



Republic of the Philippines
Department of Environment and Natural Resources
BIODIVERSITY MANAGEMENT BUREAU
Ninoy Aquino Parks and Wildlife Center
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JAN 31 2022

ATTY. JEREMIAH BELGICA, REB, ENP

Director General

Anti-Red Tape Authority

Office of the Director General

4th & 5th Floor, NFA Building, NFA Compound, Visayas Avenue,

Brgy. Vasra, Diliman, Quezon City

Email: odg@arta.gov.ph

Dear **Atty. Belgica**:

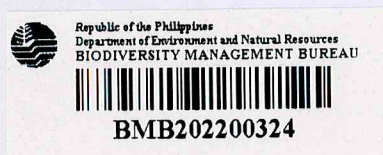
In compliance with the AO 25 Memorandum Circular 2021-01 prescribing the Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2021, please see attached 2021 Client Satisfaction Survey result of this Bureau using the template prescribed in Annex 4 of the aforementioned Memorandum Circular.

Thank you very much.

Sincerely,

NATIVIDAD Y. BERNARDINO

OIC Director



Copy Furnished:

DENR - ARTA (denr.arta@gmail.com)

DENR - SDRMD (sdrmd@denr.gov.ph)

ARTA - CME0 (compliance@arta.gov.ph)





Department of Environment and Natural Resources
Biodiversity Management Bureau

Client Satisfaction Survey

2021

EXECUTIVE SUMMARY

Client Satisfaction Score Results for the 32 enrolled ARTA processes of Biodiversity Management Bureau based on the 2021 DENR Client Satisfaction Survey:

Division/Unit	Processes	Client Satisfaction Score 2020	Client Satisfaction Score 2021	Adjectival Score
WILDLIFE RESOURCES DIVISION	Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives	4.70	4.78	Very Satisfactory
	Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives	4.79	4.76	Very Satisfactory
	Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes	<i>Not applicable</i>	4.71	Very Satisfactory
	Processing and Approval of MOA for Scientific Research	<i>Not applicable</i>	<i>Not applicable</i>	
	Processing and Approval of Request for Bioprospecting Undertaking	<i>Not applicable</i>	<i>Not applicable</i>	
	Processing and Documentation of Turned-over, Donated and Confiscated Wildlife	<i>Not applicable</i>	<i>Not applicable</i>	
NATIONAL PARKS DIVISION	Review of Proposed Protected Area Community- Based Resource Management Agreement (PACBRMA)	<i>Not applicable</i>	<i>Not applicable</i>	
	Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)	<i>Not applicable</i>	5.00	Outstanding
CAVES WETLANDS AND OTHER	Review and Evaluation of Cave Assessment/Classification Reports	<i>Not applicable</i>	<i>Not applicable</i>	

ECOSYSTEMS DIVISION	Review and Evaluation of Wetlands Assessment / Classification Reports	<i>Not applicable</i>	<i>Not applicable</i>	
COASTAL AND MARINE DIVISION	Request for Technical Assistance (Coastal and Marine)	4.72	4.52	Very Satisfactory
BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION	Review and Request for Geo Spatial Data/Maps	5.00	4.31	Very Satisfactory
	Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)	5.00	<i>Not applicable</i>	
	Evaluation of Tender/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)	<i>Not applicable</i>	<i>Not applicable</i>	
	Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)	<i>Not applicable</i>	<i>Not applicable</i>	
NINOY AQUINO PARKS AND WILDLIFE CENTER	Processing and approval of Permit for non-extractive activities i.e. Filming, Videotaping, spiritual and other recreational activities; use of Protected Areas for Scientific purposes prior to issuance of Research Agreement	4.90	4.93	Very Satisfactory
ACCOUNTING UNIT	Issuance of Order of Payment	4.85	4.16	Very Satisfactory
	Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability	<i>Not applicable</i>	<i>Not applicable</i>	
	Issuance of Tax Withheld Certificates (BIR FORMS 2306 and 2307)	4.85	<i>Not applicable</i>	
BUDGET UNIT	Processing of Special Budget Request	4.00	<i>Not applicable</i>	

