



BALANGA WATER DISTRICT

EGSA Tuyoy, Balanga City, Bataan 2100

Contact No. 09017-502-9019

0950-626-8905

E-mail: balanga_water@yahoo.com

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 July to August 2020, the result of the Concessionaires' Evaluation Survey conducted within the district's concession area composed of all barangay served by BLWD with Napakahusay being the highest. The survey form shown below was crafted in Tagalog which aims to determine the district's performance as a water service provider in term of:

- Service, i.e. responsiveness and attitude
- Cleanliness

BLWD-FM-CSD-019

Oct 2017

Rev00



BALANGA WATER DISTRICT

Balanga City, Bataan

Client Satisfaction Survey

Petsa (Date): _____
Pangalan (Name): _____
Address: _____
Contact No. & Email Address: _____
Pangalan ng aming kawani (BLWD Staff): _____

Sadya sa pagdalaw (Transaction/s) (i-tsek ang kahon)

<input type="checkbox"/>	Magbabayad (Payment)
<input type="checkbox"/>	Mag Aaplay (Application)
<input type="checkbox"/>	Others

<input type="checkbox"/>	Cashier
<input type="checkbox"/>	Customer Service
<input type="checkbox"/>	Others

Upang masukat ang kakayahan ng Balanga Water District at mapaganda pa ang aming serbisyo. Ikagalak po namin ang inyong pagsagot sa mga sumusunod na katanungan. (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.

Serbisyo ng Balanga Water District (Balanga Water District Services)	Napakahusay	Mahusay	Di - Maayos
Pagiging magalang ng Kawani. (Politeness of Staff)			
Pagiging matulungin ng Kawani (Helpfulness of Staff)			
Mabilis at Tamang Serbisyo (Speed and Accuracy of Service)			
Kalinisan ng tanggapan at palikuran (Cleanliness of workstation and restroom)			
Kabuugang karanasan ng inyong pagbisita (Overall Satisfation of your Balanga Water District experience)			

Iba pang puna o mungkahi (Suggestion/Comment/s):

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 2021 budget.

Below are sample accomplished survey form:

BLWD-ENL-CSD-409
041 2017
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BALANGA WATER DISTRICT
Balanga City, Bataan

Client Satisfaction Survey

Petsa (Date): 08-12-2020
 Pangalan (Name): MICHAEL M. APOSTOL
 Address: SOLIMA ST. BAYO BALANGA CITY
 Contact No. & Email Address: 09432275462 / mikemapsul@gmail.com
 Pangalan ng aming kawani (BLWD Staff): _____

Sadya sa paglalaw (Transaction/s) (I-tsek ang kahon)

<input checked="" type="checkbox"/>	Magbabayad (Payment)	<input type="checkbox"/>	Cashier
<input type="checkbox"/>	Mag Aaplay (Application)	<input type="checkbox"/>	Customer Service
<input type="checkbox"/>	Others	<input type="checkbox"/>	Others

Upang masukat ang kakayahan ng Balanga Water District at mapaganda pa ang aming serbisyo. Ikagagalak po namin ang inyong pagpagot sa mga sumusunod na katanungan. (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.)

Serbisyo ng Balanga Water District (Balanga Water District Services)	Napakahusay	Mahusay	Di - Maayos
Pagiging magalang ng Kawani (Politeness of Staff)	<input checked="" type="checkbox"/>		
Pagiging matulungin ng Kawani (Helpfulness of Staff)	<input checked="" type="checkbox"/>		
Mabilis at Tamaing Serbisyo (Speed and Accuracy of Service)	<input checked="" type="checkbox"/>		
Kalinisan ng tanggapan at palikuran (Cleanliness of workstation and restroom)	<input checked="" type="checkbox"/>		
Kabuugang karanasan ng inyong pagbisita (Overall Satisfaction of your Balanga Water District experience)	<input checked="" type="checkbox"/>		

Iba pang puna o mungkahi (Suggestion/Comment/s):
Tanggap pagtanggapon ng sariling pila ang mga senior citizen, humingi sa mga regulasyon pagmam, mabuhay! more power!

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Bataán

BALANGA WATER DISTRICT
Balanga City, Bataan

Client Satisfaction Survey

Petsa (Date): 08/05/2020
 Pangalan (Name): WISH I. ATORZA
 Address: TRIO PICTURAS, DATUM
 Contact No. & Email Address: 09394716709 / nicomares@yahoo.com
 Pangalan ng aming kawani (BLWD Staff): CHLOE

Sadya sa paglalaw (Transaction/s) (I-tsek ang kahon)

<input type="checkbox"/>	Magbabayad (Payment)	<input type="checkbox"/>	Cashier
<input type="checkbox"/>	Mag Aaplay (Application)	<input checked="" type="checkbox"/>	Customer Service
<input type="checkbox"/>	Others	<input type="checkbox"/>	Others

Upang masukat ang kakayahan ng Balanga Water District at mapaganda pa ang aming serbisyo. Ikagagalak po namin ang inyong pagpagot sa mga sumusunod na katanungan. (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.)

