



METRO COTABATO WATER DISTRICT

Cotabato City

Client Satisfaction Measurement Report

2023

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I. Overview

The Metro Cotabato Water District (MCWD) derived its legal mandate to serve the populace from Presidential Decree No. 198, as amended, or otherwise known as the Provincial Water Resources Act of 1973. The District was formed on October 12, 1976. On November 05, 1976, the Local Water Utilities Administrations issued Certificate of Conformance No. 30 to the MCWD.

The District is committed to provide adequate and affordable supply of potable water to all its concessionaires, attain corporate viability, maintain organizational efficiency, pursue technological dynamism and consciousness in environment protection in order to sustain a highly reliable system for the benefit of all people within its service area.

It serves 36 out of 37 barangays in the City of Cotabato, 10 barangays in Sultan Kudarat Municipality, and 7 barangays in Datu Odin Sinsuat Municipality, in the province of Maguindanao. It has a total of 41,686 active service connections as of December 31, 2023.

The Anti-Red Tape Authority (ARTA) is a Philippine government agency mandated to ensure ease of doing business among all agencies of the Philippine government. It was created through Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act which was passed on May 28, 2018. It developed the harmonized Client Satisfaction Measurement (CSM) for agencies as an after-service availment survey that will assess the overall satisfaction and perception of clients on the government service they availed.

As stated in the ARTA Memorandum Circular (MC) No. 2022-05, government agencies shall embed feedback mechanisms and client satisfaction measurement in the process improvement efforts. The agency shall submit to the Authority results of Client Satisfaction Survey for each service based on the guidelines issued by the Authority.

It is essential for government agencies like the METRO COTABATO WATER DISTRICT (MCWD) to provide quality service to its concessionaires. With the vision of being a highly efficient water utility rendering excellent service to the community, and ensuring customer satisfaction is an essential part of our process.

To ensure improvement in the delivery of services, the MCWD has established a Client Satisfaction Measurement (CSM) pursuant to Republic Act No. 11032. This Client Satisfaction Measurement Forms are made available at the main entrance of the office where clients can freely express their complaints, comments and suggestions.

II. Scope

Metro Cotabato Water District's (MCWD) Customer Satisfaction Survey was conducted to walk-in customers for the period January to December 2023. This survey aims to measure the over-all level of satisfaction of the concessionaires on the External/Frontline services rendered by the office. The survey used the standard harmonized Client Satisfaction Measurement (CSM) questionnaire wherein it asked clients demographical questions, awareness of agency's citizen's charter and eight (8) service quality dimensions, to wit:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Cost
6. Integrity
7. Assurance
8. Outcome

Table 1. List of Frontline Services Surveyed

External Services	Responses	Total Transactions
Request for Extension of Grace Period /Partial Payment or Staggered Basis	2,492	22,246
Request for Check up / Inspection of Water Service Connection (Investigation)	990	19,460
Request for Repair & Other Water Service Related Complaints	430	7,933
Application for New Service Connection / Reconnection	570	1,715
Change of Ownership / Registered Name	114	632
Request for Disconnection of Service	96	257
Availment of Senior Citizen Discount	56	179
Inquiry / Settlement of Forwarded Account or Demand Letter	29	151
Reopening of Water Service Connection (w/ meter on site)	1,842	5,381
Request for Meter Relocation / Transfer Tapping Site	179	740
Inquiry of Accounts, Requirements & Other Services	149	1,333
Payment of Water Bills	763	298,384
Issuance of Certification	24	24
Water Quality Testing (Physical-Chemical Testing)	29	43
Water Delivery	8	24
Water Sales (Bulk) Payments	1	11
Application for New Service Connection (w/ water meter size of 2" and above)	1	1
TOTAL	7,773	358,514

A total of 7,773, out of 358,514 clients, completed or responded to the survey, or a total transaction for 17 frontline services, equivalent to 2.17% response rate. Out of the 17 frontline services, only 8 frontline services got the minimum or even exceeded the target number of responses, namely: Request for Extension of Grace Period/Partial Payment or staggered Basis, Request for Check-up/Inspection of Water Service Connections (Investigation), Request for Repair & Other Water Service Related Complaints, Application for New Service Connection/Reconnection, Reopening of Water Service Connection (w/ meter on site), Payment of Bills, Issuance of Certification and Application for New Service Connection (w/ water meter size of 2" and above.)