CASHIER UNIT	Preparation, Processing and Issuance of Checks/LDDAP-ADA	<i>Not applicable</i>	<i>Not applicable</i>	
	Collection and Deposit of Fees	4.93	5.00	Outstanding
GENERAL SERVICES UNIT	Issuance of Vehicle Trip Ticket	<i>Not applicable</i>	<i>Not applicable</i>	
	Issuance of Fuel Withdrawal Slip	<i>Not applicable</i>	<i>Not applicable</i>	
HUMAN RESOURCE DEVELOPMENT UNIT	Issuance of Certification of No Pending Administrative Case	4.93	<i>Not applicable</i>	
	Issuance of Certification of Travel History	5.00	<i>Not applicable</i>	
	Issuance of Service Records	4.76	4.80	Very Satisfactory
	Issuance of Personal Travel Authority	<i>Not applicable</i>	<i>Not applicable</i>	
	Issuance of Certification of Employment	5.00	4.66	Very Satisfactory
PROCUREMENT MANAGEMENT UNIT	Processing of Purchase Request for the Procurement of Goods and Services	4.00		Very Satisfactory
BIDS AND AWARDS COMMITTEE – SECRETARIAT (BAC-SEC)	Sale of Bidding Documents	4.74		Very Satisfactory
OVERALL CSS Score for All BMB Services		4.77	4.68	Very Satisfactory

INTRODUCTION

The Client Satisfaction Survey is a tool to generate verifiable data and tangible evidence in order to determine the effectiveness of implemented processes through identified indicators or service dimensions. The Biodiversity Management Bureau is one with the Department of Environment and Natural Resources in monitoring and measuring the satisfaction of internal and external clients to ensure that their needs and expectations are addressed and met in compliance to the Quality Management System (QMS), the Bureau's Citizen Charter and the Anti-Red Tape Act (ARTA) whose goals are to streamline efficient and effective frontline services for the Filipino people.

This report analyzes satisfaction of clients for the following Unit/Division's services, as listed in the Citizen's Charter of the Bureau:

TECHNICAL DIVISIONS AND THE NINOY AQUINO PARKS AND WILDLIFE CENTER

WILDLIFE RESOURCES DIVISION
1. Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives
2. Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives
3. Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes
4. Processing and Approval of MOA for Scientific Research
5. Processing and Approval of Request for Bioprospecting Undertaking
6. Processing and Documentation of Turned-over, Donated and Confiscated Wildlife

NATIONAL PARKS DIVISION
1. Review of Proposed Protected Area Community- Based Resource Management Agreement (PACBRMA)
2. Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)

CAVES WETLANDS AND OTHER ECOSYSTEMS DIVISION
1. Review and Evaluation of Cave Assessment/Classification Reports
2. Review and Evaluation of Wetlands Assessment / Classification Reports

COASTAL AND MARINE DIVISION
1. Request for Technical Assistance (Coastal and Marine)

BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION
1. Review and Request for Geo Spatial Data/Maps
2. Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)
3. Evaluation of Tender/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)
4. Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

NINOY AQUINO PARKS AND WILDLIFE CENTER
1. Processing and approval of Permit for non-extractive activities i.e. Filming, Videotaping, spiritual and other recreational activities; use of Protected Areas for Scientific purposes prior to issuance of Research Agreement

ADMINISTRATION AND FINANCE UNITS UNDER OFFICE OF THE DIRECTOR

Accounting Unit
1. Issuance of Order of Payment
2. Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability
3. Issuance of Tax Withheld Certificates (BIR FORMS 2306 and 2307)

Budget Unit
1. Processing of Special Budget Request (SBR)

Cashier Unit
1. Preparation, Processing and Issuance of Checks/LDDAP-ADA
2. Collection and Deposit of Fees

General Services Unit
1. Issuance of Vehicle Trip Ticket
2. Issuance of Fuel Withdrawal Slip

Human Resource Development Unit
1. Issuance of Certification of No Pending Administrative Case
2. Issuance of Certification of Travel History
3. Issuance of Service Records
4. Issuance of Personal Travel Authority

5. Issuance of Certification of Employment

Procurement Management Unit

1. Processing of Purchase Request for the Procurement of Goods and Services

Records Management Unit

1. Processing Request for Copies of Controlled Documents

Bids and Awards Committee – Secretariat (BAC-SEC)

1. Sale of Bidding Documents

OBJECTIVES

The Client Satisfaction Survey 2021 has the following objectives:

1. To measure the level of satisfaction of the internal and external clients of the Bureau who availed of the BMB services indicated in the Bureau’s Citizen Charter from January to December 2021;
2. To identify the service gaps to meet the needs and expectations of its clients; and
3. To determine the drivers of satisfaction of its clients.

