



CITIZEN/CLIENT SATISFACTION REPORT

I. Description of the Citizen/Client Satisfactory Survey

Purpose of Visit (Dahilan ng pagbisita)		Compliment (Papuri)	Complaint (Reklamo)	Service Request (Humiling ng Serbisyo)	Are you satisfied with the service?		Is your transaction facilitated?	
					YES	NO	YES	NO
467	Payment (Bayad)	467			467		467	
2	Inquiry (Katanungan)	2			2		2	
624	Others (Ibang dahilan)			624	624		624	
Application (Mag-aaply)								
4	New Connection (Bagong Koneksyon)	4			4		4	
	Reconnection (Muling magpapakabit)							
	Relocation (Paglilipat ng koneksyon)							

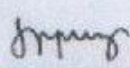
II. Improvement Action Plan for FY 2019

1.	Assigned Public Assistance and Complaints Desk (PACD) Officer must be at designated area at all times (A reliever must be available at times the PACD is not present).
2.	Shorten response time in implementing actions
3.	24/7 availability of maintenance services.
4.	24/7 availability of hot lines (cellular phone – Smart and TM).

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Approved by:


JOVELYN P. PEREZ
General Manager

NORALA WATER DISTRICT
CUSTOMER FEEDBACK/SATISFACTION SURVEY FORM
(Pananaw o Puna)

Purpose of visit:
(Dahilan ng pagbisita:)

- Payment
(Bayad)
- Inquiry
(Katanungan)
- Application:
(Mag-aaply:)
- New Connection
(Bagong koneksyon)
- Reconnection
(Muling magpapakabit)
- Relocation
(Paglilipat ng koneksyon)

Please let us know how we have served you.

You may use this form for compliments, complaints or suggestions. Simply check the corresponding box.

Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran.

Maaring gamitin ito para sa papuri, reklamo o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.

- Compliment
(Papuri)
- Complaint
(reklamo)
- Suggestion
(mungkahi)

Are you satisfied with the service? Yes No

Is your transaction facilitated? Yes No

Facts or Details: (Kaganapan o detalye)

Name: _____

Address : _____

Contact Number: _____