

## Client Satisfaction Measurement Report (CSMR)

Dear Sir/Ma'am,

This is to acknowledge receipt of your agency's 2023 Client Satisfaction Measurement Report (CSMR). Please be informed that the report will be subjected to ARTA's evaluation in accordance with the guidelines outlined in ARTA Memorandum Circular No. 2022-05 and its amendment, ARTA Memorandum Circular No. 2023-05.

Thank you for your attention to this matter.

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CALABANGA WATER DISTRICT  
San Antonio, Calabanga, Camarines Sur

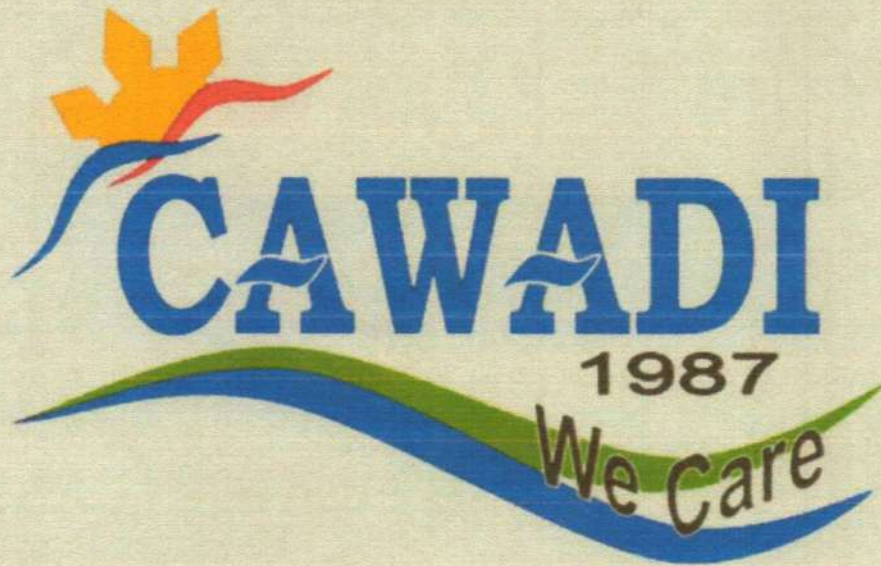
## **Annex B**

# **Client Satisfaction Measurement (CSM) Report Outline**





CALABANGA WATER DISTRICT  
San Antonio, Calabanga, Camarines Sur



**Client**  
**Satisfaction Measurement**  
**Report (CSMR)**  
**2023**





CALABANGA WATER DISTRICT  
San Antonio, Calabanga, Camarines Sur

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I. **Overview**

**Calabanga Water District (CAWADI)** is a government owned and controlled corporation (GOCC) As a government entity with prime mandate of the following; (a) Acquiring, installing, improving, maintaining and operating water supply and distribution systems for domestic, industrial, municipal and agricultural uses for residents and lands within water district boundaries, (b) Providing, maintaining and operating wastewater collection, treatment and disposal facilities, and (c) Conducting such other functions and operations incidental to water resource development, utilization and disposal within such district, as are necessary or incident to said purpose; (Chapter II, Purpose and Formation, Section 5 of PD 198). Its **Vision** to meet the concessionaires' satisfaction through sustainable water management and **Mission**: We are committed: To provide potable and affordable water supply 24/7. To help improve the living condition and to contribute to economic productivity of the people of Calabanga.

**The Calabanga Water District (CAWADI)** established a Harmonized Client Satisfaction

Measurement in accordance with Memorandum Circular No. 2022-05 Series of 2022 dated September 20, 2022, pursuant to Section 20 of the Republic Act (RA) No. 11032 (RA No.11032) or Ease of Doing Business and Efficient Government Service Delivery Act of 2018 which amended and renumbered Section 10 of R.A No. 9485 or the Anti-Red Tape Act of

2007 to Section 20, in order to monitor and ensure improvement in the delivery of service to our consumers.

Customer feedback forms are made available in the office, where clients can voluntarily and freely offer their opinion, suggestions, and other feedback for the improvement of frontline. The primary focus is on services. This is also an opportunity to assess the concessionaires overall satisfaction with frontline services, including frontline personnel behaviour. The customer Relations Office of the Commercial Division is spearheading the survey. This is done on an annual basis





**II. Scope**

Scope and Period Covered of the Citizen/Client Satisfaction Survey of CALABANGA WATER DISTRICT (CAWADI) Citizen/Client Satisfaction Survey is designed to measure the consumers' satisfaction on the overall water distribution services and frontline services offered by CAWADI. Period covered of the survey is from January to December 2023. The district polled every customer that came to the office. The survey utilized the standard harmonized CSM questionnaire. It asked clients. Demographic questions, three (3) Citizen Charter questions, and eight (8) questions.

