

Republic of the Philippines  
**MARITIME INDUSTRY AUTHORITY**  
Parkview Plaza, 984 Taft Ave cor. TM Kalaw,  
Ermita, Manila

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**FRONTLINE SERVICE FEEDBACK**

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**Frontline Service Availed:**

Seafarers Identification & Record Book (SIRB)

Certificate of Proficiency (COP)

Other Services (Please check)       
**DSS OSS SRS MSS MDS**

**Promptness:**

Excellent  Very Satisfactory  Satisfactory

Fair  Unsatisfactory

**Attitude of Frontline Service Employee:**

Courteous  Accommodating  Pleasant

Discourteous  Dishonest  Others (specify)

**Did our staff assist you get the information you needed?**

Yes  No

**Do you have any complaint regarding the service/s rendered?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What do you suggest we should do to improve our services?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Client's Name (Optional)**

Date: \_\_\_\_\_  
\_\_\_\_\_

**Contact Details:**

(Please fill-up all or any of the blanks below)

Telephone: \_\_\_\_\_ CP #: \_\_\_\_\_  
Fax # \_\_\_\_\_ Email Address: \_\_\_\_\_

- DSS – Domestic Shipping Service*
- MSS – Maritime Safety Service*
- OSS – Overseas Shipping Service*
- MDS – Manpower Development Service*
- SRS - Shipyards Regulation Service*
- STCWO – Standards of Training, Certification & Watchkeeping Office*

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