

POLOMOLOK WATER DISTRICT

Client Satisfaction Measurement Report 2024

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I. Overview

The Polomolok Water District is a Government-Owned and Controlled Corporation (GOCC) located at National Highway, Polomolok, South Cotabato, with a Certificate of Conditional Conformance (CCC) No. 153 issued by the Local Water Utilities Administration (LWUA) on June 19, 1981.

The Anti-Red Tape Authority (ARTA) is a national government agency created under R.A. 11032 to monitor and ensure compliance with the national policy on anti-red tape and ease of doing business in the Philippines.

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. Per 6.7.3 of ARTA M.C. No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

PolWD management issued an Office Order No. OGM-OO-2024-01-01 dated January 11, 2024, for the creation of the Committee on Anti-Red Tape Act.

The survey used the standard harmonized CSM questionnaire. It asked clients demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions.

1. Responsiveness – the willingness to help, assist, and provide prompt service to citizens/clients.
2. Reliability – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate,
3. Access and Facilities – the convenience of location, ample amenities for comfortable transactions, use of clear signage, and modes of technology.
4. Communication – the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
5. Costs – the satisfaction with timeliness of the billing, billing process/es, preferred method of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
6. Integrity – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.

7. Assurance - activities used to fulfill requirements for quality
8. Outcome – the extent of achieving outcomes or realizing the intended benefits of services.

Effective CY 2024, PolWD conducted internal and external survey of services. A total of 5,115 customers responded to the survey. 3,554 for external and 1,561 for internal services.

Below is the summary of results for the Citizen's Charter (CC).

| | Score |
|----------------|--------|
| CC Awareness | 80.84% |
| CC Visibility | 74.49% |
| CC Helpfulness | 74.49% |
| Response Rate | 1.74% |
| Overall Score | 98.78% |

II. Scope

a. Period covered

The survey was conducted to both the internal and external clients of PolWD after completion of their transactions from January to December 2024.

b. Geographic and Office coverage

The coverage area of Polomolok Water District services is the Municipality of Polomolok, Province of South Cotabato, Region XII.

c. List of services surveyed, responses, and total number of transacting clients

The services surveyed by Polomolok Water District were the following:

| EXTERNAL SERVICES | RESPONSES | MINIMUM NO. OF RESPONDENTS (sampling calculator in the CSM Guidelines) | NO OF TRANSACTIONS ANNUALLY |
|---|-----------|---|-----------------------------|
| 1. Application for Change of Account Name | 97 | 92 | 120 |
| 2. Application for New Service Connection | 328 | 304 | 1,447 |
| 3. Application / Renewal of Senior Citizen Discount Privilege | 285 | 282 | 1,056 |
| 4. Granting of Promissory Notes for Water Bill Payment | 400 | 369 | 9,460 |
| 5. Handling of Complaints | 271 | 263 | 831 |
| 6. Location Transfer of Service Connection | 34 | 33 | 36 |
| 7. Reconnection of Water Service Connection | 405 | 367 | 8,282 |
| 8. Temporary Disconnection | 189 | 189 | 371 |
| 9. Water Meter Efficiency Test | 307 | 307 | 1,518 |
| 10. Payment of Water Bills | 794 | 384 | 257,588 |

| 11. Processing of Payment of Claims (External) | 78 | 69 | 84 |
|--|--------------|---|-----------------------------|
| 12. Issuance of Employment Service Records (for separated employees) | 0 | 0 | 0 |
| 13. Maintenance & Repair Works | 365 | 363 | 6,704 |
| 14. Bacteriological Test (External) | 1 | 1 | 1 |
| External Service Total | 3,554 | 3,023 | 287,498 |
| INTERNAL SERVICES | RESPONSES | MINIMUM NO. OF RESPONDENTS (sampling calculator in the CSM Guidelines) | NO OF TRANSACTIONS ANNUALLY |
| 1. Processing of Payment of Claims (Internal) | 301 | 278 | 1000 |
| 2. Hiring of Plantilla Personnel | 2 | 2 | 2 |
| 3. Issuance of Employee Records | 77 | 64 | 77 |
| 4. Issuance of Authority to Travel (Foreign Travel) | 2 | 2 | 2 |
| 5. Processing of Purchase Request | 353 | 177 | 329 |
| 6. Request for Corrective Action | 10 | 10 | 10 |
| 7. Acknowledgement Receipt of Equipment | 30 | 29 | 31 |
| 8. Preparation of Inspection and Acceptance Report | 279 | 267 | 872 |
| 9. Preparation of Waste Material Report | 99 | 86 | 111 |
| 10. Requisition and Issuance of Storeroom Items | 400 | 344 | 3264 |
| 11. Bacteriological Test (Internal) | 8 | 8 | 8 |
| Internal Service Total | 1,561 | 1,267 | 5,706 |
| OVERALL TOTAL | 5,115 | 4,290 | 293,204 |

