



Republic of the Philippines
MANGALDAN WATER DISTRICT

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Management
System
ISO 9001:2015
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ID 2109550216



CITIZEN/CLIENT SATISFACTION REPORT

a. Description of the Citizen/Client Satisfaction Survey used for each reported service.

i. Scope and Period Covered of the Citizen/Client Satisfaction Survey

The Mangaldan Water District's Customer Satisfaction Survey (CSS) covers frontline services namely New Application, Service Request, Reconnection, Relocation of Water Meter and Disconnection. Period covered is from January 1, 2019 to December 31, 2019.

ii. Methodology of the Citizen/Client Satisfaction Survey

The Mangaldan Water District's Customer Satisfaction Survey (CSS) Form was revised August 1, 2018 for a more quantitative result in monitoring. Monitoring of the said form is handled by the Document Control Officer, also in alignment of the Mangaldan Water District as an ISO 9001:2015 Certified Local Water District. Any revision of the form will be processed according to a step-by-step procedure.

Every after availment of service (e.g. New Application, Reconnection, Relocation, Request for Disconnection), maintenance men let the consumer answer the CSS form and the same will be given back to the Public Assistance and Complaints Desk (PACD) employee in-charge along with the accomplished job order slip by the Water/Sewerage Maintenance Men.

Also, the Customer Satisfaction Survey (CSS) Form is available at the paying section of the Mangaldan Water District where consumers are welcome to write their ratings, comments, reviews and other suggestions for continual improvement of the system. They can drop the accomplished CSS form on the intended box for the Customer Satisfaction Survey form.

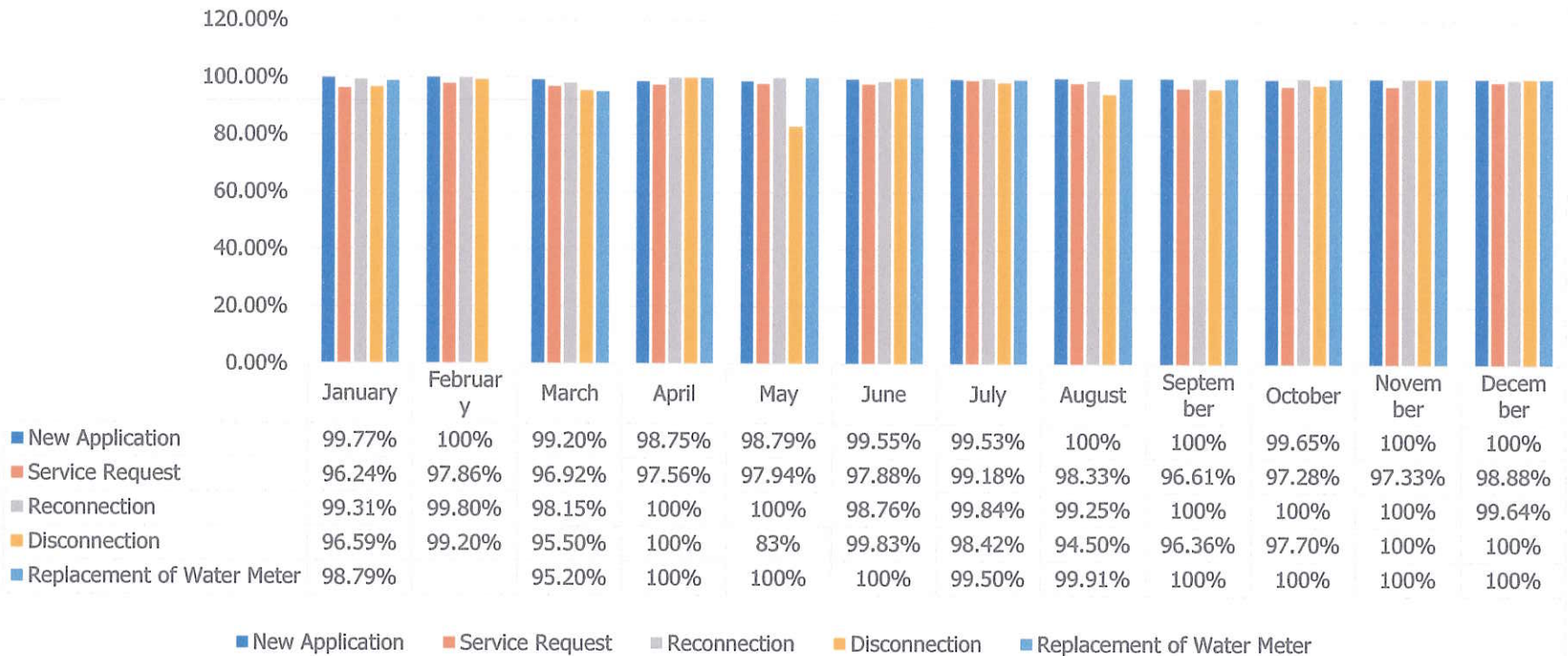
Monitoring of the CSS forms will be done every end of the month by the Document Control Officer. Its results will be forwarded to the Head of the Commercial Division, Mrs. Violeta O. Garcia for information and analysis.

