



Republic of the Philippines  
Office of the Ombudsman  
Agham Road, Diliman, Quezon City

## FEEDBACK FORM (OMB FORM 11)

We value your feedback.  
Please let us know how well we have served you by completing this form.

### SERVICE REQUESTED

- |  |   |
|--|---|
| 1 <input type="checkbox"/> Application for Ombudsman Clearance                               | 7 <input type="checkbox"/> Transmittal of SALNs   |
| 2 <input type="checkbox"/> Request for Assistance (RAS) /<br>Other Forms of Assistance (OFA) | 8 <input type="checkbox"/> Request for Copy of SALN/s                                   |
| 3 <input type="checkbox"/> Filing of Complaint   | 9 <input type="checkbox"/> Request for Copy of SALN/s of OMB Officials and<br>Employees |
| 4 <input type="checkbox"/> Submission of Pleadings and Other Documents                       | 10 <input type="checkbox"/> Redress of Client Complaint or Grievance                    |
| 5 <input type="checkbox"/> Request for Copy of Complaint and Case Documents                  | 11 <input type="checkbox"/> Others, please specify                                      |
| 6 <input type="checkbox"/> Request for Complaint / Case Information                          |   |

Area/Sector: \_\_\_\_\_

Name of Office/Bureau: \_\_\_\_\_

Name of OMB Personnel  
who attended the client: \_\_\_\_\_

Date of Visit: \_\_\_\_\_

Time of  
Visit

AM

PM

Name of Client (Optional): \_\_\_\_\_

Contact Number: \_\_\_\_\_

Sex:  Male  Female

Age:

How would you rate our service? Please put a check ( / ) mark.

(Paano po ninyo bibigyan ng marka/grado ang aming ibinigay na serbisyo?)

Category (Kategorya)	Poor (Lubhang Di-kasiya- siya) (1)	Unsatis- factory (Hindi kasiya- siya) (2)	Satisfac- tory (Kasiya-siya) (3)	Very Satisfac- tory (Lubos na kasiya-siya) (4)	Excellent (Napaka- husay) (5)
1. <b>Responsiveness</b> (Willingness to help, assist, and provide prompt service to citizens/clients)					
2. <b>Reliability (Quality)</b> (Provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate)					
3. <b>Access and Facilities</b> (Convenience of office arrangements and location of transaction areas, ample amenities for comfortable transactions, use of clear signages and modes of technology)					
4. <b>Communication</b> (Keeping the citizens and clients informed in a language they can easily understand, as well as listening to their feedback)					
5. <b>Costs</b> (Reasonableness of the required fees and information on the amount to be paid, if any, and availability of other payment methods, e.g., postal money order or Landbank LinkBiz.)					
6. <b>Integrity</b> (There is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients)					
7. <b>Assurance</b> (Capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/ client needs, helpfulness, and good work relationships)					
8. <b>Outcome</b> (Extent of achieving outcomes or realizing the intended benefits of government services)					
9. <b>Overall Satisfaction Rating</b> (I am fully satisfied with the overall service of the action officer)					

Recommendation(s)/Suggestion(s)/Desired Action from our Office  
or What are your reason(s) why you did not answer the feedback form?  
(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan o Ano po ang inyong dahilan  
kung bakit hindi po kayo sumagot sa aming feedback form?)

\_\_\_\_\_

\_\_\_\_\_

Maraming salamat po!

THIS FORM IS NOT FOR SALE. REPRODUCTION IS ALLOWED.

THIS CAN ALSO BE DOWNLOADED THROUGH THE OMBUDSMAN WEBSITE AT [www.ombudsman.gov.ph](http://www.ombudsman.gov.ph)