

**CARMONA WATER DISTRICT**

## Harmonized CSM Report

2024 (1<sup>st</sup> Edition)

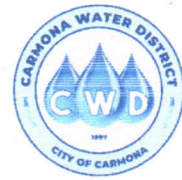




## TABLE OF CONTENTS

- I. Overview**
- II. Scope and Methodology**
- III. Results of the Harmonized CSM FY 2024**
- IV. Result of the Agency's Action Plans reported in FY 2024**
- V. Continuous Agency's Improvement Plans for FY 2025**
- VI. Index**





## I. Overview:

The Carmona Water District is a Government-Owned and Controlled Corporation (GOCC). It was created by the virtue of Sangguniang Bayan Resolution 002-97 in pursuance of Presidential Decree No. 197. It was given Certificate of Conditional Conformance No. 561 by Local Water Utilities Administration (LWUA) on April 27, 1997. By its actions and achievements in the past year, the Carmona Water District has shown its dedication to fulfilling its mission and vision.

As specified in ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies must provide the harmonized CSM survey to clients who have completed a transaction. According to 6.7.3 of ARTA M.C. No. 2019-002, the clients' satisfaction measurements, including the scope and duration covered by the measurement, the methodology employed, the measurement findings, and the data interpretations, must be submitted to the Authority.

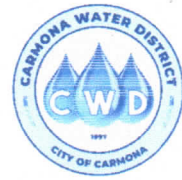
## II. Scope:

Carmona Water District (CWD) had conducted surveys throughout the year from January to December of 2024. CWD had surveyed every client who visited the office, as well as those that contacted CWD through e-mail.

The survey used the standard harmonized CSM questionnaires. It asked clients' demographical questions, three (3) Citizen's 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 surveyed CWD services are the following:

EXTERNAL SERVICES	TOTAL RESPONSES PER YEAR	TOTAL TRANSACTIONS PER YEAR
Application Of Water Service Connection	301	406
Processing Of Bills Payment	599	101,653
Attending To Service Request	663	3,976
Issuance Of Statement Account	97	90
Request For Change Name/Address	117	119
Request For Reconnection	1,069	7,239
Request For Senior Citizen Discount and Renewal	254	306
Request For Voluntary Disconnection	126	181
Enrollment For Email Bill Notification	38	39
<b>ANNUAL TOTAL:</b>	<b>3,264</b>	<b>114,009</b>

The table above shows that out of 114,009 total transactions in 2024, 2.86 percent or 3,264 of them were able to answer the survey in which majority of the respondents were individuals who requested for water service reconnection. This also means that in 2024, all offered services were actively used by concessionaires.

### III. Methodology

For physical clients, surveys were distributed and collected by CWD personnel right after the transaction. Survey materials were also located near the office exit.

The eight (8) SQD questions were assessed on a 5-point Likert scale. The Overall score was calculated by taking the simple average of the questions. The interpretation of the results is as follows:







SCALE	AVERAGE	RATING
1	1.00-1.49	VERY UNSATISFIED
2	1.50-2.49	UNSATISFIED
3	2.50-3.49	NEITHER UNSATISFIED NOR SATISFIED
4	3.50-4.49	SATISFIED
5	4.50-5.00	VERY SATISFIED

#### IV. Results of the Harmonized CSM for FY 2024

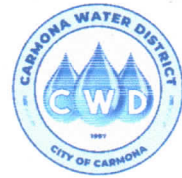
##### A. Count of CC and SQD Results

The data show that 96.2 percent or 3,140 of the respondents are aware of the Citizen's Charter (CC), and 3.8 percent or 123 of them are still unaware of it.

Specifically, 81 percent or 2,643 of the respondents who were aware of the existence of CWD's CC were able to examine it, and 97.1 percent or 3,160 of clients were able to utilize it as reference for their service.

