

Polomolok Water District

2020 CUSTOMER SATISFACTION SURVEY REPORT

PURPOSE

PolWD undertake the conduct of the Customer Satisfaction Survey to:

1. Gain better understanding of the customer's needs / expectations.
2. Identify areas that needs improvement.
3. Establish baseline to measure future progress,
4. Determine the satisfaction level of PolWD customers.
5. Comply with AO25 IATF.

LIMITATIONS

In undertaking the survey, a number of problems were faced. Thus, the study has its limitations.

1. Customer's willingness. Most respondents declined to fill-up the survey form due to time constraint, on the rush because they still have somewhere to go.
2. Some customers are not very willing to provide appropriate data.

QUESTIONS

To make it easy for the respondents to answer the questionnaire on Customer Satisfaction Survey, Pol. WD used the forms of questions below.

1. Open-ended: These questions allow the respondent to answer a query in his/her own words.
2. Dichotomous (yes or no): These permit only answers of "yes," "no," or "no opinion" as acceptable responses.
 - a. Malinis po ba ang kalidad ng inyong tubig?
 - b. Palagi po bang may tubig sa inyo?
 - c. Kontento po ba kayo sa serbisyo n gaming mga empleyado?
 - d. Sa anong serbisyo po bva kao nasisiyahan?
 - e. Sa anong serbisyo po ba kayo may reklamo?
 - f. Komportabel po ba kao sa aming pasilidad?
 - g. Sa pangkalahatan, nasisiyahan po ba kayo sa aming serbisyo?

METHOD

The direct method was used in the conduct of the survey. Customer transacting business inside the District premises and sub-collection offices were randomly approached to fill-up the survey form and write their comments / suggestions or recommendations to further improve PolWD services.

INSTRUMENTATION

The questionnaire used in the conduct of the survey was self-made. Language used is English with translation to Filipino. Attached is a sample questionnaire used in the conduct of the survey.

RESULTS

PARAMETERS	2020	
	SATISFIED	NOT SATISFIED
1. RELIABILITY (Quality)	9.51%	0.50%
Water Quality	9.81%	0.19%
Water Supply	9.20%	0.80%
2. ACCESS & FACILITIES	9.67%	0.33%
3. FRONTLINE SERVICES	9.74%	0.26%
Responsiveness		
Communication		
Costs		
Integrity		
Assurance		
Outcome		
OVERALL SCORE	9.64%	0.36%



POLOMOLOK WATER DISTRICT
Polomolok, South Cotabato

CUSTOMER SATISFACTION SURVEY
CONFIDENTIAL WHEN ACCOMPLISHED

I am happy with your ...
Ako ay masaya sa inyang ...

YES NO

I. WATER QUALITY (Malinis po ba ang kalidad ng tubig?)

II. WATER SUPPLY (Palagi po bang may tubig sa inyo?)

III. PERSONNEL SERVICES (Kuntento ba kayo sa serbisyo ng mga empleyado?)

a. In what area are you satisfied?

(Sa anong serbisyo po kayo nasisiyahan?)

b. In what area do you have complaints?

(Sa anong serbisyo po kayo may reklamo?)



YES NO

IV. OFFICE FACILITIES (Komportable po ba kayo sa aming pasilidad?)

Do you have any comments / suggestions to further improve our services?

Mayroon ba kayong anumang mga puna o mungkahi upang mas lalo pang mapabuti and aminang serbisyo?

CUSTOMER'S DETAILS

Name : _____

Address : (REQUIRED) _____

Contact No. : (REQUIRED) _____

Please drop this form in the box near the Public Information and Assistance Desk (PIAD).

Thank You.

REPORT LEAKS AND ILLEGAL CONNECTIONS.

