

Control No: _____

(Online Version)



**NATIONAL ELECTRIFICATION ADMINISTRATION
HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____






Region of Residence: _____ Service availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a Citizen's Charter?
 1. I know what a Citizen's Charter is and I saw this office's Citizen's Charter.
 2. I know what a Citizen's Charter is but I did not see this office's Citizen's Charter.
 3. I learned of the Citizen's Charter only when I saw this office's Citizen's Charter.
 4. I do not know what a Citizen's Charter is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of Citizen's Charter (answered 1-3 in CC1), would you say that the CC of this office was ...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see
- CC3** If aware of Citizen's Charter (answered 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

| |  Strongly Disagree |  Disagree |  Neither Agree nor Disagree |  Agree |  Strongly Agree | N/A Not Applicable |
|--|--|---|---|--|---|------------------------------|
| SQD0. I am satisfied with the service that I availed. | | | | | | |
| SQD1. I spent a reasonable amount of time for my transaction. | | | | | | |
| SQD2. The office followed the transaction's requirements and steps based on the information provided. | | | | | | |
| SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. | | | | | | |
| SQD4. I easily found information about my transaction from the office's website. | | | | | | |
| SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column) | | | | | | |
| SQD6. I am confident my online transaction was secure. | | | | | | |
| SQD7. The office's online support was available, and (if asked questions) online support was quick to respond. | | | | | | |
| SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. | | | | | | |

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!