

Sir/Madam,

The Department of Environment would like to seek your views regarding our services by filling the feedback form below. This information will be used for service improvements purposes. Please return the completed form via fax or email. This form can also be downloaded from our website www.doe.gov.my and can be returned via email to aduan_k@doe.gov.my .

Your cooperation is much appreciated. Thank you.

DEPARTMENT OF ENVIRONMENT MALAYSIA

CUSTOMER FEEDBACK FORM

**Director General
Department of Environment
Level 1-4, Podium 2 & 3, Wisma Sumber Asli,
62574 Putrajaya
(Attn: Operation Unit)**

**Tel : 03 - 8871 2000 / 03 - 8889 1972
Fax : 03 - 8889 1973 / 03 - 8889 1975**

Services provided by the Division:

- | | | | |
|---|---|---|--------------------------------------|
| <input type="checkbox"/> Air | <input type="checkbox"/> Water and Marine | <input type="checkbox"/> Hazardous Substances | <input type="checkbox"/> Enforcement |
| <input type="checkbox"/> Strategic Communications | <input type="checkbox"/> Assessment | <input type="checkbox"/> Administration & Finance | |
| <input type="checkbox"/> Information Technology | <input type="checkbox"/> DOE State / Branch |* | |

Type of services / matters provided are as follows: -

- | | |
|--|--|
| <input type="checkbox"/> Pollution Complaint | <input type="checkbox"/> Environmental Impact Assessment (EIA) |
| <input type="checkbox"/> Site Evaluation Assessment (PAT) | <input type="checkbox"/> License |
| <input type="checkbox"/> Written Approval Application (KB) | <input type="checkbox"/> Administration |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Others (specify) |

Questions

Rating **

**Comments/Suggestions
For Improvements *****

	Very satisfactory	Satisfactory	Less satisfactory	Not satisfactory	
1. Are you satisfied with the time taken in delivering the services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Are you satisfied with the:	Very satisfactory	Satisfactory	Less satisfactory	Not satisfactory	
• Attention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
provided by the officer?				

Sincerely,

.....

.....(Customer's name)

Date :

*Delete whichever is inapplicable

**Mark (✓) where appropriate

***If necessary, attachments may be included

