



Republic of the Philippines
TANDAG CITY WATER DISTRICT
Brgy. Mabua, Tandag City 8300, Surigao del Sur
086-211-3258 or 4600 | tandagwd.gov.ph

January 23, 2023

SECRETARY ERNESTO V. PEREZ
Director General
Anti-Red Tape Act Authority (ARTA)
4th & 5th Floor, NFA Building, NFA Compound
Visayas Avenue, Brgy. Vasra, Diliman
Quezon City

Thru: **THE COMPLIANCE MONITORING AND EVALUATION OFFICE**

Dear Secretary Perez:

Respectfully forwarding the CY 2022 Client Satisfaction Measurement Report of the Tandag City Water District, in compliance to ARTA Memorandum Circular 2019-002.

Thank you.

Very truly yours,

ENGR. EULOGIO D. MILLA, ASEAN Eng
General Manager



CY 2022 CLIENT SATISFACTION MEASUREMENT REPORT

The Tandag City Water District (TCWD) Feedback Form is designed to measure concessionaires' satisfaction on the overall water and frontline services provided from January to December 2022. First-hand information from customers is useful for the TCWD to continue improve its services and serve the public better.

Hence all concessionaires who visit the TCWD office are given the opportunity to answer a survey questionnaire or feedback form. It is made available at the frontline desk in the Commercial Services Unit and Public Assistance Complaints Desk. Aside from the feedback form, the District also attended queries thru phone calls, emails and other social media platform such as Facebook and Messenger.

It is understood however that not all customers would answer and/or willing to answer the feedback form due to various reasons. Especially with fear on COVID-19, answering the form was most of the time not entertained.

To get the report on client satisfaction for CY 2022, the accomplished feedback forms were consolidated and tabulated. The data are analysed and interpreted through descriptive statistics and presented through a written report.

TCWD Action/Services	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
The TCWD personnel who responded to the complaint were courteous and approachable			10%	72%	18%
The personnel/in-charge was able to clearly explain the details surrounding the incident.			10%	40%	50%
Response time from the time of complaint up to the time of action fast.			5%	60%	35%
The services rendered were fair, honest and just.				76%	24%
The workplace is clean and organized.			2%	75%	23%



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This report will be used as basis for improvement of the current services being offered. Reflected in the TCWD ARTA Reengineering Manual, some services were being improved by lessening the number of hours or response time per action. As to the feedback from, asking questions verbally or face-to-face will be asked regarding water quality including our existing procedures.

In order to ascertain quality service, the TCWD shall continuously conduct the following:

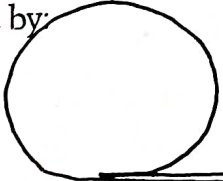
- Water samples for Bacteriological Test with negative results;
- Water samples for Physical and Chemical Test with negative results;
- Daily chlorine residual monitoring within the prescribed standard time;
- 20% or below non-revenue water (NRW);
- Regular flushing of service lines/pipelines; and
- More responsive and efficient customer service for client satisfaction.

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Prepared by:


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Chief, Administrative & Financial Management Division

Noted by:


EULOGIO D. MILLA, CE, ASEAN Eng
General Manager