

1. Office Services

Office Services	Responses	Total Transaction
External Services		
Legal Consultation	5	10
Legal Assistance	97	100
Issuance of Certification of No Pending Case	0	0
Total External Services	102	110
Internal Services		
Total Internal Services	0	0

Region	External	Internal	Overall
Region I	0	0	0
Region II	0	0	0
Region III	0	0	0
Region IV	0	0	0
MIMAROPA	0	0	0
Region V	0	0	0
Region VI	0	0	0
Region VII	0	0	0
Region VIII	0	0	0
Region IX	5	0	5
Region X	0	0	0
Region XI	0	0	0
Region XII	0	0	0
Region XIII	0	0	0
NCR	0	0	0
CAR	0	0	0
BARMM	0	0	0
Did not specify	0	0	0

Age	External	Internal	Overall
19 or lower	1	0	1
20-34	2	0	2
35-49	1	0	1
50-64	1	0	1
65 or higher	0	0	0
Did not specify	0	0	0

Sex	External	Internal	Overall
Male	2	0	2
Female	2	0	2
Did Not Specify	1	0	1

CC1 Which of the following best describes your awareness of a Citizens Charter?	
Response	Count
I know what a Citizens Charter is and I saw this offices Citizens Charter.	5
I know what a Citizens Charter is but I did NOT see this offices Citizens Charter.	0
I learned of the Citizens Charter only when I saw this offices Citizens Charter.	0
I do not know what a Citizens Charter is and I did not see one in this office. (Answer N/A on CC2 and CC3)	0

CC2 If aware of Citizen's Charter (answered 1-3 in CC1), would you say that the CC of this office was ...?	
Response	Count
Easy to see	5
Somewhat easy to see	0
Difficult to see	0
Not visible at all	0
N/A	0

[illegible]

SQD6. I feel the office was fair to everyone, or walang palakasan, during my transaction.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
	0		0		0		0		0		0		0	0	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
	0		0		0		0		0		0		0	0	
SQD8. I got what I needed from the government office or (if denied) denial of request was sufficiently explained to me.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0	0
	0		0		0		0		0		0		0	0	
Total	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00	0

Summary (Office)

SQD Question	Strongly Agree (5)	Agree (4)	Neither (3)	Disagree (2)	Strongly Disagree (1)	Not Applicable (0)	Total Responses
SQD0. I am satisfied with the service that I availed	5	0	0	0	0	0	5
SQD1. I spent a reasonable amount of time for my transaction.	5	0	0	0	0	0	5
SQD2. The office followed the transaction's requirements and steps based on the information provided.	5	0	0	0	0	0	5
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.	5	0	0	0	0	0	5
SQD4. I easily found information about my transaction from the office or its website.	5	0	0	0	0	0	5
SQD5. I paid a reasonable amount of fees for my transaction.	5	0	0	0	0	0	5
SQD6. I feel the office was fair to everyone, or walang palakasan, during my transaction.	5	0	0	0	0	0	5
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.	5	0	0	0	0	0	5
SQD8. I got what I needed from the government office or (if denied) denial of request was sufficiently explained to me.	5	0	0	0	0	0	5

Comments and Suggestions

Positive Comments

okay ni na comment

payts daw kaayo ni nga comment

None

Negative Comments

Suggestions

Complaints

Interventions