



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
CLIENT SATISFACTION SURVEY (ONLINE)

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To be accomplished by DILG Personnel	<i>Name of Office/Operating Unit:</i>
	<i>Name of Service Provided:</i>

Dear Client,






Kindly fill-up this survey form and let us know your experience while transacting official business with us. DILG shall comply with the Republic Act No. 10173 or the Data Privacy Act of 2012; any personal information you choose to share will be kept confidential.

Client Type: Citizen Business Government (Employee or from another agency) Date: _____
 Age: Below 18 y/o 18-24 y/o 25-34 y/o 35-44 y/o 45-54 y/o 55-64 y/o 65 y/o and above
 Gender: _____ Region of residence: _____

Instructions: Put a check mark (✓) beside the statement that best describes your awareness and experience in using the DILG Citizen's Charter (CC). The Citizen's Charter (CC) is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times, among others.

<p>CC1. Do you know about the Citizen's Charter? <input type="checkbox"/> 1. Yes, aware before my transaction with this office. <input type="checkbox"/> 2. Yes, but aware only when I saw the CC of this office. <input type="checkbox"/> 3. No, not aware of the CC. (Skip questions CC2 and CC3.)</p>
<p>CC2. If your answer to the previous question is Yes, did you see this office's CC? <input type="checkbox"/> 1. Yes, the CC was easy to find. <input type="checkbox"/> 2. Yes, but the CC was hard to find. <input type="checkbox"/> 3. No, I did not see this office's CC.</p>
<p>CC3. If your answer to the previous question is Yes, did you use the CC as a guide for the services you availed? <input type="checkbox"/> 1. Yes, I was able to use the CC. <input type="checkbox"/> 2. No, I was not able to use the CC.</p>

Instructions: For the following items, put a check mark (✓) on the column that best describes your satisfaction level.

						N/A Not applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent an acceptable amount of time for my transaction.						
SQD2. The office accurately informed me and followed the transaction's requirements and steps.						
SQD3. My online transaction (including steps and payment) was simple and convenient.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid an acceptable amount of fees for my transaction.						
SQD6. I am confident that my online transaction was secure.						
SQD7. The office's online support was available, or (if asked questions) was quick to respond.						
SQD8. I got what I needed from the government office.						

Suggestions on how we can further improve our services:

Name (optional): _____ Contact number: _____
 Email address: _____

THANK YOU!