



## 8. CUSTOMER SATISFACTION SURVEY PROCEDURE

Process of customer satisfaction survey to monitor the quality of customer service render.

<b>Office or Division:</b>	Customer Services Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail?</b>	Balanga Water District Concessionaire			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Customer Satisfaction Survey Form (1pc., Original)		Balanga Water District Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to BLWD Office and approach the Customer Service Officer for customer satisfaction survey	1. The Customer Service Officer will interview the client.	None	<i>5 minutes</i>	Customer Service Officer
2. Fill-up the Customer Survey Form	2. The Customer Service Officer will give the client a Customer Survey Form to be fill-up and accomplish.	None	<i>10 minutes</i>	Customer Service Officer
<b>Total:</b>		None	15 minutes	