



# **METRO COTABATO WATER DISTRICT**

**Cotabato City**

## **Client Satisfaction Measurement Report**

**2024**

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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 the Certificate of Conformance No. 30 to the MCWD.

MCWD is dedicated to ensuring the delivery of safe, adequate, and potable water to its concessionaires. It aims to provide efficient service while actively promoting environmental conservation, rehabilitation, and sanitation. The district serves 36 out of 37 barangays in Cotabato City, 10 out of 39 barangays in Sultan Kudarat Municipality, and 7 barangays in Datu Odin Sinsuat Municipality, located in the province of Maguindanao Del Norte. As of December 31, 2024, the total number of active service connections was 42,893.

The Anti-Red Tape Authority (ARTA) is a government agency responsible for ensuring ease of business transactions across all agencies of the Philippine government. It was established through Republic Act No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act, which was enacted on May 28, 2018. ARTA's mandate includes simplifying business processes in government agencies and implementing the harmonized Client Satisfaction Measurement (CSM), an after-service evaluation survey designed to assess the overall customer satisfaction and perception on the government service they availed.

Following ARTA Memorandum Circular No. 2022-05, government agencies are required to integrate feedback mechanisms and client satisfaction measurement into their processes. Each agency must submit the results of their Client Satisfaction Survey based on ARTA's issued guidelines.

In line with this directive, MCWD conducted its Client Satisfaction Measurement (CSM) survey in 2024, targeting walk-in customers for external services and employees who availed internal services. Client Satisfaction Measurement Forms are available at the main entrance of the office, allowing clients to freely provide complaints, comments and suggestions.

## II. Scope

Metro Cotabato Water District's (MCWD) Customer Satisfaction Survey was conducted to walk-in customers as well as the employees of the MCWD for the period January to December 2024. This survey aims to measure the over-all level of satisfaction of the concessionaires on the External/Frontline services and of the employees of MCWD on the Internal Services rendered by this office. The survey used the standard harmonized Client Satisfaction Measurement (CSM) questionnaire wherein it asked clients demographical questions, awareness of agency's citizens' charter and eight (8) questions for the following service quality dimensions:

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

The External and Internal Services MCWD surveyed are the following:

	<b>EXTERNAL SERVICES</b>	<b>Responses</b>	<b>Total Transactions</b>
1	Request for Extension of Grace Period /Partial Payment or Staggered Basis	<b>1,941</b>	<b>2,543</b>
2	Request for Checkup / Inspection of Water Service Connection (Investigation)	<b>619</b>	<b>20,594</b>
3	Request for Repair & Other Water Service Related Complaints-Office Transactions	<b>339</b>	<b>4,984</b>
4	Application for New Service Connection / Reconnection	<b>496</b>	<b>1,964</b>
5	Change of Ownership / Registered Name	<b>279</b>	<b>803</b>
6	Request for Disconnection of Service	<b>144</b>	<b>282</b>
7	Availment of Senior Citizen Discount	<b>139</b>	<b>212</b>
8	Inquiry / Settlement of Forwarded Account or Demand Letter	<b>80</b>	<b>103</b>
9	Reopening of Water Service Connection (w/ meter on site)	<b>3,035</b>	<b>8,849</b>
10	Request for Meter Relocation / Transfer Tapping Site	<b>210</b>	<b>338</b>
11	Inquiry of Accounts, Requirements & Other Services	<b>469</b>	<b>10,497</b>
12	Request for Refund of Guaranty Deposit	<b>8</b>	<b>8</b>
13	Request for Water Delivery Thru Tanker (Paying Customer)	<b>34</b>	<b>35</b>
14	Request for Water Delivery Thru Tanker for Free or Donations	<b>35</b>	<b>38</b>
15	Water Sales (Bulk) Payment	<b>11</b>	<b>11</b>
16	Request for Meter Testing	<b>4</b>	<b>4</b>
17	Collection of Payments (Cash & Check Payments)	<b>2,725</b>	<b>317,982</b>
18	Confirmation of Payments Made Through LDDAP/ ADA or Bank to Bank Transaction	<b>240</b>	<b>768</b>
19	Processing of Payment Claims	<b>249</b>	<b>2,844</b>
20	Request/Petition for Distribution/Service Main Pipe in the Area	<b>27</b>	<b>27</b>
21	Response To Water Quality Complaints	<b>42</b>	<b>43</b>
22	Water Quality Testing (Bacteriology)	<b>32</b>	<b>34</b>
23	Hiring of Job Order/Retainer Employee	<b>90</b>	<b>184</b>
24	Filling-up of Vacant Position	<b>34</b>	<b>34</b>
25	Request for Employee's Record	<b>67</b>	<b>107</b>
26	Processing of Incoming External Communication	<b>355</b>	<b>2,319</b>
27	Issuance of Certification	<b>34</b>	<b>38</b>
	<b>External Services Total</b>	<b>11,738</b>	<b>375,645</b>

