



Republic of the Philippines
Department of Agriculture
SUGAR REGULATORY ADMINISTRATION
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MRAIC-QMS-2021-Jan-005

FOR : **HERMENEGILDO R. SERAFICA**
Administrator

ALL DEPUTY ADMINISTRATORS

ALL SRA QUEZON CITY DEPARTMENT MANAGERS

EMELYN B. MANALO
Audit Program Manager

ALL SRA QMS COMPLIANCE MONITORING OFFICERS

FROM : **ATTY. BRANDO D. NOROÑA**
Deputy Administrator – Administrative and Finance/
Quality Management Representative

DATE : January 28, 2021

RE : **RESULTS OF INTERNAL CUSTOMER SATISFACTION SURVEY FOR THE SECOND SEMESTER OF 2020**

As part of SRA's commitment in enhancing its Client Satisfaction through a conduct of Customer Satisfaction Survey, generation of Customer Feedback started last July 2015.

The following criteria were used to weigh satisfaction from various SRA clients of each Department:

1. Quality of service
2. Response time
3. Service outcome
4. Extensive information of service provider
5. Competence
6. Service provider friendliness, courtesy, and fair treatment



Management System
ISO 9001:2015



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"A food-secure Philippines with prosperous farmers and fisherfolk"

