



Republic of the Philippines
EMPLOYEES PROVINCE OF ISABELA
CITY OF ILAGAN WATER DISTRICT. CCC 090

Maharlika Highway, Brgy. Osmeña

City of Ilagan, Isabela

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CITIZEN/CLIENT SATISFACTION MEASUREMENT For CY 2020

The Customer Satisfaction Survey of the CIWD is composed of two methods of data and information gathering detailed as follows:

a. **CUSTOMER SATISFACTION AND FEEDBACK USING THE CLIENT SATISFACTION SURVEY FORM**

This set up gives access for customers to express their thoughts and write their suggestion on the performance of CIWD frontline and customer service. Based on the result the CIWD has an over-all rating of 89.77% in customer satisfaction. A total 115 customers participated in our survey. The basis is based on timeliness, efficiency, quality, response time, courtesy, promptness and punctuality.

b. **CUSTOMER SATISFACTION THROUGH CUSTOMER COMPLAINTS ACTED UPON**

The CIWD is currently serving seven thousand eight hundred seventy seven (7,877) active service connections as of December 31, 2020. CIWD has one hundred percent (100%) customer satisfaction is also measured and monitored through accomplished Job Orders/Service Requests. For the year 2020, we have received a total of four hundred one hundred sixty eight (4,168) Job Order request in the service area of CIWD. The complaints received through telephone call, personal or thru representative on complaints on turbid water, low pressure, stuck up meters, relocate water meter, inspect meter, change meter, transfer of service connection/re-tapping, illegal connections, major/minor leak repairs on transmission/distribution mains and material estimation on transfer/relocate service connections were acted upon within 24 hours in conformance to the CIWD approved Citizen's Charter.