

# **BALANGA WATER DISTRICT**

Harmonized CSM Report 2023 (1st Edition)



#### BALANGA WATER DISTRICT

EGSA Tuyo, 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



Customer Service Officer A PACD	
Account Number (Optional)	
Address (Optional)	
Contact Number (Ophisho)	
Sadya sa Pagdalaw (Transaction/s)	
Magbabayad (Payment) Mag Aaplay (Application)	Others
	ove our services, we would appreciate it very much if you take a moment and rate us on the following factors.
Rating Guide:	
Rating Guide:  Wery Dissatisfied * Dissatisfied  5 Costs: the satisfaction with timeliness of the billing billing principle.	
Very Dissatisfied  Dissatisfied  Costs: the satisfaction with timeliness of the billing, billing preach service.  Integrity - the assurance that there is honesty, justice, fairness.	ocess/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of
Very Dissatisfied Dissatisfied  5. Costs: the satisfaction with timeliness of the billing, billing preach service.  6. Integrity: the assurance that there is honesty, justice, farness, 7. Assurance - the capability of frontline staff to perform their due	and trust in each service while dealing with the citizens/clients:  ties, product and service knowledge, undestanding citizen/client needs, helpfulness, and good work relationships.
Very Dissatisfied  Dissatisfied  Costs: the satisfaction with timeliness of the billing, billing preach service.  Integrity - the assurance that there is honesty, justice, fairness.	and trust in each service while dealing with the citizens/clients:  ties, product and service knowledge, undestanding citizen/client needs, helpfulness, and good work relationships.
Very Dissatisfied  Dissatisfied  Costs: the satisfaction with timeliness of the billing: billing preach service.  Integrity: the assurance that there is honesty, justice, farmess, assurance - the capability of frontline staff to perform their dustriance.  Outcome: the extent of achieving outcomes or realizing the extent of achieving the extent of achieving the extent of achieving the ex	and trust in each service while dealing with the citizens/clients:  ties, product and service knowledge, undestanding citizen/client needs, helpfulness, and good work relationships.

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:

A Company of	EGSA, balang 091908	GA WATER DISTRIC fuyo, Balanga City, B a_water@yahoo.com 70348/09361586991	lataan 2100		
Employee	Dilig, Ferna		projectionity		
Month	December 2				
1. Name (C	Optional)				_
Account Numb	er (Optional)	1804-12-726			
Address (Optio	onal)				
Contact Numb	er (Optional)				
12/12/2022 8:50:23 am					
1. Responsivenes	s - the willingnes:	to help, assist, and pr	ovide prompt service to citizens/clients		5
2. Reliability (Qua minimal error rat	lity) - the provisio	on of what is needed an	nd what was promised, following the polic	y and standards, with zero to	5
3. Access and Faci modes of technol	lities - the conver	ience of location, amp	le amenities for comfortable transactions	use of clear signages and	5
4. Communicatio feedback.	n - the act of kees	oing citizens and client	s informed in a language they can easily u	nderstand, as well to their	5
5. Costs - the satis period, value for r	faction with time noney, the accep	liness of the billing, bil table range of costs, ar	ling process/es, preferred methods of pay nd qualitative information on the cost of e	ment, reasonable payment ach service.	5
6. Integrity - the a	ssurance that the	re is honesty, justice, fa	airness, and trust in each service while dea	ling with the citizens/clients.	5
7. Assurance - the citizen/client need	capability of fron ds, helpfulness, ar	tline staff to perform to nd good work relations	heir duties, product and service knowledg ships.	e, undestanding	5
8. Outcome - the	extent of achievin	g outcomes or realizin	ng the intended benefits of government se	rvices.	5
Comments					



#### **Employee Survey Summary**

Er	nployee	David, Jay-Jay Mendoza					
Month December 2			022				
1.	Name (C	optional)					
Acco	ount Numb	er (Optional)	0105-12-085				
Add	ress (Optio	nal)					
Cont	tact Numb	er (Optional)					
12	/01/2022	10:12:17 am	<b>✓</b> Payment	Application	Others		
1.Res	sponsivenes	s - the willingnes	s to help, assist, and prov	ride prompt service to citizens/clients		5	
	iability (Qua nal error rati		on of what is needed and	what was promised, following the pol	icy and standards, with zero to	5	
	ess and Faci es oftechnol		nience of location, ample	amenities for comfortable transaction	ns, use of clear signages and	5	
4. Co feedl		n - the act of kee	ping citizens and clients i	informed in a language they can easily	understand, as well to their	5	
				ng process/es, preferred methods of pa I qualitative information on the cost of		5	
6. Inte	egrity - the a	ssurance that the	ere is honesty, justice, fair	rness, and trust in each service while de	ealing with the citizens/clients.	5	
			ntline staff to perform the and good work relationsh	eir duties, product and service knowled sips.	ge, undestanding	5	
8. Out	tcome - the	extent of achievin	ng outcomes or realizing	the intended benefits of government	services.	5	
	ments						



