTIONS:	C (answered codes ery much	Did not help N/A				450	nsaction?
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to do 1	for my transaction	uding payment) I neede on were easy and simpl d information about n	e.				/	
transa SQD5	ection from the o	office or its website.					/	
SQD6		was fair to everyone, during my transaction.	or				/	
and (if	f asked for heip)	courteously by the state the staff was helpful.					1	SECUTO
gover	nment office, o	I needed from 19 or (if denied) deniel ly explained to me.					/	
	aluma pa ban	we can further impro	ve out sen/ici	es (ontiona	ıl):			

AMT-RED TAPE AUTHORITY CLERIT CATTER ACTION NEASUREMENT FORM PSA Apparent No. 1478-1242-3 Expires and 1. July 2013

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

ate: _	Sex: 🗆 Male	Female	Age: _	_			
Region	of residence:	Service Av	ailed:				
an of	UCTIONS: Check mark (ficial document that reflects the service occasing times among others.	werto the	Citizen's (vernment a	Charter (CC) o	juestions ncluding	. The Citiz	zen's Cha ements, fe
001	Which of the following best described. It know what a CC is and I saw this office. It know what a CC is but I did NOT see. 3. Hearned of the CC only when I saw thought to Do I know what e CC is and I did not be the CC is an an I did not be the CC is an an I did not be the CC is an an I did not be the CC is an an I did not be the CC is an an I did not be the CC is an an I did not be the CC is an an I did not be the CC is an an I did not be the CC is an an I did not be the CC i	ce's CC. this office's is office's CC of see one in	OC.). this office (Answer'N/A' on (OC2 a _n d C	C3)	(zur bereich)
OC2	If aware of CC (answered 1-3 in CC ☐ 1.Easy to see ☐ 2. Somewhat easy to see	i1), would □ 4. Not visi □ 5. N/A	you say tha ble at all	at the CC of th		was?	
CC3 NSTRI	If aware of CC (answered codes 1-3 ☐ 1. Helped very much ☐ 2. Did ☐ 2. Somewhat helped ☐ 4. N/A UCTIONS: ID 0-8, please put a check mark (✔) or	nat help				10 CH	saction?
		Strongly Disagree	Disagree	Naither Agree	Agree	Strongly Agree	Not Applicable
avalle					/		
my tra	I, I spent a reasonable amount of time for insaction. I. The office followed the transaction's				/		
Inform SQD3	ements and stops based on the nation provided. The stops (including payment) I needed				/		
SQD4	for my transaction were easy and simple. I easily found information about my action from the office or its website.				1		
SQD5	ii, I paid a reasonable amount of fees for ansaction. It less the office was fair to everyone, or				/		
"wala	ng palakasan', during my transaction. 7. I was treated courteously by the staff,				/		St. Co.
SQDS	if asked for help) the staff was helpful. 3. I got what I needed from the riment office, or (if denied) denial of lest was sufficiently explained to me.				1		-
Sugge	stions on how we can further improve	our servic	es (optiona	al):			

ANTI-RED LAPE AUTRICATY
CLIENT SATIST ACTION INCASUREDAST FRANC
PSALaparval Inc. (ARTA-7242-)
Expires in 11 July 2022

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

This Clier	nt Satisfaction	Measurement	(CSM) tracks	the custome	r experienc	e of gove	emment (offices. You	r feedback
on your r	ecently_concit	ided_transaction	will help this	office provid	e a better s	service. P	ersonal	information	shared will
		you always ha							

	Sex: DMale D						
egion	of residence:	Service Ava	ailed:				-
an of	UCTIONS: Check mark(your ansificial document that reflects the service occasing times among others.	wer to the es of a go	Citizen's (vernment a	Charter (CC) (agency/office	questions including	. The Citiz	zen's Cha ements, fe
C1	Which of the following best describe I know what a CC is and I saw this office 2 I know what a CC is but I did NOT see 3. I learned of the CC only when I saw the 4.1 do not know what a CC is and I did not know what a CC is a contract the con	ce's CC. this office's is office's CC	oc.			500.0	our feedla a stanist
C2	If aware of CC (answered 1-3 in CC / 1,Easy to see		vou sav tha				
ISTRU	If aware of CC (answered codes 1-3 Did ☐ 1. Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. N/A UCTIONS: D 0-8, please put a check mark (✓) or	nat helip				20 Oct	saction?
51 00	D C G, produce par a	Strongly Disagree	Disagree	Nelther Agree	Agree	Strongly Agree	Not Applicable
availe	. I am satisfied with the service that I d. d. I spent a reasonable amount of time for				/		
SQD2	Insaction. The Office followed the transaction's ements and steps based on the light provided.				11		
SQD3.	The steps (including payment) I needed for my transaction were easy and simple-				/		
transa SQD5	i. I easily found information about my action from the office or its website. It is in a reasonable amount of fees for a saction.				/		
"walar SQD7	. I feet the office was fair to everyone, or ng palakasan", during my transaction. I I was treated courteously by the staff, f asked for help) the staff was helpful.				//		M. 1.10
SQD8 gover	I. I got what I needed from the imment office, or (if denied) denial of st was sufficiently explained to me-						
				al):			

AMI-NEO TAPE AUTHORY ELIDHI SATISE ACTION NEASUREMENT FORM PSAAPPROVIN NEL FATA-TAR-T Expires on 11 May 2022

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

Date: _	Sex:⊡ Male ☐						
Region	of residence:	Service Av	ailed:				
an of	UCTIONS: Check mark (√) your ansificial document that reflects the service occasing times among others.	wer to the es of a go	Citizen's (vernment a	Charter (CC) o	luestions including	The Citiz	zen's Char Pments, fed
001	Which of the following best describe		areness of	a CC?			
Tet:	1. I know what a CC is and I saw this office 2. I know what a CC is but I did NOT see		~			mes. Y	our brindles
	[] 3 I learned of the CC Only when I saw this	s office's CC),				a strong!
	4. I do not know what a CC is and I did no	at see one in	this Office. (A	Answer N/A' on (CC2 and O	C3)	
CC2	If aware of CC (answered 1-3 in CC	1), would	you say tha	at the CC of th	is office	was?	
		34. Not visit	ble at all				
	2. Somewhat easy to see	15 NA					
200	If aware of CC (answered codes 1-3	- CC1	how much	did the co he	alo vallio	Volk tran	sa ction?
CC3	r aware or CC (answered codes 1-3	nothelo	HOW REACH	ulu ires oc ne	th And hi	you au	OCCUONT:
						ou fun	Service of the service of
NSTRI	UCTIONS:						1000 0
For SQ	D 0-8, please put a check mark (✓) or	the colum	in that best	corresponds t	o your an	swer.	
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	Not Applicable
SQD0 availe	. I am satisfied with the service that I d.						
my tra	. I spent a reasonable amou⊓t of time for Insaction.						
require	. The office followed the transaction's ements and stops based on the ation provided.					/	
10 do	. The steps (including payment) I needed for my transaction were easy and simple.					/	
	. I easily found information about my action from the office or its website.	N-11/23				/	
SQD5	i, I paid a reasonable amount of fees for					1	
	nsaction. I feel the office was fair to everyone, or						11177
"walai	ng palakasan", during my transaction.				-	/	
	'. I was treated courteously by the staff, if asked for help) the staff virts helpful.				1	/	
SQD	i. I got what I needed from the					/	
gover	nment office, or (if denied) denial of st was sufficiently explained to me.						-
10000	of the consonity of the tree			•	-		
Sugge	stions on how we can further improve	our servic	es (optiona	af):			
	*						

ANTI-BED TAPERATAKKETY CLEAT SATISF ACTION NELSUREMENT FORM PSAAPPARMANL AFTA-TEAZ-7 Expires on 31 lady 2022

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

	Sex: 🗷 Male 🗆						
legion	of residence:	Service Ava	ailed:				_
ano	UCTIONS: Check mark (√) your ans flicial document that reflects the service ocessing times among others.	wer to the	Citizen's (vernment a	Charter (CC) o	uestions. ncluding	The Citiz	en's Char ments, fe
001	Which of the following best describe If t, I know what a CC is and I saw this office 2 I know what a CC is but I did NOT see 3 I learned of the CC only when I saw the 4 I do not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is a continue to the	ce's CG this office's is office's CO	oc.			Comments.	our leeriba A stanual
002	If aware of OC (answered 1-3 in CC	(1), would ; ⊒4. Not visit	you say tha				
DE3	If aware of OC (answered codes 1-3 1. Helped very much □ 3. Did □ 2. Somewhat helped □ 4. N/A BUCTIONS:	not help				10 CP	with title
rui oc	go (vo. piedese par a orisen marin (*) e	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
availe	THE RESERVE OF THE PROPERTY OF						
my tra	1. I spent a reasonable amount of time for ansaction.						
requir Inform	2. The office followed the transaction's rements and stops band on the nation provided.					1.	
to do	3. The steps (including payment) I needed for my transaction Were easy and simple.				/		
trans	4. I easily found information about my action from the office or its website. 5. I paid a reasonable amount of fees for				/	/	
SQD(ansaction. 6. I feel the office was fair to everyone, or any palakasan, during my transaction.					//	THE STREET
and (7. I was treated courteously by the staff, if asked for help) the staff was helpful. 8. I got what I needed from the					//	AL . (4)
gove	rnment office, or (if denied) denial of est was sufficiently explained to me.					/	-
reque	TENNING TO THE PARTY OF THE PAR			- D			
-	estions on how we can further improve	our servic	es (option	ai):			

AAM-000 NPE AAMNORM CLUBHT SATISF ALCHON NEASUREMENT FORM PSA Approvidikus JRT A-7242-9 Expires oost Judy 2020

