



# MANOLO FORTICH WATER DISTRICT

Manolo Fortich 8703, Bukidnon

Telefax No. (088)228-2271 / 2512 / Mobile Hotline: (09177181311)

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## CITIZEN/CLIENT SATISFACTION RESULT

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### I. Description of the Citizen/Client Satisfaction Survey

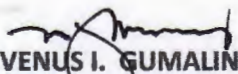
The management drafted its own survey questionnaire for the clients, after which be presented to the top management for their information and subsequent adoption through Board Resolution prior use of the said survey tool.

The survey form prepared contains five (5) closed-ended questions which requires the respondent to choose their answer in a range of 1-5 (1- Not At All satisfied; 2 – Partly satisfied; 3- satisfied; 4 More Than satisfied; 5- Very satisfied). A 6<sup>th</sup> part was prepared for compliment, suggestion, comments and recommendations from the client/respondent for the purpose of service improvement.

### II. Improvement Action Plan for FY 2019

The survey form is on board for adoption through board resolution and to be used before the first quarter ends. Result of which will be used to gauged MFWD services to the clients.


Prepared by:

  
**VENUS I. GUMALING**

Division Manager C

Date: FEB 21 2019

Approved by:

  
**Engr. ROGELIO K. PANGAN**

General Manager

Date: FEB 21 2019

*Water is Life. Conserve Water. Preserve Life*



Modified Form A1  
**DETAILS of OFFICE PERFORMANCE REPORT**  
**o0o**

**(1) Name of Agency: MANOLO FORTICH WATER DISTRICT**

(2) Name of Service	Application for New Service Connection			
(3) Responsible Delivery Unit/s/Processing Unit/s	Commercial Section			
Criteria	Current Status	Target Improvement	Actual Improvement	Remarks
1. Number of Steps	3	0% reduction on the number of steps	none	
2. Transaction Costs Incurred by the Transacting Public/Client				
▪ Fees Paid	P3,135.67	0% reduction of fees	none	
▪ Other Transaction Cost	none	N/A	none	
3. Substantive Compliance Cost	Notarial Fee	N/A	none	Cost depends on tariff set by Notary Public
4. Number of Signatures	2	Reduce to three (3) signatures , reduction of required documents or simplification of forms	none	Transaction bears only 2 signature
5. Number of Required Documents	4	Reduction of required documents or simplification of forms	none	Application and water service contract; Proof of Lot Ownership; 2 valid IDs; photo of empty water container
6. Turnaround Time	3 working days	0% reduction of turnaround time and complete the transaction within 5 days	none	Minimum of three (3) days to complete the delivery of service
7. Client/Citizen Satisfaction Results				No client satisfaction survey given to clients

Prepare by:

  
**EVELYN C. NARA**

Utilities/Customer services Asst. A

Date: FEB 20 2019

Approved by:

  
**Engr. ROGELIO K. PANGAN**

General Manager

Date: FEB 26 2019



Modified Form A1  
**DETAILS of OFFICE PERFORMANCE REPORT**  
**o0o**

(1) Name of Agency: **MANOLO FORTICH WATER DISTRICT**

(2) Name of Service	Reconnection of Disconnected Service Connection			
(3) Responsible Delivery Unit/s/Processing Unit/s	Commercial Section			
Criteria	Current Status	Target Improvement	Actual Improvement	Remarks
1. Number of Steps	2	0% reduction on the number of steps	none	
2. Transaction Costs Incurred by the Transacting Public/Client				
▪ Fees Paid	P400.00	0% reduction of fees	none	
▪ Other Transaction Cost	Water Bill Arrearages	N/A	none	
3. Substantive Compliance Cost	None Required	N/A	none	
4. Number of Signatures	1	0% reduction of fees N/A	none	Maintenance crew reflect its signature upon completion of the work order
5. Number of Required Documents	2	0% reduction on the number of steps	none	OR Issued upon payment of fees; Work order issued after payment based on OR
6. Turnaround Time	12 working hours	30 % reduction on turnaround time	8 working hours	8 working hours is the maximum turnaround time to reconnect disconnected service connection depending on the proximity from the office to the site.
7. Client/Citizen Satisfaction Results				No client satisfaction survey given to clients

Prepare by:

  
**EVELYN C. NARA**

Utilities/Customer services Asst. A

Date: FEB 20 2019

Approved by:

