



DENR CENTRAL OFFICE. Visayas Avenue, Diliman, Quezon City
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CLIENT SATISFACTION SURVEY FORM

DENR-CSR-FORM-1

CSS No.

Name o Pangalan:	Lagda o Pirma:	Age o Edad:
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Contact Number:	Address o Tirahan:
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Type of Client (Uri ng kliyente): <input type="checkbox"/> Citizen/Individual <input type="checkbox"/> Business/Company (Kumpanya) <input type="checkbox"/> Government (Ahensya ng Gobyerno)	Business, Company or Government Agency: Email address:
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Person or Office to Visit (Kawani o Tanggapan na Bibisitahin):	Purpose of Visit (Sadya sa Tao o Tanggapan): <input type="checkbox"/> Personal <input type="checkbox"/> Inquiry <input type="checkbox"/> Follow-up <input type="checkbox"/> Official, Business, Application or Request
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If requesting for a service or transaction, **what kind of document, service or transaction** are you applying for?
 Kung nagre-request ang pakay, anong dokumento, serbisyo o transasyon ang iyong hinihingi?

First time visiting for the reason stated above. (Unang beses mo pa lamang ba pumunta para sa naturang pakay?)
 Follow-up. How many times did you follow-up? (Pang ilang beses mo na itong pag-follow-up?) _____

Using the table provided, please mark the appropriate number of stars reflecting your ratings on the kind of service provided by the DENR. Lagyan ng tsek (✓) sa katumbas na grading ibibigay ninyo sa elementong ng serbisyo.

Item	★	★★	★★★	★★★★	★★★★★
	Very Dissatisfied Lubhang Hindi Nasiyahan	Dissatisfied Hindi Nasiyahan	Neutral	Satisfied Nasiyahan	Very Satisfied Lubhang Nasiyahan
1. Timeliness of action to complete the transaction, service or request. <i>Bilis o bagal sa pag-aksyon upang maproseso ang transaksyon, serbisyo o request.</i>					
2. Quality of service received. <i>Kalidad ng serbisyong natanggap.</i>					
3. DENR personnel who entertained you. <i>Kawani o mga kawani na tumalima o nagproseso ng dokumento, transaksyon o serbisyo.</i>					

If you have suggestions, commendations and/or complaints, please free check the appropriate box and accomplish the corresponding form below and same in the designated drop box. Kung mayroon kayong mga mungkahi o tao/tanggapan na papupurihan o ireklamo, lagyan ng tsek ang kahon at sagutin ang mga kaukulang promularyo at ihulog ito sa angkop na kahon.

<input type="checkbox"/> Suggestion o Mungkahi.	<input type="checkbox"/> Commendation o Papuri. Name of person/office commended and particulars of commendation: _____	<input type="checkbox"/> Complaint o Reklamo. Name of person/office commended and particulars of complaint: _____
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Please tell us what happened. *Ano ang nangyari?*

<input type="checkbox"/> I hereby consent DENR to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012. (Pinahihintulutan ko ang DENR na kolektahin, iproseso, ipadala at itago ang mga impormasyon na nakasaad sa papel na ito alinsunod sa Batas Republika Blg. 10173 o ang Data Privacy Act of 2012.)	Name and Signature
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