The 9 frontline services that got a low response rate are the following: Change of Ownership/Registered Name, Request for Disconnection of Service, Availment of Senior Citizen Discount, Inquiry/Settlement of Forwarded Account or Demand Letter, Request for Meter Relocation/Transfer Tapping Site, Inquiry of Accounts, Requirements & Other Services, Water Quality Testing (Physical-Chemical Testing), Water Delivery and Water Sales (Bulk) Payments. It can be noted that services that have lesser number of transactions also got lesser number of

responses. This may be attributed to clients that availed of these services were not interested to give their feedback, since surveys are voluntary in nature. It may also be attributed to the inefficiencies of the collection mechanism, since distribution and collection of survey forms were concentrated only on the PACD and not on the personnel assigned to perform or to act on the services availed. Maybe the office should also consider collection of survey responses through online platform.

III. Methodology

The Public Assistance Complaints Desk Officer (PACD) of the MCWD was responsible in the distribution of the Client Satisfaction Measurement Survey Form to the selected customers using Simple Random Sampling. These customers were given enough time to fill-in the feedback form and return it to the PACD or drop it at the designated feedback drop box after the transaction was completed.

Scale	Rating
1	Strongly Disagree
2	Disagree
3	Neither Agree nor Disagree
4	Agree
5	Strongly Agree

A 5-point Likert Scale was used to determine the level of satisfaction of each concessionaires for the eight (8) service quality dimensions (SQD) or indicators in which 1 is the lowest or strongly disagree and 5 as the highest or strongly agree. The service quality dimensions are as follows: (1) Responsiveness; (2) Reliability; (3) Access and Facilities; (4) Communication; (5) Costs; (6) Integrity; (7) Assurance; and (8) Outcome.

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of N/A answers}}$$


Percentage	Rating
Below 60%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

The table above shows how the results will be interpreted.

IV. Data and Interpretation

Image below is a sample of accomplished Customer Satisfaction Survey.

Control No: 6252



Republic of the Philippines
METRO COTABATO WATER DISTRICT
 Governor Gutierrez Avenue, Cotabato City

ANTI-RED TAGS ACTIVITY
 CLIENT SATISFACTION MEASUREMENT FORM
 PSA APPROVAL NO. 1079-1042-3

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: 12/04 Sex: Male Female Age: 33

Account No./Address: 116-12-2601 Service Availed: Partial






INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.					✓	
SQD1. I spent a reasonable amount of time for my transaction. (<i>Responsiveness</i>)					✓	
SQD2. The office followed the transaction's requirements and steps based on the information provided. (<i>Reliability</i>)					✓	
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. (<i>Access and Facilities</i>)					✓	
SQD4. I easily found information about my transaction from the office or its website. (<i>Communication</i>)					✓	
SQD5. I paid a reasonable amount of fees for my transaction. (<i>Costs</i>)					✓	
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction. (<i>Integrity</i>)					✓	
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful. (<i>Assurance</i>)					✓	
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (<i>Outcome</i>)					✓	

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!

A. Client Demographic Profile

The table shows that around 32.91% of the customers surveyed who availed the services of the office were in the 20-34 age group followed by age 35-49 which has 21.38%. On the other hand, 65 or higher age group got the lowest percentage of 1.35% followed by 19 or lower age group which has 3.20%. Also, 33.02% of the customers surveyed did not specify their age group.

In addition, female were the most surveyed clients in the office which has a 69.93% rate while male clients has only 30.07%.

D1. Age and D2. Sex	External
1. 19 or lower	3.20%
2. 20-34	32.91%
3. 35-49	21.38%
4. 50-64	8.14%
5. 65 or higher	1.35%
6. Did not specify	33.02%
1. Male	30.07%
2. Female	69.93%
3. Did not specify	0.00%

B. Customer Type

Table below shows most clients surveyed who availed of the services of the office were citizens who belong to the residential group which has a 95.35% rate.. This was followed by the business group of clients which has a 3.87% rate and lastly, the government group of clients which has a 0.78% rate.

D3. Customer Type	External
D3. Citizen	95.35%
D3. Business	3.87%
D3. Government	0.78%
D3. Did not specify	0.00%

C. Citizen's Charter Results

The table below shows about half of the customers surveyed or 47.21% knew what a "CC" means and saw this office's CC and also about half of the customers surveyed or 46.11% only learned of the CC when they saw this office's CC.

Most of the customers also responded that the office's CC was easy to see and that it helped them very much in their transaction.