The following service had no client in CY 2024.

| |
|--|
| 1. Issuance of Employment Service Records to retired or separated employees. |
|--|

d. Sampling

i. Applied confidence level and margin of error

The survey has a 95% confidence level and 5% margin of error.

ii. Discussion of response rates

In aggregate, 5,115 internal and external customers answered the survey, from the annual total transaction of 293,204. Based on the sampling calculator in the CSM Guidelines, the minimum number of required respondents is 4,290. The number of recorded responses is higher than the minimum number of respondents. This resulted in a high response rate of 119.3% in the CSM for 2024.

However, if the response rate is based on the annual total transaction of 293,204 as against the minimum number of required respondents of 4,290 only, the response rate is 1.74%.

III. Methodology:

a. Mode of Survey Implementation

The mode of survey was face-to-face or in-person,

b. Feedback and Collection Mechanism

Survey forms were handed out and collected immediately at the end of the transaction by the frontline service in charge.

c. Scoring System

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results is as follows:

The Overall score for the 8 SQDs was computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

i. Table of the Scale and its equivalent number

| SCALE | RATING |
|-------|----------------------------|
| 5 | Strongly Agree |
| 4 | Agree |
| 3 | Neither Agree nor Disagree |
| 2 | Disagree |
| 1 | Strongly Disagree |

d. How numerical results will be interpreted

The interpretation of the results are as follows:

| PERCENTAGE | RATING |
|---------------|-------------------|
| Below 60.0% | Poor |
| 60.0% - 79.9% | Fair |
| 80.0% - 89.9% | Satisfactory |
| 90.0% - 94.9% | Very Satisfactory |
| 95.0% - 100% | Outstanding |

IV. Data and Interpretation

A. Client Demographic Profile

In general, the demographic profile of the respondents included age, sex, and client type only.

| PARTICULARS | EXTERNAL | INTERNAL | OVERALL |
|-------------------|----------|----------|---------|
| A. AGE | | | |
| • 19 and below | 73 | 0 | 1.43% |
| • 20-39 | 808 | 584 | 27.21% |
| • 40-49 | 876 | 580 | 28.47% |
| • 50-59 | 893 | 276 | 22.85% |
| • 60 and above | 896 | 119 | 19.84% |
| • Did not specify | 8 | 2 | 0.20% |
| B. SEX | | | |
| • Male | 1,572 | 1,116 | 52.55% |
| • Female | 1,974 | 445 | 47.29% |
| • Did not specify | 8 | 0 | 0.16% |

Age Group:

Most of the external respondents of PoWD were adults, with the majority falling into the 60 and above (senior adults), followed by the 50-59 (old age adults), then 40-49 (middle-aged adults), and 20-39 age range (young adults) and few teens responded to the survey.

Most of the internal respondents of PoWD were adults, with the majority falling into the 20-39 age range (young adults), 40-49 (middle-aged adults), 50-59 (old age adults), and 60 and above (senior adults). The number of employees in the productive age gets smaller as employees get older.

For the overall percentile, respondents in the 40-49 (middle-aged adults) with 28.47% actively participated in the survey, followed by 20-39 age range (young adults) 27.21%, 50-59 (old age adults) 22.85%, and 60 and above (senior adults) 19.84% and last the 19 and below 1.43% age bracket.

Sex:

1,974 of the external respondents were female compared to 1,572 male respondents. This means that most of the customers that transacts at the WD were female.

PoIWD being a water utility, is a male dominated agency, hence there were 1,116 male respondents compared to 445 female respondents.

