

CITIZEN FEEDBACK ON ONE WINDOW OPERATION PERFORMANCE

Please use a black or a blue ballpoint pen to fill out this form. Use BLOCK letters only.

District: _____ Tehsil: _____
Union Council: _____ Village: _____
Name: _____ Designation: _____
CNIC: _____ Contact: _____
Full Address: _____

1. How helpful did you find the OWO in preparing your documentation and proposals?

Very helpful ☐ Somewhat helpful ☐ Not helpful ☐ Don't know ☐

2. How do you rate the performance of the one window operation staff?

Excellent ☐ Good ☐ Satisfactory ☐ Poor ☐

3. How long did it take for the OWO to assist you with the proposal?

Less Than one Week ☐ 1 to 2 Weeks ☐ 2 to 4 Weeks ☐ More than 4 Weeks ☐

4. Did you face any Issue/problem with one window Operation programme? (Multiple answers)

Long Process ☐ Too many visits to OWO ☐ Distance of OWO ☐

Any other reason: _____

5. If the OWO facility was not available, do you think you would have been able to undertake the documentation and proposal processes on your own?

Yes ☐ No ☐

6. Were the OWO staff available on duty whenever you visited the OWO?

Yes ☐ No ☐ some time ☐ Don't Know ☐

7. Do you have any suggestions? Please mention here:

Signature: _____

Date: _____