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

	of residence:	Service Av	ailed:				-
	di rodiaditos.						
an o	UCTIONS: Check mark (your ans fficial document that reflects the service occasing times among others.						
C1	Which of the following best describe	s your aw	areness of	a CC?			
	1. I know what a CC is and I saw this offi		00			19066 9	our level
	 2.1 know what a CC is but I did NOT see 3 I leamed of the CC only when I saw th 						
100	☐ 4. I de net know what a OC is and I did n			Answer N/A' on	CC2 and C	C3)	
C2	If aware of CC (answered 1-3 in CC	1), would	you say tha	at the CC of th	nis office '	was?	
	. ☐ 1.Easy to see	4. Not visi	ble at al				
	2 Somewhat easy to see 3 Difficult to see	□ 5. N/A					
100	I aware of CC (answered codes 1-	lin CC1	how much	did the CC he	ain voil in	Voll tran	saction?
C3	7 I. Helped Very much	not helD	NOW ARROLL	uid the CC H	sib you it	Attended to the state of	Sacioli:
	☐ 2 Somewhat helped ☐ 4 N/A					0.053	
ISTR	UCTIONS:						iei ce
or SC	D 0-8, please put a check mark (V) or	n the colum	In that best	corresponds 1	o your an	swer.	
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly	Not Applicable
SQD0	I. I am satisfied with the service that I				//		
					/		
my tra	i. I spent a reasonable amount of time for ansaction.						
SQD1 my tra SQD2 requir							
SQD1 my tra SQD2 requir inform SQD3 to do	ansaction. The office followed the transaction's rements and stops based on the nation provided. The steps (including payment) I needed for my transaction were easy and simple.						
SQD1 my tra SQD2 requir inform SQD3 to do: SQD4 transa	ansaction. The office followed the transaction's ements and stops based on the nation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website.						
SQD1 my tra SQD2 requir inform SQD3 to do: SQD4 transa SQD5 my tra	ansaction. The office followed the transaction's rements and stops based on the nation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction.						
SQD1 my tra SQD2 requir inform SQD3 to do SQD4 transa SQD5 my tra SQD6	ansaction. The office followed the transaction's rements and stops based on the nation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I feel the office was fair to everyone, or						
SQD1 my tra SQD2 requir SQD3 to do: SQD4 transa SQD5 my tra SQD6 "Wglgd	ansaction. The office followed the transaction's rements and stops based on the nation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I fee the office was fair to everyone, or no palakasan, during my transaction.						At 77 50
SQD1 my tra SQD2 requir inform SQD3 to do sQD4 transa SQD5 my tra SQD6 "wgla SQD7 and (i	ansaction. The office followed the transaction's rements and stops based on the nation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I fee the office was fair to everyone, or no palakasan", during my transaction. I was treated courteously by the staff, fasked for help) the staff was helpful.						At 71 00
SQD1 my tre SQD2 requir inform SQD3 to do SQD4 transa SQD5 my tra SQD6 "wg/g SQD7 and (i SQD8 gover	ansaction. The office followed the transaction's rements and stops based on the nation provided. The steps (including payment) I needed for my transaction were easy and simple. Leasily found information about my action from the office or its website. Lipaid a reasonable amount of fees for ansaction. Lifed the office was fair to everyone, or no palakasan, during my transaction. Liwas treated courteously by the staff, f asked for help) the staff was helpful. Lipot what I needed from the rement office, or (if denied) denial of						At 17 57
SQD1 my tre SQD2 requir riform SQD3 to do ' sQD4 transs SQD5 my tre SQD6 fivela SQD7 and (i SQD8 gover requa	ansaction. The office followed the transaction's rements and stops based on the nation provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I lea the office was fair to everyone, or an palakasan, during my transaction. I was treated courteously by the staff, if asked for help) the staff was helpful. I got what I needed from the nament office, or (if denind) denial of our twas sufficiently explained to me.		es (option	al):			At /2 (/2
SQD1 my tra SQD2 equir nform SQD3 b do transs SQD5 my transs SQD6 sQD4 sQD7 and (i	ansaction. The office followed the transaction's rements and stops based on the nation provided. The steps (including payment) I needed for my transaction were easy and simple. Leasily found information about my action from the office or its website. Lipaid a reasonable amount of fees for ansaction. Lifed the office was fair to everyone, or no palakasan, during my transaction. Liwas treated courteously by the staff, f asked for help) the staff was helpful. Lipot what I needed from the rement office, or (if denied) denial of		es (optiona	ai):			24: 7: 92:

ANTI-RED TAPE AUTHORITY CLIENTS RISTACTION NEASTARDMENT FORM PSA Approvidito. JATTA-7842-3 Expires on 11 July 2013

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

This Cle	nt Satisfaction	Measurement	(CSM) tracks	the custome	er experien	nce of go	vernment	offices. Y	our feedb	ack
on your	recently_conclu	ded_transaction	will help this	office provide	le a better	service.	Personal	info _{rm} atio	n shared	Will
be kept	confidential and	you always ha	ive the option	to not answe	er this form	٦.				

ate: Sex: D'Male D						
egion of residence:	Service Av	ailed:		-		
ISTRUCTIONS: Check mark (an official document that reflects the service of processing times among others.	wer to the	Citizen's C vernment a	Charter (CC) question in the contract of the c	uestions ncluding	. The Citiz its require	zen's Char ements, fe
C1 Which of the following best describe ☑ 1. I know what a CC is and I saw this offi ☐ 2. I know what a CC is but I did NOT see ☐ 3. I learned of the CC ordywhen I saw th ☐ 4. I do not know what a CC is and I did n	ce's CC. This offices is office's CC	œ.				on leeds as send
☐ 2.Some whateasy to see ☐ 3. Difficult to see	□4. Notvisil □5.N/A	de at all				
If aware of CC (answered codes 1-3 1.Helped very much	not help	how much	did the CC he	elpyou in	10 (1)	
NSTRUCTIONS: or SQD 0-8, please put a check mark (√) o	n the colum	n that best	Corresponds t	o vour an		reset in
u 300 0-0, piease put a check mark (- 70	Str origly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that 1 availed.				/		
SQD1. I spe ^{nt} 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 payr rent) I needed to do for my transaction were early and Simple.				10	11	
SQD4. I easily found information about my transaction from the office of its website. SQD5, I paid a reasonable amount of fees for				/		
my transaction. SQD6. I feel the office was fair to everyone, or				/	1	150
"walang palakasan", during my transaction. SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.				17	1-20-	St. ot. (file
SQD8. I got what I needed from the government office, or (if defined) dental of request was sufficiently explained to me.				/		
Suggestions on how we can further improve	our servic	es (optiona	af):			

Auth-red Tape Authoristy Clubyt Catter Letion Newschenent Furbi Peralpharminu Fria-Tag-1 Expires no 11 kdy 2012

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

egion of	residence:	Service Av	railari:			1	
	*		Amed.		- 41		
an offic	CTIONS: Check mark (V) your ans tall document that reflects the service essing times among others.	wer to the	e Citizen's (overnment a	Charter (CC) on agency/office in	uestions neluding	. The Citiz	zen's Cha ements, fe
C1	Which of the following best describe	s your aw	rareness of	a CC?			
er i	1. I know what a CC is and I saw this office 2. I know what a CC is but I did NOT see	te's CC this office's	oc.				aur feedla
	D 3. I learned of the CC only when I saw this	is office's O	C.	h			in should
	☐ 4.1 do not know what a CC is and I dd no	al see one)	n this office. (Answer "N/A" on (CC2 and C	C3)	
C2	If aware of CC (answered 1-3 in CC	1), would □ 4. Not vis □ 5. N/A	you say the ible at all	at the CC of th	is office	was?	
СЗ	If aware of CC (answered codes 1-3	nat help	how much	did the CC he	ip you in	your (Fan	saction?
STRUC	CTIONS:		a . b t			11/19/10	red (
or SQD	0-8, please put a check mark () on	the colum	nn that best	corresponds t	your an	iswer.	N/A
	1. 14	Strongly Disagree	Disagrae	Neither Agree	Agree	Strongly Agree	Not Applicable
SQD0- availed.	am satisfied with the service that I				/		
SQD1. I	spent a reasonable amount of time for laction.				/		
SQD2.	The office followed the transaction's				/		
	nents and stops based on the lon provided.				/		
SQD3. T	The steps (including payment) I needed				1		
	my transaction were easy and simple. I easily found information about my		-		1/		-
transact	ion from the Office or its website.				//		
SQD5. Inv trans	paid a reasonable amount of fees for				//		
SQD6.	feel the office was fair to everyone, or				//		1000
"walang	palakasari, during my transaction.		-		//	-	Ac it is
	I was treated courteously by the staff, asked for help) the staff was helpful.				//	W. O.	
SQD8.	I got what I needed from the ment office, or (if denied) denial of was sufficiently explained to me.						
Suagesi	lons on how we can further improve	our servi	ces (option	al): ,		J - 1/5	

ANTI-RED TAPE ASTROBUTY
CLIENT SITISF ACTION NEASUREMENT FORM
PSA Approved No. ARTI-2242-2
Expire: on 31 July 2012

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

	Sex:□ Male □						
Region	of residence:	Service Av	alled:				
s an o	RUCTIONS: Check mark () your ansificial document that reflects the service ocessing times among others.						
CC1	Which of the following best describe 1. I know what a CC is and I saw this offi 2. I know what a CC is but I did NOT see 3. I learned of the CC only when I saw the 4. I do not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is and I did not know what a CC is a continue whether the continue	ce's CC this office's is office's CC	CC.				our testibe
CC2	If aware of CC (answered 1-3 in CC D/1.Easy to see	1), would	you say the				
CC3 INSTR	If aware of CC (answered codes 1-3 2 1. Helped very much 2. Did 2. Somewhat helped 2. A. N/A UCTIONS:	nat help				no Citi	saction?
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
availe					1		
my tra	 I spent a reasonable amount of time for ansaction. The office followed the transaction's 				/		
requir	rements and stops based on the nation provided. The steps (including payment) I needed				/		
to do	for my transaction were easy and simple. I. I easily found information about my				/		
SQD	action from the office or its website. 5. I paid a reason able amount of fees fer ansaction.				1	7.45	
SQD6	5. I feel the office was fair to everyone, or ang palakasar", during my transaction. 7. I was treated courteously by the staff,				1	4.1	Se In the
and (If asked for help) the staff was helpful. B. I got what I needed from the riment office, or (if denied) denial of lest was sufficiently explained to me.				1	101	
Sugge	estions on how we can further improve	our servic	es (optiona	al):			

.DITT-FEDTAPEATTHORRETY CLIENT SATISTACTION NEASUREMENT FORM PSA Approval No. Pitt A-72 (2-1 Expires mil) July 2022

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

be kept	confidential and you always have the or	otion to not	answer thi	s iom.			
Client ty	/pe: 🗆 Citizen 🗆 Business 🗀 Government	(Employee	or another ag	jejncy)			
Date:	<u> -10-115</u> Sex: ☑ Male □	Female	Age: _	19			
Region	of residence: NR	Service Av	ailed:				
is an of	JCTIONS: Check mark () your ans ficial document that reflects the service cessing times among others.</td <td>wer to the</td> <td>Citizen's (vernment a</td> <td>Charter (CC) q agency/office i</td> <td>uestions. nduding</td> <td>The Citiz</td> <td>zen's Charte ements, fees</td>	wer to the	Citizen's (vernment a	Charter (CC) q agency/office i	uestions. nduding	The Citiz	zen's Charte ements, fees
CC1	Which of the following best describe ☐ 1. I know what a CC is and I saw this offi ☐ 2. I know what a CC is but I did NOT see ☐ 3. I learned of the CC only when I saw th ☐ 4. I do not know what a CC is and I did n	ce's CC. this office's isoffice's CC	œ. 2.		CO2 and O		our leadhed
CC2	a neas, 5000	C1), would □ 4. Not visii □ 5. N/A	you say tha ble at all	at the Co of th	is office v	was?	
CC3	If aware of CC (answered codes 1-3 ☐ 1. Helped very much ☐ 3. Did ☑ 2. Somewhat helped ☐ 4. N/A JCTIONS: D 0-8, please put a check mark (✓) or	nat help			,	un Gin Hegen	saction?
	•	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable
SQD0.	. I am satisfied with the service that I					V.	
	. I spent a reasonable amount of time for insaction.					V	

	Strongly Disacres	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					V	
SQD1. I spent a reasonable amount of time for my transaction.					V	
sQD2. The Office followed the transaction's requirements and Stops based on the information provided.					V	
SQD3. The steps (including payment) I fleeded to do for my traffsaction were easy and simple.					V	
SQD4, I easily found information about my transaction from the office or its website.				V		
SQD5. I paid a reasonable amount of fees for my transaction.					V,	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.					V,	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.					V	At it is
SQD8. I got what I needed from the government office, or (if der d) denial of refluest was sufficiently explained to me.					\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	

goVernment office, or (if der d) denial of refluest was sufficiently explained to me.	
Suggestions on how we can further improve our services (optional): Outside protest of the appearing early would be need to see	
Email address (optional): Vivecont partorn go a tong so return)	

Email address (optional):

ANTI-NED THE AUTHORITY
CLIERT SKIES ACTION NEASUREMENT FROM
PSAAPproved No. J. ARTH-1242-3
Expires 1031 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.