Overall, the male respondents were higher at 52.55% and 47.29% female.

| C. REGION | EXTERNAL | INTERNAL | OVERALL |
|--------------|----------|----------|---------|
| • N/A | 1 | | 100% |
| • NCR | 1 | | 100% |
| • Region XI | 5 | | 100% |
| • Region XII | 3,547 | 1,561 | 100% |
| Total | 3,554 | 1,561 | 100% |

All 1,561 internal respondents were residents of Region XII. Most of the external respondents (3,547) were from Region 12, and very few from Region 11 and NCR and 1 that did not specify the region of origin.

| D. CLIENT TYPE | EXTERNAL | INTERNAL | OVERALL |
|--------------------------|----------|----------|---------|
| • Citizens (residential) | 3,471 | 0 | 67.86% |
| • Business (commercial) | 79 | 0 | 1.54% |
| • Government | 4 | 1,561 | 30.60% |

The water service connections of PolWD's external customers were categorized as Residential, Commercial, and Government. Hence, majority of the respondents were residential, a few commercial, and very few Government.

The 1,581 internal respondents were employees of PolWD, a Government-owned and controlled corporation.

Overall, the client type with the highest percentile was the Citizen at 67.86%, government at 30.60% and business with 1.54%.

B. Count of CC and SQD Results

80.84% of respondents knew the existence of a Citizen's Charter (CC) and saw the Districts CC. The 4.71% knew about the CC but did not see the Districts CC. 2.39% learned of the Citizen's Charter only when they saw the PolWD Citizen's Charter board, 12.06% of clients were still unaware of the CC.

Among those who knew the CC, 74.49% were able to see PolWDs CC. Somewhat easy to see, 11.30%, difficult to see 1.39%, and 0.10% not visible at all.

74.49% of clients were able to use the CC as a guide for their service. Somewhat helped 11.69%, did not help 0.86% and 12.94% not applicable.

Count of Citizen's Charter

| AWARENESS OF THE EXISTENCE OF CITIZEN'S CHARTER | RESPONSES | PERCENTAGE |
|---|-----------|------------|
| CC1. Which of the following describes your awareness of the CC | | |
| 1. I know what a Citizen's Charter is and I saw this Office's Citizen's Charter | 4,135 | 80.84% |
| 2. I know what a Citizen's Charter is but I did not see this Office's Citizen's Charter | 241 | 4.71% |
| 3. I learned of the Citizen's Charter only when I saw this Office's Citizen's Charter | 122 | 2.39% |
| 4. I do not know what a Citizen's Charter is and I did not see one in this Office | 617 | 12.06% |
| CC2. I learned of the CC only when I saw this office's CC | | |
| 1. Easy to see | 3,810 | 74.49%. |
| 2. Somewhat easy to see | 578 | 11.30% |
| 3. Difficult to see | 71 | 1.39% |
| 4. Not visible at all | 5 | 0.10% |
| 5. N/A | 651 | 12.73% |
| CC3. If aware of CC, how much did this CC help in your transaction. | | |
| 1. Helped very much | 3,810 | 74.49% |
| 2. Somewhat helped | 598 | 11.69% |
| 3. Did not help | 45 | 0.88% |
| 4. N/A | 662 | 12.94 |

Service Quality Dimension Results (External Services)

Of the 3,554 responses 3,431 agreed and strongly agreed with the SQD. A total of 193 strongly disagreed, disagreed and neither agreed nor disagreed. The SQD recorded a rating of 96.54%.

| SQD | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Responses | Rating |
|------|----------------|-------|----------------------------|----------|-------------------|-----|-----------|--------|
| SQD0 | 2,065 | 1,366 | 21 | 94 | 8 | 0 | 3,554 | 96.54% |

Of the 8 SQDs, SQD 7 Assurance achieved the highest rating of 99.18% with SQD 1 Responsiveness at 98.28% as the lowest. The 8 SQDs recorded an overall rating of 98.81%.

The data below shows the Overall rating of each Service Quality Dimension (SQD) for External Services.

| SQD | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Responses | Rating |
|------|----------------|-------|----------------------------|----------|-------------------|-----|-----------|--------|
| SQD1 | 1,971 | 1,518 | 31 | 20 | 10 | 4 | 3,554 | 98.28% |
| SQD2 | 2,001 | 1,516 | 24 | 2 | 9 | 2 | 3,554 | 99.01% |
| SQD3 | 1,900 | 1,259 | 17 | 2 | 8 | 368 | 3,554 | 99.15% |

| | | | | | | | | |
|---------|--------|--------|-----|----|----|-----|--------|--------|
| SQD4 | 1,922 | 1,499 | 40 | 2 | 9 | 82 | 3,554 | 98.53% |
| SQD5 | 1,813 | 1,319 | 33 | 5 | 6 | 378 | 3,554 | 98.61% |
| SQD6 | 2,043 | 1,467 | 32 | 1 | 8 | 3 | 3,554 | 98.85% |
| SQD7 | 2,049 | 1,476 | 20 | 3 | 6 | 0 | 3,554 | 99.18% |
| SQD8 | 2,000 | 1,503 | 29 | 5 | 7 | 10 | 3,554 | 98.84% |
| Overall | 15,699 | 11,557 | 226 | 40 | 63 | 847 | 28,432 | 98.81% |