	<b>INTERNAL SERVICES</b>	<b>Responses</b>	<b>Total Transactions</b>
1	Adjustment of Water Bill	417	1,932
2	Report on Illegal Connection	21	402
3	Preparation of Certification for Incentives on Reported Illegal Connection	152	192
4	Maintenance of Customer Records	15	138
5	Conduct a Pre-Repair Inspection	36	37
6	Post Repair Inspection	47	52
7	Checking of Liquidation Report	220	537
8	Reimbursement of Expenses from Petty Cash Fund	32	32
9	Response to Customer's Requests/ Complaints (Walk-in/ Phone-in)- Simple Case	1,170	4,984
10	Response to Customer's Requests/ Complaints (Walk-in/ Phone-in)- Complex Case	281	2,305
11	Response to Customer's Requests/ Complaints (Walk-in/ Phone-in)- Highly Technical Case	112	174
12	Request for Survey for New Connections, Reconnections, Meter Relocation & Transfer Tapping	1,057	3,236
13	Procurement Process (Alternative Method) - Below P50,000.00	345	593
14	Procurement Process (Alternative Method) - Above P50,000.00 - P999,999.00	139	171
15	Procurement Process (Competitive Bidding-P1,000,000.00 and above)	6	10
16	Issuance of Supplies & Materials to Requisitioning Departments	556	7,485
17	Application for Leave	383	2,068
18	Application for Monetization of Leave Credits	114	114
19	Application for Terminal Leave	7	7
20	Receiving of Supplies & Materials/PPE	291	1,082
21	Issuance of Water Meter for New Installation, Reconnection and Meter Replacement	354	3,941
22	Request for Gasoline & Lubricant Withdrawal	343	3,285
23	Request for Repair/ Maintenance of Motor Vehicles	213	471
24	Request for Gate Pass & Trip Ticket	270	13,718
25	Processing of Outgoing Communication	61	70
26	Database Management & Program Enhancement - Trouble Shooting	30	30
27	Database Management & Program Enhancement - Request for Program Enhancement	5	5
28	Preparation of Advisories	109	143
	<b>Internal Services Total</b>	<b>6,786</b>	<b>47,214</b>
	<b>OVERALL TOTAL</b>	<b>18,524</b>	<b>422,859</b>

A total of 18,524 respondents took part in the Client Satisfaction Measurement (CSM) Survey. This was based on 422,859 total transactions, encompassing 27 External Services and 28 Internal Services. Consequently, the overall response rate for the year 2024 was 4.38%.

### III. Methodology

For External Services, the Public Assistance Complaints Desk Officer (PACD) of MCWD facilitated the distribution of the Client Satisfaction Measurement Survey Form to selected customers using Simple Random Sampling. Customers were given sufficient time to complete the feedback form and either return it to the PACD or drop it at the designated feedback box after completing their transaction.

For internal services, the respective MCWD personnel responsible for handling the service administered survey forms. In cases where services were conducted on-site, field personnel distributed the survey forms after delivering the service to the concessionaires.

To measure the level of satisfaction, a 5-point Likert Scale was used, evaluating eight (8) service quality dimension (SQD) or indicators. On this scale, 1 represents the lowest level of satisfaction (Strongly Disagree) and 5 represents the highest (Strongly Agree).

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

The 8 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 Service Quality Dimensions (SQDs) is calculated using the formula:

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

This formula determines the proportion of positive responses (Strongly Agree and Agree) relative to the total valid responses (excluding “Not Applicable” answers). The resulting percentage is then classified into different rating categories.


<b>Percentage</b>	<b>Rating</b>
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. Higher percentages indicate better service quality and greater customer satisfaction.

## IV. Data and Interpretation

Image below is an example of a completed Customer Satisfaction Survey.

