



# BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM

INTEGRITY

ACCOUNTABILITY

OCOM Memo No. 39-2021

## MEMORANDUM

TO : ALL DISTRICT AND SUBPORT COLLECTORS

FROM : REY LEONARDO B. GUERERRO

Commissioner, BOC / FEB 24 2021



BOC-03-08974

SUBJECT : CONDUCT OF THE CITIZEN / CLIENT  
SATISFACTION SURVEY

DATE : February 16, 2021

1. 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.





**BUREAU OF CUSTOMS**  
MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



**CLIENT FEEDBACK FORM**

*Thank you for transacting with the Bureau of Customs. Your feedback help us to improve our services by answering this form.*

**I. TYPE/S OF TRANSACTION**

- Document (Receiving/Releasing)
- Appointment (Access Pass)
- Goods Declaration
- Accreditation
- Inquiry
- Assessment
- Payment
- Operations

Others: \_\_\_\_\_ OFFICE CONCERNED (\*mandatory): \_\_\_\_\_  
(Pls. specify)

**II. CLIENT SATISFACTION RATING**

Please rate Bureau of Customs experience on a scale of 5-1.

5 – Very Satisfied; 4 – Satisfied; 3 – Neutral; 2 – Dissatisfied; 1 – Very Dissatisfied

SERVICE QUALITY	5	4	3	2	1
a) Responsiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Reliability (Quality)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Access & Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Costs (Payment Process)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Integrity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g) Assurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h) Outcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**III. Recommendations/Suggestions** (Please use the back page in case of further details.)

\_\_\_\_\_

**Respondent's Profile**

Printed Name \*optional: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_

Port: \_\_\_\_\_ Date and Time of Visit: \_\_\_\_\_

Email Address: \_\_\_\_\_

Thank you!

Annex "A"