



**BUSINESS PERMITS AND LICENSING OFFICE**  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

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

Sex: ☐ Male ☐ Female

Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

**CC1** Which of the following best describes your awareness of a CC?

- ☐ 1. I know what a CC is and I saw this office's CC.  
☐ 2. I know what a CC is but I did NOT see this office's CC.  
☐ 3. I learned of the CC only when I saw this office's CC.  
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- ☐ 1. Easy to see ☐ 4. Not visible at all  
☐ 2. Somewhat easy to see ☐ 5. N/A  
☐ 3. Difficult to see

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- ☐ 1. Helped very much ☐ 3. Did not help  
☐ 2. Somewhat helped ☐ 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office or its website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.						
<b>SQD6.</b> I feel the office was fair to everyone, or " <i>walang palakasan</i> ", during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

---



---

Email address (optional): \_\_\_\_\_

**THANK YOU!**