Control No: 12484



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

**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 not to answer this form.

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

**Date:** 12/05/24    **Sex:**  Male     Female    **Age:** 23

**Account No./Address:** 191-12-8907    **Service Availed:** New Application

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**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 time 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
<b>SQD0.</b> I am satisfied with the service that I availed.					✓	
<b>SQD1.</b> I spent a reasonable amount of time for my transaction. ( <b>Responsiveness</b> )					✓	
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided. ( <b>Reliability</b> )					✓	
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple. ( <b>Access and Facilities</b> )					✓	
<b>SQD4.</b> I easily found information about my transaction from the office or its website. ( <b>Communication</b> )				✓		
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction. (If service was free, mark the "N/A" column) ( <b>Costs</b> )					✓	
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction. ( <b>Integrity</b> )				✓		
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful. ( <b>Assurance</b> )				✓		
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. ( <b>Outcome</b> )					✓	

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

Email address (optional): \_\_\_\_\_

**THANK YOU!**

## A. Client Demographic Profile

Table A1 reveals that a significant portion of respondents (59.51%) did not disclose their age, totaling 11,023 individuals. Among those who provided their age, the majority fell within the young and middle-aged adult categories, specifically 20-34 years (2,989 respondents) and 35-49 years (2,923) respondents.

Additionally, younger individuals aged 19 or below represented a smaller segment, with 222 respondents (1.20%). Meanwhile, older adults aged 65 and above accounted for an even smaller fraction, comprising only 149 respondents (0.80%).

Table A2 illustrates the gender distribution of respondents, showing that 8,987 individuals (48.52%) were male, while 9,537 respondents (51.48%) were female.

	A1. AGE	EXTERNAL SERVICES		INTERNAL SERVICES		OVERALL	
	AGE GROUP	Responses	Percentage	Responses	Percentage	Total Responses	Percentage
1	19 or lower	213	1.81%	9	0.13%	222	1.20%
2	20-34	2022	17.23%	967	14.25%	2989	16.14%
3	35-49	1853	15.79%	1070	15.77%	2923	15.78%
4	50-64	635	5.41%	583	8.59%	1218	6.58%
5	65 or higher	97	0.83%	52	0.77%	149	0.80%
6	Did not specify	6918	58.94%	4105	60.49%	11023	59.51%
	<b>TOTAL</b>	<b>11738</b>	<b>100.00%</b>	<b>6786</b>	<b>100.00%</b>	<b>18524</b>	<b>100.00%</b>
	A2. GENDER						
1	MALE	4390	37.40%	4597	67.74%	8987	48.52%
2	FEMALE	7348	62.60%	2189	32.26%	9537	51.48%
	<b>TOTAL</b>	<b>11738</b>	<b>100.00%</b>	<b>6786</b>	<b>100.00%</b>	<b>18524</b>	<b>100.00%</b>

## B. Customer Type

Table below highlights the distribution of respondents by customer type, showing that citizens make up the majority, accounting for nearly 70% of total respondents. External services primarily utilized by citizens, whereas internal services cater to a mix of citizens (40.67%) and government clients (56.57%). Meanwhile, business clients exhibit the least engagement in both external and internal services.

	Customer Type	External		Internal		Overall	
		Responses	Percentage	Responses	Percentage	Total Responses	Percentage
1	Citizen	10036	85.50%	2760	40.67%	12796	69.08%
2	Business	1059	9.02%	187	2.76%	1246	6.73%
3	Government	643	5.48%	3839	56.57%	4482	24.20%
4	Did not specify	0	0.00%	0	0.00%	0	0.00%
	<b>TOTAL</b>	<b>11738</b>	<b>100.00%</b>	<b>6786</b>	<b>100.00%</b>	<b>18524</b>	<b>100.00%</b>

**C. Citizen’s Charter Results**

The table below presents three essential aspects of Citizen’s Charter (CC): awareness, visibility and usefulness in transactions. While the majority of the respondents were aware of the Citizen’s Charter, 7.49% remained completely unaware.

Furthermore, among those who were familiar with the CC, 58.61% stated that MCWD’s CC is visible, whereas only 53.91% of clients considered it helpful in their transactions.