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC		
1. I know what a CC is and I saw this office's CC.	3,338	47.21%
2. I know what a CC is but I did not see this office's CC.	81	1.15%
3. I learned of the CC only when I saw this office's CC.	3,260	46.11%
4. I do not know what a CC is and I did not see one in this office.	391	5.53%
CC2. If aware of CC, would you say that the CC of this office was..?		
1. Easy to see	6,223	88.02%
2. Somewhat easy to see	411	5.81%
3. Difficult to see	28	0.40%
4. Not visible at all	12	0.17%
5. N/A	396	5.60%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	5,914	83.65%
2. Somewhat helped	587	8.30%
3. Did not help	166	2.35%
4. N/A	403	5.70%

D. Service Quality Dimension Results

Looking at the overall rating of 92.57%, it shows that the customers were very satisfied with their transaction in the office.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	4,121	2,411	266	71	187	14	7,070	92.57%

The Table below shows the Customers Overall Satisfaction based on service quality dimension. Integrity got the highest rating of 93.89% followed by Reliability which has a rating of 93.81%. 3rd is the Access and Facilities which got 93.77% followed by Assurance which has a rating of 93.71%.

On the other hand, Costs got the lowest percentage which has a rating of 92.26%, followed by Responsiveness which got a rating of 92.51% and Outcome which has a 93.06% rating.

Overall rating for Service Quality Dimension is 93.27% which is equivalent to Very Satisfactory.

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
Responsiveness	4,588	2,585	300	108	173	19	7,773	92.51%
Reliability	4,728	2,549	264	60	156	16	7,773	93.81%
Access and Facilities	4,776	2,495	273	56	154	19	7,773	93.77%
Communication	4,716	2,495	299	77	155	31	7,773	93.14%
Costs	4,598	2,542	338	98	163	34	7,773	92.26%
Integrity	4,892	2,390	250	65	159	17	7,773	93.89%
Assurance	4,917	2,351	264	61	163	17	7,773	93.71%

Outcome	4,685	2,519	304	79	154	32	7,773	93.06%
Overall	37,900	19,926	2,292	604	1,277	185	62,184	93.27%

E. External Services Results

The Table below shows the result of Customer Satisfaction Survey for Request for Extension of Grace Period / Partial Payment or Staggered Basis service with total response of 2,492. The over-all score for such service is 94.82% which is equivalent to Very Satisfactory Rating. However, 5.18% of the total responses were not satisfied with the service. Dissatisfaction may be resulting from non-approval of the request or not agreeable to terms of payment granted, since most of the clients who availed of the services are delinquent accounts.

REQUEST FOR EXTENSION OF GRACE PERIOD /PARTIAL PAYMENT OR STAGGERED BASIS								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1582	758	62	23	57	10	2,492	94.28%
Reliability	1619	746	51	16	52	8	2,492	95.21%
Access and Facilities	1633	725	56	15	53	10	2,492	95.00%
Communication	1615	732	65	17	52	11	2,492	94.60%
Costs	1593	744	74	21	51	9	2,492	94.12%
Integrity	1683	687	44	19	50	9	2,492	95.45%
Assurance	1681	676	55	14	58	8	2,492	94.89%
Outcome	1637	717	55	16	53	14	2,492	95.00%
Over-all Score per Service								94.82%

The Table below shows that Requests for Check-up / Inspection of Water Service Connections (Investigation) have a total of 990 responses and an over-all rating of 84.83%. This is equivalent to Satisfactory in rating. On the other hand, 15.17% of these responses were not satisfied with the services availed from the office. The primary reason for the 15.07% dissatisfaction rating may be attributed to clients not agreeing with the results of the investigation, since most of the clients who availed of the services, are those accounts with high consumption which consequentially increased in costs. One factor that resulted to low satisfaction rating is due to low score on responsiveness, which should be given preferential attention by the concerned division.

REQUEST FOR CHECK UP / INSPECTION OF WATER SERVICE CONNECTION (INVESTIGATION)								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	432	395	107	22	29	5	990	83.96%
Reliability	438	408	104	12	25	3	990	85.71%
Access and Facilities	453	404	96	9	24	4	990	86.92%
Communication	443	400	98	15	27	7	990	85.76%
Costs	390	405	124	29	33	9	990	81.04%
Integrity	459	391	97	14	26	3	990	86.12%
Assurance	469	380	98	13	27	3	990	86.02%
Outcome	409	410	117	21	28	5	990	83.15%
Over-all Score per Service								84.83%

The Request for Repairs & Other Water Services Related Complaints survey result, which can be seen below, has an over-all rating of 89.02% equivalent to a satisfactory rating with total responses of 430. Still, there is a 10.98% who were not satisfied with the service. The reason for dissatisfaction can also be attributed to low score in responsiveness and the outcome, which the concerned Division should look into and identify.