	Sex:⊡ Male Ø of residence:		Age:				_
an of	UCTIONS: Check mark (V) your ansificial document that reliects the service cessing times among others.	swer to the es of a go	Citizen's vernment	Charter (CC) o	questions including	. The Citi	zen's Char ements, fe
CC1	Which of the following best describe ☑ 1. I know what a CC is and I saw this offi ☐ 2. I know what a CC is but I did NOT see ☐ 3. I learned of the CC only when I saw th ☐ 4. I do not know what a CC is and I did n	ce's CC. this office's is office's CC	cc.		CC2 and C		lau beella + proces
CC2		51), would □4. Not visi □5. N/A		at the CC of th	nis office	was?	
CC3	If aware of CC (answered codes 1-3 ☑ 1. Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. N/A	not help	how much	did the CC he	elp you in	your tran	saction?
For SQ	JCTIONS: D 0-8, please put a check mark (√) or	Strongly Disagree	nn that best Disagree	Neither Agree	o your ar	Strongly Acree	Not Applicable
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to do f	. The steps (including payment) I needed for my transaction were easy and simple.				1		
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	. I paid a reasonable amount of fees for insaction.				1		
	. I feel the office was fair to everyone, or na palakasan, during my transaction.				1		
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SQD6 "wals!" SQD7 and (ii	. I was treated counteously by the staff, asked for help) the staff was helpful. I got What I needed from the					604	-

AMTHER TAPE AND GROTTY
CLUBHT SANSACTION NEASUREMENT FRAN
PRAESPROVEN NEW PRIEF 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	
on your recently concluded transaction will help this office provide a better service. Personal information s	nared will
be kept confidential and you always have the option to not answer this form.	

Date: _	Sex: ☐ Male Z of residence:			<u> 20</u> .			
Region	or residence:	Service A	ralleu:				
is an o	UCTIONS: Check mark(1/) your arefficial document that reflects the servicessing times among others.						
CC1	Which of the following best describ		areness of	a CC?			
Tier.	☐ 1. I know what a CC is and I saw this of ☐ 2, I know what a CC is but I did NOT se		œ			161,685	Your house
	3. I learned of the CC only when I saw t						407.240
11.00	1 4. I do not know what a CC is and I did			Answer "N/A" on	CC2 and C	(C3)	
CG2	If aware of CC (answered 1-3 in Cl 1. Easy to see 2. Somewhat easy to see 3. Difficult to see	C1), would □ 4. Not visi □ 5. N/A	you say tha ble at all	at the CC of th	nis office	was?	
CC3	# aware of CC (answered codes 1- □ 1. Helped very much □ 3. Did □ 2. Somewhat helped □ 4. N/4	not help	how much	did the CC he	elp you in	your tran	nsaction?
	UCTIONS:					100	
For SC	D0-8, please put a check mark (🗸) o	n the colum	n that best	corresponds t	o your ar	iswer.	
	P	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Not Applicable
avalle						/	
	. I Spent a reasonable amount of time fer insaction.					/	
	. The office followed the transaction's					,	
	ements and stops based on the ation provided.					/	
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SQD4	. I easily found information about my		7 11 11 11			/	
	ction from the office or its website.					/	
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SQD6	. I feel the office was fair to everyone, or					/	1000
	ng palakasan", during my transaction.						
and (I	. I was treated court sously by the staff, asked for help) the staff was helpful.					/	41. 1
gover	. I got what I needed from the nment office, or (if denied) denial of st was sufficiently explained to me.					/	
Sugge	stions on how we can to ther improve	our servic	es (optiona	al):			
	100						

AKTI-RED JAPE AUTHORITY CLEHT SUTS: ACTION NELSUREX HOT FORM PSA Appeared No. ARTA-TAA2-1 Expires on 11 July 2028

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

Date: Sex. Male	☐ Female	Age:_				
Region of residence:	Service Av	alled;				
NSTRUCTIONS: Check mark () your an official document that reflects the se and processing times among others.	answer to the rvices of a go	Citizen's (vernment (Charter (CC) c agency/office i	questions ncluding	The Citi	zen's Char ements, te
OC1 Which of the following best desc		areness of	a CC?			
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3 Hearned of the CC only when I say	w this office's Co	3 .				
4.1 do not know what a CC is and 1 c						
CC2 If aware of CC (answered 1-3 in ☐1 Easy to see ☐2. Somewhat easy to see	☐4. Not visi	you say tha ble at all	at the CC of th	nis office	was?	
☐ 3. Difficult to see					1	
CC3 If aware of CC (answered codes ☐ 1 Helped very much ☐ 3. ☐ 2 Somewhat helped ☐ 4.	1-3 in CC1), Did not help N/A	how much	did the OC he	eip you in	your tran	saction?
NSTRUCTIONS:					100	91.0
For SQD 0-8, please put a c heck mark () on the colum	in that best	corresponds	o your an	swer.	NI/A
25 5-4 - 12	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that availed.			TWI DISECTED	/	/ igiss	
SQD1. I spent a reasonable amount of time my transaction.	for			/		
SQD2. The office followed the transaction						
requirements and Stops based on to	ne			1		
SQD3. The steps (including payment) I need to do for my transaction were easy and simp	ed ile.			1		
SQD4. I easily found information about intransaction from the office or its website.	my			/		
SQD5. I paid a reasonable amount of fees	for	-		1./	11133333	
my transaction. SQD6. I feel the Office was fair to everyone,				V		-
"walang palakasan", during my transaction.	u			1		
SQD7. I was treated courteously by the stand (if asked for help) the staff was helpful.	aff,			/		4
SQD8. I got what I needed from government office, or (if denied) denial request was sufficiently explained to me.				/		
Suggestions on how we can finither impro	ove our servic	es (option	ai):	1 /		

ANTI-RED TAPE AUTHORITY
CLEHT STIES ACTION NELSUREMENT FORM
PSAAppeared II to 1473-7542-7
Expires on 31 July 2022

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

Date: Sex: ∠ Male □ Region of residence:				* 4	C ye	
INSTRUCTIONS: Check mark () your ans is an official document that reflects the service and processing times among others.						
CC1 Which of the following best describe		areness of	a CC?			
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☐ 4.1 do not know what a CC is and I did n					100	
CC2 if aware of CC (answered 1-3 in CC	C1), Would □ 4. Notvisi □ 5. N/A	you say the	at the CC of the	nis office	was?	
CC3 If aware of CC (answered codes 1-3 1 Helped very much 2 Somewhat helped 14. N/A INSTRUCTIONS:	nat help		*		10 CP	saction?
For SQD 0-8, please put a c_heck mark (🗸) or	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.			1107 2 10003, 23	/	- 19	
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.				1		
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.				1		
SQD6. I feel the Office was fair to everyone, or "walang palakasan", during my transaction.				/		
SQD7. I was treated Counteously by the staff, and (if asked for help) the staff was helpful.				1		Ay 1
SQD8. I got what I needed from the government office, or (if denied) deniel of request was sufficiently explained to me.				/		
Suggestions on how we can to ther improve	Our servic	es (optiona	af):	1.1	1	

Email address (optional):

AMILARD TAPE AUTHORITY CLUDH SANSALTHON MELSUREMENT FERM PS Mappenni (Ruj. Anta-2742-) Enpires on 11 July 2023

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

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) 1. Easy to see		S e x: □ Male ☐		Age: _ ailed:		· · · A	* ; =	
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	is an o	fficial document that reflects the service						
1. Easy to see 3. Not visible at all 5. N/A 3. Difficult to see 5. N/A 3. Difficult to see 5. N/A 5. N/A 3. Difficult to see 5. N/A 5. N/A 6. Disagree 7. Somewhat easy to see 7. N/A 7. Somewhat helped 7. Somewhat helped 7. Somewhat helped 7. N/A 7. Not visible at all 7. Not vis		1. I know what a CC is and I saw this office 2 I know what a CC is but I did NOT see 3 I learned of the CC only when I saw the	ce's CC. this office's is office's CC	CC. D.		CC2 and C		
Instructions: Supplementation Color Color	CC2	☐ 1 Easy to see ☐ 2. Somewhat Gasy to see	4. Not visi	-	at the CC of th	nis office	was?	
Strongly Disagree Disagree Disagree Neither Agree Agree Strongly Agree Strongly Agree Disagree Disagree Disagree Nor Disag	4	☐ 1 Hisped very much ☐ 3. Did ☐ 2 Somewhat helped ☐ 4.N/A	not help	how much	did the CC he	elp you in	your tran	saction?
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 everyoris, or	For SQ		Strongly	(3)	Neither Agree	0	Strongly	
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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	SQD3	. The steps (including payment) i needed					/	
SQD5. I paid a reasonable amount of fees for my transaction. SQD6. I feel the office was fair to everyone, or							/	
SQD6. I teal the office was fair to everyone, or	SQD5	. I paid a reasonable amount of fees for					/	
	SQD6	i. I feel the office was fair to everyone, or					/	
SQD7. I was treated courteously by the staff,	SQD7	. I was treated courteously by the staff,					1	141.35
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.	SQD8 gover	3. I got what I needed from the riment office, or (if denied) denial of					/	

Email address (optional): _

ANTI-RED TAPE AUTHORITY CLIENT SATISE ACTION NELSUREMENT FURSH PSA Approved No. JATA-27A2-7 Engines on 21 July 2021