	Citizen's Charter Answers	Responses	Percentage
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.	8783	47.41%
2	I know what a CC is but I did NOT see this office's CC	125	0.67%
3	I learned of the CC only when I saw this office's CC.	8229	44.42%
4	I do not know what a CC is and I did not see one in this office.	1387	7.49%
	<b>TOTAL</b>	<b>18524</b>	<b>100.00%</b>
CC2	If aware of CC, would you say that the CC of this office was...?		
1	Easy to see	10856	58.61%
2	Somewhat easy to see	6204	33.49%
3	Difficult to see	54	0.29%
4	Not visible at all	20	0.11%
5	N/A	1390	7.50%
	<b>TOTAL</b>	<b>18524</b>	<b>100.00%</b>
CC3	If aware of CC, how much did the CC help you in your transaction?		
1	Helped very much	9986	53.91%
2	Somewhat helped	7107	38.37%
3	Did not help	25	0.13%
4	N/A	1406	7.59%
	<b>TOTAL</b>	<b>18,524</b>	<b>100.00%</b>

**D. Service Quality Dimension Results**

With an overall rating of 98.08% for both external and internal services, the data indicates that customers were highly satisfied with their office transactions.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
<b>SQD0</b>	<b>13,349</b>	<b>4,814</b>	<b>153</b>	<b>65</b>	<b>137</b>	<b>6</b>	<b>18,524</b>	<b>98.08%</b>

The table below presents the Customers’ Overall Satisfaction based on various service quality dimensions, resulting an overall rating of 98.19%, which is verbally classified as “Outstanding”.

Among the various dimensions, Assurance received the highest satisfaction score at 98.40%, indicating that customers trust the competence and professionalism of service providers. Reliability (98.37%) and Outcome (98.37%) also ranked highly, emphasizing that services were dependable and met customer expectations.

Although all ratings are high, Cost (97.50%) and Responsiveness (98.02%) received relatively lower scores. This suggests that enhancing affordability and improving response times could further increase customer satisfaction.

The following table provides a breakdown of the service quality dimension.

Service Quality Dimension	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
<b>Responsiveness</b>	13,270	4,875	186	66	115	12	18,524	<b>98.02%</b>
<b>Reliability</b>	13,552	4,665	149	38	114	6	18,524	<b>98.37%</b>
<b>Access and Facilities</b>	12,402	5,055	160	40	114	753	18,524	<b>98.23%</b>
<b>Communication</b>	13,416	4,734	176	44	113	41	18,524	<b>98.20%</b>
<b>Costs</b>	9,415	4,466	175	65	116	4,287	18,524	<b>97.50%</b>
<b>Integrity</b>	13,685	4,496	158	41	118	26	18,524	<b>98.29%</b>
<b>Assurance</b>	13,657	4,542	144	35	117	29	18,524	<b>98.40%</b>
<b>Outcome</b>	13,405	4,751	155	35	110	68	18,524	<b>98.37%</b>
<b>Overall</b>	<b>102,802</b>	<b>37,584</b>	<b>1,303</b>	<b>364</b>	<b>917</b>	<b>5,222</b>	<b>148,192</b>	<b>98.19%</b>

**E. External Services Results**

Table below presents various external and internal services based on service quality dimensions along with their respective overall ratings in percentage. These ratings reflect the quality or satisfaction level of each service.

It is noteworthy that several services have achieved a perfect rating, signifying optimal performance and efficiency. For external services, these include: Request for Water Delivery Thru Tanker (both for Paying Customer and for Free or Donations), Water Sales (Bulk) Payment, Request for Meter Testing, Processing of Payment Claims, Request/Petition for Distribution/Service Main Pipe, Water Quality Testing (Bacteriology), Processing of Incoming External Communication, and Issuance of Certification.

Similarly, several internal services also attained 100% rating, such as Report on Illegal Connection, Maintenance on Customer Records, Conduct of Pre-Repair Inspection, Post Repair Inspection, Checking of Liquidation Report, Reimbursement of Expenses from Petty Cash Fund, Procurement Process (Competitive Bidding), Application for Terminal Leave, Receiving Supplies & Materials/PPE, Issuance of Water Meter for New Installation, Reconnection and Meter Replacement, Request for Repair/Maintenance of Motor Vehicles, Processing of Outgoing Communication, Database Management-Trouble Shooting & Request for Program Enhancement, and lastly, Preparation of Advisories.

These services have demonstrated outstanding performance, with no reported dissatisfaction.

However, certain services received lower satisfaction ratings, indicating areas for potential improvement. Among external Services, Request for Employees Record received a 90.48% rating, while Filling up of Vacant Positions scored 91.74%. Additionally, the Response to Water Quality Complaints achieved a 93.44% rating.