REQUEST FOR REPAIR & OTHER WATER SERVICE RELATED COMPLAINTS								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	180	196	34	7	12	1	430	87.65%
Reliability	193	192	28	4	12	1	430	89.74%
Access and Facilities	198	186	30	4	11	1	430	89.51%
Communication	195	188	30	5	10	2	430	89.49%
Costs	187	189	34	6	10	4	430	88.26%
Integrity	203	179	29	4	14	1	430	89.04%
Assurance	210	180	25	2	12	1	430	90.91%
Outcome	186	188	35	6	12	3	430	87.59%
Over-all Score per Service								89.02%

A total of 437 responses were attained by the Application for New Service Connection / Reconnection with an over-all score of 95.79% equivalent to a rating of Outstanding as seen on the Table below. However, there are still 4.21% dissatisfied with the services availed. Though this frontline service got an outstanding rating, the reason of 4.21% dissatisfied should not be discounted and something to be looked into and identified by the concerned Division.

APPLICATION FOR NEW SERVICE CONNECTION / RECONNECTION								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	265	150	8	7	7	0	437	94.97%
Reliability	282	139	5	4	7	0	437	96.34%
Access and Facilities	273	148	6	3	7	0	437	96.34%
Communication	265	148	9	7	6	2	437	94.94%
Costs	264	152	6	8	7	0	437	95.19%
Integrity	290	131	5	3	8	0	437	96.34%
Assurance	283	137	6	3	7	1	437	96.33%
Outcome	268	150	7	5	6	1	437	95.87%
Over-all Score per Service								95.79%

The Change of Ownership / Registered Name gathered 114 responses for the period as illustrated on the Table below. This has an over-all score of 92.76% with a Very Satisfactory rating though about 7.24% are dissatisfied with the services availed. Again, responsiveness is one of the criteria that got the lowest score, and should be given preferential attention by the Customer Service Division to improve its delivery of service.

CHANGE OF OWNERSHIP / REGISTERED NAME								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	83	19	3	5	4	0	114	89.47%
Reliability	86	20	2	1	5	0	114	92.98%

Access and Facilities	87	20	4	0	3	0	114	93.86%
Communication	87	19	3	1	4	0	114	92.98%
Costs	80	26	3	1	4	0	114	92.98%
Integrity	85	22	2	1	4	0	114	93.86%
Assurance	88	18	3	0	5	0	114	92.98%
Outcome	88	18	3	1	4	0	114	92.98%
Over-all Score per Service								92.76%

The Table below shows another external service which has total response of 96. The Request for Disconnection of Service has an over-all score of 97.13% which is equivalent to Outstanding. On the other hand, 2.87% were still unsatisfied. Although, this particular service got an Outstanding rating, still it has gathered a low response rate compared to its total transaction of 257.

REQUEST FOR DISCONNECTION OF SERVICE								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	64	27	1	1	3	0	96	94.79%
Reliability	71	24	1	0	0	0	96	98.96%
Access and Facilities	70	24	2	0	0	0	96	97.92%
Communication	69	24	2	1	0	0	96	96.88%
Costs	68	23	2	0	2	1	96	95.79%
Integrity	75	19	2	0	0	0	96	97.92%
Assurance	77	17	2	0	0	0	96	97.92%
Outcome	68	25	2	1	0	0	96	96.88%
Over-all Score per Service								97.13%

Availment of Senior Citizen Discount has 56 total responses as shown on the Table below. This has an overall score of 99.33% and an Outstanding rating. Only 0.67% were not satisfied with the service availed. Again, this particular service got an almost perfect score, but only got 56 responses out of the 179 total transactions.

AVAILMENT OF SENIOR CITIZEN DISCOUNT								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	41	14	0	1	0	0	56	98.21%
Reliability	41	15	0	0	0	0	56	100.00%
Access and Facilities	41	15	0	0	0	0	56	100.00%
Communication	41	15	0	0	0	0	56	100.00%
Costs	41	13	1	1	0	0	56	96.43%
Integrity	40	16	0	0	0	0	56	100.00%
Assurance	40	16	0	0	0	0	56	100.00%
Outcome	40	16	0	0	0	0	56	100.00%
Over-all Score per Service								99.33%

The Inquiry / Settlement of Forwarded Account or Demand Letter has a total response of 29 with an overall score of 100% which can be seen on the table below. This is equivalent to Outstanding in rating. This service got also a low response rate, with a total of 29 responses out of 179 transactions.

