

CUSTOMER SATISFACTION REPORT

2021

January-December 2021

Organizational Unit	Average Rating
AFVDBCD	97.25%
NVQSD	96.33%
AHWD	95.14%
LRDD	92.69%
VLD	96.27%
FOG	95.09%
ADMIN AND FINANCE	97.33%
PLANNING	95.25%
AVERAGE	95.72%

Some comments & suggestions:

ADMIN AND FINANCE-

Keep up the good work!

Fast in answering queries

NVQSD-

Approachable, well done! Keep it up; Fast transaction

VLD-

Very Satisfactory;

Keep up the good work

AHWD-

Keep it up! Stay humble and more patience to the applicants.;

Maayos at mabilis na proseso

LRDD-

All staff are approachable

Prepared by:

FELIPE P. REDALAS, JR.

QMR

Date:

RATING SCALE

96-100

Outstanding

86-95

Very Satisfactory

80-85

Satisfactory

75-79

Needs Improvement

70-74

Poor

CUSTOMER SATISFACTION REPORT

2021

July-December 2021

Organizational Unit	Average Rating
AFVDBCD	97.67%
NVQSD	96.67%
AHWD	91.90%
LRDD	93.67%
VLD	97.32%
FOG	96.33%
ADMIN AND FINANCE	97.16%
PLANNING	92.67%
AVERAGE	95.56%

Some comments & suggestions:

ADMIN AND FINANCE-	Fast in answering queries
NVQSD-	Fast transaction
VLD-	Keep up the good work
AHWD-	Maayos at mabilis na proseso

Prepared by:


FELIPE P. REOLALAS, JR.
QMR

Date:

RATING SCALE

96-100	Outstanding
86-95	Very Satisfactory
80-85	Satisfactory
75-79	Needs Improvement
70-74	Poor

CUSTOMER SATISFACTION REPORT

2021

January-June 2021

Organizational Unit	Average Rating
AFVDBCD	96.83%
NVQSD	96.00%
AHWD	98.38%
LRDD	91.87%
VLD	95.21%
FOG	93.85%
ADMIN AND FINANCE	97.50%
PLANNING	97.83%
AVERAGE	95.88%

Some comments & suggestions:

ADMIN AND FINANCE-	Keep up the good work!
NVQSD-	Approachable, well done! Keep it up
VLD-	Very Satisfactory
AHWD-	Keep it up! Stay humble and more patience to the applicants.
LRDD-	All staff are approachable

Prepared by:

FELIPE P. REOLALAS, JR.

QMR

Date:

RATING SCALE

96-100	Outstanding
86-95	Very Satisfactory
80-85	Satisfactory
75-79	Needs Improvement
70-74	Poor