




**DIRECTORATE GENERAL OF DRUG ADMINISTRATION
MINISTRY OF HEALTH AND FAMILY WELFARE, BANGLADESH**

Authorized Personnel Only

| Annex-3 | | | | | | |
|---|---|----------------|-------------|---|----------|---|
|  | FORM Title: Customer satisfaction measurement form | | | | |  |
| Form No. | Version No. | Effective Date | Review Date | Authorized by | Date | Page No. |
| NRA-RS-010/F03-01 | 02 | MAR' 23 | MAR' 28 |  | 15.03.23 | 01 of 03 |

Dear valued customer

In order to continually improve our services, DGDA would highly appreciate to receive your feedback on our performance in handling your complaint. Your feedback will be used to better meet your needs in the future.

Please take a few moments to complete this form, and e-mail it back to dgda.gov@gmail.com or fax it back to us at +8802 9880854.

Customer Details:

| | | | |
|---------------------------|--|-------------------|--|
| NAME: | | SIGNATURE: | |
| DESIGNATION: | | DATE: | |
| Organization: | | Phone No: | |
| Address: | | | |
| Customer feedback: | | | |
| | | | |



Please answer the questions on the next page using these number values to rate answer:

- 1= Very poor / Strongly disagree
- 2= Poor / Disagree
- 3= Average / Not sure
- 4= Good / Agree
- 5= Excellent / Strongly agree

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| NRA-RS-010/F03-01 | 02 | MAR' 23 | MAR' 28 | <i>(Signature)</i> | 15.03.23 | 02 of 03 |
| Topic | | | | | | |
| 1. Process Attributes of DGDA | | | | | | |
| | 1 | 2 | 3 | 4 | 5 | |
| a. Consistency in policies and procedures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| b. Convenient feedback mechanisms | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| c. Ease of communication, including follow-up | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| d. Resource management | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| e. Problem solving and attempts to remove barriers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| f. Prompt handling of complaints | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 2. Quality Attributes of DGDA | | | | | | |
| | 1 | 2 | 3 | 4 | 5 | |
| a. Accessibility | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| b. Courteousness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| c. Flexibility | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| d. Knowledge ability of personnel | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| e. Listen well | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| f. Reliability and Trustworthiness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| g. Timeliness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. DGDA Customer-interaction Standards | | | | | | |
| | 1 | 2 | 3 | 4 | 5 | |
| a. Fair, courteous and professional behavior | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| b. Shared information are accurate and current | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| c. Timely responses to requests | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| d. Reasonable access to appropriate staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| e. Confidence that efforts are made to assure that regulated products in the marketplace are in compliance with DGDA laws and regulations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| f. Two-way communication | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| g. Opportunities for collaboration and partnerships, as appropriate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| h. Participation in the DGDA's decision-making process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| i. Consideration of their opinions and concerns by the agency | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| j. Consumers receive accurate and timely health information about regulated products | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| k. Health Professionals receive timely information that will assist them in advancing and protecting the public health | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

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| Topic | | | | | | | | | | | | | | |
| 4. Other Government Agencies involvement | | | | | | | 1 | 2 | 3 | 4 | 5 | | | |
| a. Cooperation from the DGDA in maximizing efficient use of resources, eliminating duplication of efforts and carrying out collaborative efforts | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| b. Technical assistance, training and guidance | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| 5. Pharmaceutical Industry should receive | | | | | | | 1 | 2 | 3 | 4 | 5 | | | |
| a. Harmonized and consistent regulatory procedure | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| b. Timely review of product applications | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| c. Professional treatment in resolving disputes | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| d. Fair application of laws and regulations in enforcement activities | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| e. Fair and consistent inspections and product application reviews | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| f. Respect in the agency's performance of duties and responsibilities | | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| Additional Comments / Areas you feel need improvement: | | | | | | | | | | | | | | |

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