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

an officia	TIONS: Check mark (1/2) your ans	wer in the					
a proces	al document that reflects the servicesing times among others.	es of a go	Citizen's (vernment a	Charter (CC) quadrater (CC) quadrater (CC)	uestions ncluding	. The Cltiz its require	ten's Cha _{rt} Iments, fee
ψ C	Which of the following best describe. It I know what a CC is and I saw this office. It I know what a CC is but I did NOT see. If I learned of the CC only when I saw this. If I do not know what a CC is and I did not.	ce's CC. this office's is office's CC	CC.				garin esa
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requireme informatio	he office followed the transaction's ents and stops based on the on provided.					✓	
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and (if as	ked for help) the staff Was helpful. I got what I needed from the ent office, or (if denied) denial of					1	

ANTI-RED TAPE AUTHOUTY
CLIENT SATISFACTION NELSUREMENT FORM
PRAISPACEMENT NO. ARTA-TEAZ-1
Emphres on 11 July 2022

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

gion of residence:	S	ervice Av	Age: _ ailed:		· ' A	7.5		
STRUCTIONS: Check mark () your official document that reflects the d processing times among others.</th <th>ur ansv selvice</th> <th>ver to the</th> <th>Citizen's (vernment a</th> <th>Charter (CC) o</th> <th>uestions ncluding</th> <th>The Citiz its require</th> <th>ren's Cha ements, fe</th> <th>rte 3es</th>	ur ansv selvice	ver to the	Citizen's (vernment a	Charter (CC) o	uestions ncluding	The Citiz its require	ren's Cha ements, fe	rte 3es
21 Which of the following best de	escribes	your aw	areness of	a CC?				
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2. know what a CC is but I did N							and area	
3 learned of the OC only when 3 4. I do not know what a OC is and	i saw tins	see one in	this office. (Answer N/A on				
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☐ 3. Difficult to see								
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STRUCTIONS:	1.11 -	the server	- that had	an-samende i	0 UO:E 00	eluce		
or SQD 0-8, please put a c heck mark	(V) on	the colum	in that best	corresponds	your at	swer.	N/A	1
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SQD0. I am satisfied with the service availed.	that 1					/		
SQD1. I spent a reasonable amount of the my transaction.						/		1
SQD2, The office followed the transact equirements and stops based on information provided.						/		
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SQD4, I easily found information about transaction from the office or its website.						/		
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SQD6. I leet the office was fair to everyout walang palakasan", during my transaction	on.					V		1
SQD7, I was treated courteously by the and (If asked for help) the staff was help	ful.					V.	31	
SQD8. I got what I needed from government office, or (if denied) der request was sufficiently explained to me.	ial of					/		
1900624 AS SUMPLEMENT EXPIRITION IN ME		A THE TOTAL CONTRACTOR						

ANT-RED TAPE ANTHORNY
CLUBIT SATISFACTION NEASUREMENT FORM
PSAAPPENING NO. JATA-2212-3
Explication J. Undy. 2023

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

Region	of residence:			<u> </u>	· · · · · · · · · · · · · · · · · · ·	- ,	
s an o	UCTIONS: Check mark () your ans ficial document that reflects the service ocessing times among others.						
CC1	Which of the following best describe		areness of	a CC?			
Ter	□ 1.1 know what a CC is and I saw this offi □ 2, I know what a CC is but I did NOT see	this office's					GE TO SER
	23. I learned of the OC only when I saw th	is office's CC ot see one in). this office. (Answer N/A on	002 and 0		
CC2	If aware of CC (answered 1-3 in CC 1. Easytosee 2. Somewhat easy to see 3. Difficult to see	☐ 4. Not visit	you say tha ble at all	at the CC of th	nis office	was?	
CC3	If aware of CC (answered codes 1-3 ☐ 1. Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. N/A	3 in CC1), not help	how much	did the CC he	alp you in	your tran	saction?
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	5 H	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly	Not Applicable
SQD0 avale	I. I am satisfied with the service that I d.	2000		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	/		
	I. I spent a reasonable amount of time for				/		
	ansaction.						
my tre SQD2 requir	ansaction. The office followed the transaction's ements and stops based on the latton provided.		HI WALL		/		
my tre SQD2 requir inform SQD3 to do	t. The office followed the transaction's ements and stops based on the latton provided. The steps (including payment) I needed for my transaction were easy and simple.				/		
my tra SQD2 requir inform SQD3 to do SQD4 transa	t. The office followed the transaction's ements and stops based on the nation provided. 3. The steps (including payment) I needed for my transaction were easy and simple. 4. I easily found information about my action from the office or its website.				/		
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my trees SQD2 required inform SQD3 to do SQD4 transa SQD5 my transa SQD5 and (SQD6 gover Feque	t. The office followed the transaction's ements and stops based on the latton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I feel the office was fair to everyone, or no palakasan', during my transaction. I was treated courteously by the staff, if asked for help) the staff was helpful. I got what I needed from the rement office, or (if denied) denial of	our servic	es (optiona	al):	/	////	

ANTI-RED TAPE AUTHORITY
CLIENT SKISS ACTION HEASUREMENT FORM
PSA Approval No. 14TA-1242-3
Expires on 3 1 July 202 3

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

INSTRUCTIONS: Check mark (*/*) your answer to the Citizen's Charter (CC) questions. The Citizen's CC. 1 I I I I I I I I I	Date: Region	of residence:	Sex	□ Male	Female Service A	Age: _ vailed:			7	
□ 1. Isnow what a CC is and I saw this office's CC. □ 2. Iknow what a CC is and I saw this office's CC. □ 3. Ilearmed 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 NVA' 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 al □ 2. Somewhat easy to see □ 5. NVA □ 3. Difficult to see CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your iransaction? □ 1. Helpod Very much □ 3. Did not help □ 2. Somewhat helpod □ 4. NVA INSTRUCTIONS: For SQD 0-8, please put a c heck mark (✓) on the column that best corresponds to your answer. 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 b do for my transaction were easy and simple. SQD4. I seally found information about my transaction from the office or its website. SQD5. I paid a feasonable amount of fees for my transaction from the office or its website. SQD5. I sell the office was fair to e-Veryone, or what any path sast of the plot staff was helpful. 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.	s an of	ficial documer	nt that reflects	the ser	answer to the vices of a ge	e Citizen's overnment	Charter (CC) of agency/office	questions including	. The Citiz	ren's Char ements, fe
1 Easy to see 2. Somewhat easy to see 3. Not visible at al 2. Somewhat easy to see 5. N/A 3. Difficult to see 5. N/A 5.	181	☐ 1. I know w ☐ 2 Iknow w	hat a CC is and in hat a CC is but I of the CC Only w	saw this did NOT : when I saw	office's CC. see this office's this office's C	: OC. :C.		CC2 and C		aw'r sca
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Email address (optional):

Anthed Tape Anthosoft Client on Residentian Measurem day forme PSA Appendin in ou FRTA-2242-0 Expires to 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 feedba	3ck
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.	

□ 1.1 know what a CC is and I saw this office's CC. □ 2.1 know what a CC is but I did NOT see his office's CC. □ 3.1 learnad of the CC only when I saw this office's CC. □ 4.1 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 vary much □ 3. Did not help □ 2. Somewhat helped □ 4. N/A NSTRUCTIONS: For SQD 0-8, pleaseput a c heck mark(✓) on the column that best corresponds to your answer.	/atto	_	Sex: ☑ Male	D Female	Age: _				
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ANT-RED TAPE ALTRICISTY
REIENT SATISFACTION NELSCREPEONT FORM
PSA Apparent No. Arta-2242-3
Explire on 31 Aug 2012

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

□ 1. Ik no w 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 b 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:	Date: Sex: Z Region of residence:	Y hate D	Female Service Av	Age: _ ailed:		4	· ;		
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AMTHRED IN PERATRICITY
CLIENT SATIST ACTION MELSUREMENT FORM
PSA Approvalled LATIA-12A2-1
Expers and Lay 202

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

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Email address (optional):

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ANTI-RED TAFFANTINGBITY CLIERT SA TISF ACTIONNELSUNGAGET FORM PSAARPERHOLING AFTA-TAR-T Empires on 11 July 2023

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

ISTRUCTIONS: Check hark(1/2) your ans an official document that reliects the service of processing times among others.	es of a go	Citizen's (vernment a	Charter (OC) or agency/office in	questions including	. The Citia its require	zen's Cha ements, fe
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of Orgo sof pieces par a cream market you					0	N/A
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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				1	7	
my transaction.					1	
SQD6. I feel the office was fair to everyone, or "walang palakasar", during my transaction.						
SQD7. I was treated courteously by the staff,				-	-	95 15 475
and (it asked for help) the staff was helpful.					11	
SQD8. I got what I needed from the			1000			

AMI CU PSi

ANTI-NCOTAPE AUTHOUSTY CLUENT CAMESACTION NEASUREMENT FORGH PSA Apparent No.1 ANTI-1742-3 Expires (no.1) July 2023

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

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ANTI-RED IN PEAUTINDISTY
CELENT SATISFACTION MEASUREMENT FURM
PSA Approvidita. 14TA-7242-3
Engines and 1. July 2023

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an of	ICTIONS: Check mark (✓) your ans ficial document that reflects the servic cessing times among others.	wer to the es of a go	Citizen's (vernment a	Charter (CC) o agency/office i	ncluding	. The Citiz its require	zen's Cha emen _t s, fe
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(Insert angles Ingo here) (Insert agency name here)

AUTHER TAPE AUTHORITY
CLERY SAIRS ACTION NEASUREMENT FORM
PSA Appromittatory (* 12247-)
Extit mail July (*)

(Insert agefloy 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.

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THANK YOU!

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AND HED TAPE ANTHORNY
CLIENT SINSF ACTION MEASUREMENT FORM
PSA Approved Mal. (MTTA-12A2-2)
Expires on 31 July 207 1

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Date: ↓ Region	12/11/13 Sex: □ Male ☑ of residence: Want 1	Female Service Av	Age: _ railed:	ichet P	ychoc	t ·	-
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Sugges	stions on how we can forther improve	our servic	es (optiona	al):	· / d		

Email address (optional):

ANTI-HED TAPE ANTINODUS CLIBIT SATISTATION NEASUREMENT FORM PSA Appendi Naj Antia-12A2-3 Expires de 11 July 2013

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

is an o	NOTIONS: Check mark (\checkmark)your ans flicial document that reflects the service ocessing times among others.						
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AUTI-RED TAPE AUTHORSTY CLIENT SATIST ACTION MEASUREDERT FRAN PSA Apparate Kau ARTA-7222-7 Express on 7 I July 281 J

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Email address (optional): .

