



30 June 2020

PDDG. REYNALDO V. VELASCO (Ret)

Chairperson

ATTY. PATRICK LESTER N. TY

Chief Regulator

**METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM
– REGULATORY OFFICE (MWSS-RO)**

3/F Engineering Bldg., MWSS Complex, Katipunan Ave.
Balara, Quezon City

**RE : TRANSMITTAL OF 2020 PERFORMANCE SCORECARD AND
SURVEY QUESTIONNAIRES FOR THE CSS STARTING 2020**

Dear Chairperson Velasco and Chief Regulator Ty,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**), and 2020 Performance Scorecard (**Annex B**) of MWSS-RO. The same is to be posted in MWSS-RO's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

Recall that additional documents required to be submitted by MWSS-RO in accordance with the Technical Panel Meeting (TPM) held on 25 November 2019 was communicated by the Governance Commission through our letter dated 29 November 2019.² We note that through a letter dated 11 December 2019,³ MWSS-RO conveyed that the President's "[announcement] in the media that he is ordering the immediate cancellation of the Extension of the Concession Agreements... may significantly affect MWSS-RO's 2020 PES Scoresheet as presented to [the Governance Commission's] Technical Panel." Hence, MWSS-RO requested for an extension of time to submit the required supporting documents or alternative performance scorecard, and expressed that it will get in touch with the Governance Commission as soon as it gets clearer direction from its Board of Trustees and the Office of the President.

As of date, however, the Governance Commission has not received any submission or communication from MWSS-RO. In view of its failure to submit the required documents after the lapse of considerable amount of time, the Governance Commission accordingly completed MWSS-RO's Performance Scorecard based on its own assessment, pursuant to Item 3 of GCG M.C. No. 2017-02.⁴

Accordingly, the 2020 MWSS-RO proposed Performance Scorecard submitted through its letter dated 22 October 2019⁵ was **MODIFIED** based on the discussions made during the TPM held on 25 November 2019.

¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

² Officially received by MWSS-RO on 05 December 2019.

³ Officially received by the Governance Commission on 11 December 2019.

⁴ INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

⁵ Officially received by the Governance Commission on 24 October 2019.

Also attached are the *Prescribed Questionnaires (Annex C)* for MWSS-RO's Customer Satisfaction Survey starting 2020. MWSS-RO should strictly adhere to the standard guideline in the implementation of the annual customer satisfaction survey. Modification or alteration of the transmitted questionnaires is prohibited. However, GOCCs may add questions specific to their products and services as long as the survey instrument remains in accordance with the guidelines prescribed. Additional information on the conduct of the customer satisfaction survey can be found in the GCG website.

We take this opportunity to remind MWSS-RO that Item 5 of GCG M.C. No. 2017-02 mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter. MWSS-RO is directed to submit its revised Quarterly Targets based on the attached scorecard upon submission of its 2nd Quarter Monitoring Report for 2020.

Finally, with the declared State of Public Health Emergency,⁶ and State of Calamity,⁷ throughout the Philippines due to COVID-19, and the issuance of the Memorandum from Executive Secretary dated 16 March 2020, as well as the public address by President Rodrigo R. Duterte, rest assured that the Governance Commission is evaluating the impact of the current situation on the accomplishment of the GOCCs' targets under their respective 2020 Performance Scorecards. If necessary, the Governance Commission shall issue the corresponding memorandum at the proper time taking into consideration the current situation and factors involved. For the time being, all Circulars and Orders involving the Performance Evaluation System subsist.

FOR MWSS-RO'S COMPLIANCE.

Very truly yours,


SAMUEL G. DAGPIN, JR.
Chairman


MICHAEL P. CLORIBEL
Commissioner


MARITES C. DORAL
Commissioner

⁶ Presidential Proclamation No. 922, s.2020.

⁷ Presidential Proclamation No. 929, s.2020.

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE



MISSION

To monitor the compliance of Concessionaires with their contractual obligations, enforce standards of service to Customers and determine reasonable rates in the delivery of water and sewerage services.

