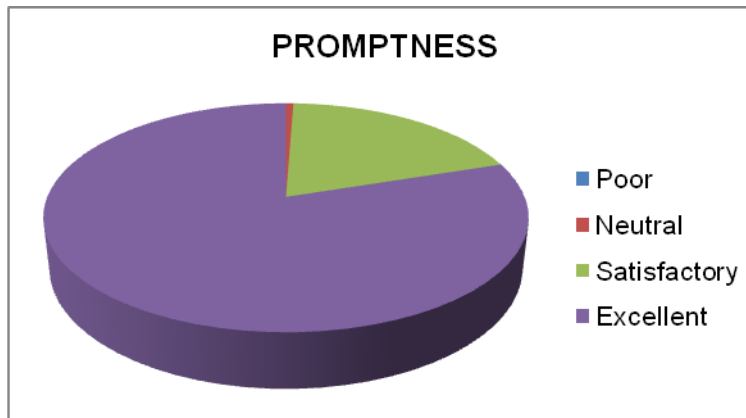
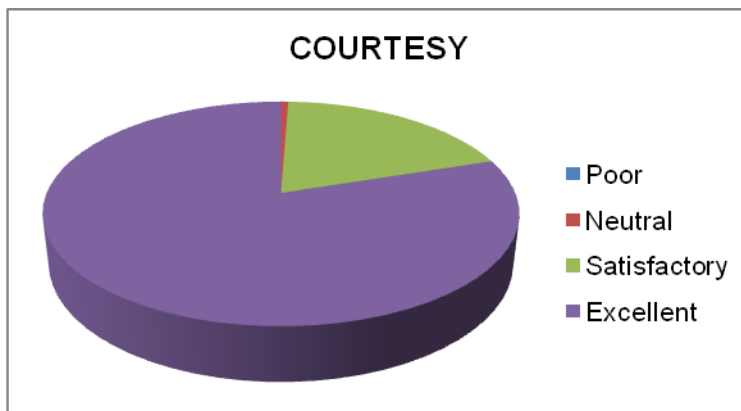


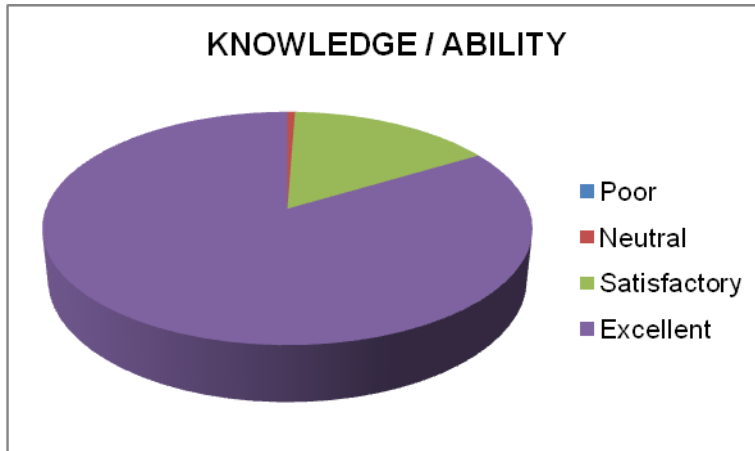
**CLIENT FEEDBACK PROGRAM  
FOR THE MONTH OF SEPTEMBER 2016  
PHILIPPINE EMBASSY PHNOM PENH**

170 respondents, representing 74% of the 230 total clients served for September 2016, completed and submitted the Client Feedback Forms.