ANT-RED TAPE AUTHORITY
CUBHICATISFA CHOM MEASUREMENT FORM
PSAARproven No. ARTA-7242-3
Explus on 3 Ady 2022

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

Date: _	Sex: 🗆 Male 🗷						
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s an o	UCTIONS: Check mark (1/2) your and fficial document that reflects the service ocessing times among others.						
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and (it	. I was treated courteously by the staff, asked for help) the staff was helpful.				-		St. 135
gover	. I got what I needed from the nment office, or (if denied) denial of st was sufficiently explained to me.						
	stions on how we can fill ther improve	our conin	ae (ontions	albe		. 14	12

Ontrol No: ___

ANT-DED TAPE ALTHOUGHY
CLIENT SATISFACTION NELSTREMENT FORM
PSAADpoved No. JATE-2242-3
Explicits on 31 July 2003

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

egion	of residence:					* j-	
an of	UCTIONS: Check mark () your ans ficial document that reflects the service accessing times among others.	swer to the	Citizen's (vernment a	Charter (CC) o	uestions noluding	. The Citiz	zen's Cha ements, f
C1	Which of the following best described 1. I know what a CC is and I saw this offi 2 I know what a CC is but I did NOT see 3. I learned of the CC only when I saw the 4. I do not know what a CC is and I did n	ce's CC. this office's is office's CC	oc.		CC2 and C	9-3	gar feedi Total
C2		C1), would □ 4. Not visi □ 5. N/A		at the CC of th	is office	was?	
C3	If aware of CC (answered codes 1-3 ☐ 1. Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4.N/A	not help	how much	did the CC he	ip you in	3.02	saction?
or SQ	D 0-8, please put a c hack mark (√) o	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
avallet SQD1.	. I spent a reasonable amount of time for						
SQD 2. require inform SQD3	insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed						
SQD4 transa SQD5	for my transaction were easy and simple. I easily found information about my action from the office or its Website. I paid a reasonable amount of fees for insaction.						
SQD6	. I feel the office was fair to everyone, or no palakasan", during my transaction. . I was treated courteously by the staff, if asked for help) the staff was helpful.			1			9E 1141
SQD7	, I got what I needed from the			1			
SQD7 and (it SQD8 govern	nment office, or (if denied) denial of st was sufficiently explained to me.						

AXT-NED TAPE AUTHORITY CUENT SATIST ACTION NEW AUTHORITY FORM PSA Apperent No. ART. A-12A2-7 Expires ya 31 July 2023

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

egion	of residence:					, j. .	_
an of	UCTIONS: Check mark (1/2) your ans fficial document that reflects the service pocessing times among others.	wer to the	Citizen's (vernment a	Charter (CC) o	uestions ncluding	. The Citiz	en's Cha ements, f
C1	Which of the following best describe	s your awa	areness of	a CC?			
	1. I know what a CC is and I saw this office	e's CC.				seses A	Constituted
	□ 2. I know what a CC is but I did NOT see □ 3. I learned of the CC only when I saw th						1 Status
1.0	1 4. I do not know what a OC is and I did n			Answer 'N/A' on (OC2 and C	C3)	
)C2	# aware of CC (answered 1-3 in CC □ 1. Easy to see □ 1. Somewhat easy to see □ 1. Difficult to see	☐ 4. Not visit		at the CC of th	is office	was?	
C3	If aware of OC (answered codes 1-3 1.1-loped very much		how much	did the CC he	elp you in	your tran	saction?
NSTR	UCTIONS:	the selver		Dougonous do à		oues.	
or SQ	D 0-8, please put a check mark(the colum	in that best	corresponds	o your ar	swer.	N/A
	* ***	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	Not Applicable
SQD0 availe	. I am satisfied with the service that I	9			/		
	1.1 spent a reasonable amount of time for ansaction.				/		
require inform	t. The office followed the transaction's ements and Steps based on the nation provided.				_		
to do	I. The steps (including payment) I needed for my transaction were easy and simple.				/		
transa	I. I easily found information about my action from the office or its website.				/		
mytra	5, I paid a reasonable amount of fees for ansaction.				_		
"wala.	 I feel the office was fair to everyone, or no palakasan", during my transaction. 				/		
	7, I Was treated courteously by the staff, if asked for help) the staff was helpful.		No rect reasons		/	10.00	As 11 (1)
goVel	 I got What I needed from the rnment office, or (if denied) denial of ast was sufficiently explained to me. 				1		
reque	* * * *			n.N.			
	estions on how we can fighter improve	our servic	es (optiona	aij.	1. 73	-	

ANTHER TAPEAUTIONETY CLIENT SAIGNETION NEASUREMENT FURN PSAApperval No. 4874-2722-7 Expires on 01-24y 2022

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

legion of residence:		Age: ailed:		. : 4'	7-	_
NSTRUCTIONS: Check mark () your ans an official document that reflects the service and processing times among others.	ewer to the	Citizen's (Vernment a	Charter (CC) o	juestions neluding	The Citiz	en's Cha ments, fa
Which of the following best describe 1. I know what a CC is and I saw this offi 2. I know what a CC is but I did NOT see 3. I learned of the CC only when I saw th	ce's CC. this office's is office's CC	CC.		002 and 0		our to sol
CC2 If aware of CC (answered 1-3 in CC □ 1. Easy to see □ 2. Somewhat easy to see □ 3. Difficult to see	4 Not visit	you say the pie at all	at the CC of th	is office '	was?	
If aware of CC (answered codes 1-3 1. Helped very much 2. Somewhat helped 1. 4. N/A NSTRUCTIONS:	in CC1), not kelp	how much	did the CC he	elp you in	10	
For SQD 0-8, please put a c heck mark (√) or	Strongly Disagree	Disagrae	Neither Agree	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 of its website.				1		
SQD5. I paid a reasonable amount or fees for mytransaction.	EACH TO THE PARTY OF THE			/		9t (5.50)
SQD5. I paid a reasonable amount or fees for mytransaction. SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction. SQD7. I was treated courteously by the Staff.				/		
SQD5. I paid a reasonable amount or fees for mytransaction. SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.	×			1	9.4	

ANTI-BED TAPE ANTAGATY CLIENT CATHER ACTION MEASUREMENT FRAN PSA Apperson No. ARIA—242—2 Explicas on 31 July 2023

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

ate: _ egion	of residence:	Female Service Av	Age:ailed:			, j. r.	
an of	JCTIONS: Check mark (1/) your ans ficial document that reflects the service ocessing times among others.	wer to the	Citizen's (Vernment a	Charter (CC) o	uestions. ncluding	The Citiz	en's Cha ements, f
C1	Which of the following best describe D.1. I know what a CC is and I saw this office 2 I know what a CC is but I did NOT see 3. I learned of the CC only when I saw the 4. I do not know what a CC is and I did not the CC is a	ce's CC. this office's is office's C(CC.				our hoods + 31 mar
·©2	If aware of CC (answered 1-3 in CC 1.2 Somewhat easy to see 1.3 Difficult to see 1.3 Difficult to see	4. Not visi	you say tha ble at all	at the OC of th	iis office 1	was?	
C3	If aware of CC (answered codes 1-3 ☐ 1. Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. N/A UCTIONS: ☐ 0-8, please put a c heck mark(✓) or	not help		*		- 5 C.7:	saction?
	P 1/4	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
aValle	. I am satisfied with the service that I d I spent a reasonable amount of time for				/		
SQD2 require	ansaction. The office followed the transaction's ements and steps based on the patient provided.				1		
to do t	The steps (including payment) I needed for my transaction were easy and simple.				/		
transa SQD5	, I easily found information about my action from the office or its website. J. I paid a reasonable amount of fees for ansaction.				/		
"walat	b. I feel the office was fair to everyone, or ng palakasan', dunno mytransaction. r, I was treated courteously by the staff, t asked for help) the staff was helpful.				/		4t 11.57
SQD8	is a shed for the public and was not be the state of the state of the denied deficiently explained to me.				/		
Sugge	estions on how we can it ther improve	our servic	ces (option	al):			
							19-5-

ANI-PED TAPEATINGBEN CLUENT SANSFACTION NEADARCHENT FORM PSAApparent No. Anto-1942-3 Expirus No. 3 | Jay 2022

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

iate:	Sex: □ Male 및	-Female	Age: _				
tegion	of residence:	Service Av.	ailed:		· 'A'		
		ě					
an of	JCTIONS: Check mark (4') your an ficial document that reflects the servicessing times among others.	swer to the	Citizen's (vernment a	Charter (CC) o agency/office i	uestions ncluding	. The Citiz	_{ten} 's Cha ements, fe
C1	Which of the following best described. I know what a CC is and I saw this off the CC is but I did NOT see the CC only when I saw the CL is and I did not know what a CC is a continuous whether the continuous whether where where the continuous whether where wh	ice's CC. e this office's his Office's CC	oc.		002 and 0	200.00	our fersole Totalisasi
CG2	2. Somewhat easy to See 3. Difficult to see	□ 4. Not visi □ 5. N/A	ble at all			HI WE'D	
CC3	If aware of CC (answered codes 1- 1. Helped very much	not help	how much	did the CC he	elpyou In	your trans	saction?
NSTRU	UCTIONS: D 0-8, pleaseputa c hack mark (√)o	n the colum	on that best	corresponds t	o vour an	swer.	e
-UI 3QI	D 0-0, preaseputa e mais (*)	Strongly Disagree	Disagree	Nelther Agree	Agree	Strongly Agree	N/A Not Applicable
availed SQD1.	, I spent a reasonable amount of time for					/	
SQD2	Insaction. The office followed the transaction's ements and stops based on the lation provided.					-	
	. The steps (including payment) I needed for my transaction were easy and simple.					/	
transa	 I easily found information about my action from the office or its website. 					-	
my tra	 I paid a reasonable amount of fees for unsaction. 					/	
"walai	i. I feel the Office was fair to everyone, or ng palakasan", during my transaction.						56 1.50
	", I was treated courteously by the staff, t asked for help) the staff was helpful. 3. I got what I needed from the					1	111
and (II	nment office, or (if denied) denial of the was sufficiently explained to me.					-	
and (II SQD8	ist was sufficiently explained pine.				1		- 4
and (II SQD8 gover fecue	istions on how we can in the improve	e our servic	ces (option	al):			0.00

AND-TED LAPS AMERICAN CLEAT SATISFACTION INCLUDED FORM PSA Approvi No. ANYA-2242-3 Expiration II. July 2013

