



**FEEDBACK FORM**  
(EASE OF DOING BUSINESS R.A. 11032)

Control No.

Transacting Personnel / Office / *Tanggapa ng Nakatransaksyon / Kawani :*

Date / *Petsa :*

In a scale of 1 to 5, (1) being the lowest and (5) being the highest, please evaluate the staff/office you have transacted with by checking the box that corresponds to your rating.  
(*Gamitin ang bilang 1 hanggang 5 kung saan ang (1) ang pinakamababa at (5) ang pinakamataas, suriin ang kawani/ tanggapan na naglingkod sa inyo sa pamamagitan ng paglalagay ng tsek (✓) sa kahon na tumutugma sa inyong marka.*)

	5	4	3	2	1
1. Courtesy and Behaviour ( <i>Pagpapakita ng paggalang at kagandahang-asal</i> ) Courteous during discussion ( <i>Magalang at maayos at pakikitungo.</i> )					
2. Communication ( <i>Pakikipag-usap</i> ) Ability to convey clear messages. ( <i>Kakayahang makapaghatid ng malinaw na mensahe.</i> )					
3. Technical Skill ( <i>Teknikal na kaalaman</i> ) Ability to answer queries, provide options and resolve issues. ( <i>Kakayahang sumagot sa mga katanungan at magmumungkahi ng ibat-ibang paraan upang matugunan ang suliranin.</i> )					
4. Personnel Appearance ( <i>Panlabas na anyo</i> ) Proper grooming, clothing and personality ( <i>Maayos napananamit at kabuuang panlabas na kaanyuhan.</i> )					
5. Transparency and Ease of Doing Business ( <i>Bukas at Mabilis na Paglilingkod</i> ) Transparent and simple processes that aids in the delivery of service. ( <i>Bukas, malinaw, payak at mabilis naparaan upang maihatid ang kaukulang paglilingkod.</i> )					
6. Timeliness of the service ( <i>Napapanahong pagtugon</i> ) Ability to render the service based on standard time. ( <i>Kakayahang tumugon at maihatid ang paglilingkod na naayon sa pinangakong araw at oras.</i> )					
7. Work Environment ( <i>Kapaligiran ng tanggapan</i> ) Conducive to office transactions ( <i>Maayos at kaaya-ayang tanggapan.</i> )					
8. In general, how would you rate our service? ( <i>Sa pangkalahatan, anong grado ang nararapat sa aming paglilingkod?</i> )					

Do you have any comments, complaints, suggestions, queries, and commendation? (optional)  
(*Mayroonbakayongkomento, reklamo, mungkahe, katanungan o papuri?*) (*maaaring hindi sagutin*)

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If you want us to communicate with you on this matter, please write your name, address, contact number or email address.

(*Kung nais ninyong sagutin namin ang inyong mga kumento, mungkahe, katanungan o papuri, mangyari po lamang pakisulat ang inyong pangalan, tirahan, telepono (contact number) o email address.*)

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