METHODOLOGY

DATA GATHERING

The CSS data was collected through exit survey method instead of the usual face-to-face interview. In this method, the clients were asked to rate the service of the Division/Unit after they have received their requests, permits or certificates. The clients rate the services either online or through paper questionnaires. The questionnaire takes the form of the issued CSS Format of the DENR-Central.

In accordance with the Data Privacy Act, consent from clients were first solicited either in written or verbal form. Clients who opt not to participate in the survey were treated as *refusal* in the data. Confidentiality of personal details, answers and CSS data was ensured.

As a measure to prevent the spread of the COVID-19 virus, the Bureau practiced safety protocols with limited client interaction. The Bureau has adopted an online CSS questionnaire via Google Forms and fillable PDF to facilitate surveying of client’s feedback. A QR code was also generated for easy access of the survey link.

SURVEY QUESTIONNAIRE

The survey used the *BMB CSS Form 2020* (Annex 1) to gather data from thru printed and online forms. This tool is in compliance with the recommended service quality dimensions of Client Satisfaction Survey based on *Annex 4* of the Memorandum Circular 2020-1 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (IATF-AO25).

The questionnaire encompasses the eight service dimensions such as responsiveness, reliability (quality), access and facilities, communication, Cost, integrity, assurance, and outcome.

DATA PROCESSING

Collected data from paper and online questionnaires were encoded, processed and analyzed using MS Excel and Google Sheets.

RATING SCALE

CSS 2021 Form Likert Scale
1 – Strongly Disagree
2 – Disagree
3 – Neither Agree nor Disagree
4 – Agree
5 – Strongly Agree

DATA ANALYSIS

The client satisfaction score for each service/process was computed by averaging all the score rating of the service quality dimensions. The score rating of each service quality dimension was derived by averaging all the responses found under specific dimensions.

The overall score was interpreted based on its adjectival equivalent as specified below:

Overall Score Rating	Adjectival Rating
5.00	Outstanding
4.00-4.99	Very Satisfactory
3.00-3.99	Satisfactory
2.00-2.99	Unsatisfactory
1.99 and below	Poor

Results for each service quality dimension for each service was presented in a similar manner as follows:

Service Quality Dimension	Score by Critical Service
1. Responsiveness	
2. Reliability (Quality)	
3. Access and Facilities	
4. Communication	
5. Cost	
6. Integrity	
7. Assurance	
8. Outcome	

RESULTS

DATA GATHERED

A total of 674 responses were received for the CSS 2021.

Services	Received Responses from Online and Paper Forms
BMB External Services	660
BMB Internal Services	14
Total	674

WILDLIFE RESOURCES DIVISION

Processing of CITES Permit Applications for the Export/ Re-export of Wildlife, including by-products and derivatives

Number of CSS Responses: 196

Service	Score by Critical Service
Responsiveness	4.80
Reliability (Quality)	4.74
Access and Facilities	4.72
Communication	4.79

Cost	4.75
Integrity	4.84
Assurance	4.82
Outcome	4.77
Overall Score	4.78
Adjectival Rating	Very Satisfactory

Suggestions

- a. Improve the condition of the amenities in the waiting area. Clients are sometimes exposed to too much heat from the sun or bad weather condition.
- b. Assign representative in case the authorized official is not available to sign the documents.
- c. Online payment for less contact transactions.