Serbisyo ng Balanga Water District (Balanga Water District Services)	Napakahusay	Mahusay	Di - Maayos
Pagiging magalang ng Kawani (Politeness of Staff)	<input checked="" type="checkbox"/>		
Pagiging matulungin ng Kawani (Helpfulness of Staff)	<input checked="" type="checkbox"/>		
Mabilis at Tamaing Serbisyo (Speed and Accuracy of Service)	<input checked="" type="checkbox"/>		
Kalinisan ng tanggapan at palikuran (Cleanliness of workstation and restroom)	<input checked="" type="checkbox"/>		
Kabuugang karanasan ng inyong pagbisita (Overall Satisfaction of your Balanga Water District experience)	<input checked="" type="checkbox"/>		

Iba pang puna o mungkahi (Suggestion/Comment/s):
Maasikaso po at very patient sa mga asama, pabalik at makikitang maling ka talagang talagang -



BALANGA WATER DISTRICT
Balanga City, Bataan

Client Satisfaction Survey

Petsa (Date): 08-14-2020 (Fri)
 Pangalan (Name): DANILO C. CUMILANG
 Address: 4110 STA. MONICA UPPER FLAYO BALANGA CITY
 Contact No. & Email Address: 09202616028 / danycumilang_daniel@yahoo.com.ph
 Pangalan ng aming kawani (BLWD Staff): JAYJAY

Sadya sa pagdalaw (Transaction/s) (i-tsek ang kahon)

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Magbabayad (Payment)
 Mag Aaplay (Application)
 Others

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Cashier
 Customer Service
 Others

Upang masukat ang kakayahan ng Balanga Water District at mapaganda pa ang aming serbisyo. Ikagagalak po namin ang inyong pagsagot sa mga sumusunod na katanungan. (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.)

Serbisyo ng Balanga Water District (Balanga Water District Services)	Napakahusay	Mahusay	Di - Maayos
Pagiging magalang ng Kawani. (Politeness of Staff)	✓		
Pagiging matulongin ng Kawani (Helpfulness of Staff)	✓		
Mabilis at Tamang Serbisyo (Speed and Accuracy of Service)	✓		
Kalinisan ng tanggapan at palikuran (Cleanliness of workstation and restroom)	✓		
Kabuugang karanasan ng inyong pagbisita (Overall Satisfaction of your Balanga Water District experience)	✓		

Iba pang puna o mungkahi (Suggestion/Comment/s):

MAHUSAY, MAAYOS IPAGPATULOG LANGANG
PO NINDO! CONGRATS



BALANGA WATER DISTRICT
Balanga City, Bataan

Client Satisfaction Survey

Petsa (Date): 02-14-20
 Pangalan (Name): CERVIE O. REYES
 Address: CIMAMELA ST. DFS BAL. CITY BAT
 Contact No. & Email Address: 09302833893
 Pangalan ng aming kawani (BLWD Staff): _____

Sadya sa pagdalaw (Transaction/s) (i-tsek ang kahon)

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Magbabayad (Payment)
 Mag Aaplay (Application)
 Others

<input checked="" type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Cashier
 Customer Service
 Others

Upang masukat ang kakayahan ng Balanga Water District at mapaganda pa ang aming serbisyo. Ikagagalak po namin ang inyong pagsagot sa mga sumusunod na katanungan. (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.)

Serbisyo ng Balanga Water District (Balanga Water District Services)	Napakahusay	Mahusay	Di - Maayos
Pagiging magalang ng kawani. (Politeness of Staff)	✓		
Pagiging matulongin ng Kawani (Helpfulness of Staff)	✓		
Mabilis at Tamang Serbisyo (Speed and Accuracy of Service)	✓		
Kalinisan ng tanggapan at palikuran (Cleanliness of workstation and restroom)	✓		
Kabuugang karanasan ng inyong pagbisita (Overall Satisfaction of your Balanga Water District experience)	✓		

Iba pang puna o mungkahi (Suggestion/Comment/s):

OK NAMAN AT MAAYOS AT
MAABALIT ANG STAF MAAYONG ANONG MAAYOS