

Feedback on Welfare Services/Schemes of the Staff Welfare Organization (S.W.O), Establishment Division.

Name			
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)

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)

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 Charged	
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.				