INQUIRY / SETTLEMENT OF FORWARDED ACCOUNT OR DEMAND LETTER								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score

Responsiveness	22	7	0	0	0	0	29	100.00%
Reliability	24	5	0	0	0	0	29	100.00%
Access and Facilities	23	6	0	0	0	0	29	100.00%
Communication	23	6	0	0	0	0	29	100.00%
Costs	21	8	0	0	0	0	29	100.00%
Integrity	23	6	0	0	0	0	29	100.00%
Assurance	24	5	0	0	0	0	29	100.00%
Outcome	20	9	0	0	0	0	29	100.00%
Over-all Score per Service								100.00%

The Table below shows an overall score of 92.51%. A total response of 1,842 was gathered for the Reopening of Water Service Connection (w/ meter on site). This has a rating of Very Satisfactory. However, 7.49% of these were dissatisfied with the service availed. Dissatisfaction could be attributed to low score on responsiveness and communication. The primary reason for low score on communication may be because the clients may not have resorted to apply for reopening if they received their bills on time or they are not given notice prior to disconnection.

REOPENING OF WATER SERVICE CONNECTION (W/ METER ON SITE)								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1031	657	72	31	49	2	1,842	91.74%
Reliability	1081	631	67	18	43	2	1,842	93.04%
Access and Facilities	1085	620	70	19	45	3	1,842	92.71%
Communication	1070	623	75	22	46	6	1,842	92.21%
Costs	1062	634	75	22	45	4	1,842	92.27%
Integrity	1104	607	64	20	44	3	1,842	93.04%
Assurance	1102	603	69	23	42	3	1,842	92.71%
Outcome	1059	637	76	23	41	6	1,842	92.37%
Over-all Score per Service								92.51%

The Request for Meter Relocation / Transfer Tapping Site has an overall score of 96.58% with 179 total responses (please see table below). The equivalent rating for such service is Outstanding. However, 3.42% of the respondents were still not satisfied. This particular service got a low response rate with a total to 179 out of 740 transactions. This particular service is availed by both external and internal clients and maybe this is the primary reason for the low response rate. Majority of the requests are coming from the Meter Readers, who were not able to give their survey/feedback form.

REQUEST FOR METER RELOCATION / TRANSFER TAPPING SITE								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	94	77	2	3	3	0	179	95.53%
Reliability	96	78	2	1	2	0	179	97.21%
Access and Facilities	102	72	2	1	2	0	179	97.21%
Communication	102	71	2	2	2	0	179	96.65%
Costs	99	70	6	2	2	0	179	94.41%
Integrity	100	74	2	1	2	0	179	97.21%
Assurance	105	70	1	1	2	0	179	97.77%
Outcome	98	75	3	1	2	0	179	96.65%
Over-all Score per Service								96.58%

A 99.66% overall score was gained by the Inquiry of Accounts, Requirements & Other Services. This is shown on table below. There are 149 total responses for this service and has a rating of Outstanding. Yet, a 0.34% of the respondents were not satisfied with the service availed. The primary reason why there are 0.34% dissatisfied with the service maybe because, before they could avail of the service, they still have to wait for their number to be called.

INQUIRY OF ACCOUNTS, REQUIREMENTS & OTHER SERVICES								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	116	30	1	1	0	1	149	98.65%
Reliability	118	30	0	0	0	1	149	100.00%
Access and Facilities	121	27	0	0	0	1	149	100.00%
Communication	121	26	1	0	0	1	149	99.32%
Costs	118	27	1	0	0	3	149	99.32%
Integrity	125	24	0	0	0	0	149	100.00%
Assurance	123	26	0	0	0	0	149	100.00%
Outcome	121	27	0	0	0	1	149	100.00%
Over-all Score per Service								99.66%

Payment of Water Bills has a 97.31% satisfaction rating which is equivalent to Outstanding. Such service has a total response of 763 as shown on table below. Although there are still 2.69% of the respondents who were not satisfied with the service availed.

PAYMENT OF WATER BILLS								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	541	199	8	7	8	0	763	96.99%
Reliability	540	206	4	4	8	1	763	97.90%
Access and Facilities	553	192	6	4	8	0	763	97.64%
Communication	552	183	13	6	7	2	763	96.58%
Costs	539	193	12	8	8	3	763	96.32%
Integrity	565	180	5	3	9	1	763	97.77%
Assurance	572	172	5	5	8	1	763	97.64%
Outcome	558	185	6	5	7	2	763	97.63%
Over-all Score per Service								97.31%

Issuance of Certification is being issued to Water Refilling Stations upon request. This Certification is a requirement for the renewal of business permit. There are 24 total responses for this service with an overall rating of 95.81% or Outstanding rating (as shown on Table below). But there is still 1 respondent, equivalent to 4.19% who is not satisfied with the service.

