



Republic of the Philippines
Kolambugan Water District

(GOVERNMENT OWNED & CONTROLLED CORP.)

Kolambugan, Lanao del Norte
TIN: 004-365-844 CCC No. 539

I. OVERVIEW

It is critical for government agencies like Kolambugan Water District to deliver excellent service to their consumers. Being an agency that focuses in providing a safe, clean, potable and economical water supply for the entire community of Kolambugan, Lanao del Norte, while also maintaining client satisfaction.

The Kolambugan Water District established a Feedback and Complaints Mechanism in accordance with Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, in order to monitor and ensure improvement in the delivery of service to our consumers. At our office, we have customer feedback forms available.

II. METHODOLOGY

A. Feedback and Complaints Mechanism

The Kolambugan Water District values client input, ideas, criticisms and comments are all appreciated. Clients can pick-up our Feedback forms in our office and fill them out. They are free to share their satisfaction or dissatisfaction with our service. Our 2019 1st Edition Citizen's Charter, can be easily viewed on our website ww.kolwd.gov.ph, which outlines how we handle criticism and complaints.

B. Client Survey Form

A 10-item survey form was used to get a general idea of the consumers' perceptions on topics such as water quality, customer service, and facilities. The Client Survey Summary for FY 2021 is shown below.

	VS	S	F
1. Serbisyong Tubig	A	B	C
Linaw ng tubig sa aming lugar	94%	6%	-
Lasa ng tubig sa aming lugar	88%	12%	-
Amoy ng tubig sa aming lugar	88%	12%	-
Lakas ng pressure ng tubig sa aming lugar	74%	18%	8%
AVERAGE	86%	12%	2%
2. Serbisyong Pantao	A	B	C
Bilis ng pagbabayad sa opisina	74%	22%	4%
Bilis ng pagtugon ng reklamo	86%	10%	4%
Paghatid ng Water Bill	88%	12%	-
AVERAGE	83%	15%	3%
3. Pasilidad	A	B	C
Malinis at komportable	92%	8%	-
Mobile Number ay nakarehistro	32%	68%	-
Kung oo, gaano kadalas makatanggap	-	26%	74%
AVERAGE	41%	34%	25%
OVER-ALL AVERAGE (%)	70%	20%	10%

III. RESULTS

The Kolambugan Water District's feedback and client survey form had yielded an average of a very satisfactory result, 35 out of 50 (70% of 50) very satisfactory; 10 out of 50 (20% of 50) satisfactory, and 5 out of 50 (10% of 50). The data was very informative as it gave us a clear impression of our consumers' view of our service, though our consumers are contented with the service we provided there is still room for improvement as to the provision of water to other parts of Kolambugan, Lanao del Norte.



CLIENT SURVEY FORM

Pangalan: _____ Barangay: _____ Petsa: _____

I. Serbisyong Tubig	
Linaw ng tubig sa aming lugar	<input type="checkbox"/> Malinaw <input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Malabo
Lasa ng chlorine sa tubig ng KOLWD sa aming lugar	<input type="checkbox"/> Walang Lasa <input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Matapang ang Chlorine
Amoy ng tubig ng KOLWD sa aming lugar	<input type="checkbox"/> Wala <input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Mayroong Amoy
Lakas ng pressure ng tubig sa aming lugar	<input type="checkbox"/> Malakas <input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Mahina
Puna o Mungkahi	

II. Serbisyong Pantao	
Bilis ng pagbabayad sa opisina ng KOLWD	<input type="checkbox"/> Mabilis <input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Mabagal
Bilis ng pagtugon sa serbisyo ng mga empleyado ng KOLWD	<input type="checkbox"/> Mabilis <input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Mabagal
Pagtanggap ng water bill	<input type="checkbox"/> Palagi <input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Hindi Nakakatanggap
Puna o Mungkahi	

III. Pasilidad	
Malinis at komportable ba ang pasilidad	<input type="checkbox"/> Oo <input type="checkbox"/> Kailangan ng Improvement <input type="checkbox"/> Hindi
Ang inyo bang mobile number ay nakarehistro sa KOLWD	<input type="checkbox"/> Oo <input type="checkbox"/> Hindi
Kong OO gaano kayo kadalas na kakatanggap ng mensahe sa KOLWD	<input type="checkbox"/> Palagi <input type="checkbox"/> Madalang <input type="checkbox"/> Hindi Nakakatanggap
Puna o Mungkahi	

"Thank you for your cooperation"

FEEDBACK FORM
(PANANAW o PUNA)

NAME (OPTIONAL): _____

ADDRESS: _____

Please let us know how we served you.
Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran.

You may use this form for compliments, complaints, or suggestions.
Maaring gamitin ito para sa papuri, reklamo, o mungkahe.

Simply check the corresponding box.
Mangyaring i-tsek lamang ang kahong naaayon.

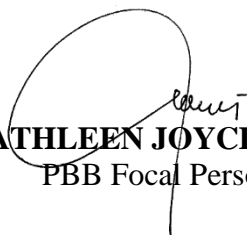
Compliment
(*Papuri*) Complaint
(*Reklamo*) Suggestion
(*Mungkahi*)

Person(s)/Unit/Office Concerned or Involved: _____
(Mga) Tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi.

Facts or details surrounding the incident:
(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheets/ if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Prepared by:


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PBB Focal Person

NOTED BY:


MA. JAEVA C. QUINTAS
Acting General Manager