

MWSS RO-OPP-051-02
STANDARD OPERATING PROCEDURES ON THE CONTINUOUS STUDY AND
EVALUATION OF COMPLAINTS
(BOT Res. No. 39-2000 dtd February 3, 2000)
Customer Service Regulation Area

GENERAL POLICY

To undertake a continuous study of complaints received by CSR-CSMD as well as those received by the concessionaires and in order to statistically analyze and come up with an effective measurement in dealing with all complaints which will serve as the basis for Customer Service Standards to be adopted by the Regulatory Office in the future, for monitoring purposes.

POLICY

The MWSS Regulatory Office will require the Concessionaires to submit with due diligence a monthly report of complaints received by the respective Concessionaire and the status of these complaints.

GUIDELINES:

1. Compile all reported complaints received by:
 - 1.1. CSR-CSMD
 - 1.2. Concessionaires
2. Sort all compiled complaints according to nature.
3. Undertake a study and evaluation of all complaints according to the following:
 - 3.1. Reaction time for each complaint
 - 3.2. Aging of complaints
 - 3.4. Statistical analysis between acted and unacted complaint.
4. Prepare graphical reports of all complaints on the above cited to clearly visualized and find out which problem areas would necessitate further improvement or resolution on the part of the Concessionaires.
5. Provide the Concessionaire a copy of the study undertaken by the Department concerned. Emphasis on remarks in cases where the said Department finds evidence of mishandling, deficiencies or identify complaints that are not being acted upon fast enough, shall be made.
6. The Concessionaires should submit within seven (7) working days the comment/s on the said study and the reason/s why some aging complaints are not being attended to, if any.

Failure to submit comments within the specified period of time shall be construed as that the concessionaires are amenable and that prioritization on the said complaints should be acted accordingly. A concrete solution/s should be done to facilitate complaints in a practicable and reasonable period of time.
7. Submitted comment/s will be re-evaluated and make representations with the concessionaires to discuss possible solution/s to such complaints.
8. Such solution/s will be diligently monitored by the Department concerned to discard any possible occurrence in the future.
9. These solutions will be compiled and will be the basis for a more effective guide for the establishment of Customer Service Standards.