For Internal Services, the Issuance of Materials and Supplies to Requisitioning Departments was rated at 88.57%, whereas Response to Customer’s Requests/Complaints (Walk-in) – Simple Case obtained a 95.16% rating.

The Overall Satisfaction Rating stands at 98.68% earning a verbal interpretation of “Outstanding”, which reflects a high level of satisfaction across all services.

	EXTERNAL SERVICES	SERVICE QUALITY DIMENSION								
		SQD1 Respon- siveness	SQD2 Reliabi- lity	SQD3 Access and Facilities	SQD4 Commu- nication	SQD5 Costs	SQD6 Integ- rity	SQD7 Assu- rance	SQD8 Out- come	OVER- ALL
1	Request for Extension of Grace Period /Partial Payment or Staggered Basis	98.04%	98.25%	98.51%	98.14%	98.19%	98.35%	98.45%	98.66%	<b>98.32%</b>
2	Request for Check up / Inspection of Water Service Connection (Investigation)	95.95%	97.73%	97.25%	97.41%	90.51%	96.61%	97.57%	95.47%	<b>96.06%</b>
3	Request for Repair & Other Water Service Related Complaints-Office Transactions	94.10%	96.76%	97.05%	96.75%	95.56%	96.46%	96.76%	96.45%	<b>96.24%</b>
4	Application for New Service Connection / Reconnection	98.18%	98.39%	97.78%	97.58%	98.17%	97.78%	97.98%	97.98%	<b>97.98%</b>
5	Change of Ownership / Registered Name	98.92%	98.92%	98.92%	99.28%	99.64%	99.64%	99.64%	99.64%	<b>99.33%</b>
6	Request for Disconnection of Service	99.31%	100%	100%	100%	100%	100%	100%	100%	<b>99.91%</b>
7	Availment of Senior Citizen Discount	99.28%	100%	100%	99.28%	99.28%	100%	100%	100%	<b>99.73%</b>
8	Inquiry / Settlement of Forwarded Account or Demand Letter	98.75%	98.75%	98.75%	98.75%	96.25%	98.75%	98.75%	98.75%	<b>98.44%</b>
9	Reopening of Water Service Connection (w/ meter on site)	96.27%	97.16%	96.90%	96.70%	96.79%	97.03%	96.90%	97.13%	<b>96.86%</b>
10	Request for Meter Relocation / Transfer Tapping Site	98.57%	99.05%	99.05%	98.57%	98.57%	99.05%	99.05%	99.05%	<b>98.87%</b>
11	Inquiry of Accounts, Requirements & Other Services	99.79%	100%	100%	99.79%	98.93%	99.79%	99.79%	99.79%	<b>99.74%</b>
12	Request for Refund of Guaranty Deposit	100%	100%	100%	87.50%	87.50%	100%	100%	100%	<b>96.88%</b>
13	Request for Water Delivery Thru Tanker (Paying Customer)	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
14	Request for Water Delivery Thru Tanker for Free or Donations	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
15	Water Sales (Bulk) Payment	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
16	Request for Meter Testing	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
17	Collection of Payments (Cash & Check Payments)	99.38%	99.60%	99.45%	99.41%	99.56%	99.63%	99.67%	99.60%	<b>99.54%</b>
18	Confirmation of Payments Made Through LDDAP/ ADA or Bank to Bank Transaction	100%	99.58%	99.58%	99.58%	98.74%	100%	100%	100%	<b>99.69%</b>
19	Processing of Payment Claims	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
20	Request/Petition for Distribution/Service Main Pipe in the Area	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
21	Response To Water Quality Complaints	90.48%	92.86%	95.24%	88.10%	95.12%	90.48%	97.62%	97.62%	<b>93.44%</b>
22	Water Quality Testing (Bacteriology)	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
23	Hiring of Job Order/Retainer Employee	96.67%	100%	97.73%	100%	90.41%	98.89%	100%	100%	<b>97.96%</b>
24	Filling-up of Vacant Position	87.50%	94.12%	91.18%	90.32%	84.21%	91.18%	94.12%	91.18%	<b>90.48%</b>
25	Request for Employee's Record	93.94%	91.04%	88.06%	86.57%	78.26%	92.42%	95.52%	95.52%	<b>90.17%</b>
26	Processing of Incoming External Communication	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
27	Issuance of Certification	100%	100%	100%	100%	100%	100%	100%	100%	<b>100%</b>
	<b>EXTERNAL SERVICES TOTAL</b>	<b>97.97%</b>	<b>98.60%</b>	<b>98.35%</b>	<b>97.55%</b>	<b>96.51%</b>	<b>98.37%</b>	<b>98.96%</b>	<b>98.77%</b>	<b>98.13%</b>