CORE VALUES

Patriotism
Integrity and Professionalism
Participatory Governance
Transparency and Accountability

VISION

A world class and independent Regulatory Office that equitably protects the interests of the consuming public and other stakeholders to continuous and sustainable supply of potable water and environmentally sound sewerage system.

Social Impact

Increased Number of Domestic Customers with Continuous and Safe Water Supply

Environment-friendly Sewerage System

Stakeholders

Empowered Stakeholders

Internal Process

Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets

Organization

Attract, Develop, and Retain Highly Competent Workforce

Develop and Implement Quality Management System

THEMES

EFFECTIVE REGULATION

SERVICE EXCELLENCE

METROPOLITAN WATERWORKS AND SEWERAGE SYSTEM – REGULATORY OFFICE

Component					Data Provider	Baseline		Target		
Objective/Measure		Formula	Wt.	Rating System		2017	2018	2019	2020	
SOCIAL IMPACT	SO 1	Increased Number of Domestic Customers with Continuous and Safe Water Supply								
	SM 1	Incremental number of domestic water service connections (WSC)	Current year connections minus prior year connections	6%	$\frac{\text{Actual}}{\text{Target}}$ x Weight	Concessionaires and CSR	68,552 (2,274,154)	72,454 (2,346,608)	58,798	45,809
	SM 2	Percentage of domestic WSC with 24-hr water supply and 7-psi minimum water pressure	$\frac{\text{Domestic WSC with 24hr/7-psi}}{\text{Total WSC}}$	6%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual RO samples}}{160} \right)}{\text{x Weight}} \right]$	Concessionaires and TRA	94.59%	93.76%	95%	95%
	SM 3	Compliance of RO and concessionaires' samples with PNSDW on bacteriological quality (i.e., at least 95%)	Compliant if: $\frac{\text{Number of sample passing PNSDW}}{\text{Total number of samples}}$ is at least 95% for both MWSS-RO and concessionaire s	8%	$\left\{ \begin{aligned} &\left(\frac{\text{"Passed" MWSS-RO samples}}{\text{Total Samples}} \right) .5 \\ &+ \left(\frac{\text{"Passed" Concessionaires' samples}}{\text{Total samples}} \right) .5 \\ &\times \left(\frac{\text{Actual MWSS-RO samples collected}}{1,320} \right) \end{aligned} \right\}$ x Weight If not compliant: 0%	Concessionaires and TRA	Compliant	Compliant	Compliant	Compliant
	SO 2	Environment-Friendly Sewerage System								
	SM 4	Number of domestic sewer connections	Absolute Number	6%	$\frac{\text{Actual}}{\text{Target}}$ x Weight	Concessionaires and CSR	190,792	205,209	199,717	230,554

SOCIAL IMPACT	SM 5	Percentage of samples from STPs compliant with DENR Administrative Order No. 2016-008 (excluding nutrients)	Number of compliant <u>samples</u> Total number of samples (RO and Concessionaires)	8%	$\left[\frac{\left(\frac{\text{Actual}}{\text{Target}} \right) \times \left(\frac{\text{Actual MWSS-RO samples collected}}{600} \right)}{\text{x weight}} \right]$	Concessionaires and TRA	98.18%	98.01%	90.50%	90.50%
	SM 6	Number of septic tanks desludged	Absolute Number	6%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	Concessionaires and CSR	182,559	195,189	233,739	294,326
	Subtotal			40%						
STAKEHOLDERS	SO 3	Empowered Stakeholders								
	SM 7	Percentage of Satisfied Customers								
		c. Water Concessionaires	Number of respondents which gave <i>at least</i> a Satisfactory rating / Total number of respondents	2.5%	Actual over Target 0% = If less than 80%	Consumers and OCR	Very Satisfactory	77.71%	90%	90%
		b. Water Consumers		2.5%						90%
	Subtotal			5%						
INTERNAL PROCESS	SO 4	Improved Regulatory Monitoring Functions to Ensure Compliance with Service Obligation Targets								
	SM 8	Percentage of rate petitions resolved within 15 calendar days prior to intended implementation	(No. of rate petitions resolved at least 15 calendar days prior to intended implementation) over (Total No. of rate petitions submitted)	8%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	Concessionaires and FRA	100% (10/10)	100% (10/10)	80%	100%

