



Republic of the Philippines
Mariveles Water District
Mariveles, Bataan

F-CSD-15-00

CLIENT/CUSTOMER SATISFACTION REPORT

Date Covered

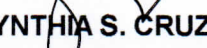
January - December 2019

Month	Total Survey (quantity of survey form)	Total Points (Total Survey X Total Score (20))	Total Points Scored	Customer Satisfaction Index	Rating
January (Jan 03 - 31, 2019)	114	2280	1990	87.28	Excellent
February (Feb 01 - 28, 2019)	113	2260	2099	92.88	Excellent
March (Mar 01 - 29, 2019)	104	2080	1873	90.05	Excellent
April (April 01 - 30, 2019)	113	1160	931	80.26	Excellent
May (May 01 - 31, 2019)	59	1180	1089	92.29	Excellent
June (June 03 - 28, 2019)	98	1960	1766	90.10	Excellent
July (July 01 - 31, 2019)	114	2280	1990	87.28	Excellent
August (Aug 01 - 30, 2019)	48	960	708	73.75	Good
September (Sept 02 - 30, 2019)	97	1940	1736	89.48	Excellent
October (Oct 01 - 31, 2019)	70	1400	1225	87.50	Excellent
November (Nov 04 - 29, 2019)	50	1000	930	93.00	Excellent
December (Dec 02 - 27, 2019)	137	2740	2502	91.31	Excellent

Note: HOW TO COMPUTE C.S.I (Client/Customer Satisfaction Index)

$$\text{CSI} = \frac{\text{Total Points Scored}}{\text{Total Points}} \times 100$$

Prepared by:


CYNTHIA S. CRUZ
Public Relation Officer-A

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Department Manager-B



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CUSTOMER/CLIENT SATISFACTION REPORT

Time Covered

January - December 2019

METHODOLOGY OF THE CUSTOMER/CLIENT SATISFACTION SURVEY

How to know/gather the customer/client feedback	Answer the feedback form given by the PACD/UCSA after doing business in the office and then drop it in the suggestion box.
How feedback is processed	Every Friday, the Public Relation Officer opens the suggestion box, computes the Customer Satisfaction Index, compiles and records all the feedback submitted.
	If the results of the survey is not good and favorable, the Department Manager of Commercial Services Department conduct meeting with the frontliners to identify areas of dissatisfaction and initiate a plan to implement them.
	All the feedback with suggestions and requiring answers will be forwarded to the relevant office/department for review and they are required to answer within 5 days of the receipt of the feedback.
	The answers of the office is relayed to the client/customer through text or call. For follow-up and inquiries, client may text or contact the office Hotline: 0921-2876851

December (Dec 01 - 31, 2019)

137

3740

1000

91.51

Excellent

How: HOW TO COMPUTE CSI (Customer Satisfaction Index)

CS

Customer Satisfaction Index

100

Prepared by

Approved by

CYNTHIA S. CRUZ

Public Relation Officer A

ROSSANA M. GONZALES

Department Manager B