



STATISTICAL SURVEY REVIEW AND CLEARANCE SYSTEM
Service Feedback Form

D. What do you suggest to further improve the SSRCS?

Signature over printed name: _____

Contact details:

Email address: _____

Contact Number: _____

Date Accomplished: _____

Should you have further inquiries on the SSRCS, you may reach the SSRCS Secretariat of the Philippine Statistics Authority at telephone number (02) 376-1931 or through e-mail at ssd.staff@psa.gov.ph and ssdss.staff@gmail.com.

Thank you very much.

Dear Valued Client,

In line with our commitment to provide solid, responsive and world-class service, we are administering this service feedback form to gather insights on the quality of our service and to improve our relationship with you as our partner in statistical development.

We would appreciate if you could give us a few minutes of your time to provide us with your feedback on the service we have given you/your office in relation to the Statistical Survey Review and Clearance System (SSRCS).

The information gathered from this form will be evaluated and aggregated when included in reports, thus ensuring utmost confidentiality in the entire process.

Thank you very much.


Josie B. Perez
Assistant Secretary and Deputy National Statistician
Censuses and Technical Coordination Office

General Information

Government Agency/Unit: _____

Title of Survey Granted Clearance: _____

1. How often have you dealt with PSA in the past year with regard to the SSRCS? (Check one of the following options.)

- Once 2-5 times 6 times or more

2. Where did you learn about the SSRCS? (Check as many as possible.)

- PSA website (www.psa.gov.ph/ssrcs) Office/official/colleague in my agency
 Radio program PSA staff/official
 Primer/publication Others (specify: _____)



Management System
ISO 9001:2015



www.tuv.com
ID: 8106640991

PSA Complex, East Avenue, Diliman,
Quezon City, Philippines 1101
Telephone: (632) 938-5267w.psa.gov.ph/ssrcs

SSRCS Clearance Procedure

A. Please rate the **SSRCS CLEARANCE PROCEDURE** by checking the appropriate box:

Legend:

SA – Strongly Agree

A – Agree

U – Undecided

D – Disagree

SD – Strongly Disagree

NA – Not Applicable

SSRCS CLEARANCE PROCEDURE	SA	A	U	D	SD	NA
1. The procedures and forms in line with the application of clearance under SSRCS are easily accessible.						
2. The procedures for the application of SSRCS Clearance are clear to me.						
3. The forms were easy to fill up.						
4. I was promptly informed of the PSA's receipt of SSRCS documents.						
5. The conduct of bilateral meeting was effective in addressing issues, concerns and comments about the survey.						
6. The decision on the application for clearance and recommendations for the improvement of survey were written and explained clearly.						
7. The PSA recommendations were helpful in improving survey design and implementation.						
8. It took a reasonable time for the decision on clearance application.						
9. The PSA press release on survey granted clearance was helpful in the advocacy for the survey.						
10. The monitoring form was sufficient to document action taken by/feedback of my office to PSA recommendations.						

SSRCS Coordinators and Staff

B. Please rate our **SSRCS COORDINATORS AND STAFF** by checking the appropriate box:

Legend:

SA – Strongly Agree

A – Agree

U – Undecided

D – Disagree

SD – Strongly Disagree

NA – Not Applicable

SSRCS COORDINATORS AND STAFF	SA	A	U	D	SD	NA
1. The PSA staff acted professionally in communicating with me with regard the review of the survey.						
2. The PSA staff responded to my queries in a courteous and timely manner.						
3. It was easy to communicate with the PSA staff via email and through phone call.						
4. The PSA staff has extensive knowledge on the SSRCS.						
5. The PSA staff provided clear information, instructions and explanations.						
6. The PSA staff gave useful recommendations and guidance.						

C. How satisfied are you overall with the service provided by the PSA through the SSRCS? (Encircle one of the options.)



Very Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
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