



REPUBLIC OF THE PHILIPPINES
OFFICE OF THE PRESIDENT
Pangasiwaan sa Pagpapaunlad ng Kalakhang Maynila
(Metropolitan Manila Development Authority)

CUSTOMER FEEDBACK FORM

In order to help us become better public servants, we will appreciate it if you take the time to rate our services truthfully. Please drop it in the feedback box.

Name: (Optional) _____ Date: _____

Gender: Male Female

Status: Walk-in-Visitor
 Former employee
 MMDA Employee
 Other (Pls. Specify) _____

Evaluated Office/Division/Section: _____

Location of the Office:
 Annex bldg. 1st floor 2nd floor 3rd floor 4th floor
 5th floor 6th floor 7th floor 8th floor

RATING SCALE

5 Excellent 2 Needs Improvement
 4 Very Satisfactory 1 Poor
 3 Satisfactory

A. STAFF SERVICE

1 Provides prompt service 1 2 3 4 5
 2 Delivers courteously service 1 2 3 4 5

B. SYSTEMS/PROCEDURES

1 Gives clear information 1 2 3 4 5
 2 Prepares accurate output 1 2 3 4 5
 3 Releases document(s) on scheduled date 1 2 3 4 5

C. ENVIRONMENT

1 Waiting area is clean 1 2 3 4 5
 2 Waiting area is comfortable 1 2 3 4 5
 3 Signs are clearly displayed 1 2 3 4 5

Other comment(s)/suggestion(s): _____

THANK YOU FOR YOUR TIME AND HONEST FEEDBACK

MMDA Administrative Service



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