



Republic of the Philippines
MANGALDAN WATER DISTRICT

Serafica St., Mangaldan, 2432 Pangasinan
Tel. Nos. (075) 523-5884; (075)653-0574



Management System
ISO 9001:2015
www.tuv.com
ID 310580276



CERTIFICATION

This is to certify that the MANGALDAN WATER DISTRICT has reviewed and improved its Citizen's Charter in compliance with President Rodrigo R. Duterte's directive "to reduce requirements and the processing time of all applications, from the submission to the release". The new format of the Citizen's Charter provided by the Anti-Red Tape Authority has been duly complied with and was submitted to ARTA last August 5, 2020.

The same was posted in the lobby area of the Mangaldan Water District for the information of its stakeholders.

This certification is being issued in compliance with the Civil Service Commission Memorandum Circular No. 14, s. 2016 and as a Citizen/Client Satisfaction requirement for our PBB FY 2020.

Issued this 12th of March, 2020 this office.


MARLYN C. DE GUZMAN
Division Manager B – Administrative

NOTED BY:


ENGR. MARCELO M. PETONIO
General Manager B

“Water is life..... Use it Wisely”



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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, 2020 to December 31, 2020.

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.

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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 2019 PBB

Agency’s action plan reported in the FY 2019 PBB showed no occurrence of major complaint. Thus, no action plan was required.

Also, the QMS of the District also revealed zero (0) major nonconformity and zero (0) minor nonconformity. This shows that the organization has established and maintains an effective system to ensure compliance with its policy and objectives. Similarly, the organization’s management system complies with, adequately maintains and implements the requirements of the standard.

d. Continuous Agency Improvement Plan for FY 2021

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 annually after the Internal Quality Audit of the Agency.

Prepared by:


DEMMEE G. CARBONEL
Document Control Officer

Approved by:


VIOLETA O. GARCIA
Division Manager B - Commercial

Noted by:


ENGR. MARCELO M. PETONIO
General Manager