



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

CLIENT/CITIZEN SATISFACTION REPORT FY 2020

The Tandag City Water District Feedback Form is designed to measure concessionaires' satisfaction on the overall water and frontline services provided from January to December 2020. First-hand information from customers are useful for the district 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. And aside from the feedback form, the District also attended queries from 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 the COVID-19 pandemic, compliance to health protocols are strictly followed such as social distancing and constant hand washing that answering the form were most of the time not entertained.

To get the report on client satisfaction for CY 2020, the accomplished feedback forms were consolidated and tabulated. The data are analysed and interpreted through descriptive statistics and presented through a written report.

	Strongly disagree	Disagree	Agree	Strongly agree
The TCWD personnel who responded to the complaint were courteous and approachable		16%	55%	33%
The personnel/in-charge was able to clearly explain the details surrounding the incident.		22%	50%	44%
Response time from the time of complaint up to the time of action fast.			61%	22%
The services rendered were fair, honest and just.			55%	33%
The workplace is clean and organized.			66%	33%



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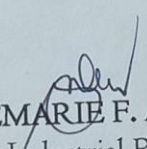
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This report will be used as basis for improvement of the current services being offered. For this reason, the District intends to revise the existing feedback form to make it more comprehensive. More questions will be asked as to the quality and quantity of water including our existing procedures.


And in order to ascertain quality service, the District 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% of Non-revenue water
- Regular flushing of service lines/pipelines

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