Related to the following Service Quality Dimensions:

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

The services CAWADI surveyed are the following:

External Services	Responses	Total Transactions
Service 1: Application for Installation of New Service Connection	619	650
Service 2: Application for Senior Citizen Discount	220	220
Service 3: Change of Account Name	10	10
Service 4: Classification of Payments	7200	72,000
Service 5: Reclassification of Accounts	2	20
Service 6: Reconnection	100	991
Service 7: Repair of Service Connection/General Works	516	
Service 8: Request for Billing Adjustment Memo	1445	1445
Service 9: Request for Meter Relocation	12	133
Service 10: Request for Service Transfer	8	34
Service 11: Temporary Closed/Disconnection	163	1634
Service 12: Documents for Signature (External)	12	12

Internal Services	Responses	Total Transactions
<b>Office of the General Manager</b>		
Service 1: Documents for Signature (Internal)	2041	2041
<b>Administrative Office</b>		





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Service 2: Application of Leave of Absence	645	645
Service 3: Application of Leave of Credits	23	23
Service 4: Request for Certificate of Employment	9	9
Service 5: Request for Service Record	1	1
Service 6. Procurement Services	197	197
<b>Finance Office</b>		
Service 7: Processing and Payment of Disbursement Vouchers for Supply of Goods and Services	1017	1017
Service 8: Processing and Payment of Disbursement Vouchers for Remittance of Statutory Obligations	184	184

For FY2023, a total of 650 consumer feedback forms were collected Application for Installation of New Service Connection. This is 100 percent of the 600-piece aim (50 per month x 12) Target for the year.

The survey covers 10% of active connections in all zones, independent of customer classification, or approximately 6,550 or 650 of respondents' external services. An increase in the number of respondents

Attributable to the increase in the amount of surveys filled out by clients coming to the office for various transactions.

Services that had no clients in 2023 are the following:

External Services	Responses	Total Transactions
Service 12: Documents for Signature (External)	0	0
Service 26: Expansion Projects	0	0





### III. Methodology of the Citizen/Client Satisfaction Survey

#### 1. MODE OF SURVEY IMPLEMENTATION

The methodology used for CAWADI's Citizen/Client Satisfaction Survey was simple random sampling. The survey questionnaire was developed through a participatory and inclusive process. All consumers who are visiting CAWADI office are given the opportunity to answer a survey questionnaire entitled CAWADI CONSUMER FEEDBACK FORM. The Objective was to determine the current levels of service quality and customer satisfaction among water consumers served. The focus was on; accessibility and affordability, water quality and reliability, and quality of service.

The specific objectives include

- Determine the level of accessibility and affordability among water users.
- Determine the level of satisfaction in relation to water quality.
- Establish the level of reliability of water supply services.
- Establish the quality of water service provision among the different water supply service providers.

At least fifty (50) feedback forms per month or six hundred (600) forms per year are required. With three (3) parts and eleven (11) questions, the Consumer Feedback Form is a check list form with corresponding choices. The survey form ends with an open place for concessionaires to enter their remarks, compliments, or complaints. A consumer feedback form called Summary Report is used to tabulate the data obtained. This report will be used to respond to concessionaires' requirements and expectations, as well as to highlight areas for improvement

#### 2. SCORING SYSTEM

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Strongly Disagree
2	1.50-2.49	Disagree
3	2.50-3.49	Neither Agree nor Disagree
4	3.50-4.49	Agree
5	4.50-5.00	Strongly Agree





**IV. Data and Interpretation**

**1. CLIENT DEMOGRAPHIC**

The survey results indicated that the majority of the clients served were female (78%), while the remaining 22% were male.

Sex	Percentage
Male	22%
Female	78%

Meanwhile, the majority of clients (94.03%) were citizens, followed by business establishments (5.62) and government offices (0.35%)

Client Type	Percentage
Citizen	88%
Business	9.8%
Government	2%

**2. CITIZEN'S CHARTER RESULT**

**IV. RESULTS OF THE HARMONIZED CSM FOR FY 2023**

**A. Count of CC and SQD results**

CC1: 55% (3657) of 6,650 responders know about Citizen's Charter.