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

Region	Sex: □ Male □						
TOGILL	at Tourist	001710011		0-			
s an of	JCTIONS: Check mark () your and licial document that reflects the service cessing times among others.						
CC1	Which of the following best describe	es your aw	areness of	a CC?		- (+ x.m++)	
	1. I know what a CC is and I saw this offi					The state of	Cour feedba
100	72. I know what a CC is but I did NOT see						CONTRACTOR
	3. Hearned of the OC only when I saw the 4. I do not know what a OC is and I did n			Answer 'N/A' on	OC2 and C		
002	If aware of CC (answered 1-3 in CC			at the CC of th	nis office	was?	
	1. Easy to see	□ 4. Notvisi □ 5. N/A	ble at all				
	☐ 3. Difficult to see						
003	If aware of CC (answered codes 1-		how much	did the CC he	elp you in	your tran	saction?
	☐1. Helped very much ☐ 3. Did ☐22. Somewhat helped ☐ 4. N/A					****	
NSTRI	JCTIONS:					10.74	
	0 0-8, pleaseput a check mark (V) or	n the colum	n that best	corresponds t	b your an		
	- 4	(**)	(2)	(<u>·</u>)	0	(3)	N/A Not
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly	Applicable
SQD0.	I am satisfied with the service that I	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Applicable
availed SQD1.	l. I spent a reasonable amount of time for		Disagree		Agree		Applicable
SQD1. my trai SQD2. require information	I spent a reasonable amount of time for assection. The office followed the transaction's aments and stops based on the ation provided.		Disagree		Agree		Applicable
SQD1. my trains SQD2. require the three sQD3.	I spent a reasonable amount of time for assection. The office followed the transaction's aments and stops based on the ation provided. The steps (including payment) I needed		Disagree		Agree		Applicable
sQD1. my training sQD2. require information to do fe sQD4.	I spent a reasonable amount of time for insaction. The office followed the transaction's iments and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my		Disagree		Agree		Applicable
availed SQD1. my train SQD2. required information to do for SQD4. trans at SQD5	I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my including from the office or its website.		Disagree		Agree		Applicable
availed SQD1, my trains SQD2, required informations to do fe SQD4, trans a SQD5 my trains SQD6.	I spent a reasonable amount of time for insaction. The office followed the transaction's iments and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my including from the office or its website. I paid a reasonable amount of fees for insaction.		Disagree		Agree		Applicable
avalled SQD1, my trains SQD2, require information SQD3, to do for SQD4, trans a SQD5 my trains SQD6, "v vdan	I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my including from the office or its website. I paid a reasonable amount of fees for insaction. I feet the office was fair to everyone, or a palakasan', during my transaction.		Disagree		Agree		
avalled SQD1. my trains SQD2. required informations SQD3. to do fe SQD4. trans a SQD5. my trains SQD6. "v vdan SQD7. and (if	I spent a reasonable amount of time for insaction. The office followed the transaction's iments and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my including from the office or its website. I paid a reasonable amount of fees for insaction. I feet the office was fair to everyone, or a palakasan', during my transaction. I was treated courteously by the staff, asked for help) the staff was helpful.		Disagree		Agree		Applicable
avalled SQD1. my trait SQD2. require informat SQD3. to do fe SQD4. trans a SQD5. my trait SQD6. "I viden SQD7. and (if SQD8. govern	I spent a reasonable amount of time for insaction. The office followed the transaction's iments and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my including from the office or its website. I paid a reasonable amount of fees for insaction. I feel the office was fair to everyone, or a palakasan', during my transaction. I was treated courteously by the staff,		Disagree		Agree		
avalled SQD1. my tra SQD2. require informs SQD3. to do fe SQD4. trans 8 SQD5. my tra SQD6. "v vdan SQD7. and (fi SQD8. govern reques	I spent a reasonable amount of time for insaction. The office followed the transaction's iments and stops based on the ation provided. The steps (including payment) I needed or my transaction were easy and simple. I easily found information about my including from the office or its website. I paid a reasonable amount of fees for insaction. I leet the office was fair to everyone, or g palakasan'', during my transaction. I was treated courteously by the staff, asked for help) the staff was helpful. I got what I needed from the iment office, or (if denied) denial of	Disagree		nor Disagree	Agree		

ANTI-HER SUFF ANTICENTY
CLIENTEATES ACTION NELSCHENGT FORM
PSA Appenial No. 1411 (1-12/A2-3)
Expires on 31 July 2022

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

0.0	Sex: □Male □	Service A	/ailed:		4	, j.	
VICTO	LICTIONS, Chaple mark (-() your care	nuar to the	Citizania	Chortor (CC)	ausations.	The Citi	zanie Chai
	UCTIONS: Check mark (your anificial document that reflects the service				•		
	ocessing times among others.	os u a yu	Mestilitietit .	agencyronice	ii icidoniy	το τοίλητ	omone, io
nu pr	dessing united among outers.						
C1	Which of the following best describe		areness of	a CC?			
	121. I know what a CC is and I saw this offi						Cour terretion
	2,1 kno w what a CC is but I did NOT see						
	3. I learned of the CC only when I saw it						1 Marsall
	□ 4. Ido not know what a OC is and I did r	od see one in	n this Office. (Answel N/A on	CC2 and C	C3)	
C2	If aware of CC (answered 1-3 in CC	21), would	you say the	at the CC of th	is office	was?	
	P1 Easytosee	□ 4 Not vis		79. 616. 4 4			
	Somewhat easy to see	□ 5. N/A					
	C 2. Difficult to see						
						- 5 100	
C3	If aware of CC (answered codes 1-		now much	did the CC he	elp you in	your tran	saction?
	Helped very much			+-		-	
	☐ 2 Somewhat helped ☐ 4. N/A					1111	
NSTR	UCTIONS:					things.	+ + +
or SC	D08, peaseput acheck mark (🗸) o	nthe colum	nnthat best	corresponds t	o your an	swer.	
							N/A
	# #	(•••)	()	(••)	2	(5.6)	LACES
			0				Not Applicable
		Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Approaute
		Disamed	-	nor Disaures		Agios	
SQDO	. I am satisfied with the service that I						
SQD0 avalle	. I am satisfied with the service that i					From the second	
avalle	d, ;						
avalle SQD1	d. I spent a reasonable amount of time for						
avalle SQD1 my tra	d. I spent a reasonable amount of time for insaction.						
avalle SQD1 my tra SQD2	d. I spent a reasonable amount of time for insaction. The office followed the transaction's						
avalle SQD1 my fra SQD2 requir inform	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the latton provided.						
avalle SQD1 my tra SQD2 requir inform SQD3	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed						
avalle SQD1 my tra SQD2 requir inform SQD3	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the latton provided.					,	
avalle SQD1 my tra SQD2 requir inform SQD3 to do SQD4	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my					,	
avalle SQD1 my tra SQD2 requir inform SQD3 to do SQD4 transa	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office of its website.					·	
avalle SQD1 my tra SQD2 requir inform SQD3 to do SQD4 transa SQD5	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office of its website.					-	
avalle SQD1 my tra SQD2 requir inform SQD3 to do SQD4 transa SQD5 my tra	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office of its website. I paid a reasonable amount of fees for ansaction.					-	
avalle SQD1 my tra SQD2 requir inform SQD3 to do SQD4 transa SQD5 my tra SQD6	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office of its website. I paid a reasonable amount of fees for ansaction. I leel the office was fair to everyone, or						
avalle SQD1 my tra SQD2 requir Inform SQD3 to do SQD4 transa SQD5 my tra SQD6 "walan	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office of its website. I paid a reasonable amount of fees for ansaction. I leel the office was fair to everyone, or no palakasan', duringmy transaction.						
avalle SQD1 my tra SQD2 requir Inform SQD3 to do SQD4 transa SQD5 my tra SQD6 "walai SQD7	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I leel the office was fair to everyone, or no palakasan', duringmy transaction. I was treated courteously by the staff,						74 * D1
avalle SQD1 my tra SQD2 requir inform SQD3 to do SQD4 transa SQD5 my tra SQD6 "walar SQD7 and (fr	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its websits. I paid a reasonable amount of fees for ansaction. I leel the office was fair to everyone, or any palakasan', duringmy transaction. I was treated courteously by the staff, asked for help) the staff was helpful.						¥ 14 (M)
avalle SQD1 my tra SQD2 requir inform SQD3 to do SQD4 transa SQD5 my tra SQD6 "walar SQD7 and (if SQD8	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I leel the office was fair to everyone, or no palakasan', duringmy transaction. I was treated courteously by the staff,						4 - 10
avalle SQD1 my tra SQD2 requir Inform SQD3 to do SQD4 transa SQD5 my tra SQD6 "walar SQD7 and (if SQD8 gover	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I leel the office was fair to everyone, or any palakasan'', duringmy transaction. I was treated courteously by the staff, it asked for help) the staff was helpful. I got what I needed from the						4 - 0
avalle SQD1 my tra SQD2 requir Inform SQD3 to do SQD4 transa SQD5 my tra SQD6 "walar SQD7 and (if SQD8 gover	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office or its websits. I paid a reasonable amount of fees for ansaction. I leel the office was fair to everyone, or any palakasan'', duringmy transaction. I was treated courteously by the staff, if asked for help) the staff was helpful. I got what I needed from the nment office, or (if denied) denial of						4 - 0
avalle SQD1 my tra SQD2 requir Inform SQD3 to do SQD4 transa SQD5 my tra SQD6 "walan SQD7 and (iii SQD8 gover eque	d. I spent a reasonable amount of time for insaction. The office followed the transaction's ements and stops based on the atton provided. The steps (including payment) I needed for my transaction were easy and simple. I easily found information about my action from the office of its websits. I paid a reasonable amount of fees for ansaction. I leel the office was fair to everyone, or any palakasan', duringmy transaction. I was treated courteously by the staff, it asked for help) the staff was helpful. I got what I needed from the nment office, or (if dented) denial of stwas sufficiently explained to me.	our servic	es (optiona	kl)):			4 - 10
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AND-RESIDERATION MELSCRENOT FORM CHEMY Exposuration Melscrenot form Principal No. 4476-252-7 Expires on 11 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 feedb	ack
on your recently concluded transaction will help this office provide a better service. Personal information shared	Wil
be kept confidential and you always have the option to not answer this form.	

egion of residence:	Service Av	ailed:				
STRUCTIONS: Check mark (4) your ans an official document that reflects the serviced processing times among others.	wer to the	Citizen's (vernment a	Charter (CC) quagency/office in	uestions. ncluding	The Citiz its require	en's Ch ments,
Which of the following best describe 1. Iknow what a CC is and I saw this offi 2. I know what a CC is but I did NOT see 3. I learned of the CC only when I saw th 4. I do not know what a CC is and I did not	ce's CC. this office's is office's CC	cc.			75 M V	
- 11 5e-7 17	01), would y □ 4. Not visit □ 5. N/A	you say tha ole at all	at the CC of th	is office t	was?	
C3 If aware of CC (answered codes 1-3 ☐ 1. Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. NA ISTRUCTIONS: or SQD 0-8, please put a c heck mark (✓) or	not help		,		200	saction
5 SQD 0-8, please par a c hark train (F you	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
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avalled. SQD1, I spent a reasonable amount of time for my transaction						
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ANTI-RED TAPE AUTHORITY CULDIT SATISFACTION INCASSICIAENT FURH PSA Appeared No. 1 ARIA-2242-3 Expires on 31 Log 2023

