



## **CITIZEN/CLIENT SATISFACTION REPORT**

Norala Water District (NWD) continues to conduct Citizen/Client Satisfaction Survey (CCSS) since 2018 up to present to find out strength and weak areas of the services in order to improve and develop the quality of water and function of services. It aims to measure concessionaires' satisfaction and/or dissatisfaction toward services received by concessionaires.

The Customer Feedback/Satisfaction Survey was conducted to random walk-in concessionaires. The concessionaires are encouraged to fill-out the said survey form and let them rate by putting check to the corresponding box, 10 (ten) as the highest to 1 (one) being the lowest to the following areas of concern: water supply and availability, public information, repair and maintenance, billing services and customer service. Lastly, concessionaire will provide name, address and contact number to follow-up the area/s of concern that need/s to be improved.

### **A. Description of the Citizen/Client Satisfactory Survey**

#### **i. Scope and Period Covered of the Citizen/Client Satisfaction Survey**

Customer Feedback/Satisfaction Survey was conducted to five (5) served Barangays of Norala Water District (NWD) namely, Barangay Poblacion, Barangay San Miguel, Barangay Lopez Jaena, Barangay Lapuz and Barangay Liberty.

#### **ii. Methodology of the Citizen/Client Satisfaction Survey**

Customer Feedback/Satisfaction Survey Forms were available at the Public Assistance Complaints Desk at NWD customer service area. The said survey was given to random walk-in concessionaires. Accomplished Customer Feedback/Satisfaction Survey Forms were then being dropped at the feedback box.

A 9-item survey form was utilized to get the general idea of the perception of the concessionaires which covers areas such as: water supply and availability, public information, repair and maintenance, billing services and customer service.

HS 7



Below is a sample of the feedback/survey form used in this survey.

NORALA WATER DISTRICT  
 CUSTOMER FEEDBACK/SATISFACTION SURVEY FORM

Please let us know how we have served you. Simply check the corresponding box.

| INDICATOR                     |  | Very Satisfied |   | Satisfied |   | Neutral               |   | Dissatisfied |   | Very Dissatisfied |   |
|-------------------------------|--|----------------|---|-----------|---|-----------------------|---|--------------|---|-------------------|---|
|                               |  | 10             | 9 | 8         | 7 | 6                     | 5 | 4            | 3 | 2                 | 1 |
| WATER SUPPLY AND AVAILABILITY | Water quality                          |                |   |           |   |                       |   |              |   |                   |   |
|                               | 24/7 water supply                      |                |   |           |   |                       |   |              |   |                   |   |
| PUBLIC INFORMATION            | Information dissemination              |                |   |           |   |                       |   |              |   |                   |   |
| REPAIR AND MAINTENANCE        | Prompt action on request               |                |   |           |   |                       |   |              |   |                   |   |
| BILLING SERVICES              | Water meter reading and bill tendering |                |   |           |   |                       |   |              |   |                   |   |
| CUSTOMER SERVICE              | Payment process                        |                |   |           |   |                       |   |              |   |                   |   |
|                               | Reasonable fees                        |                |   |           |   |                       |   |              |   |                   |   |
|                               | Reasonable waiting time                |                |   |           |   |                       |   |              |   |                   |   |
|                               | Courteous Attendants                   |                |   |           |   |                       |   |              |   |                   |   |
| Name: _____                   |  |                |   |           |   | Signature: _____      |   |              |   |                   |   |
| Address: _____                |  |                |   |           |   | Contact Number: _____ |   |              |   |                   |   |

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

**Table 1. Random Sampling Procedures**

With the total of **2,035** number of service connections, NWD conducted random sampling procedures to all served barangays of NWD and come up with sample size of **267**.

For this survey, the sample size has been determined based on +/- 5.6/ margin of error at 95% confidence level and 50% response distribution on overall satisfaction rate. Sample size was being calculated through the website <http://www.raosoft.com/samplesize.html> © 2004 by Raosoft, Inc.