# **Employee Survey Summary**

E	mployee	Paguio, Jos	eph Maldonado			
	Month	December 2	2022			
1.	Name (C	ptional)				
Acc	ount Numb	er (Optional)	0103-12-053			
Add	ress (Optio	nal)				
Con	tact Numb	er (Optional)				
1	2/15/2022	9:02:47 am	<b>✓</b> Payment	Application	Others	
1.Re	sponsivenes:	s - the willingnes	s to help, assist, and pro-	vide prompt service to citizens/clients		5
2.Re mini	liability (Qua mal error rate	lity) - the provision	on of what is needed and	what was promised, following the poli	cy and standards, with zero to	5
3.Ac mod	cess and Facil es oftechnol	lities - the conver	nience of location, ample	amenities for comfortable transaction	s, use of clear signages and	5
	mmunication back.	n - the act of kee	ping citizens and clients	informed in a language they can easily i	understand, as well to their	5
5.Co perio	sts - the satis od, value for n	faction with time noney, the accep	eliness of the billing, billing table range of costs, and	ng process/es, preferred methods of pa I qualitative information on the cost of	yment, reasonable payment each service.	5
6. Int	egrity - the a	ssurance that the	ere is honesty, justice, fail	rness, and trust in each service while de	aling with the citizens/clients.	5
7. As citize	surance - the n/client need	capability of from	ntline staff to perform the nd good work relationsh	eir duties, product and service knowled lips.	ge, undestanding	5
8. Ou	tcome - the e	extent of achievir	ng outcomes or realizing	the intended benefits of government s	envices.	5
Com	ments					



## **Employee Survey Summary**

E	mployee	Miel, Maric	el Nisay			
Employee     Miel, Maricel Nisay       Month     December 2022       1. Name (Optional)     0104-12-069       Address (Optional)     0104-12-069       Address (Optional)     Contact Number (Optional)       12/01/2022 10:13:54 am     ✓ Payment     Application       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						
1.	Name (C	optional)				
Acc	Account Number (Optional)		0104-12-069			
Add	ress (Optio	nal)				
Con	tact Numb	er (Optional)				
1	2/01/2022	10:13:54 am	<b>✓</b> Payment	Application	Others	
1.Re	sponsivenes	s - the willingnes	s to help, assist, and pro	vide prompt service to citizens/clients		5
	liability (Qua mal error rat		on of what is needed and	d what was promised, following the poli	icy and standards, with zero to	5
	cess and Faci les oftechnol		nience of location, ampl	e amenities for comfortable transaction	ns, use of clear signages and	5
	mmunicatio back.	n - the act of kee	ping citizens and clients	informed in a language they can easily	understand, as well to their	5
				ing process/es, preferred methods of pa d qualitative information on the cost of		5
6.Int	egrity - the a	ssurance that the	ere is honesty, justice, fa	irness, and trust in each service while de	ealing with the citizens/clients.	5
			ntline staff to perform th nd good work relations	eir duties, product and service knowled hips.	ge, undestanding	5
8,00	tcome - the	extent of achievir	ng outcomes or realizing	g the intended benefits of government s	services.	5



BALANGA WATER DISTRICT EGSA, Tuyo, Balanga City, Bataan 2100 balanga\_water@yahoo.com 09190870348/09361586991

## **Employee Survey Summary**

En	Employee Sevilla, Louie Santos					
Month December 2			2022			
1,	Name (C	(ptional)				
Ассо	unt Numb	er (Optional)	1902-12-088			
Addı	ess (Optio	onal)				
Cont	act Numb	er (Optional)				
12	2/12/2022	9:06:28 am	<b>✓</b> Payment	Application	Others	
1.Res	ponsiveness	s - the willingnes	s to help, assist, and prov	/ide prompt service to citizens/clients		5
2.Reli minin	ability (Qua nal error rate	lity) - the provisio	on of what is needed and	what was promised, following the pol	icy and standards, with zero to	5
3.Acc	ess and Facil s oftechnol	lities - the conver ogy.	nience of location, ample	amenities for comfortable transaction	ns, use of clear signages and	5
4. Cor feedb	nmunication adk	n - the act of kees	ping citizens and clients i	nformed in a language they can easily	understand, as well to their	5
5.Cos perio	ts - the satis d, value for n	faction with time noney, the accep	liness of the billing, billing table range of costs, and	ng process/es, preferred methods of p I qualitative information on the cost of	ayment, reasonable payment feach service.	5
6. Inte	grity - the as	ssurance that the	ere is honesty, justice, fair	mess, and trust in each service while d	ealing with the citizens/clients.	5
7. Assi citizer	urance - the Volient need	capability of fron is, helpfulness, ar	tline staff to perform the	ir duties, product and service knowled ips.	lge, undestanding	5
8. Out	come - the e	extent of achievin	g outcomes or realizing	the intended benefits of government	services.	5
Comn	nents					

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

- a. 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.
- c. Resolve all customer complaints at the shortest time possible.

Prepared by:

laria yictoria G. Tungol

Supervising Customer Service Officer

Noted by:

Engr. Charlito G. Rodriguez

General Manager



# **BALANGA WATER DISTRICT**

EGSA Tuyo, Balanga City, Bataan 2100 Contact No. 0919-0870348 E-mail: balanga\_water@yahoo.com

#### 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 6. Tungol Supervising Austonier Service Office

Noted by:

Engr. Charlito G. Rodriguez

General Manager