

BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



OCOM Memo No. 158-2021

MEMORANDUM

TO

ALL DISTRICT AND SUBPORT COLLECTORS

FROM

REY LEONARDÓ B. GUERRERO

Commissioner #



SUBJECT

FREQUENCY AND DATA ANALYSIS OF CLIENT FEEDBACK

MECHANISM

DATE

November 29, 202

- 1. In compliance to IATF's Memorandum Circular No. 2021-1 dated June 3, 2021 to continually achieve a government-wide improvement through seamless public service delivery, the Client Feedback Form of the Bureau of Customs was modified to capture the total citizen/client experience, expectations, and satisfaction in the delivered public service with the following service quality dimensions: Responsiveness, Reliability, Access and Facilities, Communication, Costs, Integrity, Assurance and Outcome.
- 2. In this regard, all Customer Care Centers (CCC) are directed to check the information and complete the details using the prescribed template and submit to the Public Information and Assistance Division your respective data from January 2021 up to present for the statistician's subsequent analysis.
- 3. Deadline of submission is on or before December 05, 2021. For further inquiries, you may contact Ms. Alexandra Camille Diaz at 09357374832.
- 4. For strict compliance.

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s & Facilities	dress your concern?	
Rating: Access & Facilities	2. Were we able to address your concern?	Email
Rating: Reliability (Quality)	1. Were you satisfied with the service provided to you?	Contact No.
· Rating: Responsiveness	Fig. (2015) - Rating: Outcome	Gender
Purpose of transaction/Office Concern:	Rating: Assurance	Age
Type of Transaction	Rating: Integrity	Name
Collection District	Rating: Costs (Payment Process)	Recommendations/Suggestions
DATE/TIME (24hr)	ting: Communication	(C) please leave details