Service Quality Dimension Results (Internal Services)

Of the 1,561 responses 1,560 agreed and strongly agreed with the SQD. 1 respondent strongly disagreed. The SQD recorded a rating of 99.94%.

| SQD | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Responses | Rating |
|------|----------------|-------|----------------------------|----------|-------------------|-----|-----------|--------|
| SQD0 | 1,335 | 225 | 0 | 0 | 1 | 0 | 1,561 | 99.94% |

Of the 8 SQDs, SQD 2 Reliability, SQD 6 Costs and SQD 7 Assurance achieved the highest rating of 100% with SQD 1 Responsiveness at 95.09% as the lowest. The 8 SQDs recorded an overall rating of 99.20%.

The data below shows the Overall rating of each Service Quality Dimension (SQD) for Internal Services.

| SQD | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | Responses | Rating |
|---------|----------------|-------|----------------------------|----------|-------------------|-------|-----------|---------|
| SQD1 | 1,131 | 302 | 21 | 2 | 51 | 54 | 1,561 | 95.09% |
| SQD2 | 1,308 | 251 | 0 | 0 | 0 | 2 | 1,561 | 100.00% |
| SQD3 | 1,004 | 198 | 0 | 0 | 1 | 358 | 1,561 | 99.92% |
| SQD4 | 1,153 | 256 | 6 | 0 | 0 | 146 | 1,561 | 99.58% |
| SQD5 | 0 | 0 | 0 | 0 | 0 | 1,561 | 1,561 | n/a |
| SQD6 | 1,341 | 187 | 0 | 0 | 0 | 33 | 1,561 | 100.00% |
| SQD7 | 1,376 | 185 | 0 | 0 | 0 | 0 | 1,561 | 100.00% |
| SQD8 | 1,309 | 235 | 2 | 0 | 0 | 15 | 1,561 | 99.87% |
| Overall | 8,622 | 1,614 | 29 | 2 | 52 | 2,169 | 12,488 | 99.20% |

C. Overall Score per Service

The overall score per service were rated 'Outstanding' (98.78%) by both the external and internal respondents.

All external services of Polomolok Water District were rated 'Outstanding' (98.81%) by the 3,554 respondents after the completion of their transactions, recording the highest rating of 100% for Bacteriological Test and Location Transfer of Service Connection at 96.24% as the lowest.

All internal services of Polomolok Water District were rated ‘Outstanding’ (98.75) by the 1,561 respondents after the completion of their transactions, recording the highest rating of 100% for Hiring of Plantilla Personnel, Issuance of Authority to Travel, Requisition and Issuance of Storeroom Items, Acknowledgement Receipt of Equipment, and Bacteriological Test (Internal) and Request for Correction Action at 90.91% as the lowest.

| EXTERNAL SERVICES | OVERALL RATING |
|---|----------------|
| 1. Application for Change of Account Name | 98.43% |
| 2. Application for New Service Connection | 99.07% |
| 3. Application / Renewal of Senior Citizen Discount Privilege | 97.13% |
| 4. Granting of Promissory Notes for Water Bill Payment | 98.62% |
| 5. Handling of Complaints | 99.77% |
| 6. Location Transfer of Service Connection | 96.24% |
| 7. Reconnection of Water Service Connection | 99.07% |
| 8. Temporary Disconnection | 99.87% |
| 9. Water Meter Efficiency Test | 99.47% |
| 10. Payment of Water Bills | 98.19% |
| 11. Processing of Payment of Claims (External) | 98.71% |
| 12. Maintenance & Repair Works | 99.91% |
| 13. Bacteriological Test (External) | 100% |
| External Service Total | 98.81% |
| INTERNAL SERVICES | OVERALL RATING |
| 1. Processing of Payment of Claims (Internal) | 99.95% |
| 2. Hiring of Plantilla Personnel | 100% |
| 3. Issuance of Employee Records | 99.81% |
| 4. Issuance of Authority to Travel (Foreign Travel) | 100% |
| 5. Processing of Purchase Request | 98.93% |
| 6. Request for Corrective Action | 90.91% |
| 7. Acknowledgement Receipt of Equipment | 100% |
| 8. Preparation of Inspection and Acceptance Report | 97.69% |
| 9. Preparation of Waste Material Report | 98.98% |
| 10. Requisition and Issuance of Storeroom Items | 100% |
| 11. Bacteriological Test (Internal) | 100% |
| Internal Service Total | 98.75% |
| Overall Total | 98.78% |

PolWD added 2 service specific questions in the Client Satisfaction Measurement (CSM). Please see below.

