



8. CUSTOMER SATISFACTION SURVEY PROCEDURE

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

Office or Division:	Customer Services Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail?	Balanga Water District Concessionaire			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Customer Satisfaction Survey Form (1pc., Original)		Balanga Water District Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PACD, Customer Service Assistant or Teller instruct concessionaire to proceed to Customer Satisfaction Survey Desktop	1. After concessionaire's transaction, PACD, Customer Service Assistant or Teller will instruct the concessionaire to accomplish the customer satisfaction survey.	None	5 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
2. None	2. The PACD will monitor the customer satisfaction survey result and print report every 5 th working day of the following month	None	10 minutes	Viehnna Joy L. Feraro Grace V. Esmeña (Utilities/Customer Service Assistant E)
Total:		None	15 minutes	