



Republic of the Philippines  
**COUNCIL FOR THE WELFARE OF CHILDREN**

**Annex 4**

**CITIZEN/CLIENT SATISFACTION REPORT**

**I. Description of the Citizen/Client Satisfaction Report**

To date, the available Citizen/Client Satisfaction Report is only through the Feedback/Suggestion box located at the lobby office near the Security Guard post.

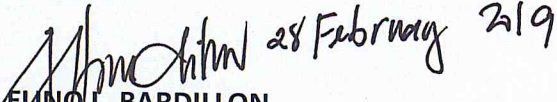
**II. Improve Action Plan for FY 2019**

For 2019, a Citizen/Client Satisfaction Feedback Form will be developed and implemented. The Administrative and Finance Division (AFD) through the Human Resource (HR) Officer in coordination with the other Divisions will develop the template Feedback Form for the purpose.

The Feedback Form will be filled – up by the CWC external client such as creditors, suppliers, Government and Non-Government Organization, Consultant, among others.

The Feedback Form will be collected and reviewed Quarterly and consolidated before the of the year as basis for measuring the Citizen/Client Satisfaction Report. The consolidated report will also serve as basis for improving processes and services per the CWC Service Charter.

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