	INTERNAL SERVICES	SERVICE QUALITY DIMENSION								
		SQD1 Respon-siveness	SQD2 Reliabi-lity	SQD3 Access and Facilities	SQD4 Commu-nication	SQD5 Costs	SQD6 Integ-ri-ty	SQD7 Assu-rance	SQD8 Out-come	OVER-ALL
1	Adjustment of Water Bill	100%	98.80%	99.28%	99.28%	96.27%	99.52%	99.76%	99.76%	99.08%
2	Report on Illegal Connection	100%	100%	100%	100%	100%	100%	100%	100%	100%
3	Preparation of Certification for Incentives on Reported Illegal Connection	100%	99.34%	100%	100%	100%	99.34%	100%	100%	99.84%
4	Maintenance of Customer Records	100%	100%	100%	100%	N/A	100%	100%	100%	100%
5	Conduct a Pre-Repair Inspection	100%	100%	100%	100%	100%	100%	100%	100%	100%
6	Post Repair Inspection	100%	100%	100%	100%	N/A	100%	100%	100%	100%
7	Checking of Liquidation Report	100%	100%	100%	100%	100%	100%	100%	100%	100%
8	Reimbursement of Expenses from Petty Cash Fund	100%	100%	100%	100%	100%	100%	100%	100%	100%
9	Response to Customer's Requests/ Complaints (Walk-in/ Phone-in)- Simple Case	94.44%	95.04%	95.38%	95.24%	95.17%	95.23%	95.40%	95.37%	95.16%
10	Response to Customer's Requests/ Complaints (Walk-in/ Phone-in)- Complex Case	99.64%	100%	100%	100%	100%	100%	100%	100%	99.96%
11	Response to Customer's Requests/ Complaints (Walk-in/ Phone-in)- Highly Technical Case	99.11%	100%	100%	100%	100%	100%	100%	100%	99.89%
12	Request for Survey for New Connections, Reconnections, Meter Relocation & Transfer Tapping	99.72%	99.91%	99.91%	99.91%	99.91%	99.91%	99.91%	99.91%	99.89%
13	Procurement Process (Alternative Method) - Below P50,000.00	100%	100%	99.22%	99.71%	97.92%	100%	100%	99.71%	99.57%
14	Procurement Process (Alternative Method) - Above P50,000.00 - P999,999.00	100%	100%	100%	100%	100%	100%	99.28%	100%	99.91%
15	Procurement Process (Competitive Bidding-P1,000,000.00 and above)	100%	100%	100%	100%	100%	100%	100%	100%	100%
16	Issuance of Supplies & Materials to Requisitioning Departments	92.09%	91.91%	88.98%	91.37%	72.64%	90.47%	90.29%	90.83%	88.57%
17	Application for Leave	99.21%	99.21%	99.45%	98.94%	98.41%	98.95%	99.21%	98.68%	99.01%
18	Application for Monetization of Leave Credits	100%	100%	100%	100%	100%	99.12%	100%	100%	99.89%
19	Application for Terminal Leave	100%	100%	100%	100%	100%	100%	100%	100%	100%
20	Receiving of Supplies & Materials/PPE	100%	100%	N/A	100%	N/A	100%	100%	100%	100%
21	Issuance of Water Meter for New Installation, Reconnection and Meter Replacement	100%	100%	100%	100%	N/A	100%	100%	100%	100%
22	Request for Gasoline & Lubricant Withdrawal	99.71%	99.13%	99.71%	99.71%	96.30%	99.13%	99.71%	99.71%	99.14%
23	Request for Repair/ Maintenance of Motor Vehicles	100%	100%	100%	100%	100%	100%	100%	100%	100%
24	Request for Gate Pass & Trip Ticket	99.26%	98.89%	99.26%	99.26%	95.00%	98.89%	99.26%	99.26%	98.64%
25	Processing of Outgoing Communication	100%	100%	100%	100%	100%	100%	100%	100%	100%
26	Database Management & Program Enhancement - Trouble Shooting	100%	100%	100%	100%	100%	100%	100%	100%	100%
27	Database Management & Program Enhancement - Request for Program Enhancement	100%	100%	100%	100%	100%	100%	100%	100%	100%
28	Preparation of Advisories	100%	100%	100%	100%	100%	100%	100%	100%	100%
	<b>INTERNAL SERVICES TOTAL</b>	<b>99.40%</b>	<b>99.37%</b>	<b>99.30%</b>	<b>99.41%</b>	<b>97.98%</b>	<b>99.31%</b>	<b>99.39%</b>	<b>99.40%</b>	<b>99.23%</b>
	<b>OVERALL TOTAL</b>	<b>98.68%</b>	<b>98.98%</b>	<b>98.83%</b>	<b>98.48%</b>	<b>97.25%</b>	<b>98.84%</b>	<b>99.17%</b>	<b>99.09%</b>	<b>98.68%</b>