Processing of CITES Permit Applications for the Import of Wildlife, including by-products and derivatives

Number of CSS Forms Received: 79

Service	Score by Critical Service
Responsiveness	4.72
Reliability (Quality)	4.70
Access and Facilities	4.75
Communication	4.79
Cost	4.77
Integrity	4.80
Assurance	4.81
Outcome	4.77
Overall Score	4.76
Adjectival Rating	Very Satisfactory

Suggestions

- a. Please respond to emails.

Processing of Request for Gratuitous Permit to Collect Wildlife for Scientific Research Purposes

Number of CSS Forms Received: 4

Service	Score by Critical Service
Responsiveness	4.88
Reliability (Quality)	4.50
Access and Facilities	4.50
Communication	4.92
Cost	4.67
Integrity	4.75
Assurance	4.75
Outcome	4.75
Overall Score	4.71
Adjectival Rating	Very Satisfactory

Processing and Approval of MOA for Scientific Research

Not applicable

Processing and Approval of Request for Bioprospecting Undertaking

Not applicable

Processing and Documentation of Turned-over, Donated and Confiscated Wildlife

Not applicable

NATIONAL PARKS DIVISION

Review of Proposed Protected Area Community- Based Resource Management Agreement (PACBRMA)

Not applicable

Review and Evaluation of Application for Special Use Agreement in Protected Areas (SAPA)

Number of CSS Forms Received: 6

Service	Score by Critical Service
Responsiveness	5.00
Reliability (Quality)	5.00

Access and Facilities	5.00
Communication	5.00
Cost	.
Integrity	5.00
Assurance	5.00
Outcome	5.00
Overall Score	5.00
Adjectival Rating	Outstanding

CAVES WETLANDS AND OTHER ECOSYSTEMS DIVISION

Review and Evaluation of Cave Assessment/Classification Reports

Not applicable

Review and Evaluation of Wetlands Assessment / Classification Reports

Not applicable

COASTAL AND MARINE DIVISION

Request for Technical Assistance (Coastal and Marine)

Number of CSS Forms Received: 12

Service	Score by Critical Service
Responsiveness	4.58
Reliability (Quality)	4.47
Access and Facilities	4.29
Communication	4.75
Cost	4.00
Integrity	4.67
Assurance	4.67
Outcome	4.33
Overall Score	4.52
Adjectival Rating	Very Satisfactory

BIODIVERSITY POLICY AND KNOWLEDGE MANAGEMENT DIVISION

Review and Request for Geo Spatial Data/Maps

Number of CSS Forms Received: 5

Service	Score by Critical Service
Responsiveness	4.60
Reliability (Quality)	4.47
Access and Facilities	3.80
Communication	4.20
Cost	4.25
Integrity	4.40
Assurance	4.40
Outcome	4.40
Overall Score	4.31
Adjectival Rating	Very Satisfactory

Preparation of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

Not applicable

Evaluation of Tender/Quotation for Small Value/Shopping Mode of Procurement of ICT Equipment and Supplies (Hardware and Software)

Not applicable

Review of Technical Specifications for Procurement of ICT Equipment (Hardware and Software)

Not applicable

NINOY AQUINO PARKS AND WILDLIFE CENTER

Processing and approval of Permit for non-extractive activities i.e. Filming, Videotaping, spiritual and other recreational activities; use of Protected Areas for Scientific purposes prior to issuance of Research Agreement

Number of CSS Forms Received: 324

Service	Score by Critical Service
Responsiveness	4.93
Reliability (Quality)	4.92

Access and Facilities	4.90
Communication	4.94
Cost	4.91
Integrity	4.95
Assurance	4.94
Outcome	4.92
Overall Score	4.93
Adjectival Rating	Very Satisfactory

Suggestions

- a. Health Declaration Form shall be done at every gate, not just one. Awareness of security guards on regulations set by the admin. It's a hassle to go to the other gate just to get the Health Declaration Forms.
- b. Labelling of trees and plants as well as the animals for attraction of visitors.
- c. Maybe add signage from parking (entrance). Have to ask the guard where to pay.
- d. Parking is far from the facility.
- e. Have a customer service in Facebook Messenger.

