

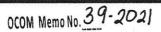


BUREAU OF CUSTOMS MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM

ACCOUNTABILIT



MEMORANDUM

TO

ALL DISTRICT AND SUBPORT COLLECTORS

FROM

REY LEONARDO B. GUERERRO

Commissioner, BOC / FEB 2 4 2021

SUBJECT :

CONDUCT OF THE CITIZEN / CLIENT

SATISFACTION SURVEY

DATE

February 16, 2021

- In relation to the Grant of Performance-Based Bonus (PBB) for Fiscal Year 2020, all BOC offices are directed to conduct the Citizen / Client Satisfaction Survey. The survey aims to acquire the efficiency and effectivity of all BOC business processes from external stakeholders with valid transactions to the Bureau.
- 2. The conduct of the Citizen / Client Satisfaction Survey is necessary for dissemination to all offices which have transactions to external stakeholders.
- 3. Attached for ready reference and marked as **Annex "A"** is the Client Feedback Form.
- 4. Survey results shall be gathered by respective Customer Care Centers within your area of jurisdiction.
- 5. This Memorandum shall take effect immediately.



OCOM Memo No. 39-2021



BUREAU OF CUSTOMS



MAKABAGONG ADUANA, MATATAG NA EKONOMIYA	ADUANA,	MATATAG N	A EKONOMIN	MIYA	\$
CLIENT FEEDBACK FORM Thank you for transacting with the Bureau of Customs. Your feedback help us to improve our services by answering this form.	FEEI ransacting wit	NT FEEDBACK FORI	K F O of Customs. \	FORM oms. Your feedbac ng this form.	*
I.TYPE/S OF TRANSACTION]	
Document Appointme (Receiving/Releasing) (Access Pass)	Appointment (Access Pass)	Inquiry	~	Pay	Payment
Goods Declaration Accre	Accreditation	Asses	Assessment	9	Operations
Others:	OFFICE CON	OFFICE CONCERNED (*mandatory):	ndatory):_		
(Ms. specify) II.CLIENT SATISFACTION RATING Please rate Bureau of Customs experience on a scale of 5-1.	s experienc	ce on a scal	e of 5-1.		
5 - Very Satisfied; 4 - Satisfied; 3 - Neutral; 2- Dissatisfied; 1 - Very Dissatisfied	3 – Neutral;	2– Dissatisfi	ed; 1–Ver	y Dissatisfi	ed
SERVICE QUALITY	ر.	4	ω	2	н
a) Responsiveness b) Reliability (Quality) c) Access & Facilities d) Communication e) Costs (Payment Process) f) Integrity g) Assurance h) Outcome	0000000	00000000	00000000	00000000	00000000
III. Recommendations/Suggestions (Please use the back page in case of further details.)	ns (Please use t	the back page in	case of further	details.)	
Respondent's Profile					
Printed Name *optional:					
Contact Number:	P	Age:	Gender:		
Port:	Date a	Date and Time of Visit:	Visit:		
Email Address:					

Thank you!

Annex "A"

