



## FREEDOM OF INFORMATION FEEDBACK MONITORING FORM REPORT FOR FY 2023

CODE	NAME	FEEDBACK				
		Are you satisfied with the handling of your FOI request?	Did you receive your information within 15 to 35 working days?	For the unsuccessful request are you satisfied with the reason provided?	For the successful request, was the response you received easy to understand?	Did you feel that we communicated with you effectively, from start to finish?
WWD-FOI-23-001	KYLE ANGELOU B. PAGAYON	5	5	-	5	5
WWD-FOI-23-002	ASUNCION Y. AMADOR	5	5	-	4	5
WWD-FOI-23-005	ARNEL AYCO	4	4	-	5	5
WWD-FOI-23-008	FLOR DUMADAG	5	5	-	5	5
WWD-FOI-23-011	NORHAYNIE M. SALAMA	5	5	-	5	4
WWD-FOI-23-014	MERRYLYN BATOBALANI	5	5	-	5	5
WWD-FOI-23-015	MAE CHRISTINE BELLE	5	-	5	-	5



Republic of the Philippines  
**WAO WATER DISTRICT**  
Wao, Lanao del Sur

**FREEDOM OF INFORMATION (FOI) CLIENT SATISFACTION FORM**

NAME (Optional): Mae Christine Belle

Date: Dec. 13, 23

Address: Bangbang, Kalilangan, Bukidnon

A.) Survey Questionnaire.

The FOI Requests Feedback Form must capture the citizen's/client's experience, expectations, and satisfaction with the agencies' compliance to the FOI Program implementation through the following vital questions:

Survey Questionnaire	Response	Rating Scale (1-5)
1. Are you satisfied with the handling of your FOI request?	Yes	5
2. Did you receive your information within 15 to 35 working days?	-	-
A. For unsuccessful request, are you satisfied with the reason provided?	Yes	5
B. For successful request, was the response you received easy to understand?	-	-
3. Did you feel that we communicated with you effectively, from start to finish?	Yes	5

Note: Agencies may opt to include additional questions to determine and improve the efficiency and effectiveness of its services in implementing the FOI Program.

B.) Rating Scale.

A 5-point Likert Scale is recommended to be used, with the following rating scale:

Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1	2	3	4	5



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**FREEDOM OF INFORMATION (FOI) CLIENT SATISFACTION FORM**

NAME (Optional): Merrylyn Batobalani

Date: Nov. 18, 2023

Address: Brgy. Banga, Wao, LDS

A.) Survey Questionnaire.

The FOI Requests Feedback Form must capture the citizen's/client's experience, expectations, and satisfaction with the agencies' compliance to the FOI Program implementation through the following vital questions:

Survey Questionnaire	Response	Rating Scale (1-5)
1. Are you satisfied with the handling of your FOI request?	Yes	5
2. Did you receive your information within 15 to 35 working days?	-	-
A. For unsuccessful request, are you satisfied with the reason provided?	Yes	5
B. For successful request, was the response you received easy to understand?	-	-
3. Did you feel that we communicated with you effectively, from start to finish?	Yes	5

Note: Agencies may opt to include additional questions to determine and improve the efficiency and effectiveness of its services in implementing the FOI Program.

B.) Rating Scale.

A 5-point Likert Scale is recommended to be used, with the following rating scale:

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**FREEDOM OF INFORMATION (FOI) CLIENT SATISFACTION FORM**

NAME (Optional) : Asuacion Y. Amador

Date: 6/20/20

Address : Pragg Extension

A.) Survey Questionnaire.

The FOI Requests Feedback Form must capture the citizen's/client's experience, expectations, and satisfaction with the agencies' compliance to the FOI Program implementation through the following vital questions:

Survey Questionnaire	Response	Rating Scale (1-5)
1. Are you satisfied with the handling of your FOI request?	Yes	5
2. Did you receive your information within 15 to 35 working days?	Yes	5
A. For unsuccessful request, are you satisfied with the reason provided?	Yes	4
B. For successful request, was the response you received easy to understand?	-	-
3. Did you feel that we communicated with you effectively, from start to finish?	Yes	5

Note: Agencies may opt to include additional questions to determine and improve the efficiency and effectiveness of its services in implementing the FOI Program.