ACCOUNTING UNIT

Issuance of Order of Payment

Number of CSS Forms Received: 3

Service	Score by Critical Service
Responsiveness	4.17
Reliability (Quality)	4.33
Access and Facilities	4.00
Communication	4.22
Cost	4.00
Integrity	4.17
Assurance	4.00
Outcome	4.00
Overall Score	4.15
Adjectival Rating	Very Satisfactory

Processing of Purchase Order (PO) and Job Order (JO), Contract of Service (COS) and other Contracts for Funds Availability

Not applicable

Issuance of Tax Withheld Certificates (BIR FORMS 2306 and 2307)

Not applicable

BUDGET UNIT

Processing of Special Budget Request

Not applicable

CASHIER UNIT

Preparation, Processing and Issuance of Checks/LDDAP-ADA

Not applicable

Collection and Deposit of Fees

Number of CSS Forms Received: 11

Service	Score by Critical Service
Responsiveness	5.00
Reliability (Quality)	5.00
Access and Facilities	5.00
Communication	5.00
Cost	5.00
Integrity	5.00
Assurance	5.00
Outcome	5.00
Overall Score	5.00
Adjectival Rating	Outstanding

GENERAL SERVICES UNIT

Issuance of Vehicle Trip Ticket

Not applicable

Issuance of Fuel Withdrawal Slip

Not applicable

HUMAN RESOURCE DEVELOPMENT UNIT

Issuance of Certification of No Pending Administrative Case

Not applicable

Issuance of Certification of Travel History

Not applicable

Issuance of Service Records

Number of CSS Forms Received: 2

Service	Score by Critical Service
Responsiveness	5.00
Reliability (Quality)	4.83
Access and Facilities	4.25
Communication	4.83
Cost	5.00
Integrity	5.00
Assurance	5.00
Outcome	4.50
Overall Score	4.80
Adjectival Rating	Very Satisfactory

Issuance of Personal Travel Authority

Not applicable

Issuance of Certification of Employment

Number of CSS Forms Received: 10

Service	Score by Critical Service
Responsiveness	4.85
Reliability (Quality)	4.60
Access and Facilities	4.50
Communication	4.83
Cost	4.17
Integrity	4.74
Assurance	4.60
Outcome	4.60
Overall Score	4.66
Adjectival Rating	Very Satisfactory

PROCUREMENT MANAGEMENT UNIT

Processing of Purchase Request for the Procurement of Goods and Services

Number of CSS Forms Received: 1

Service	Score by Critical Service
Responsiveness	4.00
Reliability (Quality)	4.00
Access and Facilities	4.00
Communication	4.00
Cost	4.00
Integrity	4.00
Assurance	4.00
Outcome	4.00
Overall Score	4.00
Adjectival Rating	Very Satisfactory

RECORDS MANAGEMENT UNIT

Processing Request for Copies of Controlled Documents

Number of CSS Forms Received: 1

Service	Score by Critical Service
Responsiveness	5.00
Reliability (Quality)	5.00
Access and Facilities	5.00
Communication	5.00
Cost	.
Integrity	5.00
Assurance	5.00
Outcome	5.00
Overall Score	5.00
Adjectival Rating	Outstanding

BIDS AND AWARDS COMMITTEE – SECRETARIAT (BAC-SEC)

Sale of Bidding Documents

Number of CSS Forms Received: 15

Service	Score by Critical Service
Responsiveness	4.83
Reliability (Quality)	4.80
Access and Facilities	4.60
Communication	4.78
Cost	4.53
Integrity	4.70
Assurance	4.87
Outcome	4.67
Overall Score	4.74
Adjectival Rating	Very Satisfactory

Control No

Strongly Disagree (Lubhang Hindi Sumasag-ayon) Disagree (Hindi Sumasag-ayon) Neither agree nor disagree (Hindi Tiyak) Agree (Sumasag-ayon) Strongly Agree (Lubhang Sumasag-ayon)



Department of Environment and Natural Resources
Biodiversity Management Bureau

Client Satisfaction Survey

Communication

2. Our staff communicated in an understandable manner.

(Ang aming kawani ay may kakayahang makipag-usap sa malinaw na paraan.)