CALL WD HOTLINE NO. 500-9400 or TEXT CP NO. 09179425459

We have 24/7 maintenance monitoring

POLOMOLOK WATER DISTRICT
National Highway, Polomolok, South Cotabato

RESULT OF AGENCY ACTION PLAN REPORTED IN FY 2019 PBB

Parameters	Issues/ Concerns	Action Plan	Responsible Division	Status of Implementation	
1. Water Supply	intermittent water supply to low to no water in some areas	Implement the P110M water supply system improvement project from Brgy. Pagalungan to Siwaly-8 ; replacement of undersized pipes with bigger sizes	EOD-CMS	Notice to Proceed issued to CB Garay on October 19, 2020	
		install PRV's ; Implement valving scheme	EOD-CMS	PRV's inatalled in various areas ; valving scheme continuously implemented	
		increase production capacity of well or develop new wells	EOD-PS	2 water sources completed (PS 10 and 11)	
2. Water Quality	Smell of chlorine in the water	Inform the customers thru the orientation to new service connection applicants that chlorine is used to make the water safe for human consumption ; The amount of chlorine used is in accordance with the Philippine National Standard for Drinking Water (PNSDW) ; Barangayan	CD	orientation to new service connection applicant conducted twice a week (Tuesday and Thursday) is continuously implemented ; started the one-on-one orientation to Sr. Citizens, pregnant women, person with disability anytime (working hour only) at their convenience. included in the customers handbook.	
		Presence of sand and dirt in the water	Inform the customers thru the orientation to new service connection applicants that the sand in the water is due to the siphoning of particles during water interruption ; customers should not immediately open faucets to give the District enough time to conduct flushing of water lines ; Barangayan	CD	
		Encourage customers to give some time to PoIWD to conduct flushing of water lines thru orientation and Barangayan	CD / EOD-CMS	continuously implemented	

Parameters	Issues/ Concerns	Action Plan	Responsible Division	Status of Implementation
3. Personnel Services	1. Finance Division – Cashiering			
	Limited number of tellers / cashiers	Hire additional tellers / cashiers and payment windows in the main office	AD-HR and FD	done January 2020
	Lack of awareness on online payment and sub-collection offices	Decongest No. of customers paying at PoIWD office by increasing customer awareness on the online payment / e-service of LBP thru inclusion in the orientation, posting in FB page, website, SMS, newsletter, calendar and radio	CD ; OGM-MIS and PR	continuously implemented ; topic included in the orientation and publication (Tuburan) ; posted in fb page, etc.
	Some cashiers are not smiling when accommodating customers	Enhance customer-focused services. Equip frontliners with the needed skills by sending/ allowing them to attend seminars/ trainings on customer service	AD-HR ; All frontliners	included in PRAISE is the awarding of Best Teller.
	Employees are cutting in line when paying bills	Inform employees not to cut lines when paying bills	OGM	Reminded the employees through an announcement in the morning assembly
	2. Commercial Division			
	No water bill received / delayed delivery of water bills		CD	
	abrupt increase in water bill for the month	Conduct visual inspection of the connection and inform the customer of the discovery (undetected leak, defective water meter, actual usage, etc.	CD	continuously conducted by field investigator
	high minimum charge	Inform customers attending orientation of PoIWD water rate which is 5% of the income of the Lowest Income Group ; Prepare a comparison of prices of commodities and water including benefits of having water within reach	CD	orientation on the affordability of PoIWD water rate continuously implemented
	2. Engineering and Operations Division			
Response time on maintenance	Inform customers requesting maintenance that service is on first come first serve basis.	All Division receiving the request and guard on duty	continuously implemented ; included in the orientation	

Parameters	Issues/ Concerns	Action Plan	Responsible Division	Status of Implementation
	Delayed receipt of information and advisories	Require customers to update their contact number with PoIWD during survey in case they are one of the respondents; thru the PACD; post reminder in FB page ; send SMS at least once a month ; include in the orientation	OGM-MIS ; PR	implemented / posted
		include in the water bill the importance of updating their contact numbers	CD	for implementation
		allocate budget for the purchase of SMS / text blast modem	OGM-MIS	not yet purchased but with PR
4. Office Facilities	Inadequate space of customer's orientation room	Request the construction of seminar room	CD	Transfer to new seminar room in the EOD building upon completion (ongoing construction)
		Conduct a one-on-one orientation for sr. citizens, persons with disability, pregnant women and women with children	CD	continuously implemented as the need arises
	Congested lobby area and insufficient chairs especially during due dates	Include in the orientation to new service connection applicants awareness at the same time encourage the utilization of e-payment service of LBP and the existence of sub-collection offices in Gaisano and Cannery to avoid overcrowding especially during due date.	CD	continuously implemented
		Post other payment option in the FB page, website and announce in the radio	OGM-MIS ; PR	implemented / posted

