



25 AUG 2016

Republic of the Philippines
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS
OFFICE OF THE SECRETARY
Manila

097.13 DPWH
08-26-2016

DEPARTMENT ORDER)

SUBJECT: Revised DPWH Customers' Feedback Form

NO. **169**)
Series of 2016)

In line with the Department's implementation of its Quality Management System (QMS) towards ISO 9001: 2008 Certification, Clause 6.2 of the DPWH QMS Manual states, *"The DPWH Management Committee ensures that customers' needs are determined and are met with the aim of enhancing customer satisfaction. This is accomplished through regular, open and effective communication with customers, through effective management of project issues such as schedule and cost control, public consultation to identify/clarify customers' needs, participatory budget planning and DPWH's performance in meeting contractual, legal and regulatory requirements."*

Pursuant to this and to the pertinent provisions under Clause 7.2.3.c of the Government Quality Management Systems Standards (GQMSS); Sec. 8 of Republic Act No. 9485 or the Anti-Red Tape Act of 2007; and Sec. 5 of Republic Act No. 6713, otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees, there is a need to establish effective feedback mechanisms that should strengthen citizen participation in good governance.

As one of the tools in communicating and gathering feedback from the Department's external customers, it is hereby directed that all DPWH offices nationwide shall use the attached **Revised Customer Feedback Form** to measure customers' satisfaction rating on services delivered particularly in addressing various concerns, inquiries, requests, or complaints of external stakeholders of the Department **effective fourth quarter of 2016**. A soft copy of the survey form may be downloaded from the DPWH Intranet.

It is also directed that a "Front Desk Officer" shall be assigned at the front desk lobby of Regional/District Engineering Offices and Unified Project Management Offices during office hours to attend to external customers conducting official business visit with these offices.

In addition, all offices, on a quarterly basis, shall provide summary report including comments (see attached format) of transaction feedbacks in their respective offices to the Stakeholders Affairs Division- Stakeholders Relations Service. The result of the survey will be reflected in the overall DPWH Performance Report under the Balanced Scorecard framework of Performance Governance System.

This Order supersedes Department Order No. 53, series of 2014.

For compliance.


MARK A. VILLAR
Acting Secretary

Department of Public Works and Highways
Office of the Secretary



WIN6K00465

Outside

Customer's Contact Details:

Date of visit

Time In

Time Out

Name

Contact Address

Tel./Mobile

Email

Person/Office Visited

DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS

CUSTOMER FEEDBACK SURVEY FORM



For more inquiries, please contact us:
STAKEHOLDERS RELATIONS SERVICE
Ground Floor, DPWH- Head Office Bldg.
Bonifacio Dr., Port Area, Manila

You may visit us at www.dpwh.gov.ph

Call us at (02) 304-3370

SMS us at 2920

Email us at dpwh_feedback@yahoo.com

Right Project. Right Cost. Right Quality. Right People.

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DATE ISSUED	REVISION NO.	REVISION DATE
1/2/2014	2	3/28/2018

ISO9001:2008
CERTIFIED

Inside

This survey shall be treated confidentially. Please complete this form and drop it in the box provided. Your answer is of great importance to further improve our service to the public. Thank you.

Please check ☒ the appropriate box that best represents your answer.

What is the nature of your feedback? ☐ Comment ☐ Suggestion ☐ Praise ☐ Complaint

1 PEOPLE

Do you feel secured and satisfied with the office and personnel you are transacting with??

	Yes	No
1) Security guard	<input type="checkbox"/>	<input type="checkbox"/>
2) Competence of Staff	<input type="checkbox"/>	<input type="checkbox"/>
3) Behavior of Staff	<input type="checkbox"/>	<input type="checkbox"/>

2 PROCESS

Did the processes and procedures meet your expectations?

	Yes	No
1) Quality	<input type="checkbox"/>	<input type="checkbox"/>
2) Efficiency of systems/ procedures	<input type="checkbox"/>	<input type="checkbox"/>
3) Timeliness	<input type="checkbox"/>	<input type="checkbox"/>

3 FACILITIES/ AMENITIES

Do the facilities meet your standards?

	Yes	No
1) Office/ Work Environment	<input type="checkbox"/>	<input type="checkbox"/>
2) Restroom	<input type="checkbox"/>	<input type="checkbox"/>
3) Parking Area	<input type="checkbox"/>	<input type="checkbox"/>

If your answer is NO, please state your reason/s.

How was your experience in visiting DPWH?

CUSTOMER SATISFACTION FEEDBACK SUMMARY REPORT

Year: _____ Quarter: _____

Office: _____
(Regional Office, District Engineering Office)

Summary of total number of respondents per nature of feedback				
Comment	Suggestion	Praise	Complaint	<i>Not Indicated</i>

Summary of total number of respondents per category								
PEOPLE			PROCESS			FACILITIES/AMENITIES		
	☺ YES	☹ NO		☺ YES	☹ NO		☺ YES	☹ NO
1) Security guard			1) Quality			1) Office/ Work Environment		
2) Competence of Staff			2) Efficiency of systems/ procedures			2) Restroom		
3) Behavior of Staff			3) Timeliness			3) Parking Area		

Prepared by:

Submitted by:

(Action Officer)

(Head of Office)

CUSTOMER SATISFACTION FEEDBACK SUMMARY REPORT

Year: _____ Quarter: _____

COMMENTS

Taken verbatim from the feedback forms.

(Please insert Regional Office)

<i>(Please insert name of DEO)</i>	
<i>If your answer is NO, please state your reason/s.</i>	<i>How was your experience in visiting DPWH?</i>
<i>(Please insert name of DEO)</i>	