



BACOLOR WATER DISTRICT

Sta. Ines, Bacolor, Pampanga

Tel. No. (045) 900 2911
0917-175-9462 / 0931-038-9378
www.bacolorwaterdistrict.gov.ph
bacolorwaterdistrict1981@yahoo.com.ph

CITIZEN/CLIENT SATISFACTION REPORT

a. Description of the methodology of the Citizen/Client Satisfaction Survey

We monitor Customers service satisfaction by asking Ratings, Comments and Suggestions from the concessionaires, where we survey a random sample of concessionaires each day, which have been in contact with us through Service Request, Maintenance Order, Reconnection Request, Paying bills and others.

The survey is in the form of self-administered questionnaires requesting customers' thoughts and feedbacks regarding our services.

We listed and take consideration to the feedback we are given and we look to make changes and improvements for the benefit of the concessionaires

b. Results of the Citizen/Client Satisfaction Survey for FY 2020

		Strongly Disagree (Matindi ang hindi ko pagsang-ayon)	Disagree (Hindi ako sumasang-ayon)	No Opinion (wala akong opinion)	Agree (Ako'y sumasang-ayon)	Strongly Agree (Matindi ang aking pag sang-ayon)
1.1	Nabigay sa tamang araw ang Monthly Bills	5%	10%	5%	60%	20%
1.2	Mabilis ang transaction kapag nag babayad ng tubig	5%	15%	10%	50%	20%
1.3	Madaling sundin ang mga hakbang sa pag apply ng koneksyon	5%	10%	5%	60%	20%
1.4	Mabilis ang aksyon sa pag ayos ng mga reklamo	7%	8%	5%	54%	26%
1.5	Mabilis ang daloy ng tubig	5%	13	4%	55%	23%
1.6	Mababait at nasasagot ng maayos an gaming mga tanong	4%	5%	8%	63%	20%
1.7	Kontento ako sa Serbisyo ng Bacolor Water District	5%	8%	7%	58%	22%

c. Continuous improvement plan for FY 2021

The customer's satisfaction survey will be the basis of Bacolor Water District to improve its services in relation to the customer's satisfaction especially the area that the District gather lower score.

Prepared By:

Ma. Remedios D. Malang/ Abigail Joyce P. Caladiao
Clerk/Processor D/IRMA- A

Approved By:

Engr. Pedrito L. Luzung
General Manager D.