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

INSTRUCTIONS: Check mark (*') your answer to the Citizen's Charter (CC) questions. The Citizen's Charter (CC) questions. The Citizen's Charter (CC) questions. The Citizen's Charter and processing times among others. CC1 Which of the following best describes your awareness of a CC? 1. Isnow what a CC is and Isaw this office's CC. 2. Isnow what a CC is but Ide Not See his office's CC. 2. Isnow what a CC is but Ide Not See his office's CC. 3. Isnow what a CC is and I do not see his office's CC. 4. I do not know what a CC is and I do 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. Easytoses	Date: _ Region	Sex.⊒Male □	Female Service Av	Age:		4	· ;	
□ 1. History what a CC is and I saw this office's CC. □ 2. History what a CC is and I did NOT see this office's CC. □ 3. Hearmed 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 NVA' 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. Easytosee □ 4. Not visible at all □ 2. Somewhat cosy to see □ 5. N/A □ 2. Somewhat osy 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 □ 2Somewhat helped □ 4. N/A INSTRIUCTIONS: For SCD 0-8, please put a c hiedmark () on the column that best corresponds to your answer. SQD0. I am eatisfied 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 about my transaction were easy and simple. SQD3. The steps (inCluding payment) I needed bid or my transaction were easy and simple. SQD3. The steps (inCluding payment) i needed bid or my transaction were easy and simple. SQD3. The steps (inCluding payment) in each of the my transaction from the office or its websita. SQD5. I paid a reasonable amount of fees for my transaction. SQD6. I see the office was fair to everyone, or walnung palakssam, during my transaction. SQD7. I was treated courtecusty by the staff, and if asked for help) the staff was helpful. SQD8. I see the office was fair to everyone, or walnung palakssam, during my transaction. SQD7. I was treated courtecusty by the staff, and if asked for help) the staff was helpful. SQD8. I see the office was fair to everyone, or walnung palakssam, during my transaction was expended to denial of request was sufficiently explained to me.	is an of	fficial document that reflects the servic	Wer to the	Citizen's (vernment a	Charter (CC) o	questions including	. The Citiz	zenis Char ements, fee
1. Easytosee 2. Somewhat cosy to see 2. Somewhat he ped 3. Did not help 2. Somewhat he ped 4. N/A	CC1	☐ 1. I know what a CC is and I saw this office ☐ 2. I know what a CC is but I did NOT see	ce's CC. this office's is office's CC	CC.		002 and 0	796+5	
INSTRUCTIONS: For SQD 0-8, please put a c h eckmark () on the column that best corresponds to your answer. SQD0. am satisfied with the service that I availed.	CG2	☐ 1. Easytosee ☐ 2_Somewhat easy to see	□ 4. Not visi		at the CC of th	nis office	was?	
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transaction from the office or its website. SQD5. I paid a reasonable amount of fees for my transaction. SQD6. I feet the office was fair to everyone, or "walang palakasan", during my transaction. SQD7. I was treated courteously by the staff, and (it asked for help) the staff was helpful. SQD8. I got what it needed from the government office, or (if denied) denial of request was sufficiently explained to me.	SQD3	. The steps (including payment) I needed						
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SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	SQD6 "walai SQD7	is. I feel the office was fair to everyone, or ng palakasan, during my transaction. r, I was treated courteously by the staff,					V,	Ne ner
The same of the sa	SQD8	3. I got what t needed from the rament office, or (if denied) denial of						
	1000	A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	our servic	es (optiona	al):			

ANTI-DED TAPENTHICHTY CLIENT SATISE ACTION HEARINGEASHT FORM PSA Apperion New JATA-72A2-3 Expires on 31 July 2023

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

Date: _		Sex: □Male	Female	Age: _				
Region	of residence:	\$	Service /	Availed:		· 'A	<u>(1-1</u>	_
s an o		k mark (*/) your hat reflects the se mong others.						
CC1	1. I know what 2. I know what 3. I learned of	ollowing best desc a CC is and I saw this a CC is but I did NO? the CC only when I say what a CC is and I	s office's CC. ' see this office aw this office's	's CC. CC.			eroess?	four freedbe x st exect
CC2	If aware of CC 1. Easy to see 2. Somewhat e	(answered 1-3 in easy to see se	CC1), would □4. Not v □5. N/A	d you say the	at the CC of the	his office	was?	
CC3		(answered codes much 3 nelped 4	Did not help), how much	did the CC h	eip you in	3.5%	
	UCTIONS: D 0-8, please put	a c heck mark (v) on the colu	Jmn that best	t corresponds	to your ar	swer.	er and the
		ė,	Strongly		Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0 availe		Alth the service tha				/		
my tra	insaction.	ble amount of time				/		
requir inforπ	ements and stonation provided.	wed the transaction ops based on	the					
to do	for my transaction	ng payment) I need were easy and simp	ole.			/		
transa	action from the office. I paid a reasonal	information about se or its website. ble amount of fees				/		
SQD6	ng palakesan", dur	as fair to everyone ing my transaction.						711 -
and (f asked for help) th	urteOusly by the st e staff was helpful. I needed from				/		Se 71.57
goVer		(if denied) denial						
	estions on how we	e can fill ther Impr	ove our serv	rices (option	al):	1		
Sugge								

ART-REDITE MINISHY CLIEN SAILS LETKNAMEAUREMENT FRIGH PSA Approval No. 1878-7842-2 Expires on 1 July 2012

(Insert agency logo here) (Insert agency name here) HELP US SERVE YOU BETTERI

an o	UCTIONS: Check mark (ficial document that reflects the service occasing times among others.						
cf	Which of the following best describes 1. I know what a CC is and I saw this offi 2. I know what a CC is but I did NOT see 3. I lea Med of the CC only when I saw to 4. I do not know what a CC is and I did not know what a CC is a cc is and I did not know what a CC is and I did not kn	ce's CC. this office's is Office's CC	cc.		CO2 and C	100	our fored!
C2	If aware of cC (answered 1-3 in CC □ 1. Easy to see		you say the				
C3	If aware of CC (answered codes 1-3 ☐ 1. Helped very much ☐ 3. Did ☐ 2. Somewhat helped ☐ 4. WA	Bin CC1), not help	how much	did the CC he	eip you i n	2.5 (67)	saction?
	UCTIONS: ID 0-8, please puta check mark (√) or	the colum	nn that best	corresponds t	o your an		
	5 54 127	Strongly Disagre e	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
SQD0 avalle	I. I am satisfied with the service that I.d.						
my tra	f. I spent a reasOnable amount of time for ansaction.						
	t. The office followed the transaction's ements and stops based on the nation provided.						
requir inform	I. The steps (including payment) I needed					æ	
requir inform SQD3 to do	for my transaction were easy and simple.						
requir inform SQD3 to do SQD4 transa	. I easily (Ound information about my action from the office or its website.				-		
requir inform SQD3 to do SQD4 transa SQD5 my tra	t. I easily found information about my action from the office or its website. 5. I paid a reasonable amount of fees for ansaction. 6. I feel the office was fair to everyone, or						· ***
requir inform SQD3 to do SQD4 transa SQD5 my tra SQD6 "wala; SQD7	I. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I feel the office was fair to everyone, or no palakasan, during mytransaction. I was treated courteously by the staff,					1, 4,	St. Out
requirinform SQD3 to do SQD4 transa SQD5 my tra SQD6 "wala SQD7 and (i SQD6 gover	I. I easily found information about my action from the office or its website. I paid a reasonable amount of fees for ansaction. I feel the office was fair to everyone, or no palakasan, during mytransaction.					10 10 10 10 10 10 10 10 10 10 10 10 10 1	Se 10.00

ANTI-BED TAPE ALTRICUSTY CLIENT SATIST ACTION NEASUREMENT FROM PSAAPPARMI NEL ARTA-7282-3 Expirat on 31 July 2023

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

egion of residence:	Service Av	ailed:		· · · · · · · · · · · · · · · · · · ·	<i>j = '</i>	
NSTRUCTIONS: Check mark () your ans an official document that reflects the service and processing times among others.	wer to the	Citizen's (vernment a	Charter (CC) o	uestions noluding	The Citiz its require	en's Cha ments, f
Which of the following best describe 1. I know what a CC is and I saw this offi 2. I know what a CC is but I did NOT see 3. I learned of the CC only when I saw this 4. I do not know what a CC is and I did n	ce's CC. this office's is office's CC	cc.			tices. V	
	:1), would □4. Not visit □5. N/A	you say tha ble at al	at the CC of th	nis office v	was?	
CC3 If aware of CC (answered codes 1-0 □ 1. Helped very much □ 3. Dd □ 2. Somewhat helped □ 4. NA		how much	did the CC he	elp yo u h	100	saction?
NSTRUCTIONS: For SQD 0-8, please put a check mark (√) on	the colum	in that best	corresponds t	o your an		
	Strongly Disagree	Disagree	Neithel Agree	Agree	Strongly	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.	1					
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 feet the office was fair to everyone, or				/		-
"walang palakasan", during my transaction. SQD7. I was treated courteously by the staff.					1	At 11.50
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.					/ 11	
		on (ontion	al)•			
Suggestions on how we can finther improve	our servic	es (obtions	an).	1000		

AMI-HED TAPE AUTHORITY CULRIT SATISFACTION: HEASUREMENT FORM PSAAppervol No. 1470-7242-3 Expires on 01 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 feed	back
on your recently concluded transaction will help this office provide a better service. Personal information shared	d will
be kept confidential and you always have the option to not answer this form.	

	of residence:	Sex: □ Male 🛱	Femille Service Av	Age: ailed:			7	
an off	JCTIONS: Che ficial document cessing times	eck mark () your an that reflects the service among others.</th <th>swer to the ces of a go</th> <th>Cltizen's (vernment a</th> <th>Charte^r (CC) q agency/office i</th> <th>uestions. neluding</th> <th>The Citiz its require</th> <th>ens Cha ments, fe</th>	swer to the ces of a go	Cltizen's (vernment a	Charte ^r (CC) q agency/office i	uestions. neluding	The Citiz its require	ens Cha ments, fe
C1	☑ 1. i know wh □ 2. I know wh □ 3. I learned	following best describe at a CC is and I saw this off at a CC is but I did NOT se of the CC only when I saw th how what a CC is and I did i	fice's CC e this office's his office's C	œ. c.		002 and 0	200	gur fellet i of Arad
C2	Fi Facy In Re	t easy to see	C1), would □4. Not vis □5. N/A	you say tha ble at all	at the CC of th	is office	was?	
OC3 NS ^T RU For SQI	2 Somewha	C (answered codes 1- ry much ☐ 3. Did t helped ☐ 4. NA uta check mark (✓) c	not help		••			saction?
			Strongly Disagree	Disagree	Neither Agree	Agree	Strongly	N/A Not Applicable
availed	d.	with the service that I						
my tra SQD2. require	insaction. The office fol	lowed the transaction's stops based on the				-		
SQD3.	. The steps (Incli for my transactio	uding payment) i needed n were easy and simple.						
transa SQD5	ction from the o	Information about my ffice or its website. hable amount of fees for						
SQD6. "walar SQD7	i. I feel the office ng palakasan", c r. I was treated	was fair to everyone, or luringmy transaction. courteously by the staff, the staff was helpful.						4
SQD8	. I got what nment office, o	needed from the (if denied) denial of ly exhiained to me.						
goveri reque:								

