



RADICADO NO.: QUILLA-2025-0311922

BARRANQUILLA 15 diciembre 2025.

SIR/MR
ANONYMOUSBARRANQUILLA
En referencia al Radicado No. EXT-QUILLA-2025-0263830**Asunto: POOR CUSTOMER SERVICE**

Dear

We would like to inform you that the Citizen Attention Office of the General Secretariat is responsible for progressively developing and implementing policies that improve the delivery of Citizen Services. As part of the activities established in our citizen service policies, we conduct permanent monitoring of the performance, availability, and effectiveness of our service lines regarding citizen satisfaction. We thank you in advance for bringing this particular situation to our attention; we will follow up to clarify the events, provide a prompt solution, and continue our improvement process to achieve the goals set by our department.

VANESSA MARIA BALLESTEROS MARTINEZ

JEFE OFICINA

OFICINA DE RELACIÓN CON EL CIUDADANO

Aprobado el: 15/diciembre/2025 09:19:00 a. m.

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Anexo:

	Nombre del funcionario	Documento Firmado Digitalmente
Proyectó y elaboró	Audry Sanjuan Pacheco	asanjuanp [12/diciembre/2025 03:40:01 p. m.]
Aprobó	Vanessa Maria Ballesteros Martinez	vballesteros [15/diciembre/2025 09:19:00 a. m.]