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CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2021

PARAMETER	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE	
RESPONSIVENESS	1. Leaking pipe	Point out in the information dissemination during the orientation to the applicants for new water service connection the customers responsibility 1) report all leaks 2) maintenance of leaking pipe after the water meter among others	CD	
		Remind customers thru SMS / textblast, FB, calendar and publication (Tuburan) of their responsibility as customers re: leaking pipes	OGM	
		Encourage customers to report all leaks thru AGAS Patrol	OGM	
	2. Response time on request for maintenance	Include in the information dissemination during the orientation to the applicants for new water service connection that response time is on first come, first serve basis	CD	
		Remind customers thru SMS / textblast of that response time is on first come, first serve basis (monthly)	OGM	
	3. Request for transfer of water meter	Stress during the orientation to the applicants for new water service connection that request for transfer of water meter should be done personally or thru a written notice.	CD	
	4. Online payment and additional teller	Include in the orientation to the applicants for new water service connection of the online payment thru the LBP e-payment services	CD	
		Inform customers thru SMS / textblast of the online payment thru LBP e-payment services (monthly)	OGM	
	RELIABILITY	1. Water Quality		EOD=PS
		1.1 chlorine in the water	Inform the customers thru the orientation to new service connection applicants that chlorine is used to make the water safe for human consumption ; The amount of chlorine used is in accordance with the Philippine National Standard for Drinking Water (PNSDW)	CD
	1.2 small particles / sand	Inform the customers thru the orientation to new service connection applicants that the sand in the water is due to the siphoning of particles during water interruption, hence, customers should not immediately open their faucets to give the District enough time to conduct flushing.	CD	
	1.3 odor	Inform the customers thru the orientation to new service connection applicants that the odor in the water maybe due to the presence of chlorine	CD	
	2. Water Supply			
	2.1 intermittent water supply from low to no water in some areas	Implement the P110M water supply system improvement project from Brgy. Pagalungan to Siwaly-8 ; replacement of undersized pipes with bigger sizes	EOD-CMS	
		Install PRV's and implement valving scheme	EOD-CMS	
		increase production capacity of well or develop new wells	EOD-PS	

PARAMETER	ISSUES / CONCERNS	ACTION PLAN	RESPONSIBLE
	2.2 water pressure	Inform the customers thru the orientation to new service connection applicants that high water pressure causes water to become bubbly and milky white but it is safe for drinking ; High water pressure is necessary to improve water supply to elevated areas	CD
ACCESS & FACILITIES	1. closure of sub-collection offices	Inform the customers thru the orientation to new service connection applicants that sub-collection office at Brgy. Cannery resume and will be open daily instead of 2x a week	CD
		Inform customers thru SMS / textblast of the new schedule	
		Engage other payment services in addition to LBP ePayment services.	FD
	2. messy queue / uncomfortable waiting area	Replace the sackoline with elevated GI roof in the temporary waiting area. Instruct the guard to ensure proper queuing of customers.	AD
	3. waterline going to residence	Inform the customer of the incoming implementation of P110 M improvement project that will resolve problem on low pressure in their area.	EOD
COMMUNICATION	1. No/Delayed information dissemination	Purchase additional modem for SMS alert/textblast.	AD-Procurement
		Require customers to update contact number.	CD
COSTS	1. Penalty	Inform the customers thru the orientation to new service connection applicants that penalty is imposed if payment is not made after due date.	CD
		Encourage / remind customers of their due date to avoid penalty thru SMS alert / textblast	CD
	2. increased billing	Inform the customers thru the orientation to new service connection applicants that among the responsibility of the customer is 1) the conduct of visual inspection of their connection from time to time to immediately detect leaks 2) water bill depends on the usage/consumption	CD
	3. high service connection charge / material costs	Inform the customers thru the orientation to new service connection applicants that the service connection charge is for the lifetime maintenance of mainlines and service connection lines. Material costs depends on the acquisition cost which cannot be controlled by the WD.	CD
	4. Series / Tee connection	Inform the customers thru the orientation to new service connection applicants of PoWD policy on series/tee connection re: authority from the original owner to tap	CD
	5. No in-charge to talk to for discount on billing	Ensure that in-charge of billing has designated an employee to answer queries on his/her behalf in case of work-from home schedule.	CD
INTEGRITY	None		
ASSURANCE	None		
OUTCOME	None		