INTERNAL PROCESS

SM 9	Percent of complaints acted upon and/or resolved within the prescribed time	Number of complaints acted upon and/or resolved within the prescribed time from submission <u>for resolution</u> Total number of complaints for resolution	6%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	Concessionaires and CSR	100%	98.40%	90%	100%
SM 10	Percent of complaints/request thru 8888 Hotline acted upon within 72 hours upon receipt	Number of complaints/requests acted upon Total number of complaints/requests received	6%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	FRA and CSR	-	-	90%	95%
SM 11	KPI + BEMs Evaluation Reports (within 60 days from Concessionaires' submission)								
	a. 2019 Annual	Milestone	7%	Submitted = 3.5% Submitted on time = 3.5%	Concessionaires, TRA, FRA, and CSR	Only the Evaluation Report of MWCI was submitted on time	2017 KPI + BEMs Evaluation Reports - submitted on time	2018 KPI + BEMs Evaluation Reports - submitted on time	2019 KPI + BEMs Evaluation Reports - submitted on time
	b. Mid-2020	Milestone	7%	Submitted = 3.5% Submitted on time = 3.5%	Concessionaires, TRA, FRA, and CSR	Mid 2017 KPI +BEMs Report Card submitted on time	Mid 2018 KPI +BEMs Report Card submitted on time	Mid 2019 KPI +BEMs Report Card submitted on time	Mid 2020 KPI +BEMs Report Card submitted on time
SM 12	Number of Big CAPEX projects inspected	Absolute Number	11%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	-	-	-	-	20 inspection reports
	Subtotal		45%						

	SO 5	Attract, Develop, and Retain Highly Competent Workforce								
LEARNING AND GROWTH	SM 13	Percentage of employees meeting required competencies	No. employees meeting required competencies Total no. of employees	5%	$\frac{\text{Actual}}{\text{Target}}$ x Weight	ALA	1.9%	8.5%	5% improvement from 2018 score	25%
	SO 6	Develop and Implement Quality Management System								
	SM 14	ISO 9001:2015 Certification	Milestone	5%	All or Nothing	ALA	Board-approved Manual for Water and Waste-Water Monitoring process only	ISO 9001:2015 Certification of One Core Process	Pass Surveillance Audit	Pass Surveillance Audit
	Subtotal			10%						
TOTAL			100%							



CUSTOMER SATISFACTION SURVEY
METROPOLITAN WATERWORKS AND SEWERAGES SYSTEM –
REGULATORY OFFICE (MWSS-RO)
(BUSINESS CUSTOMERS – CONCESSIONAIRES)

**QUESTIONNAIRE
NUMBER**

RESPONDENT INFORMATION			
Respondent Name		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
RECRUITER/INTERVIEWER INFORMATION			
Interviewer Name		Date of Interview	
Interviewer ID		Time of Interview	
QUALITY CONTROL CHECKS AND VALIDATIONS			
Witnessed/Validated by		Edited by	
Witness/Validation Date:		Date of Editing	
Signature		Signature	
Quality Checked by		Data Punched by	
Quality Check Date		Data Punch Date	
Signature		Signature	
Observed by (IA)		Cleared by (IA)	
Observation Date		Clearing Date	
Signature		Signature	
Back-checked by			
Backcheck Date			
Signature			

INTRODUCTION

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **METROPOLITAN WATERWORKS AND SEWERAGES SYSTEM – REGULATORY OFFICE (MWSS-RO)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the MWSS-RO improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

I am _____ from [RESEARCH AGENCY], a market research company. I will be your interviewer for today.

Any information obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the [RESEARCH AGENCY/GOCC] to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the [RESEARCH AGENCY/GOCC].