ISSUANCE OF CERTIFICATION								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	11	12	0	0	1	0	24	95.83%
Reliability	13	10	0	0	1	0	24	95.83%

Access and Facilities	12	11	0	0	1	0	24	95.83%
Communication	10	13	0	0	1	0	24	95.83%
Costs	11	11	0	0	1	1	24	95.65%
Integrity	12	11	0	0	1	0	24	95.83%
Assurance	14	9	0	0	1	0	24	95.83%
Outcome	10	13	0	0	1	0	24	95.83%
Over-all Score per Service								95.81%

The table below shows the Water Quality Testing (Physical-Chemical Testing) survey result with 29 total responses. Such external service has an overall score of 96.98% equivalent to Outstanding in rating. Still, a 3.02% of the respondents were unsatisfied with the service availed. Although it got an outstanding rating, the 3.02% dissatisfied respondents should not be taken for granted and the concerned Division should look into and identify what these water quality problems are that caused dissatisfaction.

WATER QUALITY TESTING (PHYSICAL-CHEMICAL TESTING)								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	5	23	1	0	0	0	29	96.55%
Reliability	6	22	0	0	1	0	29	96.55%
Access and Facilities	7	20	1	1	0	0	29	93.10%
Communication	6	22	0	1	0	0	29	96.55%
Costs	6	23	0	0	0	0	29	100.00%
Integrity	6	22	0	0	1	0	29	96.55%
Assurance	8	20	0	0	1	0	29	96.55%
Outcome	5	24	0	0	0	0	29	100.00%
Over-all Score per Service								96.98%

Water Delivery service is being made upon request by the individual/s or agencies with no active connection with the Metro Cotabato Water District. Such service has eight (8) total responses and has an overall score of 100%. This is equivalent to an Outstanding in rating. The primary reason for a perfect score may be because majority of the requests are coming from the same client which is OPAPPRU.

WATER DELIVERY								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	7	1	0	0	0	0	8	100.00%
Reliability	7	1	0	0	0	0	8	100.00%
Access and Facilities	7	1	0	0	0	0	8	100.00%
Communication	7	1	0	0	0	0	8	100.00%
Costs	7	1	0	0	0	0	8	100.00%
Integrity	7	1	0	0	0	0	8	100.00%
Assurance	7	1	0	0	0	0	8	100.00%
Outcome	7	1	0	0	0	0	8	100.00%
Over-all Score per Service								100.00%

Water Sales (Bulk) Payments has only one (1) respondent which has an overall score of 100% (Outstanding rating) as shown on the table below.

WATER SALES (BULK) PAYMENTS								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	1	0	0	0	0	0	1	100.00%
Reliability	1	0	0	0	0	0	1	100.00%
Access and Facilities	1	0	0	0	0	0	1	100.00%
Communication	1	0	0	0	0	0	1	100.00%
Costs	1	0	0	0	0	0	1	100.00%
Integrity	1	0	0	0	0	0	1	100.00%
Assurance	1	0	0	0	0	0	1	100.00%
Outcome	1	0	0	0	0	0	1	100.00%
Over-all Score per Service								100.00%

The Table below shows The Application for New Service Connection (w/ water meter size of 2" and above) which has also one (1) respondent with an overall score of 87.50%. This is equivalent to a Satisfactory rating. The primary reason why there is a low rating for responsiveness is due to delayed procurement of materials and water meter used for the installation of 3" water service connection for Bangko Sentral ng Pilipinas.

APPLICATION FOR NEW SERVICE CONNECTION (W/ WATER METER SIZE OF 2" AND ABOVE)								
DIMENSION/ CRITERIA	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall Score
Responsiveness	0	0	1	0	0	0	1	0.00%
Reliability	0	1	0	0	0	0	1	100.00%
Access and Facilities	0	1	0	0	0	0	1	100.00%
Communication	0	1	0	0	0	0	1	100.00%
Costs	0	1	0	0	0	0	1	100.00%
Integrity	0	1	0	0	0	0	1	100.00%
Assurance	0	1	0	0	0	0	1	100.00%
Outcome	0	1	0	0	0	0	1	100.00%
Over-all Score per Service								87.50%

The Table below shows the summary of the External/Frontline Services that the Metro Cotabato Water District surveyed with corresponding overall Score. The average score of all External Services is 93.27% which is equivalent to a Very Satisfactory in rating.