**QUALITY OF SERVICE / KALIDAD NG SERBISYO**

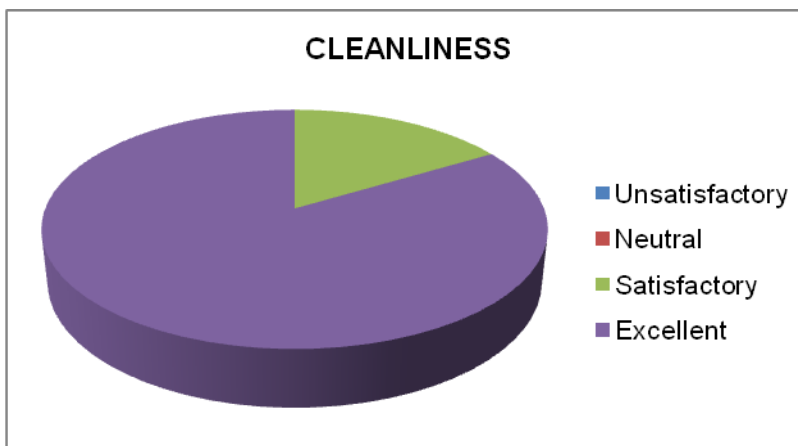
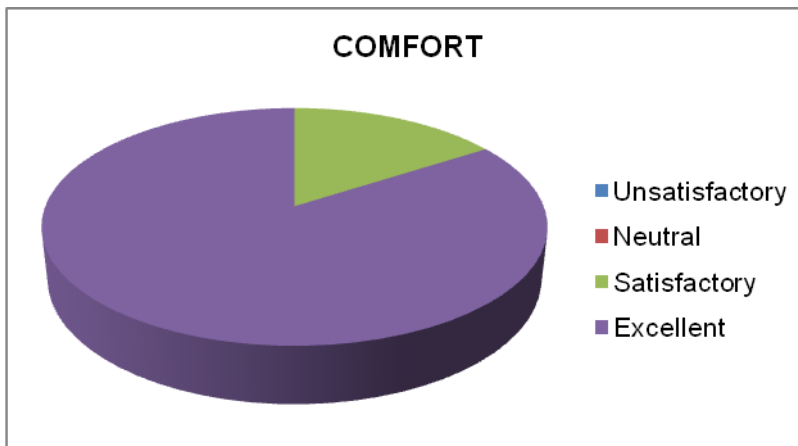
The quality of service provided by the Embassy's Consular Section had a total of 81% excellent customer satisfaction, based on the client feedback forms submitted for the period September 2016.

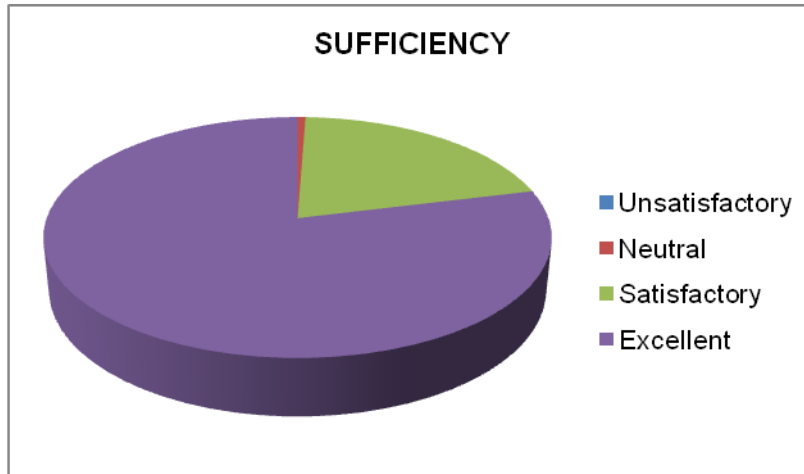




### FACILITIES / MGA GAMIT SA TANGGAPAN

Customer satisfaction on the adequacy / suitability of facilities in the Consular Section had a total of 82% excellent rating, based on the client feedback forms submitted for the period September 2016.





**Complaints and Comments.** Based on the comments received, majority of the clients gave a positive feedback on the services rendered, citing prompt, attentive and efficient services rendered by consular staff. Clients were also happy with the new location / building of the Philippine Embassy.

One of the respondents made a comment about the performance of one of the Embassy's security guards -- which was immediately addressed through the replacement of the concerned guard by the private security agency, at the Embassy's request.