ANTI-REDIAPE AUTOMOTIY CLIENT SATISF ACTION MEASUREMENT EDIAM PSAÁApproved No. 1487 à-2242-3 Empleus de 31 July 203 3

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

ale	Sex: Male] Female	Age: _				
egion	of residence:	Service Av	ailed:		·		_
an off	JCTIONS: Check mark (4/) your a ficial document that reflects the servicessing times among others.	nswer to the ices of a go	Citizen's (vernment a	Charter (CC) quegency/office i	uestions ncluding	. The Citiz its require	zen:s Cha ements, f
C1	Which of the following best described: 1. I know what a CC is and I saw this out the country of the CC only when I saw 1. I do not know what a CC is and I do	office's CC. se this office's this office's CC	CC.				'aur heedl Habaaa
C2	2. Some what easy to see	☐ 4. Not visil ☐ 5. N/A	ble at all				
CC3	If aware of CC (answered codes 1 Hoped very much 2 Somewhat helped 14. N	id not help	how much	did the CC he	elpyou in	1.00	saction?
or SQL	JCTIONS: D 0-8, please put a check mark (✓)	on the colum	n that best	corresponds t	o your an	swer.	
	* 3	Strongly	Disagree	Neither Agree	Agree	Strongly Agree	Not Applicable
SQD0.	, I am satisfied with the service that					-	
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SQD2. require inform	The office followed the transaction: ements and stops based on the ation provided. The steps (including payment) I neede				/		
to do f	for my transaction were easy and simple				/		
transa	. I easily found information about material from the office or its website.						
mytra	, I paid a leasonable amount of fees to nsaction.					_	
"walar	i. I feel the Office was fair to eVeryone, on palakasan", during mytransaction						96 7 50
and (it	', I was treated courteously by the stat rasked for help) the staff was helpful.					1	
SQD8	i. I got what I needed from the nment office, or (if denied) denial of st was sufficiently explained to me.	e of					
reque	stions on how we can filther impro-	e our servic	es (optiona	al):	10	,*	

ENT-RED TAPE MITHORITY CLEHT SATISFACTION NELSYREMERTETRIH PSATISFACTION NELSYREMERTETRIH PSATISFACTION NELSYREMERTETRIH Empher 1811 | May 2022

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

Pate:Sex: Commander:			4	. A	-	-
NSTRUCTIONS: Check mark () your san official document that reflects the se and processing times among others.	answer to the	Citizen's (vernment a	Charter (CC) q agency/office is	uestions. ncluding	The Citiz	cen's Charte ements, fee
CC1 Which of the following best desc	ribes your aw	rareness of	a CC?			
☐ 1. I know what a CC is and I saw this ☐ 2. I know what a CC is but I did NOT ☐ 3. Ilearned of the CC only when I sa ☐ 4. I do not know what a CC is and I do	office's CC. see this office's w this office's C	CC.		002 and 0		iya in silat.
CC2 If aware of CC (answered 1-3 in		you say tha				
CC3 If aware of CC (answered codes 1. Helped Very much 3. 2. Somewhat helped 4. NSTRUCTIONS:	Did not help N/A		•1		-7-	saction?
End OOD OO Headen but a school mork (s/	and the colum	nn that best	corresponds t	your an	swer.	
or SQD 0-8, pease put a c nex mark (v	Strongly	Disagree	Naither Agree	Agree	Strongly	N/A Not Applicable
SQD0. I am satisfied with the service the availed.	Strongly Disagree	(3)	(<u>·</u>	0	Strongly Agree	Not
SQDO. I am satisfied with the service that	Strongly Disagree	(3)	Naither Agree	0		Not
SQD0. I am satisfied with the service the availed. SQD1, I spent a reasonable amount of time my transaction. SQD2, The office followed the transactio requirements and stops based on information provided.	Strongly Disagree at 1 for	(3)	Naither Agree	0		Not
SQD0. I am satisfied with the service the avalled. SQD1, I spent a reasonable amount of time my transaction. SQD2, The office followed the transactio requirements and stops based on information provided. SQD3. The steps (including payment) I need to do for my transaction were easy and simple.	Strongly Disagree at 1 for n's the ded ble.	(3)	Naither Agree	0		Not
SQD0. I am satisfied with the service that availed. SQD1, I spent a reasonable amount of time my transaction. SQD2, The office followed the transaction requirements and stops based on information provided. SQD3. The steps (including payment) I need to do for my transaction were easy and simple SQD4. I easily found information about transaction from the office or its Website. SQD5, I paid a reasonable amount of fees	Strongly Disagree at 1 for n's the ded ble.	(3)	Naither Agree	0		Not
SQD0. I am satisfied with the service the avalled SQD1. I spent a reasonable amount of time my transaction. SQD2. The office followed the transactio requirements and stops based on information provided. SQD3. The steps (including payment) I need to do for my transaction were easy and simple SQD4. I easily found information about transaction from the office or its Website. SQD5. I paid a reasonable amount of fees my transaction. SQD6. I feel the office was fair to everyone "walang palakasan", during my transaction.	Strongly Disagree It 1 for n's the ded ble. my for	(3)	Naither Agree	0		Not
SQD0. I am satisfied with the service that availed. SQD1. I spent a reasonable amount of time my transaction. SQD2. The office followed the transaction requirements and stops based on information provided. SQD3. The steps (including payment) I need to do for my transaction were easy and simple SQD4. I easily found information about transaction from the office or its Website. SQD5. I paid a reasonable amount of fees my transaction. SQD6. I feel the office was fair to everyone "walang palakasan", during my transaction. SQD7. I was treated courteously by the stand (if asked for help) the staff was helpful.	Strongly Disagree It I for n's the ded ble. my for , or	(3)	Naither Agree	0		Not
SQD0. I am satisfied with the service the avalled. SQD1, I spent a reasonable amount of time my transaction. SQD2. The office followed the transactio requirements and stops based on information provided. SQD3. The steps (including payment) I need to do for my transaction were easy and simple SQD4. I easily found information about transaction from the office or its Website. SQD5, I paid a reasonable amount of fees my transaction. SQD6. I feel the office was fair to everyone "walang palakasan", during my transaction. SQD7. I was treated courteously by the step.	Strongly Disagree It I for n's the ded ble. my for , or taff, the	(3)	Naither Agree	0		Not

ANTI-RED I APE ANTINORITY CLIENT SATISFACTION MEASUREMENT FORM PSA Apparent No. ARTN-22A2-3 Expéres en 31 July 2823

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

egion	of residence:	service Ava	ailed:			7-	
an off	JCTIONS: Check mark (*/) your ans licial document that reflects the service cessing times among others.	wer to the	Citizen's (vernment a	Charter (CC) q	juestions. noluding	The Citiz	en's Cha ements, fe
C1	Which of the following best describes 1. I know what a CC is and I saw this office 2. Iknow what a CC is but I did NOT see 3. I learned of the CC only when I saw this 4.I do not know what a CC is and I did not	ce's CC. this office's (is office's CC	oc.				our ferrod
C2	If aware of CC (answered 1-3 in CC ☐ 1, Easy to see ☐ 2. Somewhat easy to see ☐ 3. Difficult to see	1), would y ⊒ 4, Not visit ⊒ 5, N/A		at the CC of th	is office t	was?	
NSTRU	If aware of CC (answered codes 1-3 ☐ 1. Helped Very much ☐ 3. Did to D2. Somewhat helped ☐ 4. N/A JCTIONS: D 0-8, please put a c_heck mark (✓) on	not helip		•2		1.5/5/IT	
U. OQI	5 0-0, please par a c rear rearre (° ; 5)	Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
availed	I am satisfied with the service that I d. I spent a reasonable amount of time for						
my tra SQD2. require	risaction. The office followed the transaction's ements and stops based on the ation provided.						
to do f	The steps (including payment) I needed or my transaction were easy and simple.						
transa	. I easily found information about my ction from the office or its website. . I paid a reasonable amount of fees for						
SQD6	nsaction. I feel the office was fair to everyone, or no palakasan", during my transaction. I was treated courteously by the staff,						46.00
and (if	i asked for help) the staff was helpful. I got what I needed from the nment office, or (if denied) denial of st was sufficiently explained to me.			1			
reque		No III					174

AMIT-HEDT ATE AUTHORITY CLIEFT S. RISSF ACROIX MEASUREMENT FORSA PSA Appatyrollica (#RIA-ZZAZ-1 Expires en 31 july 2021

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

This Client Satisfaction Me	easurement (CSM) trace	cks the customer	experience of go	overnment office	s. Your feedback
on your recently concluded	i transaction will help f	this office provide	e a better service.	Personal inform	nation shared will
be kept confidential and yo	ou always have the opt	ion to not answe	this form.		

	Sex: 🗆 Male 📝		ailed:				
- 0							
an offi	CTIONS: Check mark () your ans cal document that reflects the services among others.	wer to the es of a go	Citizen's C vernment a	Charter (CC) of gency/office i	uestions neluding	. The Citiz its require	en's Cha ments, fe
C1	Which of the following best describe 1.1 know what a CC is and I saw this offi 2 I know what a CC is but I did NOT see 3. I learned of the CC only when I saw th 4.1 do not know what a CC is and I did n	ce's CC this Office's Is office's CC	cc.		OC2 and C	C3į	are to the
002	_ / /	:1), would : 4. Not Visi 5. N/A	you say tha ble at all	t the CC of th	is office	was?	
DC3	If aware of CC (answered codes 1-3 ☐ 1/ Helped very much ☐ 2.2 Somewhat helped ☐ 4. NA	not help	how much	did the OC he	ip you in	your trans	saction?
NSTRU	OTIONS: 0-8, please put a check mark (√) of	the colum	n that best	Corresponds t	o your an	swer.	
		Strongly Disagree	Disagree	Neither Agree	Agree	Strongly Agree	N/A Not Applicable
availed.		0.000,00			1		
	I spent a reasonable amount of time for saction.				/		
SQD2. required	The office followed the transaction's nents and stops based on the tion provided.		/				
sons.	The steps (including payment) I needed may transaction were easy and simple.				/		
transac	I easily found information about My tion from the office or its website.				1		
mytran	I paid a reasonable amount of rees for saction.			a .	/		
"walang	I feel the office was fair a everyone, or a palakasan, during my transaction.				/		
and (if	I was treated courteously by the staff, asked for help) the staff Was helpful.				11		# *
govern	I got what I needed from the ment office, or (if denied) denial of twas sufficiently explained to me.				//		
	tions on how we can further improve	our service	es (option	al):			