	External Services	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
1	Request for Extension of Grace Period /Partial Payment or Staggered Basis	13,043	5,785	462	141	426	79	19,936	94.82%
2	Request for Check up / Inspection of Water Service Connection (Investigation)	3,493	3,193	841	135	219	39	7,920	84.84%
3	Request for Repair & Other Water Service Related Complaints	1,552	1,498	245	38	93	14	3,440	89.03%
4	Application for New Service Connection / Reconnection	3,083	1,325	53	40	55	4	4,560	96.75%
5	Change of Ownership / Registered Name	684	162	23	10	33	-	912	92.76%
6	Request for Disconnection of Service	562	183	14	3	5	1	768	97.13%
7	Availment of Senior Citizen Discount	325	120	1	2	-	-	448	99.33%

8	Inquiry / Settlement of Forwarded Account or Demand Letter	180	52	-	-	-	-	232	100.00%
9	Reopening of Water Service Connection (w/ meter on site)	8,594	5,012	568	178	355	29	14,736	92.51%
10	Request for Meter Relocation / Transfer Tapping Site	796	587	20	12	17	-	1,432	96.58%
11	Inquiry of Accounts, Requirements & Other Services	963	217	3	1	-	8	1,192	99.66%
12	Payment of Water Bills	4,420	1,510	59	42	63	10	6,104	97.31%
13	Issuance of Certification	93	90	-	-	8	1	192	95.81%
14	Water Quality Testing (Physical-Chemical Testing)	49	176	2	2	3	-	232	96.98%
15	Water Delivery	56	8	-	-	-	-	64	100.00%
16	Water Sales (Bulk) Payments	7	1	-	-	-	-	8	100.00%
17	Application for New Service Connection (w/ water meter size of 2" and above)	-	7	1	-	-	-	8	87.50%
	External Service Total	37,900	19,926	2,292	604	1,277	185	62,184	93.27%

F. Summary of Comments

POSITIVE COMMENTS	NO. OF RESPONDENTS
Thank you for the good service.	21
Continue to good service.	19
Keep up the good work.	14
Front desk/staff are very accommodating, approachable, courteous responsible, kind and helpful.	13
Very satisfied with your service.	6
Good job and more power!	3
Very easy and smooth transaction.	2
Nothing to say with the service provided.	2
Active members.	1

NEGATIVE COMMENTS	NO. OF RESPONDENTS
No water	24
Low pressure	12
Dirty and odorous water	6
Translate Survey Questions to Tagalalog	2
Immediate repair of mainline	2
Routine checking of good quality water distribution to customers.	1
Complaint of rusty pipe connected to meter.	1
Please return the old system of getting water from Tanuel and Dimapatoy and not from the river (Biniruan) because it is not safe to drink for human consumption.	1
High consumption.	1
Sana payagan gamitin ang GD for reconnection at bigay ng abiso kung puputulin. Tnx.	1
On time delivery of bills	1
Serve the customer with a smile and greetings.	1
Please provide free wifi	1

V. Results of the Agency Action Plan reported in FY 2022

ISSUES/CONCERNS TO BE ADDRESSED	ACTION TAKEN TO IMPROVE PROCESS/SERVICE	STATUS OF ACTION TAKEN	RESULTS/BENEFITS
WATER SUPPLY			
Low water pressure to no water	1. Operation of newly constructed 8000 CMD Water Treatment Facility at Dimapatoy water source.	83.25% completed	Target to be operational in the 4th quarter of 2024.
	2. Replacement of Raw water pipelines from 12"Ø to 14"Ø at Dimapatoy water treatment facility.	Not yet implemented - on the process of finalization of design and specification.	
	3. Installation of additional and/or replacement of main/distribution lines.	<p>100% Completed the following projects:</p> <p>a.) Proposed Two (2)" Ø uPVC Pipe Extension Project along Purok Torejon</p> <p>b.) Proposed 4"Ø& 2"Ø Upvc Pipe Replacement Project along LR Sebastian Street & Narra Street, San Pablo Village</p> <p>c.) Proposed 4"Ø Upvc Distribution Pipe at Sitio Kamplian</p> <p>d.) Proposed 6"Ø uPVC Pipe Expansion Project along Purok Mangungan</p> <p>e.) Proposed 6"Ø" uPVC Pipe Improvement Project along Anacleto Badoy Street</p> <p>f.) Proposed 8"Ø uPVC Pipe Replacement Project along Jose Lim Sr. Street (Lugay-Lugay to Sinsuat Avenue)</p> <p>g.) Proposed 2"Ø uPVC Pipe Improvement Project along Calle 4</p> <p>h.) Proposed 2"Ø uPVC Pipe Improvement Project along Calle 3</p> <p>i.) Proposed 4"Ø uPVC Pipe Distribution Project for 6ID Camp Siongco</p> <p>j.) Proposed 3"Ø uPVC Pipe Improvement Project along Ortouste Street</p>	Improved water volume supplied, increased pressure and able to cater additional water service connections.