## F. Summary of Comments

POSITIVE COMMENTS/SUGGESTIONS	No. of Respondents
Thank you for such a good service.	29
Keep up the good work.	24
Continue your hard work for the customers.	1
Keep good treatment to customers.	4
A Senior Citizen lane to cater were done. Congrats! Keep up. God bless.	1
Always improved.	1
Everything is great. Just keep up the good service. God bless.	4
Very Good.	7
Very Satisfactory.	4
Be patient to the client.	4
We need quick action in the operation of MCWD, especially about leak.	1
Good job everyone.	3
A Xerox machine must be available inside the office.	3
More power and smile always.	3
Masaya ako sa kanilang serbisyo.	1
Suggest that Citizen's Charter should be well explained to all the clients coming in the office when paying the water bills. Thank you.	1
Excellent service provided by responding staff. We only need readily available water anytime right of our faucet.	1
Madali lang po mag-install ng tubig at mabilis ang transaksyon.	1
Magbigay sana ng bill.	1
Kindly find ways para hindi masyadong mapahaba ang pila sa nagbabayad, para hindi na waste ang time.	1
Satisfied already.	4
The processing is systematic and fast.	1
Mas gawing visible ang Citizen's Charter.	1
Continue massive information especially on social media.	1
Wala naman sa ngayon dahil nakikita naman sa opisina sa loob at labas kung paano ang transaction na hindi gaanong nahihirapan ang isang customer.	1
Sobrang nakakatulong.	1
Always offer a quality service to all our customers.	6
It's much better if hindi po nakaprivate ang account ng Metro Cotabato WD for easy access in case may quiries. Thank you.	1
Very entertaining to their clients. Thank you.	4
Please update the inventory.	1
Systems are effective. Kudos!	1
Sa withdrawal ng motor oil, sana may pirmahan din kami kasama ng pagpa-change tire and inner tube. Salamat po.	1
<b>TOTAL</b>	<b>118</b>

NEGATIVE COMMENTS	No. of Respondents
No water since yesterday.	5
Very low water pressure everyday.	2
Dirty water.	8
Suggest ko lang po bago kayo magputol ng tubig magbigay kayo ng note at magpaalam.	4
Delayed ang text ng bill. Thank you.	1
Dugay maglihok. (Request for Gasoline & Lubricant Withdrawal)	1
Dugay kaayo maghatag ug trip ticket. Unahon pa jud ang cellphone ug tsismis. (Request for Gate Pass & Trip ticket)	1
<b>TOTAL</b>	<b>22</b>

