

**CLIENT FEEDBACK TO PROGRAM IMPLEMENTERS/SERVICE PROVIDERS  
(Philippine Overseas Labor Offices)**

Thank you for giving us the opportunity to serve you.

Please help us improve the quality of our services by taking a few minutes to tell us about your experience with us.

**CLIENT INFORMATION:**

Client Type:

General Public

Business

Name of Business: \_\_\_\_\_

Government Agency/Official/Employee

Name of Government Agency: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Office Visited: \_\_\_\_\_

Date: \_\_\_\_\_

Sex:  Male  Female






Please put a check mark (✓) in the appropriate box corresponding to your response.

**SERVICE AVAILED:**

Issuance of Overseas Employment Certificate (OEC) at Post

Verification of Overseas Employment Documents

Others, please specify: \_\_\_\_\_

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

Complaint about our service (Reklamo sa serbisyong ibinigay):

Suggestion/Recommendation (Mungkahi/Rekomendasyon):

Signature: \_\_\_\_\_