External (Service specific questions)

| Service Specific | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | No Response | Responses | Rating |
|------------------|----------------|-------|----------------------------|----------|-------------------|-----|-------------|-----------|--------|
| 1. Water Quality | 664 | 745 | 23 | 6 | 4 | 34 | 2,078 | 3,554 | 97.71% |
| 2. Water Supply | 581 | 660 | 59 | 113 | 22 | 34 | 2,085 | 3,554 | 86.48% |

The Water Quality recorded a rating of 97.71%. This means that 3,554 customers were satisfied with the quality of water provided by PolWD. The rating of 86.48% for Water Supply may be due to intermittent water supply to elevated areas and frequency of repairs and maintenance.

Internal (Service specific questions)

| Service Specific | Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree | N/A | No Response | Responses | Rating |
|------------------|----------------|-------|----------------------------|----------|-------------------|-----|-------------|-----------|--------|
| 1. Water Quality | 334 | 9 | 0 | 0 | 0 | 474 | 744 | 1,561 | 100% |
| 2. Water Supply | 326 | 14 | 0 | 0 | 0 | 473 | 748 | 1,561 | 100% |

The Water Quality and Water Supply recorded a very high rating of 100% from the internal customers.

D. Free Responses

| | |
|--|---|
| | |
| 1. Application for Change of Account Name (98.43%) | The process and requirements for the Application for Change of Account Name are minimal and easy to comply. |
| 2. Application for New Service Connection (99.07%) | There is transparency in the cost estimates and the process and requirements for the Application for New Water Service Connection are minimal and easy to comply. |
| 3. Application / Renewal of Senior Citizen Discount Privilege (97.13%) | The process and requirements for the Application of Sr. Citizen Discount Privilege are simple and easy to comply. |
| 4. Granting of Promissory Notes for Water Bill Payment (98.62%) | All requests for Promissory Notes are accommodated and processed accordingly. |
| 5. Handling of Complaints (99.77%) | Complaints on no billing, high consumption, and other services are immediately acted/handled by competent personnel. |
| 6. Location Transfer of Service Connection (96.24%) | There is transparency in the cost estimates, the process and requirements for the Location Transfer of Service Connection are simple and easy to comply. |
| 7. Reconnection of Water Service Connection (99.07%) | There is transparency in the cost incurred, the process is straightforward. |
| 8. Temporary Disconnection (99.87%) | The process is very easy. Temporary disconnection can be requested by the customer at any time. |
| 9. Water Meter Efficiency Test (99.47%) | The request for meter testing is simple with minimal charge. |

| | |
|--|---|
| 10. Payment of Water Bills (98.19%) | The payment for water bills is made easy by the engagement of collecting partners and online payment facilities substantially reduced the number of customers queuing during due date/s. The provision of priority lanes for Sr. Citizens, pregnant women, and persons with disability is also an advantage. Queuing of customers is facilitated by the PACD and the guard on duty. |
| 11. Processing of Payment of Claims (External) (98.71%) | <p>The process is straightforward. Upon verifying that documented information is complete, the payment of claims by the external customers are immediately processed by the Accounting Section, and check preparation is done by the Cashiering Section.</p> <p>Suppliers must only approach the Cashiering Section to claim payment for materials/supplies and other services. Other payment/s are deposited to the supplier's account as requested.</p> |
| 12. Issuance of Employment Service Records (for separated employees) | No transaction during the year |
| 13. Maintenance & Repair Works (99.91%) | The process is straightforward. Maintenance before the water meter are free of charge. Customers are only charge for maintenance after the water meter depending on the severity of work to be done as stated in the Service Connection Contract. |
| 14. Bacteriological Test (External) (100%) | The process is straightforward. The requestor only needs to submit a written request to the Office of the GM for the collection of water samples for Bacteriological test. The Bacteriological Test Result / Certificate will be issued free of charge. |
| External Service (98.81%) | All external services provided by the District to its customers were "Outstanding" |

