



BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM

INTEGRITY

ACCOUNTABILITY

OCOM Memo No. 47-2023

MEMORANDUM

MASTER COPY



BOC-03-20036

TO : ALL GROUPS, PORTS AND SUB-PORTS, AND ALL CONCERNED OFFICES

FROM : BIENVENIDO Y. RUBIO
Commissioner *U Y* MAY 26 2023

SUBJECT : IMPLEMENTATION OF THE HARMONIZED CLIENT SATISFACTION MEASUREMENT

DATE : 19 MAY 2023

In line with the Bureau of Customs' commitment to provide efficient and effective services to the transacting public, all concerned Groups, Ports, Subports, and other offices are hereby directed to fully implement the herein attached Memorandum Circular No. 2022-05 Series of 2022 issued by the Anti-Red Tape Authority (ARTA).

The said Memorandum Circular requires the implementation of the Harmonized Client Satisfaction Measurement (CSM), which aims to assess the overall satisfaction and perception of clients on the government service they availed. It will also give relevant feedback to the agency on the quality of service they provide. As such, all offices are directed to comply with the following:

- Conduct the Citizen/Client Satisfaction Survey by respective Customer Care Centers within the area of jurisdiction to ALL clients with completed transaction.
- Ensure the use of the revised Client Satisfaction Measurement Form attached as **Annex "A"** for the survey.
- Submit the monthly CSM Report to the Planning and Policy Research Division (PPRD) **every 7th of the month.**
- Submit name/s and contact number/s of a focal person/s to the PPRD for monitoring of monthly report submission.
- Strictly comply with the guidelines outlined in the memorandum circular.

This Memorandum shall take effect immediately.

CLIENT SATISFACTION MEASUREMENT SURVEY



You may also access the link to the Client Satisfaction Measurement Survey at
<https://shorturl.at/hxEV7>

ANNEX A



DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

MAKING CUSTOMER SERVICE BETTER FOR YOU

HELP US TO SERVE YOU BETTER!

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answer will enable this office to provide a better service.

Mag-sign in sa Google para i-save ang iyong pag-usad.
Matuto pa

* Tumutukoy sa kinakailangang tanong

PLEASE SELECT LANGUAGE: *

ENGLISH

FILIPINO

Susunod

!-clear:ang form

I READ THE POLICY AND AGREE TO ITS TERMS AND CONDITIONS

You acknowledge that you have read this Policy and agree to all its terms and conditions. By accessing and using the Website and Services you agree to be bound by this Policy.

If you do not agree to abide by the terms of this Policy, you are not authorized to access or use the Website and Services.

- Acceptable Use Policy: <https://bit.ly/3N3hVoo>
- System Abuse: <https://bit.ly/3WHEMsw>
- Service Resources: <https://bit.ly/3WF27zS>
- Enforcement: <https://bit.ly/3WJ3NE2>
- Reporting Violations: <https://bit.ly/3oyZdML>
- Changes and Amendments: <https://shorturl.at/nxGWY>

NAME:

Your answer

AGE: *

26

SEX: *

MALE

FEMALE

MOBILE NUMBER

Your answer

CLIENT TYPE: *

GOVERNMENT

IMPORTER/EXPORTER

TRAVELER

GENERAL PUBLIC

OTHERS

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Next

Clear form

ANNEX A

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hmit

pprdboc@gmail.com Switch account

Not shared



* Indicates required question

PLEASE SELECT TYPE: *

- OVERSEAS FILIPINO WORKER (OFW)
- TOURIST
- OTHERS

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Clear form

Never submit passwords through Google Forms.

* Indicates required question

PLEASE SELECT SERVICE AVAILED: *

- CLEARANCE OF TRAVELERS AND CREW MEMBERS

PLEASE SELECT SUB-SERVICE AVAILED: *

- ARRIVAL
- DEPARTURE
- OTHERS

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Clear form

PLEASE SELECT AIRPORT CONCERNED: *

- PORT OF APARRI
- NINYO AQUINO INTERNATIONAL AIRPORT
- PORT OF LEGASPI
- PORT OF ILOILO
- PORT OF CEBU
- PORT OF ZAMBOANGA
- PORT OF DAVAO
- PORT OF SUBIC
- PORT OF CLARK

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Clear form

CC1. Do you know about the Citizen's Charter (document of an agency's service and reqs.)? *

Yes, but aware only when I saw the CC of this off

CC2. Did you see this office's Citizen's Charter? *

Yes, the CC was easy to find

CC3. Did you use the Citizen's Charter as a guide for the service/s you availed? *

Yes, I was able to use the CC

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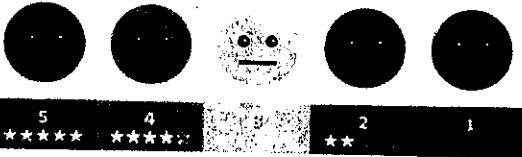
Clear form

ANNEX A

MASTER COPY
hms

INSTRUCTION: For SQD 1-8, please select the column * that best corresponds to your answer.

- 5 = Strongly Agree
- 4 = Agree
- 3 = Neither Agree nor Disagree
- 2 = Strongly Disagree
- 1 = Strongly Disagree



5 4 3 2 1

★★★★★ ★★★★ ★★ ★

SQD1. I spent an acceptable amount of time to complete my transaction (Responsiveness)

SQD5. I paid an acceptable amount of fees for my transaction (Costs)

SQD6. I am confident my online transaction was secure (Integrity)

SQD7. The office's online support was available, or (if asked questions) online support was quick to respond (Assurance)

SQD8. I got what I needed from the government office (Outcome)

SQD2. The office accurately informed and followed the transaction's requirements and steps (Reliability)

SQD3. My online transaction (including steps and payment) was simple and convenient (Access and Facilities)

SQD4. I easily found information about my transaction from the office or its website (Communication)

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pprdboe@gmail.com Switch account

Not shared



PLEASE INPUT YOUR RECOMMENDATIONS AND SUGGESTIONS:

Your answer

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Submit

Clear form

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