	4. Replacement of transmission mains from Tanuel to SPDA junction.	Not yet implemented - awaiting for the approval of/release of loan from LWUA/ADB.	
	5. Pressure Management	Continuously implemented	Stabilize water pressure and distribution
WATER QUALITY			
Dirty and odorous water	1. Daily monitoring of water quality specifically from Bulk Water providers.	a) Continuously implemented, turbidity testing is conducted every 15 minutes and hourly testing of chlorine residual to all injection points of Bulk Water Suppliers.	Improved water quality being distributed to the concessionaires.
		b) Conduct bacteriology testing regularly on water produced by Bulk Water Suppliers.	Improved water quality by monitoring bacterial levels in water sources before distribution.
		c) Continuously implemented, On-call Quick Response Team to conduct immediate testing/evaluation of water quality issues.	Quick action to complaints regarding water quality.
		d) Last February 4, 2023, a group chat was created in the Facebook Messenger App for a continuous update on the readings of laboratory aides assigned at water quality monitoring stations.	Improved water quality being distributed to the concessionaires and faster response to issues/concerns.
	2. Continue implement the Water Safety Plan.	Continuously implemented, a revision of Water Safety Plan was done last May 2023.	Enhanced water quality and improved risk management that any emerging issues are addressed promptly.
FRONTLINE SERVICES			
Improvement of processes	Continue to review/enhance processes on internal services that have impact/effect in the execution of external services.	Continuously implemented	
	Continue to conduct review/enhance Quality Management Systems in line with external ISO audit and continued certification.	Continued ISO-recertification of processes both on external and internal services for 2023.	Improved delivery of services.
Late Delivery/Non-Receipt of water bill	Implement the Read and Bill System	Still on the process of perfecting the program.	
	Continue to implement the SMS Text Blast on delivery of billing information.	Continuously implemented	Customers received advance information regarding billing and disconnection notice.

	Continue to encourage customers to provide/update their mobile numbers.	Continuously implemented	Customers continuously receive advance information regarding billing and disconnection notice.
	Continue implement Online Bill Inquiry thru MCWD website.	Continuously implemented	Customers have other option on knowing their water bill.

VI. Continuous Agency Improvement Plan for FY 2024

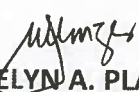
ISSUES/CONCERNS TO BE ADDRESSED	IMPROVEMENT ACTION PLAN	TIME FRAME	RESPONSIBILITY
WATER SUPPLY			
Low water pressure to No water	1. Operation of newly constructed 8000 CMD Water Treatment Facility at Dimapatoy water source.	4th Quarter of 2024	Water Resources Division, PEM Department
	2. Replacement of Raw water pipelines from 12"Ø to 14"Ø at Dimapatoy water treatment facility.	2024 and onwards	Engineering Department
	3. Installation of additional and/or replacement of main/distribution lines.	2024 and onwards	Engineering Department
	4. Replacement of transmission mains from Tanuel to SPDA junction.	2024 and onwards	Engineering Department
WATER QUALITY			
Dirty and Odorous Water	1) Regular monitoring of water quality specifically from Bulk Water Providers.	2024 and onwards	Water Quality Section, PEM Department
	2) Continuous implementation of Water Safety Plan	2024 and onwards	Water Quality Section, PEM Department
FRONTLINE SERVICES			
Late Delivery/Non-Receipt of water bill	Implement the Read and Bill System	2024 and onwards	Commercial Department and Information Technology Section
	Continue to implement the SMS Text Blast on delivery of billing information.	2024 and onwards	Commercial Department and Information Technology Section
	Continue to encourage customers to provide/update their mobile numbers.	2024 and onwards	Commercial Department and Information Technology Section
	Continue implement Online Bill Inquiry thru MCWD website.	2024 and onwards	Commercial Department and Information Technology Section
IMPROVEMENT OF SERVICES			
Improvement of processes	Continue to review/enhance processes on internal services that have impact/effect in the execution of external services.	2024 and onwards	All Departments

	Continue to conduct review/enhance Quality Management Systems in line with external ISO audit and continued certification.	2024 and onwards	All Departments
	Update the Citizen's Charter	2024	CART
	System Enhancement and Digitalization	2024 and onwards	Information and Technology Section
Staff Productivity	Continue to implement staff development thru trainings/seminars.	2024 and onwards	HR Section

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