



BALANGA WATER DISTRICT

Harmonized CSM Report
2023 (1st Edition)



BALANGA WATER DISTRICT

EGSA Tuyos, Balanga City, Bataan 2100

Contact No. 0919-087-0348

E-mail: balanga_water@yahoo.com


COMMERCIAL SERVICES DEPARTMENT

CITIZEN / CLIENT SATISFACTION REPORT

I. Description of the Citizen / Client Satisfaction Survey.

The Balanga Water District measures the level of customer satisfaction through survey of its consumers by random sampling. For the period covered June to December 2022, the result of the Concessionaires' Evaluation Survey conducted within the district's concession area composed of all barangay served by BLWD with Very Satisfied being the highest. The survey form shown below aims to determine the district's performance as a water service provider in terms of:

- Responsiveness
- Reliability (Quality)
- Access and Facilities
- Communication
- Costs
- Integrity
- Assurance
- Outcome



Fernando Dilig
Customer Service Officer A
PACD

Sadya sa Pagdalaw (Transaction/s)
☐ Magbabayad (Payment) ☐ Mag Aaplay (Application) ☐ Others

To measure the performance of Balanga Water District and to improve our services, we would appreciate it very much if you take a moment and rate us on the following factors.

Rating Guide:

★ ★ ★ ★ ★	Very Dissatisfied	★ ★ ★ ★	Dissatisfied	★ ★ ★ ★ ★	Neither satisfied nor dissatisfied	★ ★ ★ ★ ★	Satisfied	★ ★ ★ ★ ★	Very Satisfied
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1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/clients
★ ★ ★ ★ ★

2. Reliability (Quality) - the provision of what is needed and what was promised, following the policy and standards, with zero to minimal error rate.
★ ★ ★ ★ ★

3. Access and Facilities - the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
★ ★ ★ ★ ★

4. Communication - the act of keeping citizens and clients informed in a language they can easily understand, as well to their feedback.
★ ★ ★ ★ ★

Next



Fernando Dilig
Customer Service Officer A
PACD

X

Name (Optional): _____

Account Number (Optional): _____

Address (Optional): _____

Contact Number (Optional): _____

Sadya sa Pagdalaw (Transaction/s):

☐ Magbabayad (Payment) ☐ Mag-Applay (Application) ☐ Others

To measure the performance of Balanga Water District and to improve our services, we would appreciate it very much if you take a moment and rate us on the following factors.

Rating Guide:

★ ★ ★ ★ ★ Very Dissatisfied ★ ★ ★ ★ Dissatisfied ★ ★ ★ ★ Neither satisfied nor dissatisfied ★ ★ ★ ★ Satisfied ★ ★ ★ ★ ★ Very Satisfied

5. Costs - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.

★ ★ ★ ★ ★

6. Integrity - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.

★ ★ ★ ★ ★

7. Assurance - the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.

★ ★ ★ ★ ★

8. Outcome - the extent of achieving outcomes or realizing the intended benefits of government services.

★ ★ ★ ★ ★


Comments/Suggestions: _____

Complete Survey

As per measurement approach, the method above is deemed compliant with the following properties:

- i. The data collected can be analyzed, interpreted and reported.
- ii. The issues can be repeatedly asked and results tracked over time.
- iii. The survey was completed to coincide with the crafting of the 2022 budget.

Below are sample accomplished survey form:



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balanga_water@yahoo.com
09190870348/09361586991

Employee Survey Summary

Employee	Dilig, Fernando Flores		
Month	December 2022		

1.	Name (Optional)		
	Account Number (Optional)	1804-12-726	
	Address (Optional)		
	Contact Number (Optional)		
	12/12/2022 8:50:23 am	<input checked="" type="checkbox"/> Payment	<input type="checkbox"/> Application <input type="checkbox"/> Others
	1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/clients	5	
	2. Reliability (Quality) - the provision of what is needed and what was promised, following the policy and standards, with zero to minimal error rate	5	
	3. Access and Facilities - the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology	5	
	4. Communication - the act of keeping citizens and clients informed in a language they can easily understand, as well to their feedback	5	
	5. Costs - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.	5	
	6. Integrity - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.	5	
	7. Assurance - the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.	5	
	8. Outcome - the extent of achieving outcomes or realizing the intended benefits of government services.	5	
	Comments		



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Employee Survey Summary

Employee	David, Jay-Jay Mendoza		
Month	December 2022		
1. Name (Optional)			
Account Number (Optional)	0105-12-085		
Address (Optional)			
Contact Number (Optional)			
12/01/2022 10:12:17 am	<input checked="" type="checkbox"/> Payment	<input type="checkbox"/> Application	<input type="checkbox"/> Others
1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/clients			5
2. Reliability (Quality) - the provision of what is needed and what was promised, following the policy and standards, with zero to minimal error rate			5
3. Access and Facilities - the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology			5
4. Communication - the act of keeping citizens and clients informed in a language they can easily understand, as well to their feedback			5
5. Costs - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service			5
6. Integrity - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients			5
7. Assurance - the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships			5
8. Outcome - the extent of achieving outcomes or realizing the intended benefits of government services			5
Comments			