## V. Results of the Agency Action Plan reported in FY 2023

ISSUES/CONCERNS TO BE ADDRESSED	ACTION TAKEN TO IMPROVE PROCESS/SERVICE	STATUS OF ACTION TAKEN	RESULTS/BENEFITS
<b>WATER SUPPLY</b>			
Low water pressure to no water	1. Operation of newly constructed 8000 CMD Water Treatment Facility at Dimapatoy water source.	81.99 % Partially completed with 3,000 CMD Water Treatment Facility at Dimapatoy water source. Contract is for termination per BR# 090-24 and for MCWD to take-over the remaining 18.0% unaccomplished work of the contractor. Target to be operational in the last quarter of 2025.	Limited supply and limited beneficiaries for 3000 CMD.
	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.	100% Completed the following projects:	Improved water volume supplied, increased pressure and able to cater additional water service connections.
		a.) Proposed 3"Ø uPVC Pipe Improvement along Delcano Street, Brgy. RH-10, Cotabato City	
		b.) Proposed 6"Ø uPVC Pipe Expansion Project, SPDA – Linek, Brgy. Semba, D.O.S.	
		c.) Proposed 8" uPVC Pipe and Steel (CL) pipe improvement project, Kalangananan MB, Cotabato City	
		d.) Proposed 3" & 2" HDPE Pipe Replacement Project, Brgy. Tamontaka 4 & 5, Cotabato City	
		e.) Proposed 2" & 4" uPVC Pipe Improvement Project at Gavina Gonzales Street, Brgy. RH-10, Cotabato City	
		f.) Proposed 8" & 6"Ø uPVC Pipe Replacement along SK Pendatun Avenue, Brgy. Pob. Mother, Pob. 2, & Pob. 4, COtabato City	
	4. Pressure Management	Continuously implemented	Stabilize water pressure and distribution
<b>WATER QUALITY</b>			
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) Continuous update on the readings of laboratory aides assigned at water quality monitoring stations through group chat in Facebook messenger App.	Improved water quality being distributed to the concessionaires and faster response to issues/concerns.
	2. Continue implement the Water Safety Plan.	Continuously implemented. A Certificate of Water Safety Plan Acceptance was issued by DOH on May 24, 2024 valid until May 23, 2027.	Provide safe drinking water and prevent/mitigate the future risks on the safety of water provided to its concessionaires.
<b>FRONTLINE SERVICES</b>			
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.
<b>IMPROVEMENT OF SERVICES</b>			
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 2024.	Improved delivery of services.

## VI. Continuous Agency Improvement Plan for FY 2025

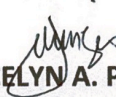
ISSUES/CONCERNS TO BE ADDRESSED	IMPROVEMENT ACTION PLAN	TIME FRAME	RESPONSIBILITY
<b>WATER SUPPLY</b>			
Low water pressure to no water	1. Operation of newly constructed 8000 CMD Water Treatment Facility at Dimapatoy water source.	2025	Engineering & Construction Div., PEMD
	2. Replacement of Raw water pipelines from 12"Ø to 14"Ø at Dimapatoy water treatment facility.	To be constructed by 3rd Quarter of 2025	Engineering & Construction Div.
	3. Installation of additional and/or replacement of main/distribution lines.	2nd - 4th Quarter of 2025	Engineering & Construction Div.
	4. Pressure Management	Continuously implemented	Stabilize water pressure and distribution
<b>WATER QUALITY</b>			
Low water pressure to no water	1. JICA Grant for additional water source from Tamontaka River.	2025-2029	PEMD
	2. Bulk Water from Tamontaka River	Build: 2025-2026 Operation: 2026-2035	PEMD
	3. Booster Pump for Tenorio Area	2025	PEMD
	4. Additional/Increase 3000 CMD Mactan Rock TGV Corp. Bulk Water Supplier	2025	PEMD
	5. Proposed increase in Water Production from Hanabana Waters Corp.	2025	PEMD
Dirty and odorous water	1. Regular monitoring of water quality specifically from Bulk Water Providers.	2025 and onwards	PEMD
	2. Continuous implementation of Water Safety Plan	2025 and onwards	PEMD
<b>FRONTLINE SERVICES</b>			
Improvement of processes	Continue to review/enhance processes on internal services that have impact/effect in the execution of external services.	2025 and onwards	All Departments
	Continue to conduct review/enhance Quality Management Systems in line with external ISO audit and continued certification.	2025 and onwards	All Departments
Late Delivery/Non-Receipt of water bill	Implement the Read and Bill System	2025 and onwards	Commercial Dept. & Information Technology Section
	Continue to implement the SMS Text Blast on delivery of billing information.	2025 and onwards	Commercial Dept. & Information Technology Section
	Continue to encourage customers to provide/update their mobile numbers.	2025 and onwards	Commercial Dept. & Information Technology Section
	Continue implement Online Bill Inquiry thru MCWD website.	2025 and onwards	Commercial Dept. & Information Technology Section
<b>IMPROVEMENT OF SERVICES</b>			
Improvement of processes	Continue to review/enhance processes on internal services that have impact/effect in the execution of external services.	2025 and onwards	All Departments

Improvement of processes (cont.)	Continue to conduct review/enhance Quality Management Systems in line with external ISO audit and continued certification.	2025 and onwards	All Departments
	Update the Citizen's Charter	2025	CART
	System Enhancement and Digitalization	2025 and onwards	Information and Technology Section
Staff Productivity	Continue to implement staff development thru trainings/seminars.	2025 and onwards	HR Section

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