



Republic of the Philippines  
**MANGALDAN WATER DISTRICT**

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

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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, 2021 to December 31, 2021.

#### **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's Quality Management System ISO 9001:2015. 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.

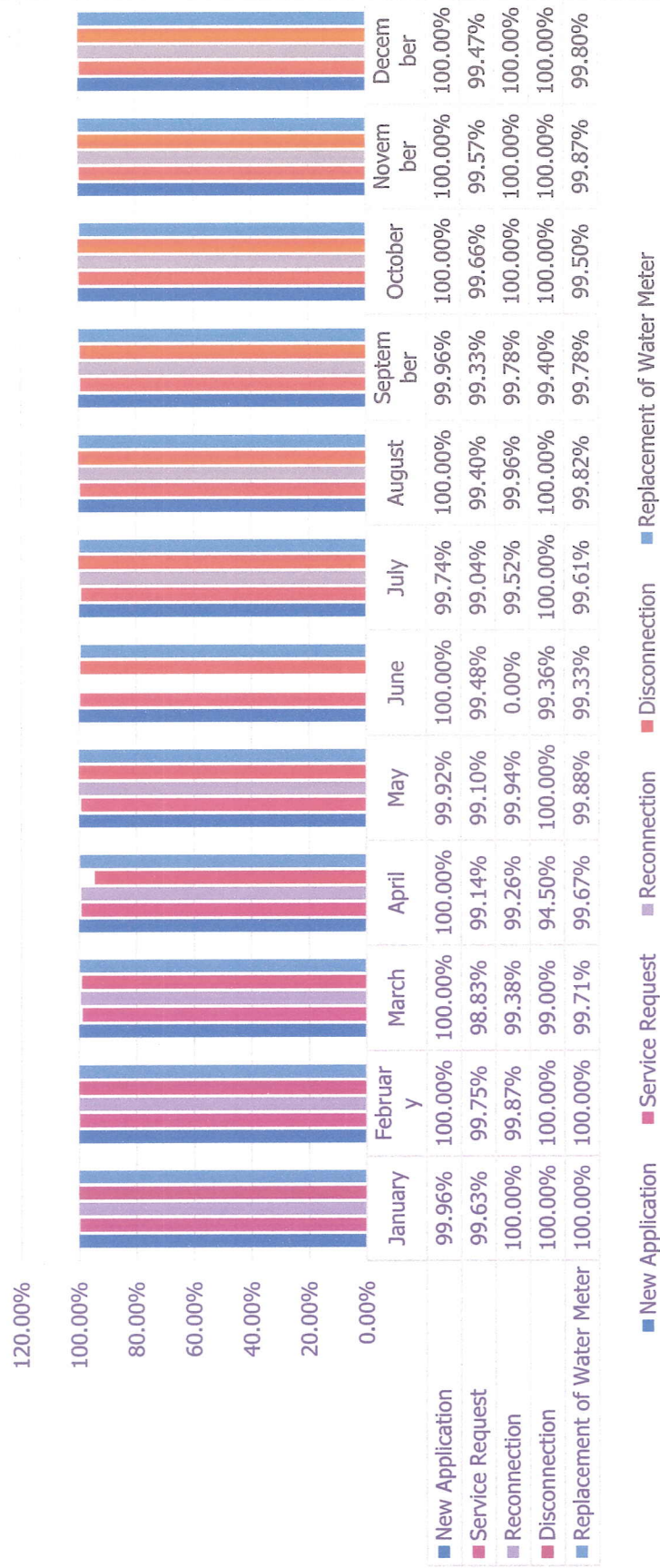
Monitoring of the CSS forms will be done every end of the month by the Document Control Officer. Its results will be forwarded to Ms. Cecille A. Fabia, Officer-in-Charge for Commercial Division for information and analysis.

*“Water is life.... Use it Wisely”*

### b. Results of the Citizen/Client Satisfaction Survey for FY 2021

The Customer Satisfaction Survey which covered the fiscal year 2021 showed "Good" remarks for the whole year. The overall customer satisfaction score from respondents was 99.64%. It exceeded the target for the year which is 90% per month.

Results of the Customer Satisfaction Survey for FY 2021



# 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. <b>Quality of Services Received (40%)</b>	a. Services rendered are well accomplished?					
	b. Are services reliable? (i.e. availability of services, accuracy of results, etc.)					
2. <b>Technical Competency (30%)</b>	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. <b>Customer Relations (15%)</b>	a. MAWAD employees and staff courteous and helpful?					
	b. MAWAD employees and staff listen and communicate well?					
4. <b>Timeliness of Service (15%)</b>	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.

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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 2020 PBB**

Agency's action plan reported in the FY 2020 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 from last Audit. 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 2022**

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.

Likewise, the scope of our Quality Management System ISO 9001:2015 is already Standardization of Frontline Services however, we will be maintaining all the processes we started together with the monitoring.

Prepared by:



**DEMMEE G. CARBONEL**  
*Utilities/Customer Service Assistant A*  
*Document Control Officer*

Approved by:



**CECILLE A. FABIA**  
*Utilities/Customer Service Officer A*  
*Officer-in-Charge - Commercial*

Noted by:



**ENGR. MARCELO M. PETONIO**  
*General Manager*