|  |  |  |  |
| --- | --- | --- | --- |
| Name  Feedback on Welfare Services/Schemes of the Staff Welfare Organization (S.W.O), Establishment Division. |  | | |
| Father Name |  | | |
| CNIC |  | | |
| Designation (with BPS) |  | | |
| In-service or Retired |  | | |
| Ministry/Division/Department |  | | |
| Status of Beneficiary | Federal Government employee | Dependent of FG Employee | Private |
| Contact Number (Office & Cell) |  | | |

General Feedback over the SWO

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Feedback | | Please tick mark the column below | | |
| Q. 1 | Do you know about Staff Welfare Organization (S.W.O) and its welfare schemes | Yes | | No |
| Q.2 | Do you know about SWO’s Regional Offices in Punjab (Lahore), Sindh (Karachi),Khyber Pakhtunkhwa (Peshawar) and Baluchistan (Quetta) | Yes | | No |
| Q.3 | Which of the following welfare schemes of SWO have you availed? | | | |
|  | Holiday Homes Murree | Yes | | No |
|  | Holiday Homes Ziarat, Quetta | Yes | | No |
|  | Holiday Homes Keenjher Lake, Thatta | Yes | | No |
|  | Wedding Halls | Yes | | No |
|  | Auditoriums | Yes | | No |
|  | Trade /Vocational Training Centre(s) | Yes | | No |
|  | Ladies Industrial Homes | Yes | | No |
|  | Hostel for Federal Government Female Employees (Civil Servants) | Yes | | No |
|  | Federal Staff Relief Fund | Yes | | No |
|  | Rehabilitation aid | Yes | | No |
|  | Coaster Service | Yes | | No |
|  | Ambulance Service | Yes | | No |
|  | Mortuary van | Yes | | No |
|  | Sports Facilities | Yes | | No |
| Q. 4 | If you are not satisfied with any of our services, have you ever reported any feedback/lodged complaint to the SWO? | Yes | No | |
| Q. 5 | If the answer to question no. 4, is in affirmative, what was the mode of your complaint/ feedback? | In writing | Verbal | |
| Q. 6 | Whether the SWO resolved your complaint satisfactorily or otherwise? | Satisfied | Not Satisfied | |

Please spare few more moments for your valuable feedback if you have availed Holiday Homes, Murree, Hostel for Federal Government Female Employees (Civil Servants), Vocational/Trade Training Centre, Ladies Industrial Home, Educational Stipend or Wedding Hall facility of Staff Welfare Organization. Your feedback will enable Federal Government to serve you in a better way.

**Following Sections of the form are for the feedback over specific services/facilities of the Staff Welfare Organization, please fill out the relevant sections:**

Feedback over Holiday Homes, Murree

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Q.1 | When did you stay at Holiday Homes, Murree? | Month & Year | | | | | | | |
| Q.2 | How long was your stay at Holiday Homes Murree? | 01 Night | 02 Nights` | | | | 03 Nights | | |
| Q. 3 | Rate our services provided at Holiday Homes, Murree  (1 being Very Good, 2 Good, 3 Average and 4 Below Average) | | | | | | | | |
| a. | General Cleanliness  (Rooms, Kitchen, Washrooms) | 1 | | | 2 | 3 | | | 4 |
| b. | House Keeping  (Mattresses, Bed Sheets, Blankets, Curtain, etc.) | 1 | | | 2 | 3 | | | 4 |
| c. | Behaviour of staff (courteous & considerate) | 1 | | | 2 | 3 | | | 4 |
| d. | Availability of water | 1 | | | 2 | 3 | | | 4 |
| e. | Overall outlook/presentation of Holiday Homes, Murree | 1 | | | 2 | 3 | | | 4 |
| Q.4 | Did you get the booking of Holiday Homes, Murree on the prescribed application or otherwise? | Simply by submitting Application Form. | | Submitted application but also had to use reference for booking | | | | Without application only on reference basis | |
| Q.5 | Did you have to pay any additional charges over and above the prescribed rent? | Yes | | | | No | | | |
| Q.6 | If ‘Yes’ provide brief detail of additional charges |  | | | | | | | |
| Q.7 | Any suggestion for improvement in Holiday Homes, Murree |  | | | | | | | |

Feedback over Trade/Vocational Training Center.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Q.1 | Mention the name and location of the Trade/Vocational Centre where you or your family member got admission |  | | | | | |
| Q.2 | Tick the training course (s) completed. | Computer  (02 Months) | | Typing  (04 Months) | | Shorthand  (06 months) | |
| Q.3 | Rate quality of training/ course  Please tick mark the column 1-4 | V. Good  1 | Good  2 | | Average  3 | | Below Average  4 |
| Q.4 | Quality of furniture | V. Good  1 | Good  2 | | Average  3 | | Below Average  4 |
| Q.5 | Quality of Machinery/Equipment | V. Good  1 | Good  2 | | Average  3 | | Below Average  4 |
| Q.6 | Overall cleanliness of the centre? | V. Good  1 | Good  2 | | Average  3 | | Below Average  4 |
| Q.7 | How this course helped you? | Started your own work | Got a job | | Any other | | No impact at all |
| Q.8 | Any suggestion with regard to improvement in the training courses? |  | | | | | | |