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**FREEDOM OF INFORMATION (FOI) CLIENT SATISFACTION FORM**

NAME (Optional): Arnel Ayso

Date: 7/12/23

Address: Barang. Navila Pramp

A.) Survey Questionnaire.

The FOI Requests Feedback Form must capture the citizen's/client's experience, expectations, and satisfaction with the agencies' compliance to the FOI Program implementation through the following vital questions:

Survey Questionnaire	Response	Rating Scale (1-5)
1. Are you satisfied with the handling of your FOI request?	Yes	4
2. Did you receive your information within 15 to 35 working days?	Yes	4
A. For unsuccessful request, are you satisfied with the reason provided?	-	-
B. For successful request, was the response you received easy to understand?	Yes	5
3. Did you feel that we communicated with you effectively, from start to finish?	Yes	5

Note: Agencies may opt to include additional questions to determine and improve the efficiency and effectiveness of its services in implementing the FOI Program.

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**FREEDOM OF INFORMATION (FOI) CLIENT SATISFACTION FORM**

NAME (Optional): KYLE ANGELOU B. PAGAYON

Date: 1-9-23

Address : BRGY. Pagalongan

A.) Survey Questionnaire.

The FOI Requests Feedback Form must capture the citizen's/client's experience, expectations, and satisfaction with the agencies' compliance to the FOI Program implementation through the following vital questions:

Survey Questionnaire	Response	Rating Scale (1-5)
1. Are you satisfied with the handling of your FOI request?	YES	5
2. Did you receive your information within 15 to 35 working days?	YES	5
A. For unsuccessful request, are you satisfied with the reason provided?	-	-
B. For successful request, was the response you received easy to understand?	YES	5
3. Did you feel that we communicated with you effectively, from start to finish?	YES	5

Note: Agencies may opt to include additional questions to determine and improve the efficiency and effectiveness of its services in implementing the FOI Program.

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**FREEDOM OF INFORMATION (FOI) CLIENT SATISFACTION FORM**

NAME (Optional): Flor Dumadag

Date: 9-21-23

Address : Brgy. Eastern, Wao LOS

A.) Survey Questionnaire.

The FOI Requests Feedback Form must capture the citizen's/client's experience, expectations, and satisfaction with the agencies' compliance to the FOI Program implementation through the following vital questions:

Survey Questionnaire	Response	Rating Scale (1-5)
1. Are you satisfied with the handling of your FOI request?	Yes	5
2. Did you receive your information within 15 to 35 working days?	Yes	5
A. For unsuccessful request, are you satisfied with the reason provided?	-	-
B. For successful request, was the response you received easy to understand?	Yes	5
3. Did you feel that we communicated with you effectively, from start to finish?	Yes	5

Note: Agencies may opt to include additional questions to determine and improve the efficiency and effectiveness of its services in implementing the FOI Program.

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**FREEDOM OF INFORMATION (FOI) CLIENT SATISFACTION FORM**

NAME (Optional): Norhaynie M. Salama

Date: October 10, 2023

Address: Brgy. Manila Group

A.) Survey Questionnaire.

The FOI Requests Feedback Form must capture the citizen's/client's experience, expectations, and satisfaction with the agencies' compliance to the FOI Program implementation through the following vital questions:

Survey Questionnaire	Response	Rating Scale (1-5)
1. Are you satisfied with the handling of your FOI request?	yes	5
2. Did you receive your information within 15 to 35 working days?	yes	5
A. For unsuccessful request, are you satisfied with the reason provided?	-	-
B. For successful request, was the response you received easy to understand?	yes	5
3. Did you feel that we communicated with you effectively, from start to finish?	yes	5

Note: Agencies may opt to include additional questions to determine and improve the efficiency and effectiveness of its services in implementing the FOI Program.

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