CC2: Among the 52% (3458) only 48% (3192) have seen the Calabanga Water District Citizen's Charter

CC3: And only 35% (474) out of the 50% (1,316) had used the Citizen's Charter as a guide for the service/s availed.

External Services	Responses	Percentage
CC1. Yes, aware before my transactions here		
CC1. Yes, but aware only when I saw the CC of this office		
CC1. No, not aware of the CC		
CC2. Yes, I saw the Citizen's Charter		
CC2. No, I did not see the Citizen's Charter		
CC3. Yes, I was able to read		
CC3. No, I was not able to read		

Moreover, most respondents were "Very Satisfied" with CAWADI in terms of the 8 Service Quality Dimensions, recording 4.22 average





**3. Service Quality Dimension results**

Among the eight (8) survey quality dimensions, Assurance (SQD7) received the highest overall percentage with a rating of 97.55%, meanwhile, Cost (SQD5) garnered the lowest at 96.85%.

**2023 SERVICE QUALITY DIMENSION**

	SQD	Strongly Agree	Agree	Neither Agree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD1	Responsiveness	1816	230	28	3	0	0	2077	98.43%
SQD2	Reliability	1291	210	30	4	0	0	1535	98.30%
SQD3	Access and Facilities	2102	265	28	2	0	0	2397	98.20%
SQD4	Communication	2001	650	35	1	0	0	2687	97.2%
SQD5	Costs	1051	275	40	1	0	0	1367	96.2%
SQD6	Integrity	2450	202	38	0	0	0	2690	95%
SQD7	Assurance	2250	285	32	0	0	0	2567	98.1%
SQD8	Outcome	12961	2117	231	11	0	0	15320	98.5%

**4. OVERALL SCORE PER SERVICE**

The services that garnered the highest ratings are the following:

Service	Rating
Service 3: Application of Leave of Credits	100.00%
Service 4: Request for Certificate of Employment	100.00%
Service 5: Request for Service Record	100.00%
Service 6: Procurement Services	100.00%

The services that garnered the lowest ratings are the following:

Service	Rating
Service 9: Request for Meter Relocation	90.60%
Service 10: Request for Service Transfer	93.52%
Service 11: Temporary Closed/Disconnection	92.24%

The services "Request for meter relocation due to expansion and Service Transfer SC due to change address concessionaire complaints, which explains their relatively lower ratings





**V. Results of the Agency Action Plan reported in the previous year**

Results of the Action Plan reported in the FY 2022, Calabanga Water District received a total of six hundred fifty (600) feedback forms collated and reviewed with 95% and 5% satisfactory and unsatisfactorily result, respectively.

**On the technical aspect, CAWADI reported the following results:**

- √ Total of 300 water samples were taken for Bacteriological Test with no negative results
- √ Total of 17 water samples were taken for Physical and Chemical Test with no negative results
- √ Daily chlorine residual monitoring within the prescribed standard
- √ 20.00% on Non-Revenue Water
- √ Consistent monitoring of leakages and water meter calibration/accuracy
- √ Regular flushing of pipelines either institutional or by request.

**VI. Continuous Agency Improvement Plan for the following year**

A continuous improvement plan is a set of activities designed to bring gradual, ongoing improvement to services or process through constant review, measurement, and action.

CAWADI management, is committed to continually improving service to its concessionaires. The Consumer Feedback Form survey will be conducted more consistently and will target a larger number of respondents. Measurement of consumer happiness would be more realistic in this manner. In addition, the following actions will be taken:

- Improve the Consumer Feedback Form to make data tabulation and analysis easier.
- Another approach to get the concessionaire to respond to the Consumer Feedback Form is to use the CAWADI Facebook page/account as well.
- During the monthly staff meeting, discuss major consumer feedback to inform management and provide ideas for continuous development.
- Use the survey's findings to meet the agency's client requirements and expectations.
- Use the information acquired to identify opportunities and make adjustments to improve water services at the agency.
- Multiple performance targets are consistently met, including but not limited to the following:

Access to potable water  
Potability  
Consumer Satisfaction  
Reliability of the service

NRW  
Quality of service  
Affordability  
Adequacy






**CALABANGA WATER DISTRICT**  
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- Continuous compliance with various regulatory agencies' current/latest laws and regulations.