| INTERNAL SERVICES | ANALYSIS |
|--|--|
| 1. Processing of Payment of Claims (Internal) (99.95%) | <p>Upon verifying that documented information is complete, the payment of claims by the internal customers are immediately processed by the Accounting Section, and check prepared by the Cashiering Section.</p> <p>Internal customers need to approach the Cashiering Section to claim payment of as requested.</p> |
| 2. Hiring of Plantilla Personnel (100%) | There is transparency in the hiring of plantilla personnel. The HR rigidly follows the process from posting of vacant positions to oath taking of newly hired employee. |
| 3. Issuance of Employee Records (99.81%) | Simple and easy to comply process for the issuance of employment service record. |
| 4. Issuance of Authority to Travel (Foreign Travel) (100%) | Simple and easy to comply process for the issuance of authority to travel outside the country. |
| 5. Processing of Purchase Request (98.93%) | There is a system in the application portal for the creation of Purchase Request to the preparation of Purchase Order. It can easily be accessed by the end user and the procurement personnel for monitoring of the progress of the procurement process. All signatories are prompted whenever there is request that need approval. |
| 6. Request for Corrective Action (90.91%) | There is a system in the application portal to request for corrective action. The end user must request for the corrective action from the supplier. Once corrected, the payment will be processed. |
| 7. Acknowledgement Receipt of Equipment (100%) | There is a system in the application portal where the end user must acknowledge the receipt of equipment. |
| 8. Preparation of Inspection and Acceptance Report(97.69%) | There is a system in the application portal for the Materials Planning Officer to easily prepare the Inspection and Acceptance Report required by the Finance Division for the preparation of disbursement documents. |
| 9. Preparation of Waste Material Report (98.98%) | There is a system in the application portal for the Materials Planning Officer to easily prepare the Waste Material Report to effect the disposal of unusable/expendable item/material. |
| 10. Requisition and Issuance of Storeroom Items (100%) | There is a system in the application portal to request the issuance of storeroom items. All items/materials on stock can be easily viewed by the requestor, as well as for easy monitoring and inventory of the storeroom and finance personnel. All signatories are prompted whenever there is a request that needs approval. |

| | |
|---|---|
| 11. Bacteriological Test (Internal) (100%) | The process is straightforward. After project completion, the project in-charge conducts disinfection for 24 hours. A disinfection report serves as basis for the collection of water sample/s for Bacteriological testing to verify the quality of water to be released to the new service area. |
| Internal Service (98.75%) | All internal services provided by the District to its internal customers were “Outstanding” except for the request for Corrective Action (Very Satisfactory). |

V. Results of Agency Action Plan Reported for FY 2023

| INDICATOR | ISSUES / CONCERNS | ACTION PLAN | RESPON-SIBLE | STATUS OF IMPLEMEN-TATION |
|---------------|---|---|----------------------------------|--|
| Response Time | Delayed reconnection of disconnected water service connection | <ul style="list-style-type: none"> - Emphasize in the orientation to the applicants for new water service connection the procedure for requesting re-connection; - Inform disconnected customers that reconnection is on a first-come, first-served basis; - Upon payment, advise the customer to proceed to customer service No. 6-7; - No payment, no reconnection; - Disconnection activity is in the morning only. No disconnection in the afternoon. - Grant customer request for reconnection in case disconnected Friday morning but only discovered that SC was disconnected upon return with verbal agreement to immediately settle account on the next working day. | CD | Information dissemination is a continuing activity |
| | Delayed maintenance | <ul style="list-style-type: none"> - Emphasize in the orientation to the applicants for new water service connection the following: <ul style="list-style-type: none"> • Maintenance requests are on a first-come, first-serve basis; • Customer to provide complete information when sending maintenance requests through "AGAS" Patrol. | CD OGM EOD-Const and Maint | <p>Divided maintenance crew into 2 groups to hasten maintenance activities.</p> <p>Information dissemination is a continuing activity to help reduce Non-Revenue</p> |

