

**PHILIPPINE EMBASSY, MEXICO CITY
CLIENT FEEDBACK FORM**

Name (optional)		Contact details (cell phone/email)	
What transaction did you have at the consular section? (Please put a check mark)	<input type="checkbox"/> Passport renewal <input type="checkbox"/> New passport <input type="checkbox"/> Report of Birth <input type="checkbox"/> Notarial and authenticatio (SPA / Affidavits) <input type="checkbox"/> Report of marriage / Death <input type="checkbox"/> Marriage Application	<input type="checkbox"/> Releasing of Documents <input type="checkbox"/> Visitors Visa <input type="checkbox"/> Petition for dual citizenship <input type="checkbox"/> Petition for correction of clerical error <input type="checkbox"/> NBI application <input type="checkbox"/> ATN / Assistance to National <input type="checkbox"/> Others	
What time did you start and finish your transaction? Date service was availed of ?		Time started _____ Time ended _____ Dated _____	
Please rate our service by putting a check mark beside the appropriate indicator		Excellent <input type="checkbox"/> Satisfactory <input type="checkbox"/> Neutral <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> Poor <input type="checkbox"/>	
Comments, Suggestions, Specifics			
Staff is courteous	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
Staff is helpful	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
Staff is wearing ID	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
Services are quick	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
Instructions are explained and easy to understand	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
Consular forms are easy to understand and complete	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
Facilities are comfortable, clean and adequate	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
Other comments and suggestions	Yes	No	
	<input type="checkbox"/>	<input type="checkbox"/>	
Name of embassy personnel being praised or complained of (optional)			

To improve the delivery of services of the Philippine Embassy, Mexico, all clients are requested to participate in the Embassy's Client Feedback Program by filling out the client feedback form and submitting it to following email address : mexico.pe@dfa.gov.ph