



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Regional Office No. 5
CLIENT FEEDBACK TO PROGRAM IMPLEMENTERS/SERVICE PROVIDERS
(DOLE Camarines Norte Provincial Field Office)



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. (*Pakilagyan ng tsek (✓) ang kahon na nagsasaad ng iyong tugon.*)

SERVICE AVAILABLE (*Serbisyong Kinailangan*):

☐ Application for Alien Employment Permit (New/Renewal)

☐ Application for Authority to Operate Branch Office of a Private Employment Agency

☐ Application for Authority to Recruit

☐ Application for License to Operate Private Employment Agency (PEA)

☐ Application for Livelihood Project Assistance

☐ Application for Job Fair Clearance

☐ Application for Job Fair Permit

☐ Application for Sugar Workers' Death Benefit Claim

☐ Application for Sugar Workers' Maternity Benefit Claim

Others, please specify: _____

☐ Issuance of Certificate of Appearance for Professional Mechanical Engineer/Professional Electrical Engineer

☐ Issuance of Certificate of Exclusion from Alien Employment Permit

☐ Issuance of Letter of Approval/Disapproval of Construction Safety and Health Program (CSHP) Application

☐ Issuance of Permit to Operate Mechanical Installation/Certificate of Electrical Inspection (CEI)






☐ Registration of Establishment under Rule 1020 of the Occupational Safety and Health Standards

☐ Registration of Collective Bargaining Agreement

☐ Registration of Contractors

☐ Registration of Union

☐ Registration of Workers' Association

Particulars (<i>Mga Detalye</i>)	Strongly Agree (<i>Lubos na sumasang-ayon</i>) 	Agree (<i>Sang-ayon</i>) 	Neither Agree nor Disagree (<i>Ni sang-ayon o hindi sumasang-ayon</i>) 	Disagree (<i>Hindi sang-ayon</i>) 	Strongly Disagree (<i>Lubos na hindi sumasang-ayon</i>) 
1. The requested service/s is/are delivered in a timely manner (<i>Ang hinihinging serbisyo ay naibigay sa takdang oras</i>)	<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 (<i>Nakatugon ng maayos sa katanungan/pangangailangan</i>)	<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 (<i>Maayos na serbisyo o pasilidad</i>)	<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 (<i>Malinaw at nakaayon ang instruksyon sa Citizen's Charter</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The fees are reasonable (<i>Resonable ang hinihinging bayad</i>)	<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 (<i>Walang alinlangan sa pakikipag-transaksyon</i>)	<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 (<i>Ang Action Officer ay may sapat na kaalaman sa programa/serbisyo ng DOLE</i>)	<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 (<i>Nasiyahan sa serbisyong natanggap</i>)	<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 (*Lagda*): _____