



Process Title Client's Satisfaction Feedback

Document Number

DOJ-PM-NPS02-005

Objective To process effective documentation of client's satisfaction feedback

Revision

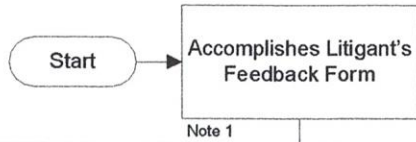
0

Page 1 of 1

Effective Date

01 August 2018

Client



Note 1

Forms

- 1. DOJ-PM-NPS02-005.F01 - Litigant's Feedback Form

Administrative Officer-in-charge

Note 2

Head of Office

WORK INSTRUCTIONS

Note 1

- 1. After accomplishing the feedback form, the clients may drop into assigned secured box.

Note 2

- 1. Gathering of accomplished feedback form may either be on a day to day basis or weekly basis.
- 1. For recording and controlling of feedback, a designated Administrative Officer is designated in collecting accomplished feedback form to avoid manipulation of results and data.
- 2. Gathering of accomplished feedback forms is done on a weekly basis.

References

- 1. Report on Client's Feedback

Prepared by:

IRENE H. FUERTES
 Administrative Officer V

Verified by/Reviewed by:

JORGE G. CATALAN, JR.
 City Prosecutor, OCP Makati City

Approved by:

ADRIAN FERDINAND S. SUGAY
 Undersecretary