PART-I	EXTERNAL SERVICES	RESPONSES PER YEAR	PERCENTAGE PER YEAR
CC1	1. Alam ko kung ano ang CC at nakita/nakikita ko ang CC ng opisinang ito.	2,115	64.8%
CC1	2. Alam ko kung ano ang CC ngunit hindi ko nakikita ang CC ng opisinang ito.	714	21.9%
CC1	3. Nalaman ko ang tungkol sa CC noong makita ko ang nasa opisinang ito.	311	9.5%
CC1	4. Hindi ko alam kung ano ang CC at hindi ko nakita/nakikita ang CC ng opsinsang	123	3.8%
CC2	1. Madaling makita	1,518	46.5%
CC2	2. Medyo madaling makita	1,125	34.5%
CC2	3. Mahirap makita	575	17.6%
CC2	4. Hindi nakikita	45	1.4%
CC2	N/A	0	0%
CC3	1. Malaki ang naitulong	1,461	45.0%
CC3	2. Medyo nakatulong	1,699	52.1%
CC3	3. Hindi nakatulong	94	2.9%
CC3	N/A	-	0%





Meanwhile, most respondents were "Very Satisfied" with CWD in terms of the eight (8) service quality dimensions, with scores ranging from 4.67 to 4.82.

The data below illustrate a breakdown of the results by service quality dimension.

SERVICE QUALITY DIMENSION	STRONGLY DISAGREE (1)	DISAGREE (2)	NEUTRAL (3)	AGREE (4)	STRONGLY AGREE (5)	NOT APPLICABLE (N/A)	RESPONSES	RATING
	3	5	74	1,014	5,406	0	6,502	4.82
Responsiveness	2	8	75	1,392	5,028	0	6,505	4.76
Reliability	1	9	121	1,746	4,242	0	6,119	4.67
Access and Facilities	0	5	88	1,259	5,152	0	6,504	4.78
Communication	3	10	57	1,245	5,190	0	6,505	4.78
Costs	0	3	88	1,800	4,611	0	6,502	4.69
Integrity	1	4	72	1,551	4,876	0	6,504	4.74
Assurance	1	2	40	926	2,404	0	3,373	4.70
Outcome	0	3	47	921	2,102	0	3,073	4.67
<b>Overall</b>	<b>12</b>	<b>51</b>	<b>665</b>	<b>11,858</b>	<b>39,016</b>	<b>0</b>	<b>51,587</b>	<b>4.73</b>

#### B. Average score per service

Looking at the scores per service, respondents were "Very Satisfied" with their transactions, with values ranging from 4.71 to 4.80. No services received a "Satisfied" rating.

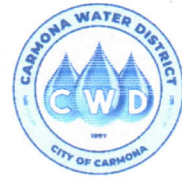
As an outcome, CWD received an overall score of 4.75, which is equivalent to "Very Satisfied".

The data below display the overall rating for each service surveyed.

External Services	Over-all Rating
Application For Water Service Connection	4.80
Processing Of Bills Payment	4.73
Attending To Service Request	4.77
Issuance Of Statement Of Account	4.76
Request For Change Name/ Address	4.77
Request For Reconnection	4.71
Request For Senior Citizen Discount And Renewal	4.77
Request For Voluntary Disconnection	4.72
Enrollment For E-Bill Notification	4.75
<b>Overall</b>	<b>4.75</b>







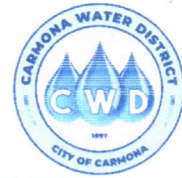
## V. Results of the Agency's Action Plans reported in FY 2024

Carmona Water District received three thousand two hundred sixty-four customer feedback forms in 2024. The agency achieved a **4.75** overall rating, which is equivalent to a **Very Satisfied** rating.

