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HAGONOY WATER DISTRICT

3rd Floor Gusaling Ka Blas F. Ople
G. Panganiban Street, Sto. Niño, Hagonoy, Bulacan
Tel. No.: (044)793-0019, 793-0433 Telefax:(044)793-2524
E-Mail Address: hagonoywd@yahoo.com

March 2, 2022

Local Water Utilities Administration
RECORDS - INCOMING
RECEIVED
MAR 03 2022
By: Jun Time: 9:28Am

Atty. Guiling "Gene" A. Mamondiong
Administrator
Local Water Utilities Administration
Quezon City

Dear Sir:

Pursuant to to DBM-LWUA Joint Memorandum Circular 2021-1 dated October 19, 2021, Grant of FY 2021 PBB for Local Water Districts we do hereby submit the CITIZEN/CLIENT SATISFACTION REPORT for your reference to review and validate the district accomplishment.

Thank you and more power.

Sincerely yours,

Engr. CELESTINO S. VENGCO
General Manager

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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 alike.

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

1. Responsiveness
2. Reliability (Quality)
3. Access & Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

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

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

As for the result of the Citizen/Client Satisfaction Survey, HWD got a perfect score (100%) which is equivalent to EXCELLENT in 600 respondents.

RATING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	%
Very Satisfied	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Satisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Not Satisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Very Not Satisfied	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total
Respondents	50	50	50	50	50	50	50	50	50	50	50	50	600

III. Result of their action plan reported in the FY 2020 PBB

Our Citizen's Charter Conforms publicly to the rules and responsibilities of our company and the rights of the concessionaires. Our commitment is to act in the best interest of our concessionaires at all times, and 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 has also been taken priority.

IV. Continuous Improvement Plan 2022

We will continue improve our customer relations by sending our frontliners to carious pertinent seminars/webinars 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.

For safer working environment, we will enclose the small windows in the front desk and will use the installed two way microphones. This will also improve the communication between our staffs and customers during transactions.

We will also provide mobile phone, provided with monthly load, to our customer service representative to contact our plumbers, inspectors, and surveyors for the immediate response/follow-ups on our customer's concern. We will also call our concessionaires to give update on their concern.

V. Agency Best Practice Report

Hagonoy Water District is still following the strict IATF protocol by implementing Memorandum NO. 2020-006 entitled "New Normal" Sa Ilalim ng General Community Quarantine/Protocol Bilang Tugon sa Corona Virus.

Our services during pandemic were 100% running and were not hampered due to the skeletal work schedule implemented by the management. All request and complaints has been resolved within the 24 hour time frame or faster.

In response to our concessionaires' Economic condition, which was impacted by the COVID-19 Pandemic, HWD imposed moratorium to disconnectors whenever IATF declares Alert Level 4 or higher.

Most importantly, to maintain the safety of our employees, their families and concessionaires, we practiced the following protocols:

1. Physical Distancing

2. No facemask, no entry policy
3. No vaccine, no entry
4. Temperature scanning
5. Employees flu vaccination
6. Installation of Foot Disinfection Mat
7. Health declaration form
8. Providing Safety Protection Equipment (Facemask, Alcohol, etc.)
9. Free Testing (Antigen Swab) to employees
10. Installation of Wash Area in conspicuous areas in town
11. Enforcing of teleconferencing instead of face-to-face meetings
12. Installation of Disinfection Mist Booth
13. UV and Mist Disinfection in the entire building

Prepared by:

Glenn Joseph S. Malenab
Customer Accounts Officer

Romeo R. Manalo
Acting Division Manager B – Customer Service

Reviewed by:

Maria Elena G. Faustino
Acting Division Manager B – Admin

Approved by:

Engr. Celestino S. Vengco
General Manager

CUSTOMER SATISFACTION STATISTICAL ANALYSIS
For the Year 2021

RESPONDENTS	50	50	50	50	50	50	50	50	50	50	50	50	600

Q1 (WATER QUALITY)

RATING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	%
Very Satisfied	50	50	50	50	50	50	50	50	50	50	50	50	100%
Satisfied													
Neutral													
Not Satisfied													
Very Not Satisfied													

Q2 (AFFORDABILITY OF WATER)

RATING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	%
Very Satisfied	50	50	50	50	50	50	50	50	50	50	50	50	100%
Satisfied													
Neutral													
Not Satisfied													
Very Not Satisfied													

Q3 (ACCURACY OF WATER METER READING)

RATING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	%
Very Satisfied	50	50	50	50	50	50	50	50	50	50	50	50	100%
Satisfied													
Neutral													
Not Satisfied													
Very Not Satisfied													

Q4 (COMPLAINTS AND REQUEST RESOLUTION)

RATING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	%
Very Satisfied	50	50	50	50	50	50	50	50	50	50	50	50	100%
Satisfied													
Neutral													
Not Satisfied													
Very Not Satisfied													

Q5 (INFORMATION DISSEMINATION)

RATING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	%
Very Satisfied	50	50	50	50	50	50	50	50	50	50	50	50	100%
Satisfied													
Neutral													
Not Satisfied													
Very Not Satisfied													