| | | | | |
|--------------------|--|---|--|--|
| | | <ul style="list-style-type: none"> Instruct the guard-on-duty to accept maintenance request/s in case customer personally requested the service after office hours, Saturdays, Sundays and holidays. | | <p>Water (NRW).</p> <p>Optimize the use of Maintenance Order Management System (MOMS) and AGAS Patrol.</p> <p>Provided 2 sim cards for Globe and Smart users</p> |
| Quality of Service | No water bill received | <ul style="list-style-type: none"> Emphasize in the orientation to the applicants for new water service connection that all water meters are read, usage billed, and delivered. No billing received is not an excuse for non-payment of water bills; Continue sending Billing and Disconnection Notice through SMS to service connection owner/s. Instruct Meter Readers to ensure that all water service connections are read, billed, and delivered. Post on Facebook page how to know your zone and reading schedule and disconnection date. | CD | Continuing activity |
| | Intermittent water supply from low to no water in some areas | <ul style="list-style-type: none"> Continue the implementation of rehabilitation projects (replacement of undersized pipes with bigger sized pipes; Install PRV's and implement valving scheme; | EOD-Const and Maint EOD-Water Resources | Rehabilitation of waterlines is a continuing activity |

| | | | | |
|---|-----------------------------------|--|---|---|
| | | <ul style="list-style-type: none"> - Increase production capacity of well or develop new wells - Conduct “recoreda” and water rationing during water interruptions of more than 8 hours | | |
| Communication | Delayed receipt of SMS/text blast | <ul style="list-style-type: none"> - Engage the services of the telecommunication provider for the additional line for the new modem intended for text blast - Maximize the use of Facebook page as a communication tool | EOD- Const and Maint OGM-MIS CD FD | <p>2 additional postpaid plans are used for unlimited text</p> <p>Continue the use of FB account for auto posting of advisories on water interruption</p> |
| Access and Facilities | Congested lobby during due date/s | <ul style="list-style-type: none"> - Tap additional payment / collecting partners | FD OGM | <p>Increased the number of collecting partners to 10 and 2 online service facilities (LBP linkbiz portal and EC Pay (GCash and Palawan Pay)</p> <p>Tapping of additional collecting partners is an ongoing activity</p> |
| Competence & Skill | NONE | <ul style="list-style-type: none"> - Continue training of employees / enhance customer service skill | AD-HR | Continuing activity |
| Friendliness, Courteousness, Politeness, Fair Treatment & | NONE | <ul style="list-style-type: none"> - Maintain good customer relations | All employees | Continuing activity |

| | | | | |
|------------------------------|------|---|----------------|---------------------|
| Willingness to go extra mile | | | | |
| Overall Satisfaction | NONE | - Continue to improve facilities and provide the best service | Top Management | Continuing activity |

VI. Continuous Agency Improvement Plan for FY 2025:

| SERVICE QUALITY DIMENSION | ISSUES / CONCERNS | ACTION PLAN | RESPONSIBLE |
|---------------------------|----------------------------------|--|--|
| Responsiveness | Reconnection | <ul style="list-style-type: none"> - Continue to emphasize in the orientation to the applicants for new water service connection the procedure in requesting re-connection; - Implement no disconnection in the afternoon. All disconnection of water service connection will be done in the morning only. - All reconnection requests for the day will be acted within the same day. | CD |
| | Maintenance | <ul style="list-style-type: none"> - Strengthen the campaign for AGAS Patrol and FB posting of announcements for water interruptions. - Inform customers that maintenance is done on first in first out basis. | CD EOD-Const and Maint EOD- Production |
| Reliability | Intermittent to low water supply | <ul style="list-style-type: none"> - Continue the implementation of rehabilitation projects by replacing undersized pipes with bigger sizes - Install PRV's and implement valving scheme ; - Increase production capacity of well or develop new wells | EOD-Const and Maint EOD- Production |
| | No water bill received | <ul style="list-style-type: none"> - Continue to emphasize in the orientation to the applicants for new water service connection that all water meters are read, billed, and delivered. No billing received is not an excuse for non-payment of water bills; - Provide hotline number of customer service for inquiry of their water bill. - Continue sending Billing and Disconnection Notice through SMS to service connection owner/s. - Instruct Meter Readers to ensure that all water service connections are read, billed, and delivered to the right SC owner. | CD |

| | | | |
|-----------------------|---|--|--|
| Access and Facilities | Congested waiting area during due dates | <ul style="list-style-type: none"> - Continue availing the services of collecting partners - Tap additional payment / collecting partners - Continue information dissemination re: collecting partners | FD OGM |
| | Access to adequate water supply | <ul style="list-style-type: none"> - Continue to implement extension and expansion projects to areas not yet reached by PolWD services. | EOD-Const & Maint |
| Communication | SMS/text blast | <ul style="list-style-type: none"> - Continue availing postpaid plans (SMS only) to send messages of water interruptions, billing and disconnection dates, etc. - Maximize the use of Facebook page as a communication tool to customers | EOD-Const and Maint EOD-Production CD FD OGM-MIS |
| Costs | NONE | <ul style="list-style-type: none"> - Implement the new LWUA-approved water rate (water rate within the 5% income of the lowest income group) | BODs and Top Mngt |
| Integrity | NONE | <ul style="list-style-type: none"> - Maintain transparency, justice, fairness, and trust in service while dealing with the customers | All employees |
| Assurance | NONE | <ul style="list-style-type: none"> - Continue compliance with standard | All employees |
| Outcome | NONE | <ul style="list-style-type: none"> - Continue to ensure customer satisfaction / provide customers' needs | All employees |