### 2024 Improvement Action Plan Results

Action Plans for 2024	Result of Action Plans for 2024
Implementation of the Harmonized Client Satisfaction Measurement on Customer Feedback Survey	Implemented the Harmonized Client Satisfaction Measurement Customer Feedback Survey to ensure continual progress toward the client-centered Citizen's Charter
Utilize CWD's Facebook page/account as another way to let concessionaires answer the Customer Feedback Form	CWD's Facebook page/account was used to respond to various inquiries and postings. Because of the low return rate on this platform, the agency was unable to use it to respond to the Customer Feedback Form.
Discuss significant customer feedback during Weekly Staff Meeting to let the management be aware and suggest ideas for continual improvement	Customer Feedback discussions were included in every Staff Meeting to suggest actions that management should take to address citizen/client concerns and make future improvements.
Use the results gathered from the survey to address customer needs and expectations for the agency	Based on the results of the Citizen/Client Satisfaction survey, the agency was able to meet the majority of the concessionaires' needs, as evidenced by the customer satisfaction rating of 100.00% for 2024.
Consistent compliance to several performance targets such as but not limited to the ff:	CWD has been consistently compliant with the following performance targets namely:
Access to potable water	Total of 225 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
Reliability of the service	16,311 or 100% of household connections are receiving 24/7 supply of water
Adequacy	Adequacy was measured as 1.60:1 (rated capacity of sources/demand)
Non-Revenue Water	18.85% on Non-Revenue Water Consistent monitoring of leakages and water meter calibration/accuracy
Potability	





Customer Satisfaction	Regular flushing of pipelines either institutional or by request  The agency achieved a 4.75 overall rating, which is equivalent to a Very Satisfied Rating
Continuous adherence on the current/latest rules and regulations of various regulating agencies	CWD, headed by GM Aniline B. Francia, has maintained integrity in adhering to the rules and regulations set by regulating agencies through the compliance of its employees.
Implementation of Various Projects for FY 2024	CWD replacement of service lines in Monte Carlo Subdivision, Bancal Continuous Replacement of Over-Aged Water Meter for reading accuracy Well Rehabilitation of Eight (8) Pumping Stations Construction of CWD Ground Water Tank in Bancal PS 4 The utilization of New CWD Inventory and Asset Management System Completion of Cityland PS 2 re-drilling Repair and maintenance of three (3) units generator set

#### VI. Continuous Agency's Improvement Plans for FY 2025

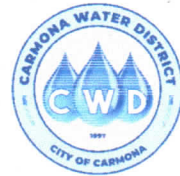
For continuity and to bring ongoing improvement to CWD's products, services or processes, we have identified continuous improvement plans for the year 2025.

As an ISO 9001:2015 certified (since 2016), ISO 14001:2015 (since 2020) certified, and ISO 45001:2018 (since 2024) certified agency customer satisfaction is a major priority for CWD. For FY 2025, CWD management commits to continuously improve its services to its concessionaires. Further, the following actions will be carried out:

- Expand survey coverage to include all people and clients served. This can be accomplished by being more persistent and targeting a bigger number of responders. Customer satisfaction will be more realistically measured as a result.
- Utilize CWD's Facebook page/account as an additional channel for concessionaires to respond to the Customer Feedback Form.
- Discuss significant customer feedback during the Weekly Staff Meeting to make management aware of it and to suggest ideas for continuous improvement.
- Use the survey results to address customer needs and expectations for the agency.
- Utilize the collected data to identify opportunities and implement changes to improve the agency's water services.







- Consistent achievement of several performance targets, such as but not limited to the ff:
  - o Access to potable water
  - o Reliability of the service
  - o Adequacy
  - o Non-Revenue Water
  - o Potability
  - o Customer Satisfaction
- Various projects for continuous improvement of lowering Non-Revenue Water
- Improvement of existing distribution lines through rehabilitation, cleaning, and leak detection, including all required valves, fittings, and accessories for a fully functional system
- Continuous adherence to the most recent/current rules and regulations of various regulatory agencies

## VII. Index

### A. Client Satisfaction Measurement Survey

As Occupational Health and Safety Management Systems (ISO 45001:2018) certified agency, OHS related questions were integrated to the Customer's Satisfaction Feedback Form.