**Sample Survey Questionnaire**


**CALABANGA WATER DISTRICT**  
**SAN ANTONIO, CALABANGA, CAMARINES SUR**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your **recently completed transaction** will help the 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: 01/01/2025    Sex:  Male     Female    Age: 24

Region of residence: 1    Service Availed: payment for water bills

Name of Customer: Dr. Reyes, Mariaga Mariaga    Cellphone Number: 0907 94 7431

**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 "NO" 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 Q001-Q-6, please put a check mark (✓) on the column that best corresponds to your answer.

Notes: 5 is the HIGHEST 1 is the LOWEST						N/A Not Applicable
	SD	D	N	A	SA	
Q001. I am satisfied with the service that I availed.						✓
Q002. I spent a reasonable amount of time for my transaction.						✓
Q003. The office followed the transaction's requirements and steps based on the information provided.						✓
Q004. The steps (including payment) I needed to do for my transaction were easy and simple.						✓
Q005. I easily found information about my transaction from the office or its website.						✓
Q006. I paid a reasonable amount of fees for my transaction.						✓
Q007. I had the office open for everyone, or "waiting patiently" during my transaction.						✓
Q008. I was treated courteously by the staff, and if asked for help the staff was helpful.						✓
Q009. I got what I needed from the government office, or if denied, denial of request was sufficiently explained to me.						✓

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

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

THANK YOU

Prepared by:

**RAQUEL M. SAAVEDRA**  
Senior Water Utility Mgt./Dev. Officer

Noted by:

**ENGR. CELEDONIO I. TOLENTINO JR.**  
General Manager

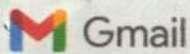


Notes:

1. **First, download the file. Click File < Download <**
2. Please fill in **Column B** to **D**
3. The CSM is conducted all year round, so agencies are encouraged to go beyond the minimum number of resp.
4. **Column B** should have the actual name of the service listed in the Citizen's Charter.
5. **Column C** shall only have an input of 'Internal' or 'External'
6. The Confidence Interval and Margin of Error are always fixed

Service No.	Service Name	External	transactions	Interval	Error	number of
1	Service 1: Application for Installation of New Service Conn	External	650	95%	5%	242
2	Service 2: Application for Senior Citizen Discount	External	220	95%	5%	140
3	Service 3: Change of Account Name	External	10	95%	5%	10
4	Service 4: Classification of Payments	External	72,000	95%	5%	382
5	Service 5: Reclassification of Accounts	External	20	95%	5%	19
6	Service 6: Reconnection	External	991	95%	5%	277
7	Service 7: Repair of Service Connection/General Works	External	516	95%	5%	220
8	Service 8: Request for Billing Adjustment Memo	External	1,445	95%	5%	304
9	Service 9: Request for Meter Relocation	External	133	95%	5%	99
10	Service 10: Request for Service Transfer	External	34	95%	5%	31
11	Service 11: Temporary Closed/Disconnection	External	1,634	95%	5%	311
12	Service 12: Documents for Signature (External)	External	12	95%	5%	12
13	Office of the General Manager	Internal		95%	5%	0
14	Service 1: Documents for Signature (Internal)	Internal	2,041	64500%	5%	323
15	Administrative Office	Internal		2300%	5%	0
16	Service 2: Application of Leave of Absence	Internal	645	900%	5%	241
17	Service 3: Application of Leave of Credits	Internal	23	100%	5%	22
18	Service 4: Request for Certificate of Employment	Internal	9	19700%	5%	9
19	Service 5: Request for Service Record	Internal	1		5%	1
20	Service 6: Procurement Services	Internal	197	101700%	5%	130
21	Finance Office	Internal		18400%	5%	0
22	Service 7: Processing and Payment of Disbursement Vouc	Internal	1,017	95%	5%	279
23	Service 8: Processing and Payment of Disbursement Vouc	Internal	184	95%	5%	125





Betty Viola &lt;calabangawdhr@gmail.com&gt;

**Fw: Request for Resubmission of CSMR for CY 2023**

2 messages

Calabanga Water District <calabangawd@yahoo.com.ph>  
 Reply-To: Calabanga Water District <calabangawd@yahoo.com.ph>  
 To: Betty Viola <calabangawdhr@gmail.com>

Wed, Jul 17, 2024 at 10:57 AM

Best Regards,

**Calabanga Water District**  
 San Antonio, Calabanga, Camarines Sur  
 Tel/Fax: (054) 470-2000 / Tel: (054) 881-9188 / (054) 881-0063