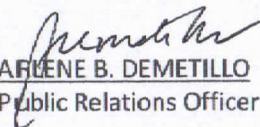
Republic of the Philippines
POLOMOLOK WATER DISTRICT
National Highway, Polomolok, South Cotabato

AGENCY BEST PRACTICE REPORT


Title of best practice in service quality or productivity conducted in FY 2020	Department/ Agency	Delivery Unit Responsible	Best Practice Thematic Area	Summary of Practice/Initiative	Background and Problem	Milestone Results
(1)	(2)	(3)	(4)	(5)	(6)	(7)
Provision of updated information on water interruption thru SMS link to FB page	Polomolok Water District	Office of the General Manager - MIS	Innovative and relevant	SMS / textblasting of advisories / announcements on water interruption only is automatically posted in FB page	-Back-up in sending SMS of advisories / announcements on water interruption -Sending of SMS not real time -some customers change contact number without updating their given contact number at PolWD but retain their FB account -After office hours, Saturdays, Sundays and Holidays advisories / announcements of water interruption not immediately posted in FB page	Updated information dissemination
Provision of maximized information dissemination on advisories, announcements and relevant information thru digital media	Polomolok Water District	Office of the General Manager - MIS	Innovative and relevant	Posted advisories, announcements and other relevant activities in FB page linked to PolWD website	-separate posting of information/s in official FB page and website.	Maximized information dissemination
Provision of accessible sub-collection office for a convenient and comfortable transaction	Polomolok Water District	Finance Division	Citizen-centric service	Sub-collection office at Brgy. Cannery open daily from 9:00 AM-3:00 PM with no noon break instead of twice a week only.	-observance of social distancing as mandated by DOH and IATF due to covid-19 -increasing number of paying customers at sub-collection office	Convenience of location and comfortable transaction

					-less transportation expense in the part of the customers since sub-collection is located within their area.	
Provision of orientation room for applicants for new water service connection	Polomolok Water District	Commercial Division	Citizen-centric service	Provide permanent orientation room for applicants for new water service connection	Lack of permanent designated area for the conduct of orientation to new applicants for a water service connection	Inclusion of permanent designated area in the construction of new building
Special accommodation of Sr. Citizens, pregnant women and those with children and person with disability in attending the orientation for new water service connection	Polomolok Water District	Commercial Division	Citizen-centric service	Special one-on-one orientation for Sr. Citizens, pregnant women and those with children and person with disability.	-For the Sr. Citizens, pregnant women and those with children and person with disability not to come back on the scheduled date and time just to attend the orientation for the applicants for new water service connection	Prioritized services provided to Sr. Citizens, pregnant women and those with children and person with disability
Provision of online payment option (LBP e-services)	Polomolok Water District	Finance Division	Innovative and relevant	Entered into a MOA with LBP for their e-payment service to decongest PoIWD office specially due date/s	-Congested office area during due date/s -lack of enough space for social distancing as mandated by DOH and IATF	Convenient and comfortable transaction in the part of the customers

Prepared By:


ARLENE B. DEMETILLO
 Public Relations Officer

Noted By:


ENGR. SOLITO T. TORCUATOR
 General Manager