



## KOMENTO O REKLAMO TUNGKOL SA SERBISYO NG PROVINCIAL GOVERNMENT

| <b>FEEDBACK AND COMPLAINTS MECHANISM</b>  |  |  |               |                   |               |                   |               |             |               |
|---|--|--|---------------|-------------------|---------------|-------------------|---------------|-------------|---------------|
| Paano ipararating ang komento/reklamo sa kinauukulan?   | Kumuha ng <i>Feedback Form</i> sa Lobby Guard malapit sa One-Stop-Shop at waiting area ng mga kliyente. Isulat ng malinaw ang komento o reklamo. Pagkatapos ay tupiin at ihulog ang Form sa <i>Feedback Box</i> sa Lobby Guard Desk.   |  |               |                   |               |                   |               |             |               |
| Paano ipoproseso ang komento?   | Tuwing Biernes ng umaga ay dadalhin ang <i>Feedback Box</i> sa Human Resource Management Office o HRMO kung saan bubuksan ang box, babasahin ang feedback/komento o reklamo at gagawan ng Report/Summary para isumite sa Provincial Committee on Anti- Red Tape o P-CART para maiparating sa kinauukulan o mabigyan ng karampatang aksyon. Bibigyan ang PA Office ng kopya ng komento at aksyon. |  |               |                   |               |                   |               |             |               |
| Paano magsasampa ng reklamo?  | Sa P-CART Office ay may mga abogado at sila ang makikipag-usap at magpapayo ng mga hakbang kaugnay ng reklamo.   |  |               |                   |               |                   |               |             |               |
| <p>May iba bang paraan para mag-feedback?</p> <p style="text-align: center;">Maaring mag-text o tumawag sa mga sumusunod:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">OFFICE OF THE PROVINCIAL CO-CHAIRPERSON<br/>PROVINCIAL COMMITTEE ON ANTI-RED TAPE (PCART)</td> <td style="text-align: right; vertical-align: top;">0917-844-2394</td> </tr> <tr> <td>PA OFFICE HOTLINE</td> <td style="text-align: right;">0917-860-8198</td> </tr> <tr> <td>HR MANAGEMENT OFC</td> <td style="text-align: right;">0917-136-3317</td> </tr> <tr> <td>PGI HOTLINE</td> <td style="text-align: right;">0905-911-8914</td> </tr> </table> <p>Maari ring magsumite ng reklamo sa Presidential Complaint Center (PCC) o tumawag/mag-textsa PCC Hotline 8888.</p> |  | OFFICE OF THE PROVINCIAL CO-CHAIRPERSON<br>PROVINCIAL COMMITTEE ON ANTI-RED TAPE (PCART) | 0917-844-2394 | PA OFFICE HOTLINE | 0917-860-8198 | HR MANAGEMENT OFC | 0917-136-3317 | PGI HOTLINE | 0905-911-8914 |
| OFFICE OF THE PROVINCIAL CO-CHAIRPERSON<br>PROVINCIAL COMMITTEE ON ANTI-RED TAPE (PCART)  | 0917-844-2394  |  |               |                   |               |                   |               |             |               |
| PA OFFICE HOTLINE   | 0917-860-8198  |  |               |                   |               |                   |               |             |               |
| HR MANAGEMENT OFC   | 0917-136-3317  |  |               |                   |               |                   |               |             |               |
| PGI HOTLINE   | 0905-911-8914  |  |               |                   |               |                   |               |             |               |



Republic of the Philippines  
**PROVINCE OF ISABELA**  
 City of Ilagan

**PORMA NG TASAHAN NG KASIYAHAN NG KLIYENTE  
 (CLIENT SATISFACTION MEASUREMENT FORM)**

Mangyaring ipaalam sa amin kung paano namin kayo napagsilbihan at natulungan, pinahahalagahan namin ang inyong tapat na puna at layunin naming higit na mapabuti ang aming serbisyo.

PANGALAN: (optional) \_\_\_\_\_

TIRAHAN: \_\_\_\_\_

CP No. \_\_\_\_\_ Petsa at Oras: \_\_\_\_\_  
 Email \_\_\_\_\_ Kasarian \_\_\_\_\_

**Opisina na Katransaksyon:** \_\_\_\_\_

Lagyan ng Tsek (/) ang numerong tumutugma sa iyong sagot gamit ang sukatan sa ibaba at magbigay ng komento.

**1-Fair or Need Improvement 2-Satisfactory 3-Very Satisfactory 4-Outstanding**  
**(Pagpapabuti) (Kasiya siya) (Lubhang kasiya siya) (Namumukod Tangi)**

| <b>Mga Katanungan</b> |   | <b>1</b> | <b>2</b> | <b>3</b> | <b>4</b> |
|-----------------------|---|----------|----------|----------|----------|
| 1                     | Ikaw ba ay nasiyahan sa <b>paghatid</b> ng aming serbisyo?  |          |          |          |          |
| 2                     | Paano mo tasahin ang tugon ng aming emplevado?  |          |          |          |          |
| 3                     | Gaano ka nasiyahan sa <b>kalidad</b> ng aming serbisyo?   |          |          |          |          |
| 4                     | Gaano ka nasiyahan sa serbisyong pagkamagiliw, pagkamagalang, patas at bukal sa kalooban na gawin ang higit na sa inaasahan |          |          |          |          |