Feedback over Ladies Industrial Home (LIH)

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Q.1 | Mention the name and location of the Ladies Industrial Home (LIH) where you or your family member got admission |  | | | | | |
| Q.2 | Mention title of training course and its duration |  | | | | | |
| Q.3 | Rate quality of training/ course  Please tick mark the column 1-4 | V. Good  1 | Good  2 | | Average  3 | | Below Average  4 |
| Q.4 | Condition of furniture | V. Good  1 | Good  2 | | Average  3 | | Below Average  4 |
| Q.5 | Condition of Machinery/Equipment | V. Good  1 | Good  2 | | Average  3 | | Below Average  4 |
| Q.6 | Overall cleanliness of the LIH? | V. Good  1 | Good  2 | Average  3 | | Below Average  4 | |
| Q.7 | How this course helped you? | Started your own work | Got a job | Any other | | No impact at all | |
| Q.8 | Any suggestion with regard to improvement in the training courses |  | | | | | |

Feedback over Wedding Halls

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Q.1 | Please mention the location/city of the SWO from where you availed this facility? |  | | | | | | |
| Q.2 | Please rate the cleanliness and tidiness of the Hall | V. Good  1 | Good  2 | | Average  3 | Below Average  4 | | |
| Q.3 | Did you get the booking of Wedding Hall on the prescribed application or otherwise? | Simply by submitting Application Form. | | Submitted application but also had to use reference for booking | | | Without application only on reference basis | |
| Q.4 | Whether the SWO Management charged you prescribed rent or otherwise? | Charges as per rate | Over Charged | | | Under Charged | | |
| Q.5 | Rate quality of service  Please tick mark the column 1-4 | V. Good  1 | Good  2 | | Average  3 | | | Below Average  4 |
| Q.6 | Rate the conduct/behaviour of staff with whom you remained in touch during the use of service. | V. Good  1 | Good  2 | | Average  3 | | | Below Average  4 |
| Q.7 | Please provide brief detail of additional charges if paid by you |  | | | | | | |
| Q.8 | Any suggestion with regard to improvement in the Wedding Hall service |  | | | | | | |

Feedback over Educational Stipends

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Q.1 | Please mention the location/city of the SWO’s office from where you availed this facility? |  | | | | | | | |
| Q.2 | Whether procedure for collection/submission of form was friendly/easy or otherwise? | Yes | | | No | | | | |
| Q.3 | Whether Stipend Form was easy to understand/fill? | Yes | | | No | | | | |
| Q.4 | Please select the category of Educational Stipend availed. | BS 1-4 Stipend | BS 5-16 Stipend | BS 17-22 Stipend | | Merit Stipend | | Hufaz-e-Quran | |
| Q.5 | Rate quality of service  Please tick mark the relevant column 1-4 | V. Good  1 | Good  2 | Average  3 | | | Below Average  4 | | |
| Q.6 | Rate the conduct of staff with whom you remained in touch for submission/completion of stipend process. | V. Good  1 | Good  2 | Average  3 | | | Below Average  4 | | |
| Q.7 | Did you receive full approved amount of stipend from concerned DDO of respective Ministry/Division/Organization. | Yes | | | No | | | |
| Q.8 | If any deductions were made please provide detail |  | | | | | | |
| Q.9 | Any suggestion for betterment of Educational Stipend scheme |  | | | | | | |

Feedback over Hostel for Federal Government Female Employees (Civil Servants)

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Q.1 | Rate quality of service  Please tick mark the relevant column 1-4 | V. Good  1 | Good  2 | | | Average  3 | | | | Below Average  4 | |
| Q.2 | Did you get the allotment of accommodation on the prescribed application or otherwise? | Simply by submitting Application Form. | | | Submitted application but also had to use reference for allotment | | | | Without application only on reference basis | | |
| Q.3 | Whether the Hostel Management charged you prescribed security, rent and utility charges or otherwise? | Charges as per rate | | | Over Charged | | | | Under Changed | | |
| Q.4 | If you were made to pay additional charges other than covered under the rules, please provide brief detail. |  | | | | | | | | | |
| Q.5 | Whether the allotment of room on sharing basis was on merit or otherwise? | On Merit | | | | Not on merit | | | | | |
| Q.6 | Please rate the condition of cleanliness and tidiness of the Working Women Hostel. | V. Good  1 | | Good  2 | | | Average  3 | | | | Below Average  4 |
| Q.7 | Rate the conduct/behaviour of staff during the use of facility. | V. Good  1 | | Good  2 | | | Average  3 | | | | Below Average  4 |
| Q.8 | Rate the security arrangements of Hostel facility? | V. Good  1 | | Good  2 | | | Average  3 | | | | Below Average  4 |
| Q.9 | How did you find the complaint redressal mechanism of hostel? | Complaints are taken into account and addressed timely | | Complaints are taken into account but not addressed timely | | | | Complaints are not taken into account at all | | | |
| Q.10 | Please give suggestion for the improvement of the living condition and facilities of the hostel. |  | | | | | | | | | |