Control No. \_\_\_\_\_



CARMONA WATER DISTRICT

#### CUSTOMER SATISFACTION FEEDBACK FORM

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your overall satisfaction will help this 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: \_\_\_\_\_ Sex: ☐ Male ☐ Female Age: \_\_\_\_\_

Barangay: \_\_\_\_\_

Service Avail:

INSTRUCTIONS: PART I. Lagpas ng bawat mark (✓) ang inyong sagot patungkol sa mga tanong tungkol sa **Client's Charter (CC)**. Ang Client's Charter ay isang opilyon na dokumentong naglalaman ng mga serbisyo ng ating atensyong nagpapaliwanag ng gobyerno labang sa ang mga kasabangang (requirements), banyan, at bilang ng oras ng mga prosedurang (process).

CC1. Alin sa mga sumusunod ang naglalaman ng bawat kumpanyang tugilugil sa **Client's Charter**?

- ☐ 1. Alin ko tung sa ang CC at nakakawala ko ang CC ng kolektang ito.
- ☐ 2. Alin ko tung sa ang CC ngunit hindi ko nakakawala ang CC ng kolektang ito.
- ☐ 3. Nalaman ko ang tugilugil sa CC noon ngunit hindi ko ang mga sagot ko.
- ☐ 4. Hindi ko alam tung sa ang CC at hindi ko nakakawala ang CC ng kolektang ito. (Ipagdag ang "NA" sa CC2 and CC3)

CC2. Kung may kumpanyang tugilugil sa CC (banyag ng 1-3 sa CC1), ang CC ng kolektang ito ay ...?

- ☐ 1. matalimang malabo
- ☐ 2. matalimang malabo
- ☐ 3. Hindi malabo
- ☐ 4. NA

CC3. Kung may kumpanyang tugilugil sa CC (banyag ng 1-3 sa CC1), paano nakakawala ang CC sa inyong pagmamalasap?

- ☐ 1. Mula sa kolektang ito
- ☐ 2. Mula sa kolektang ito
- ☐ 3. Hindi nakakawala
- ☐ 4. NA

#### INSTRUCTIONS:

PART II. Pasa sa SQD 0-4, lagpas ng bawat mark (✓) ang inyong sagot sa bawat tanong.

	Lubos na Samaang- ayon (Strongly Disagree)	Hindi Samaang- ayon (Disagree)	Neutral (Neither Agree nor Disagree)	Samaang- ayon (Agree)	Lubos na Samaang- ayon (Strongly Agree)	Wala sa Listado (Not Applicable)
SQD0. Ang serbisyo ang matalimang malabo o kolektang ito / ang kolektang ito ang matalimang malabo.	1	2	3	4	5	NA
SQD1. Gumagamit ako ng kolektang ito ng oras na ipinangyayabang ko sa kolektang ito.						
SQD2. Gumagamit ako ng kolektang ito ng oras na ipinangyayabang ko sa kolektang ito.						
SQD3. Ang mga kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD4. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD5. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD6. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD7. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD8. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD9. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD10. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD11. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD12. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD13. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD14. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD15. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD16. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD17. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD18. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD19. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD20. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD21. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD22. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD23. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD24. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD25. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD26. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD27. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD28. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD29. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD30. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD31. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD32. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD33. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD34. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD35. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD36. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD37. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD38. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD39. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD40. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD41. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD42. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD43. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD44. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD45. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD46. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD47. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD48. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD49. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD50. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD51. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD52. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD53. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD54. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD55. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD56. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD57. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD58. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD59. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD60. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD61. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD62. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD63. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD64. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD65. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD66. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD67. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD68. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD69. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD70. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD71. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD72. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD73. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD74. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD75. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD76. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD77. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD78. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD79. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD80. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD81. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD82. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD83. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD84. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD85. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD86. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD87. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD88. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD89. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD90. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD91. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD92. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD93. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD94. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD95. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD96. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD97. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD98. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD99. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						
SQD100. Kung kolektang ito ang matalimang malabo o kolektang ito ang matalimang malabo.						

COM-CSA-F021-01