VII. Index

a. Clear image of CSM survey used

Prepared by:


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Executive Asst. B







Checked by:


ELAINE ANNE G. GILVA
Internal Control Officer-A

Noted By:


ENGR. ANDRESITO J. DEGILLA
General Manager B / CART Chairperson

ANNEX A. Survey Questionnaires Used

| | | |
|---|--|--|
|  | POLOMOLOK WATER DISTRICT HELP US SERVE YOU BETTER! | Control No.: |
| Date: _____ | | |
| <p>This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.</p> | Client Type: <input type="checkbox"/> Citizen <input type="checkbox"/> Business <input type="checkbox"/> Government (Employee/another agency) | |
| | In accordance with the Data Privacy Act of 2012, Polomolok Water District commits to protect the privacy of the personal information of its clients, employees, or any other legal personalities and/or entities, in connection with the water services it provides. | |
| | _____ Signature | |
| PERSONAL DATA | | |
| Name: _____ Address: _____ Age: _____ Sex: _____ Region of Residence: _____ Contact Number: _____ Email Address: _____ | | |
| TYPE OF EXTERNAL SERVICE AVAILED: _____ | | |
| INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/ office including its requirements, fees, and processing times among others. | | |
| CITIZEN'S CHARTER | | |
| CC1. Which of the following best describes your awareness of a Citizen's Charter? <input type="checkbox"/> 1. I know what a CITIZEN'S CHARTER is and I saw this office's Charter. <input type="checkbox"/> 2. I know what a CITIZEN'S CHARTER is but I did NOT see this office's Citizen's Charter. <input type="checkbox"/> 3. I learned of the CITIZEN'S CHARTER only when I saw this office's Citizen's Charter. <input type="checkbox"/> 4. I do not know what a CITIZEN'S CHARTER is and I did not see one in this office. (Answer 'N/A' on Citizen's Charter 2 and Citizen's Charter 3) | | |
| CC2. If aware of Citizen's Charter (answered 1-3 in Citizen's Charter 1), would you say that the Citizen's Charter of this office was? <input type="checkbox"/> 1. Easy to see <input type="checkbox"/> 3. Difficult to see <input type="checkbox"/> 5. N/A <input type="checkbox"/> 2. Somewhat easy to see <input type="checkbox"/> 4. Not visible at all | | |
| CC3. If aware of Citizen's Charter (answered codes 1-3 in Citizen's Charter 1), how much did the Citizen's Charter help you in your transaction? <input type="checkbox"/> 1. Helped very much <input type="checkbox"/> 2. Somewhat helped <input type="checkbox"/> 3. Did not help <input type="checkbox"/> 4. N/A | | |
| INSTRUCTIONS: For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer. | | |
| SERVICE QUALITY DIMENSIONS (SQD) | | |
| <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Strongly Disagree </div> <div style="text-align: center;">  Disagree </div> <div style="text-align: center;">  Neither Agree nor Disagree </div> <div style="text-align: center;">  Agree </div> <div style="text-align: center;">  Strongly Agree </div> <div style="text-align: center;"> Not Applicable (N/A) </div> </div> | | |
| SQD0. I am satisfied with the service that I availed. | | |
| SQD1. I spent a reasonable amount of time for my transaction. | | |
| SQD2. The office followed the transaction's requirements and steps based on the information provided. | | |
| SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. | | |
| SQD4. I easily found information about my transaction from the office or its website. | | |
| SQD5. I paid a reasonable amount of fees for my transaction. | | |
| SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction. | | |
| SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful. | | |
| SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. | | |
| SERVICE SPECIFIC QUESTIONS: | | |
| 1. Water Quality | | |
| 2. Water Supply | | |
| Complaints/Suggestions on how we can further improve our services (optional): _____ | | |
| THANK YOU! | | |