  
**Engr. ROGELIO K. PANGAN**

General Manager

Date: FEB 20 2019

Modified Form A1  
**DETAILS of OFFICE PERFORMANCE REPORT**  
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(1) Name of Agency: **MANOLO FORTICH WATER DISTRICT**

(2) Name of Service		Receiving Complaints (Doubtful Billing)		
(3) Responsible Delivery Unit/s/Processing Unit/s		Commercial Section		
Criteria	Current Status	Target Improvement	Actual Improvement	Remarks
1. Number of Steps	2	0% reduction on the number of steps	none	
2. Transaction Costs Incurred by the Transacting Public/Client				
▪ Fees Paid	none	0% reduction of fees	none	
▪ Other Transaction Cost	none	N/A	none	
3. Substantive Compliance Cost	none	N/A	none	
4. Number of Signatures	2	0% reduction of fees	none	Memo will be prepared by the in-charge to be approved by the section head
5. Number of Required Documents	none	0% reduction on the number of steps	none	
6. Turnaround Time	30 minutes	50% reduction on turnaround time	15 minutes	30 minutes is maximum time to resolve complain on doubtful billing
7. Client/Citizen Satisfaction Results				No client satisfaction survey given to clients

Prepare by:

  
**EVELYN C. NARA**

Utilities/Customer services Asst. A

Date: FEB 20 2019

Approved by:

  
**Engr. ROGELIO K. PANGAN**

General Manager

Date: FEB 26 2019



Modified Form A1  
**DETAILS of OFFICE PERFORMANCE REPORT**  
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(2) Name of Agency: **MANOLO FORTICH WATER DISTRICT**

(2) Name of Service		Request for Certificate of Water Potability (Refilling Stations)		
(3) Responsible Delivery Unit/s/Processing Unit/s		Administration and General Services Division		
Criteria	Current Status	Target Improvement	Actual Improvement	Remarks
1. Number of Steps	2	0% reduction on the number of steps	none	
2. Transaction Costs Incurred by the Transacting Public/Client				
▪ Fees Paid	P50.00	0% reduction of fees	none	
▪ Other Transaction Cost	none	N/A	none	
3. Substantive Compliance Cost	none	N/A	none	
4. Number of Signatures	1	0% reduction of fees	none	Certification will be signed by the General Manager
5. Number of Required Documents	3	0% reduction on the number of steps	none	
6. Turnaround Time	8 working hours	0% reduction on turnaround time	none	Certification completed upon signed by the General Manager who has flexible reporting time to office
7. Client/Citizen Satisfaction Results				No client satisfaction survey given to clients

Prepare by:

  
**ROSE VILMA JOY T. VEGA**

Administration/General Services Officer

Date: FEB 22 2019

Approved by:

  
**Engr. ROGELIO K. PANGAN**

General Manager

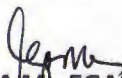
Date: FEB 20 2019

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**DETAILS of OFFICE PERFORMANCE REPORT**  
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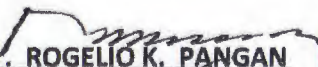
(3) Name of Agency: **MANOLO FORTICH WATER DISTRICT**

(2) Name of Service	Payment to Various Suppliers			
(3) Responsible Delivery Unit/s/Processing Unit/s	Accounting Section			
Criteria	Current Status	Target Improvement	Actual Improvement	Remarks
1. Number of Steps	5	0% reduction on the number of steps	none	
2. Transaction Costs Incurred by the Transacting Public/Client				
▪ Fees Paid	none	0% reduction of fees	none	
▪ Other Transaction Cost	none	N/A	none	
3. Substantive Compliance Cost	none	N/A	none	
4. Number of Signatures	3/2	0% reduction of signature	none	3 signatures for the Disbursement Voucher; 2 signatures on Check issued
5. Number of Required Documents	6	0% reduction on the number of steps	none	Based on COA requirements
6. Turnaround Time	8 working hours	0% reduction on turnaround time	none	Maximum of 1 working hour is required should all signatories are present.
7. Client/Citizen Satisfaction Results				No client satisfaction survey given to clients

Prepare by:

  
**LIZA M. EGAMA**  
 Accounting Processor A  
 Date: FEB 22 2019

Approved by:

  
**Engr. ROGELIO K. PANGAN**  
 General Manager  
 Date: FEB 26 119