HAGONOY WATER DISTRICT

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CITIZEN/CLIENT SATISFACTION REPORT

I. Description of The methodology of the Citizen/Client Satisfaction Survey

We monitor customer satisfaction every month through our Customer Service Division, where we survey a random sample of customers who have been in contact with us through Service Request, Maintenance Order, Reconnection Request and others.

The Survey is in the form of self-administered questionnaires requesting for customer's feedbacks rating from 1-5 (1 being the highest and 5 the lowest) of the following aspects of our service:

1. Water quality
2. Water Pressure
3. Water meter calibrating/accuracy
4. Water price/affordability
5. Response to customer complaints/requests
6. Trained/ Knowledgeable staff
7. Courtesy towards customers

We listen to the feedback we are given and we look to make changes and improvements for the benefits of our customers.

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

As for the result of the Citizen/Client Satisfaction Survey, the over-all mean is **98%** which is equivalent to EXCELLENT in 1,760 respondents.

RATING	Q1	Q2	Q3	Q4	Q5	Q6	Q7	TOTAL PERCENTAGE
Very Satisfied	99%	98%	98%	95%	99%	97%	99%	**98%**
Satisfied	1%	2%	2%	5%	1%	3%	1%	**2%**
Neutral	0%	0%	0%	0%	0%	0%	0%	**0%**
Not Satisfied	0%	0%	0%	0%	0%	0%	0%	**0%**
Very Not Satisfied	0%	0%	0%	0%	0%	0%	0%	**0%**

MONTH	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	**TOTAL**
RESPONDENTS	166	168	134	114	183	156	115	112	103	199	160	110	**1720**

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III. Result of their action plan reported in the FY 2018 PBB

Our Citizen's Charter confirms publicly the rules and responsibilities of our company and the rights of the concessionaires. Our commitment is to all times, act in the best interest of our concessionaires and by employing process improvement in our service, we are continually improving our standard of quality in every aspect of our service.

Nonetheless, by improving our customer relations by sending our staff to pertinent seminars and trainings certain factors that shall govern our staff in the customer service have been established such as: positive attitude, courteous, attentive, helpful and caring. Appearance of our staff have also been taken priority.

IV. Continuous improvement Plan 2020

We will continue to improve our customer relations by sending our frontliners to various pertinent seminars and trainings to boost their customer care skills. Transaction Turn Around Time (TAT) will be observed at all times to ensure fast and reliable service to the public. Quarterly evaluation of the Customer Satisfaction Survey will continue to identify room for improvements.

Also, HWD shall adopt the Citizen/Client Satisfaction Survey (CCSS) of Memorandum Circular (MC) No. 2020-1 Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2020 to generate more accurate data.

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