



METRO COTABATO WATER DISTRICT

CUSTOMER FEEDBACK FORM

DATE and TIME of TRANSACTION:

Name of MCWD Employee

IN-OFFICE TRANSACTION

PHONE-IN / TEXT TRANSACTION:

421-2252 421-1071
 421-7135 0908-8640315

TRANSACTION

- | | |
|--|--|
| <input type="checkbox"/> New Service Connection | <input type="checkbox"/> Reconnection of Water Service |
| <input type="checkbox"/> Payment of Bills | <input type="checkbox"/> Transfer of Water Meter |
| <input type="checkbox"/> Request for repair & check-up service GOOD | <input type="checkbox"/> Partial Payment/Billing Inquiry |
| <input type="checkbox"/> Investigation (complaints of high consumption & meter status, etc.) | <input type="checkbox"/> Request for extension of payment or promissory note |

Others (please specify _____)

COMMENTS / SUGGESTIONS:

In order for us to address your problem/concern, please fill-out this form completely.
 Rest assured we will treat this with confidentiality

SERVICE

YES	NO		YES	NO	
<input type="checkbox"/>	<input type="checkbox"/>	Fast Service	<input type="checkbox"/>	<input type="checkbox"/>	Less processes
<input type="checkbox"/>	<input type="checkbox"/>	Customer-friendly Service	<input type="checkbox"/>	<input type="checkbox"/>	Well-organized/orderly procedures

PERSONNEL

YES	NO				
<input type="checkbox"/>	<input type="checkbox"/>	Friendly, accommodating, smiling	<input type="checkbox"/>	<input type="checkbox"/>	Responds / acts fast
<input type="checkbox"/>	<input type="checkbox"/>	Tidy, neat, well-groomed	<input type="checkbox"/>	<input type="checkbox"/>	Wearing ID card
<input type="checkbox"/>	<input type="checkbox"/>	Wearing proper uniform	<input type="checkbox"/>	<input type="checkbox"/>	Courteous / respectful
<input type="checkbox"/>	<input type="checkbox"/>	Explains procedure/instructions well			

OVERALL IMPRESSION OF OUR SERVICE

Satisfied Dissatisfied

CUSTOMER'S DETAILS (optional)

Name: _____ Age: _____ Male Female

Contact No(s): _____ Address: _____

Please drop this in the box on Public Assistance & complaints Desk. Thank you.