

Online Customer Satisfaction Survey

HOW WOULD YOU RATE NTA-REGULATION DEPARTMENT
ON THE PROCESSING & ISSUANCE OF AUTHORITY AND COMMODITY CLEARANCES
THROUGH ONLINE SERVICES?

Date: _____ Time: _____

Name(optional): _____ Phone(optional): _____

Address(optional): _____

Email(optional): _____

Customer Type (Please tick)

- Exporter Business/Private Sector
 Importer
 Transshipper
 Others (Pls. specify): _____

Purpose or Service Availed: _____

Name of Attending Staff: _____

Department/Division: _____

CRITERIA	RATING					REMARKS
	E	VS	S	F	P	
Quality of Online services on the processing & Issuance of Authority / Commodity Clearances						
Prompt response/action on Online services						
Attending Personnel's Qualities (Courteous, efficient, competent, responsive)						
How well did you meet your expectations?						

Please use the Rating Scale below and Mark only one blank space for each row or opposite for each Criterion until fully accomplished above stated Criteria:

E – Excellent, VS-Very Satisfactory, S-Satisfactory, F-Fair, P-Poor

Please suggest on what we can do to further improve our service?

General comment/complaints: _____

Signature of respondent(optional):

Thank you for taking time to accomplish this questionnaire.

Your feedback is highly appreciated.