— Forwarded Message —

From: Lloyd Vincent D. Imaysay <lloydimaysay@arta.gov.ph>  
 To: calabangawd@yahoo.com.ph <calabangawd@yahoo.com.ph>  
 Sent: Wednesday, July 17, 2024 at 10:49:52 AM GMT+8  
 Subject: Request for Resubmission of CSMR for CY 2023

Dear Calabanga Water District:

Good day! This is anent to the Client Satisfaction Measurement Report (CSMR) of the Calabanga Water District for C.Y. 2023. Upon our assessment of the submission, we noticed the following deficiencies or errors, which may constitute grounds for non-compliance with the CSMR requirement:

FINDINGS	FOR ACTION
<p><b>No overall SQD results per service</b></p> <p>1. CSM report failed to include the overall Service Quality Dimension (SQD) results for each service offered by the agency.</p>	<p>According to Section 4.4.1 of ARTA Memorandum Circular No. 2022-05, the question related to the overall satisfaction with the service availed of the client (SQD 0), which pertains to clients' overall satisfaction, must be present.</p>
<p><b>No SQD 0</b></p> <p>2. The CSMR did not include the SQD 0 (Overall Satisfaction).</p>	<p>Please reflect the SQD 0.</p> <p>Note that this is different from the overall results for SQD 1-8.</p> <p>Kindly refer to <b>Section IV of Annex B of ARTA M.C. 2023-05</b> on how to properly report the CSM results of your agency.</p>
<p><b>Used Five-Point Rating Scale</b></p> <p>3. Your CSM employed the five-point rating scale that uses the equivalence of 1-5 average, which is based on ARTA Memorandum Circular No. 2022-05. Note that this has been amended with the issuance of ARTA Memorandum Circular No. 2023-05, which uses a 1-100 equivalence of the 5-point Likert scale.</p>	<p>Resubmission of the report with the corrected presented of results.</p>



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Kindly refer to [Section IV of Annex B of ARTA M.C. 2023-05](#) on how to properly report the CSM results of your agency.

Therefore, we kindly request that Calabanga Water District resubmit the CSMR, reflecting the required data and results on or before 19 July 2024, 12:00 NN through the designated submission portal:

[tinyurl.com/CSMRsubmissions](https://tinyurl.com/CSMRsubmissions)

Should you require further clarification/s or have concern/s regarding this matter, please do not hesitate to reach out to us.

We would highly appreciate your prompt action on the matter. Kindly acknowledge receipt of this email.

Thank you.



*Lloyd Imaysay*  
**LLOYD VINCENT D. IMAYSAY**  
 Project Development Officer - III  
 Compliance Monitoring and Evaluation Office

**ANTI-RED TAPE AUTHORITY**  
 4th & 5th Floor, NFA Building, NFA Compound  
 Visayas Avenue, Brgy. Varsa, Diliman, Quezon City  
 ☎ (02) 8478-5093 | (02) 8478-599  
 ✉ [lloydimaysay@arta.gov.ph](mailto:lloydimaysay@arta.gov.ph)





Kindly refer to [Section IV of Annex B of ARTA M.C. 2023-05](#) on how to properly report the CSM results of your agency.

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*Lloyd Imaysay*  
**LLOYD VINCENT D. IMAYSAY**  
 Project Development Officer - III  
 Compliance Monitoring and Evaluation Office

**ANTI-RED TAPE AUTHORITY**  
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 ✉ [lloydimaysay@arta.gov.ph](mailto:lloydimaysay@arta.gov.ph)



Betty Viola <[calabangawdhr@gmail.com](mailto:calabangawdhr@gmail.com)>  
 To: [czhanaleck@yahoo.com](mailto:czhanaleck@yahoo.com)

Thu, Jul 18, 2024 at 1:02 PM

----- Forwarded message -----  
 From: Calabanga Water District <[calabangawd@yahoo.com.ph](mailto:calabangawd@yahoo.com.ph)>  
 Date: Wed, Jul 17, 2024 at 10:57 AM  
 Subject: Fw: Request for Resubmission of CSMR for CY 2023  
 To: Betty Viola <[calabangawdhr@gmail.com](mailto:calabangawdhr@gmail.com)>

Best Regards,

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 To: [calabangawd@yahoo.com.ph](mailto:calabangawd@yahoo.com.ph) <[calabangawd@yahoo.com.ph](mailto:calabangawd@yahoo.com.ph)>  
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