



Government Citizen Services Feedback Survey Checklist

Service Access & Availability

Evaluates ease of access to services and available channels.

How did you access the service?

- ☐ Online Portal
- ☐ Phone Call
- ☐ In-Person Visit
- ☐ Email

Approximate wait time (minutes) to access the service?

Enter a number...

Was the information about the service easy to find?

- ☐ Yes
- ☐ No
- ☐ Not Applicable

Please describe any difficulties you experienced accessing the service.

Write something...