3. Our office is open to receive feedback (comments, suggestions or complaints).

(Ang aming opisina ay bukas sa anumang puna (komento, mungkahin o reklamo).)

Costs (Answer only if applicable)

1. Cost/charges incurred on availing service or product are reasonable.

(Ang gastos sa pagkuha ng serbisyo o produkto ay makatwiran.)

Integrity

1. Our staff showed honesty in dealing with clients.

(Ang aming kawani ay nagpakita ng katapatan sa pakikitungo sa mga kliyente.)

2. Our staff showed fairness in dealing with clients.

(Ang aming kawani ay nagpakita ng patas na pagtrato sa mga kliyente.)

Assurance

1. Our staff is competent in rendering service/ product.

(Ang aming kawani ay lubos ang kaalaman sa paghahatid ng serbisyo/produkto.)

Outcome

1. Service/product received meets your expectations and needs.

(Ang natanggap na serbisyo o produkto ay naaayon sa inyong inaasahan at pangangailangan.)

Please provide any comments or concerns regarding the service received.
(Maaaring magbigay ng komento o puna sa serbisyong natanggap)

External Internal

All information provided will be treated strictly as confidential.

I hereby consent BMB to collect, process, transmit and store the data provided herein subject to the rules and regulations set by Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012. (Pinahihintulan ko ang BMB na kolektahan, iproseso, ibabasa at itago ang mga impormasyon na nakasasag sa papel na itinatanggap sa Batas Republika Big. 10173 o ang Data Privacy Act of 2012.)

I refuse to participate in the client satisfaction survey

Name and Signature (Pangalan at Lagda)

Completely fill-out the following information (Kumpletuhin ang mga sumusunod na impormasyon)

Date (Petsa):

Name (Pangalan):

Age (Edad): Sex (Kasarian): Male Female

Address:

Home Business

Contact Number (Telepono):

E-mail address:

Type of Client (Uri ng Kiyente):

Citizen/ Individual / Representative
 Business/ Company
 Organization/ PO (Organisasyon o PO)
 Government (Ahiensya ng Gobyerno)

Name of Business, Organization, Company or Gov. Agency
(Pangalan ng Negosyo, Organisasyon, Kumpanya o Ahiensya):

Please specify the service being evaluated/assessed.
(Tukuyin ang serbisyo na sinusuri)

Client Satisfaction Survey

As part of our evaluation of our services, we would like you to completely and honestly answer our Client Satisfaction Survey

Please indicate how strongly you agree or disagree with all the following statements by shading the corresponding circle from 'strongly disagree' to 'strongly agree.'

Strongly Disagree (Lubhang Hindi Sumasagayon) Disagree (Hindi Sumasagayon) Neither agree nor disagree (Hindi Tiyak) Agree (Sumasagayon) Strongly Agree (Lubhang Sumasagayon)

Responsiveness

1. Our staff showed willingness to provide service/product.
(Ang aming kawani ay nagpakita ng kagustuhang tumulong sa pagbigay ng serbisyo/produkt.)

2. Our staff promptly received and processed your requested service/product.
(Ang aming kawani ay naging maagap sa pagtugon sa iyong hiling na serbisyo / produkt.)

Reliability (Quality)

1. Service received is consistent.
(Ang kalidad ng serbisyong natanggap ay hindi pabago-bago.)

2. Service received is timely.
(Ang serbisyong natanggap ay ipinagkaloob sa tamang oras.)

3. Service/ product received is of good quality.
(Mahusay ang kalidad ng serbisyo/ produktong natanggap.)

Access and Facilities

1. Ample amenities in BMB are available to ensure comfortable transactions.
(May sapat na pasilidad ang BMB upang masigurado ang kumportableng pakikipagtransaksyon.)

2. Clear signages/ signs are posted in BMB to provide assistance or guidance.
(May mga malinaw na palatandaan/karatula na nakapaskil sa BMB upang magbigay ng gabay.)

Communication

1. Our staff provided clear responses to any of your inquiries regarding BMB services/products.
(Ang aming kawani ay nakapagbigay ng malinaw na tugon sa iyong mga katanungan tungkol sa serbisyo/produktong BMB.)