



**DFA Service Quality Feedback Form**  
 DFA-QMS F21  
 Rev. 01, 10 July 2024

**We would appreciate you filling out this form. Your answers will enable the DFA to provide better services.**

NOTE: By completing this form, you consent to the collection of the following personal information: Name (Optional), Sex (Optional), Age (Optional), and Contact Information (Optional). This personal information will be used solely for identifying opportunities to improve our services and other relevant purposes in accordance with the provisions of Republic Act 10173 (Data Privacy Act of 2012).

**Name (optional):** \_\_\_\_\_ **Contact Info. (optional):** \_\_\_\_\_

**Sex:** \_\_\_\_\_ **Client type:**  General Public  Business  
**Age:** \_\_\_\_\_  Government - DFA Employee  Government - Other Agency

**Date of Transaction:** \_\_\_\_\_ **Region of Residence:** \_\_\_\_\_

**PH Embassy (PE) or PH Consulate Visited:** \_\_\_\_\_

**Service Availed:**

**PASSPORT**

- New Passport Application
- Passport Renewal
- Certification of Unclaimed Passport
- Issuance of Passport Certification
- Issuance of Convention Travel Document
- Issuance of Official / Diplomatic Passport
- Revalidation of Diplomatic / Official Passport
- Other Passport-related services

**VISA**

- Issuance of Visa
- Approval and Issuance of APEC Business Travel Card (ABTC)
- Other Visa-related services

**CIVIL REGISTRY**

- Report of Birth
- Report of Marriage
- Report of Death
- Marriage Solemnization
- Other Civil Registry-related services

**ASSISTANCE-TO-NATIONALS**

- Assistance-to-Nationals services

**AUTHENTICATION / LEGALIZATION / NOTARIALS**

- Legalization of Documents
- Issuance of Notarized Documents
- Other Authentication/Legalization/Notarials-related services

**DUAL CITIZENSHIP**

- Dual Citizenship Application
- Other Dual Citizenship-related services

**OVERSEAS VOTING**

- Overseas Voting Registration
- Other Overseas Voting-related services

**Please CHECK the option that represents your level of agreement with each statement.** (5 - Strongly Agree; 4 - Agree; 3 - Neither Agree nor Disagree; 2 - Disagree; 1 - Strongly Disagree; N/A - Not applicable)

Statement	5 STRONGLY AGREE 	4 AGREE 	3 NEITHER AGREE NOR DISAGREE 	2 DISAGREE 	1 STRONGLY DISAGREE 	N/A NOT APPLICABLE 
I am aware of the Citizen's Charter and the information available on it.						
The Citizen's Charter is available and easily accessible.						
The Citizen's Charter helped me understand the process and requirements of the service availed.						

Statement	5 STRONGLY AGREE 	4 AGREE 	3 NEITHER AGREE NOR DISAGREE 	2 DISAGREE 	1 STRONGLY DISAGREE 	N/A NOT APPLICABLE 
<i>(Note: FSP refers to any Philippine Foreign Service Post such as an Embassy or Consulate)</i>						
I am satisfied with my experience with the FSP.						
The assistance was provided in a timely manner.						
The FSP followed the transaction's requirements and steps based on the information provided to me.						
The facility was accessible and adequate.						
I easily found information that I needed from the FSP or its website.						
I paid a reasonable amount of fees for my transaction. / The service did not require me to pay fees.						
I feel the FSP was fair to everyone during my transaction.						
I am satisfied with the competence of FSP personnel in performing their duties.						
I got what I needed from the FSP. (If denied): A sufficient explanation was provided to me.						

**Let us know your Comments and/or Suggestions based on your experience.**

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