

**PUBLIC ASSISTANCE DESK
CONDUCT OF CLIENT SATISFACTION SURVEY (CSS)**

OFFICE OR DIVISION:		Public Assistance Desk (PAD)		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen		
WHO MAY AVAIL:		All		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Client Satisfaction Survey (CSS) Form		Public Assistance Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the CSS form. <i>(Kumuha ng CSS form)</i>	1. Guide the patient/relative or client on how to answer the CSS form. <i>(Gabayan ang pasyente/kamag-anak ng pasyente o kliyente sa pagsagot ng CSS form)</i>	None <i>(Wala)</i>	2 minutes <i>(2 minuto)</i>	Public Assistance Desk Officer
2. Answer the CSS form. <i>(Sagutan ang CCS form)</i>	2. Checks for the completeness of the filled-out CSS form. <i>(Suriin ang kakumpletuhan ng CSS form)</i>	None <i>(Wala)</i>	3 minutes <i>(3 minuto)</i>	Public Assistance Desk Officer
3. Drop the filled-out CSS form in the suggestion box at the PAD. <i>(Ihulog ang sinagutang CSS form sa suggestion box sa PAD)</i>	3. Attached Completed CSS slip to patient's Statement of Account. <i>(Ilakip ang Completed CSS slip sa Statement of Account ng pasyente)</i>	None <i>(Wala)</i>	30 seconds <i>(30 segundo)</i>	Public Assistance Desk Officer
T O T A L		None <i>(Wala)</i>	5 minutes & 30 seconds	