137



**Table 2. Customer Satisfaction Survey Results**

The accomplished Customer Feedback/Satisfaction Survey forms are collected, tabulated and processed.

Based on the result for the year 2020, a total of **267** surveyed and an overall satisfaction of **93.54%** which is shown on the table below.

| INDICATOR                     |  | Percentage (%) |
|-------------------------------|--|----------------|
| WATER SUPPLY AND AVAILABILITY | Water quality                          | 90.81%         |
|                               | 24/7 water supply                      | 92.78%         |
| PUBLIC INFORMATION            | Information dissemination              | 91.31%         |
| REPAIR AND MAINTENANCE        | Prompt action on request               | 92.22%         |
| BILLING SERVICES              | Water meter reading and bill tendering | 96.57%         |
| CUSTOMER SERVICE              | Payment process                        | 96.36%         |
|                               | Reasonable fees                        | 94.24%         |
|                               | Reasonable waiting time                | 93.23%         |
|                               | Courteous Attendants                   | 94.29%         |
| OVERALL SATISFACTION          |  | 93.54%         |



**C. Results of Action Plan reported in the FY 2019 PBB**

| AREA                             | ISSUE/CONCERN TO BE ADDRESSED   | SPECIFIC IMPROVEMENT   | ACCOUNTABILITY                   |
|----------------------------------|---|--|----------------------------------|
| 1. WATER SUPPLY AND AVAILABILITY | Dirty, yellowish color and cloudy water and presence of sand in the water | Conduct of regular flushing to all areas and special flushing to specific area/s   | Operations and Technical Section |
|                                  | Low pressure and no water supply  | Monitoring of water pressure and status of Pumping Stations  |                                  |
| 2. PUBLIC INFORMATION            | Not all are informed whenever there are advisories                        | Notify public thru text and chat messages<br>Posting of tarpaulins at public places and Facebook page and distribution of notices. | Commercial Services Section      |
| 3. REPAIR AND MAINTENANCE        | Immediate response on complaints  | Inform concessionaires that services are based on priority and status of damages.  | Operations and Technical Section |
| 4. BILLING SERVICES              | Some concessionaires don't receive water bills                            | Complaints were being noted and relayed to meter reader to avoid none received water bills   | Operations and Technical Section |
| 5. CUSTOMER SERVICE              | Delay in payment if no water bill presented                               | Remind concessionaires the importance of bringing water bills during orientation and payment                                       | Commercial Services Section      |


18  
f



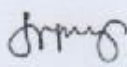
**D. Continuous Improvement plan for FY 2021**

| ISSUE/CONCERN TO BE ADDRESSED |   | IMPROVEMENT ACTION PLAN  | TIME FRAME       |
|-------------------------------|---|--|------------------|
| 1.                            | Dirty, yellowish color and cloudy water and presence of sand in the water | Daily monitoring of water quality  | 2021 and onwards |
| 2.                            | Low pressure to no water supply   | Information Education and Communication (IEC) on storing water during water interruption due to emergency repairs.   | 2021 and onwards |
| 3.                            | Not all are informed whenever there are advisories                        | Encourage concessionaires to provide their contact numbers;<br>24/7 availability of hot lines (cellular phone – Smart and TM).   | 2021 and onwards |
| 4.                            | Immediate response on complaints  | Shorten response time in implementing actions  | 2021 and onwards |
| 5.                            | Some concessionaires don't receive water bills                            | Emphasized during orientation that conduct of meter reading and bill tendering every month depends on which zone they belong (Section 39 of Utility Rules and Regulation) and failure to receive a bill does not relieve a concessionaire of liability (Section 11.5 of Utility Rules and Regulation). | 2021 and onwards |
| 6.                            | Delay in payment if no water bill presented                               | Emphasized during orientation that not bringing of water bill will be penalized per BOD Res. No. 31-2016 to encourage concessionaires to bring it upon payment   | 2021 and onwards |

Prepared by:

  
**GRACE S. PIOSCA**  
Administrative Services Officer B

Approved by:

  
**JOVELYN P. PEREZ**  
General Manager