

To: (Customer's name)

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: Air / Water and Marine / Hazardous Substances / Enforcement / Strategic Communications / Assessment / Administration & Finance / Information Technology / State / Branch DOE.....* .

Type of services / matters provided as follows: -

- Application KB / Licence / EIA
- Advisory services in respect
- Pollution complaint
- Others (specify)

Questions	Rating **				Comments/Suggestions For Improvements ***
	Yes achieved	Partly achieved	Not achieved	Not sure	
Does the service provided achieve your desired goals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are you satisfied with the time taken in delivering the services?	Very satisfactory <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Less satisfactory <input type="checkbox"/>	Not satisfactory <input type="checkbox"/>
Are you satisfied with the services provided by the officer?	Very satisfactory <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Less satisfactory <input type="checkbox"/>	Not satisfactory <input type="checkbox"/>

Sincerely,
.....

(.....)
(Customer's name)

* Delete whichever is inapplicable
** Mark (√) where appropriate.
*** If necessary, attachments may be included

Date: