



CITIZEN/ CLIENT SATISFACTION REPORT

I. Description of the Citizen/ Client Satisfaction Survey

The Customer Water Service Quality Survey and Customer Feedback Form were used to selective concessionaire/ customer as respondents for the survey in order to gather data that will capture the level of satisfaction based on the indicators in Survey Questionnaire. The indicators included in the questionnaire were taken from the most availed frontline services of the district and the LWUA required PBB indicators, namely: Response Time on Service Requests/Complaints, Quality and Adequacy of Water Supply and Reliability of Water Services. In the preparation of the survey questionnaire, qualitative and quantitative approaches were adopted for data collection. Qualitative methods involved observation of requests/ complaints procedures at the customer service vis-à-vis the existing Citizen's Charter of Liang Water District. Quantitative method involved questions derived from the qualitative data.

The findings of the survey conducted by Liang Water District on CY 2020 from a total of fourteen (14) respondents based on duly accomplished Customer Water Service Quality Survey and gathered twelve (12) responses from Customer Feedback Form showed that concessionaires are highly satisfied with the services of the Liang Water District. Parameters/ Indicators which obtained "highly satisfied" answers include Response Time to Requests/Complaints, Customer Satisfaction and Quality and Adequacy of Water Supply.

However, there were two (2) responses obtained a "Very Satisfactory" rating. There were also some respondents or customer's comments for improvement or increase in water supply especially in elevated and dead end areas.


II. Improvement Action Plan for FY 2021

1. Rehabilitation of transmission line at Camangahan Source & Simulao Source to increase water production supply for the concessionaires.
2. Expansion of distribution lines to areas with no access of water to persuade prospective customer/s.

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