“Water is life..... Use it Wisely”

b. Results of the Citizen/Client Satisfaction Survey for FY 2019

The Customer Satisfaction Survey which covered the fiscal year 2019 showed "Good" remarks for the whole year. The overall customer satisfaction score from respondents was 98.60%. It exceeded the target for the year which is 90%.

Results of the Customer Satisfaction Survey for FY 2019



Customer Satisfaction Survey Form of the Mangaldan Water District



MANGALDAN WATER DISTRICT

CUSTOMER SATISFACTION SURVEY (CSS)

In line with our commitment to understand your requirements and seek to satisfy your needs consistently, we would like to know the level of your satisfaction on the products and services we have provided. Your response will be a vital input in the review and continual improvement of our services and of our Management Systems.

We sincerely appreciate your cooperation. Thank You!

Name of Respondent (optional): _____ Date: _____

Position (optional): _____ Tel #: _____

Please indicate your satisfaction by placing a check (✓) on the listed criteria below using the following rating scheme:

- 5 – Excellent (Meets customer satisfaction with excellent service)
- 4 – Good (Meets customer satisfaction)
- 3 – Average (Competitive/Acceptable)
- 2 – Below average (Improvement required)
- 1 – Poor (Needs immediate attention)

PERFORMANCE CRITERIA		SATISFACTION LEVEL				
		5	4	3	2	1
1.	Quality of Services Received (40%)					
	a. Services rendered are well accomplished?					
	b. Are services reliable? (i.e. availability of services, accuracy of results, etc.)					
2.	Technical Competency (30%)					
	a. MAWAD employees and staff demonstrated mastery, expertise, and overall competence on services provided?					
	b. Technical questions and concerns answered satisfactorily?					
	c. Necessary technology					
3.	Customer Relations (15%)					
	a. MAWAD employees and staff courteous and helpful?					
	b. MAWAD employees and staff listen and communicate well?					
4.	Timeliness of Service (15%)					
	a. Requests, complaints and feedback are handled and responded to promptly?					
	b. Services and technology delivered timely?					

Please indicate below your other concerns or suggestions on how we can further improve our services.

Kindly return the accomplished form to any representative of MAWAD. Once again, thank you for taking time to answer this survey!

c. Results of their action plan reported in the FY 2018 PBB

There was no observation that needs improvement since it was the first year of the integration of the feedback mechanisms and citizen/client satisfaction measurement in their process improvement efforts. Hence, there was no Improvement Action Plan for FY 2019.

d. Continuous Improvement Plan for FY 2020

The result of the FY 2019 Customer Satisfaction Survey showed good result and considering that the District continuously observe and comply all the regulatory and statutory requirements of the different government agencies, there is still no Improvement Action Plan for FY 2020.

However, where applicable, actions taken or best practices resulting from the Customer Satisfaction Survey shall be integrated in the Quality Management System including possible revision of the MAWAD policies and procedures.

Results of customer perception monitoring including actions taken shall be presented in the Management Review done at least once a year after the Internal Quality Audit of the Agency.

The Mangaldan Water District will be targeting 90% overall customer satisfaction score for FY 2020.

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Noted by:


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