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Employee Survey Summary

Employee	Paguio, Joseph Maldonado		
Month	December 2022		
1. Name (Optional)			
Account Number (Optional)	0103-12-053		
Address (Optional)			
Contact Number (Optional)			
12/15/2022 9:02:47 am	<input checked="" type="checkbox"/> Payment	<input type="checkbox"/> Application	<input type="checkbox"/> Others
1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/clients			5
2. Reliability (Quality) - the provision of what is needed and what was promised, following the policy and standards, with zero to minimal error rate			5
3. Access and Facilities - the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology			5
4. Communication - the act of keeping citizens and clients informed in a language they can easily understand, as well to their feedback			5
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8. Outcome - the extent of achieving outcomes or realizing the intended benefits of government services			5
Comments			



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Employee Survey Summary

Employee	Miel, Maricel Nisay		
Month	December 2022		
1. Name (Optional)			
Account Number (Optional)	0104-12-069		
Address (Optional)			
Contact Number (Optional)			
12/01/2022 10:13:54 am	<input checked="" type="checkbox"/> Payment	<input type="checkbox"/> Application	<input type="checkbox"/> Others
1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/clients			5
2. Reliability (Quality) - the provision of what is needed and what was promised, following the policy and standards, with zero to minimal error rate			5
3. Access and Facilities - the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology			5
4. Communication - the act of keeping citizens and clients informed in a language they can easily understand, as well to their feedback			5
5. Costs - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service			5
6. Integrity - the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients			5
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8. Outcome - the extent of achieving outcomes or realizing the intended benefits of government services			5



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Employee Survey Summary

Employee	Sevilla, Louie Santos		
Month	December 2022		
1. Name (Optional)			
Account Number (Optional)	1902-12-088		
Address (Optional)			
Contact Number (Optional)			
12/12/2022 9:06:28 am	<input checked="" type="checkbox"/> Payment	<input type="checkbox"/> Application	<input type="checkbox"/> Others
1. Responsiveness - the willingness to help, assist, and provide prompt service to citizens/clients			5
2. Reliability (Quality) - the provision of what is needed and what was promised, following the policy and standards, with zero to minimal error rate			5
3. Access and Facilities - the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology			5
4. Communication - the act of keeping citizens and clients informed in a language they can easily understand, as well to their feedback			5
5. Costs - the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service			5
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7. Assurance - the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships			5
8. Outcome - the extent of achieving outcomes or realizing the intended benefits of government services			5
Comments			

Scale	Average	Rating
1	1.00-1.49	Very Dissatisfied
2	1.50-2.49	Dissatisfied
3	2.50-3.49	Neither satisfied nor dissatisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

Service Quality Dimension	Very Dissatisfied	Dissatisfied	Neither satisfied nor Dissatisfied	Satisfied	Very Satisfied	Responses	Rating
Responsiveness	0	0	0	1	5,400	5,401	5
Reliability	0	0	0	4	5,397	5,401	5
Access and Facilities	0	0	0	5	5,396	5,401	5
Communication	0	0	0	3	5,398	5,401	5
Costs	0	0	0	3	5,398	5,401	5
Integrity	0	0	0	3	5,398	5,401	5
Assurance	0	0	0	3	5,398	5,401	5
Outcome	0	0	0	3	5,398	5,401	5
Overall	0	0	0	25	43,183	43,208	5

II. Improvement Action Plan for 2023

- To include survey on water quality and efficiency of service provided to the consumer.
- Improve further on the commercial services provided. i.e., efficient and courteous staff attending to the needs of the consumers, and maintain the reliability and responsiveness.
- Resolve all customer complaints at the shortest time possible.

Prepared by:


 Maria Victoria G. Tungol
 Supervising Customer Service Officer

Noted by:


 Engr. Charlito G. Rodriguez
 General Manager



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COMMERCIAL SERVICES DEPARTMENT

CERTIFICATION OF CUSTOMER SATISFACTION

This is to certify that the BALANGA WATER DISTRICT complies with R.A No. 11032 of the Ease of doing Business (EODB) and Efficient Government Delivery Service Act of 2018 by acting upon 1,392/1,392 or 100% of received customer complaints through Commercial Services Department.

This certification is issued in compliance to LWUA-DBM joint Memorandum Circular No. 2020-1 re: Guidelines on the Grant of FY2022 Performance Based Bonus for Local Water District.

Issued this 25th day of January 2023 at Balanga City, Bataan.

Maria Victoria G. Tungol
Supervising Customer Service Officer

Noted by:

Engr. Charlito G. Rodriguez
General Manager