**PUNA/SUHESTIYON:**

*(gamitin ang pahina sa likod para sa dagdag na suhestyon)*

\_\_\_\_\_  
**Lagda**



|     | <b>Office</b>  | <b>Address</b>  | <b>Contact Information</b>  |
|-----|--|---|-----------------------------|
| 1.  | Provincial Governor's Office                         | 2 <sup>nd</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09275585888<br>(078)3230369 |
|     | Provincial Vice Governor's Office                    | 2 <sup>nd</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09052246691<br>(078)3230129 |
| 2.  | Sangguniang Panlalawigan Office                      | 2 <sup>nd</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09178734028<br>(078)3230173 |
| 3.  | Provincial Administrator's Office                    | 2 <sup>nd</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09178608198<br>(078)3230173 |
| 4.  | Provincial Legal Office                              | 2 <sup>nd</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09178010580<br>(078)3230380 |
| 5.  | Provincial Treasurer's Office                        | 1 <sup>st</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09178598126<br>(078)3231060 |
| 6.  | Provincial Budget Office                             | 1 <sup>st</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09178436327<br>(078)3230418 |
| 7.  | Provincial Accountant's Office                       | 1 <sup>st</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09178607304<br>(078)3231823 |
| 8.  | Provincial Planning and Development Office           | 2 <sup>nd</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09178161152<br>(078)3230387 |
| 9.  | Provincial Agriculturist's Office                    | 1 <sup>st</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09175371959<br>(078)3230373 |
| 10. | Environment and Natural Resources Office             | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09266483158<br>(078)3230449 |
| 11. | Provincial Cooperatives Development Office           | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09367887503<br>(078)3251297 |
| 12. | Provincial Engineer's Office                         | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09178230389<br>(078)3232770 |
| 13. | Provincial Social Welfare and Development Office     | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09178297193<br>(078)3230356 |
| 14. | Provincial Veterinary Office                         | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09267486970<br>(078)3231279 |
| 15. | Provincial General Services Office                   | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09279705094<br>(078)3230384 |
| 16. | Provincial Security Guards Office                    | 1 <sup>st</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09678064869<br>(078)3231025 |
| 17. | Provincial Assessor's Office                         | 1 <sup>st</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09569713720<br>(078)3232746 |
| 18. | Provincial Human Resource Management Office          | 1 <sup>st</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09171363317<br>(078)3230932 |
| 19. | Provincial Information Office                        | 3 <sup>rd</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09982404323<br>(078)3230848 |
| 20. | Provincial Public Safety Office                      | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09178170669<br>(078)3231132 |
| 21. | Provincial Disaster Risk Reduction Management Office | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09773837341<br>(078)3230416 |



|     | <b>Office</b>  | <b>Address</b>  | <b>Contact Information</b>  |
|-----|--|---|-----------------------------|
| 22. | Provincial Internal Audit and Control Office         | 1 <sup>st</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09178216941<br>(078)3251184 |
| 23. | Isabela Tourism Office                               | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09173173820<br>(078)3233146 |
| 24. | Isabela Tourism Office – Library and Museum Services | Brgy. Osmeña, City of Ilagan  | 09175301447<br>(078)3073004 |
| 25. | Compound Maintenance Office                          | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09053654893                 |
| 26. | Bids and Awards Committee                            | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09164734937                 |
| 27. | Isabela Provincial Jail                              | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09352630151                 |
| 28. | Provincial Youth Development Office                  | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09171449402<br>09161078138  |
| 29. | Masa Masid Office                                    | Capitol Compound, Brgy. Alibagu, City of Ilagan                       | 09150774427<br>(078)3233031 |
| 30. | Isabela Coastal Development Office                   | 1 <sup>st</sup> Floor Capitol Building, Brgy. Alibagu, City of Ilagan | 09560692110<br>/            |
| 31. | Provincial Health Office                             | Brgy. Calamagui 2 <sup>nd</sup> , City of Ilagan                      | 09366047836<br>(078)6241283 |
| 32. | Gov. Faustino N. Dy Memorial Hospital                | Brgy. Calamagui 2 <sup>nd</sup> , City of Ilagan                      | 09534335377                 |
| 33. | Milagros Albano District Hospital                    | Brgy. Ugad, Cabagan   | 09959344535<br>(078)3252069 |
| 34. | Manuel A. Roxas District Hospital                    | Brgy. San Antonio, Roxas  | 09175908217<br>(078)6420031 |
| 35. | Cauayan District Hospital                            | Brgy. District I, Cauayan City  | 09459976289<br>(078)2601120 |
| 36. | Echague Distract Hospital                            | Brgy. Ipil, Echague   | 09365353487<br>(078)3059088 |
| 37. | San Mariano Community Hospital                       | Brgy. Santa Filomena, San Mariano                                     | 09186555500<br>09613482375  |
| 38. | Palanan Station Hospital                             | Purok 4 Brgy. Dicabisagan West, Palanan                               | 09678393252                 |