

## **BUSINESS PERMITS & LICENSING SYSTEM (BPLS) 2017 Customer Experience Survey for Renewal of Business Permit**

### **ONLINE SURVEY INSTRUCTION**

May we request for about (3) minutes of your time to answer this survey? This will enable us to evaluate the registration processes for **Renewal of Business Permits** in your city/municipality as well as in other Local Government Units (LGUs) nationwide.

This will help your Local Government (Mayor and Council) and the National Government Agencies to improve services in your locality. All information submitted in this survey will be treated with utmost confidentiality. Please return this accomplished survey from to the surveyor.

You can accomplish this survey in any of the following modes:

#### **I. ONLINE**

1. To answer ONLINE, click this: <https://goo.gl/forms/EHWyz9z9m4VK6eNg1>
2. This link will lead you to the BPLS online survey page.
3. To begin with, just click the 'next page section'.
4. Answer all questions in order to arrive at the bottom of the survey which contains the "Submit" button.

#### **II. DOWNLOAD THE SURVEY FORM (PDF FORM TO BE SUBMITTED THROUGH EMAIL, FAX OR POST)**

1. Download the survey form via BPLS PDF Survey Form via NCC Website and print.
2. Accomplish the form by answering all questions manually.
3. After accomplishing the form, scan it and send to [admin@competitive.org.ph](mailto:admin@competitive.org.ph) via email.
4. You can also send through the following telefax numbers: (02) 890-4861
5. You may also send by post to:

C/o Mr. Faisah Dela Rosa and/or Ms. Marina Saldana  
National Competitiveness Council  
3F, Competitiveness Bureau, Tara Building  
389 Sen. Gil Puyat Avenue, Makati City 1200

Thank you for participating in this survey.

*Enabling Business, Empowering Consumers*

#### **COMPETITIVENESS BUREAU**

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