



IT EQUIPMENT SERVICE REQUEST FORM

Information and Communication Technology Department

Declaration and Data Privacy Consent: The information I have given is true, correct, and complete. By submitting this form, I authorize the Philippine Ports Authority to collect, use, process and retain my personal data in accordance with the PPA's Privacy Statement and for purposes specified in this form.

ORSD FORM	Ref No.	SERVICE REQUEST (To be Accomplished by Requesting Party)	
RC		Name of Employee: <i>(Full name, First Name, Middle Name)</i>	Date/Time Reported
Detect/Problem			
Name:		User Signature	
ORSD FORM 002	Ref No.	SERVICE SLIP (To be Accomplished by ICTD Technical Personnel)	
Diagnostics		Action Taken	
Parts Replaced			
Date Received		Time Received	User Signature



Help us serve you better. Please take a moment to give us your feedback by scanning the QR code and submitting the accomplished form

Thank you!

GENERAL INSTRUCTIONS:

1. Indicate the Responsibility Center.
2. Indicate the Name of Employee
3. Indicate the Date and time reported.
4. Fill in the Detect/Problem.
5. Indicate name and affix signature of the person who requested.



PPA HEAD OFFICE

RC: _____

Doc. Ref. Code: PM:APC:____:CFB:FM:01

Revision No.: 01

Date of Effectivity: October 01, 2021

Thank you for giving us the opportunity to better serve you. We want to improve our service, please help us by answering this short survey.

(Maraming salamat sa pagkakataong kayo ay aming mapaglingkuran. Nais naming pagbutihin pa ang aming serbisyo, maaari po lamang pakisagot ang maiksing "survey" na ito.)



Yes

(Oo naman!)



No

(Hindi)

Please mark appropriate boxes with "√".

(Markahan ang mga boxes ng inyong sagot)

1. CUSTOMER EXPERIENCE

A. Efficiency *(Kaalaman at bilis ng serbisyo)*

B. Courtesy *(Magalang at madaling pakitunguhan)*

**2. DID WE SERVE YOU WELL?
(COMMENTS/SUGGESTIONS)**

*Naging maayos ba ang aming serbisyo?
(Komento/Suhestiyon):*

NAME & SIGNATURE: _____

COMPANY: _____

CONTACT NO. (required) : _____

DATE/TIME: _____

DECLARATION AND DATA PRIVACY

CONSENT:

The information I have given is true, correct, and complete. I authorize the Philippine Ports Authority to collect, use, process, and retain my personal data in accordance with the Philippines Ports Authority's Privacy Statement and for purposes of collecting Customer Satisfaction Feedback.

I agree

Maaring ihulog sa itinakdang "SUGGESTION BOX" ang kumpletong "survey" na nasa "Security/Reception Desk" na matatagpuan sa PMO Building. MARAMING SALAMAT PO!