Q6 (ACCESSIBILITY)

RATING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	%
Very Satisfied	50	50	50	50	50	50	50	50	50	50	50	50	100%
Satisfied													
Neutral													
Not Satisfied													
Very Not Satisfied													

Q7 (RELIABILITY, RESPONSIVENESS & COURTESY OF HWD EMPLOYEES)

RATING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	%
Very Satisfied	50	50	50	50	50	50	50	50	50	50	50	50	100%
Satisfied													
Neutral													
Not Satisfied													
Very Not Satisfied													

Q8 (OVERALL SERVICE)

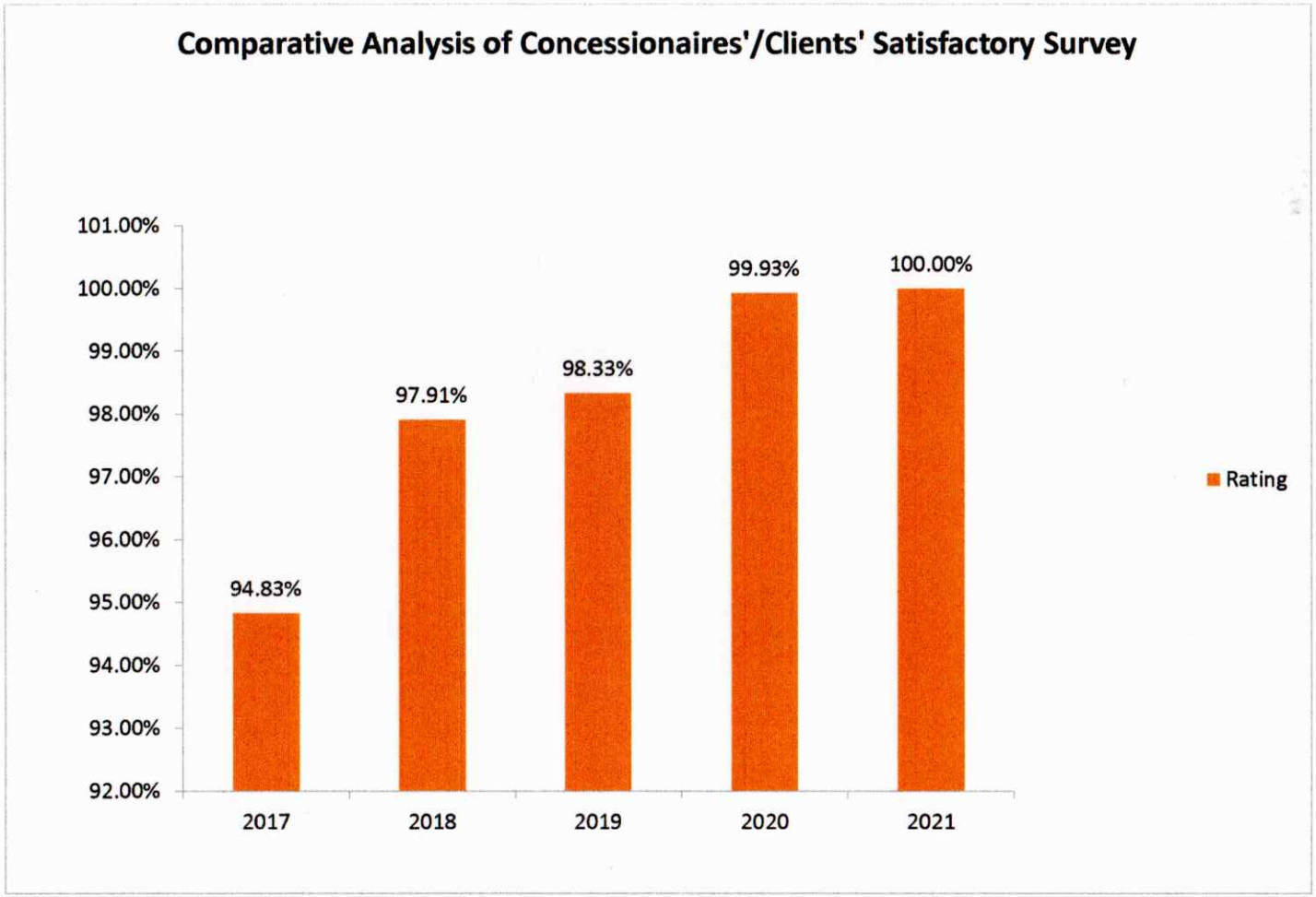
RATING	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	%
Very Satisfied	50	50	50	50	50	50	50	50	50	50	50	50	100%
Satisfied													
Neutral													
Not Satisfied													
Very Not Satisfied													

Prepared by:

Glenn Joseph S. Malenab
Customer Accounts Supervisor

Noted By:

Romeo R. Manalo
Customer Service Division Manage


Comparative Analysis of Concessionaires'/Clients' Satisfactory Survey
101.00%
100.00%
99.00%
98.00%
97.00%
96.00%
95.00%
94.00%
93.00%
92.00%
94.83%
97.91%
98.33%
99.93%
100.00%
2017
2018
2019
2020
2021
Rating