SCREENER

S1. Are you or any of your close family/relatives working with MWSS-RO?

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s did you avail from MWSS-RO in [SPECIFY YEAR]?
What else? Anything else? [MA]

	CODE	
[SERVICE A]	1	Proceed to S3
[SERVICE B]	2	
[SERVICE C]	3	
Others (pls. specify)	4	
Did not avail of the services of MWSS-RO in [SPECIFY YEAR]	99	Close interview

NOTE TO GOCC: List all possible services that may be availed.

S3. How would you describe your role in your company when it comes to dealing with MWSS-RO?

	CODE	
I am the owner/primary decision-maker in the company	1	Proceed to Q1
I am the primary person-in-charge of dealing / transacting with MWSS-RO	2	Proceed to Q1
I do not have any say or involvement when it comes to dealing / transacting with MWSS-RO	3	ASK FOR THE ELIGIBLE RESPONDENT

MAIN QUESTIONNAIRE

PART I. TRANSACTING WITH MWSS-RO

Q1. How long have you been availing services from MWSS-RO?

NO. OF YEARS: _____

NO. OF MONTHS: _____

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with MWSS-RO last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, pls. specify _____	9

Q3. Where do you most often get information about MWSS-RO and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

PART II. OVERALL SATISFACTION

NOTE TO INTERVIEWER: For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied are you with the service provided by MWSS-RO? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate MWSS-RO on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with MWSS-RO? What else? Any other reasons?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

PART III. EXECUTION OF SERVICE

Q6. Now, we will talk about the different aspects of MWSS-RO's services. Using this rating scale where 5 means strongly agree (SA), 4 means agree (A), 3 means neither agree nor disagree (Neither), 2 means disagree (D) and 1 means strongly disagree (SD), please rate how much you agree or disagree with the different aspects of the services availed from MWSS-RO. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

NOTE TO INTERVIEWER: Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

For Q6, present showcard while asking level of agreement per attribute. Do not include N/A in the showcard.

	SA	A	Neither	D	SD	N/A
<u>Staff</u>						
MWSS-RO's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99
Are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
is easy to contact	5	4	3	2	1	99
delivers services within prescribed timeframe	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99
conveys trust and confidence	5	4	3	2	1	99
The number of staff/facilitators are adequate.	5	4	3	2	1	99
<u>Regulatory – Policies, Rules and Regulations</u>						
Policies, rules and regulations...						
are clear, consistent and sufficient	5	4	3	2	1	99
are strictly implemented	5	4	3	2	1	99
are properly updated	5	4	3	2	1	99
are properly disseminated	5	4	3	2	1	99
Reportorial/documentary requirements are reasonable	5	4	3	2	1	99
Timeline for compliance are fair and reasonable	5	4	3	2	1	99
Fees and/or penalties imposed are fair and reasonable	5	4	3	2	1	99
<u>Regulatory – Application with MWSS-RO</u>						
Requirements are properly disseminated	5	4	3	2	1	99
Filing of applications is simple and easy	5	4	3	2	1	99
Documentary requirements are reasonable	5	4	3	2	1	99
Process is completed within a reasonable amount of time	5	4	3	2	1	99
Documents issued are free from defects or typographical errors	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
<u>Information and Communication</u> Information from MWSS-RO is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<u>Information and Communication (Website)</u> MWSS-RO's website...						
is accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
is user-friendly and easy to navigate	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99
<u>Complaints Handling and Records Keeping</u>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<u>Facilities</u>						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office/branch is accessible and convenient to customers	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., with security guard)	5	4	3	2	1	99
Seating is adequate and comfortable	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of MWSS-RO's services? What else? Anything else?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

SOCIO DEMOGRAPHIC PROFILE

NAME OF ORGANIZATION		COMPLETE ADDRESS OF ORGANIZATION				
YEAR ORGANIZATION ESTABLISHED: _____		TYPE OF OWNERSHIP Foreign 1 Domestic 2				
NUMBER OF EMPLOYEES Actual _____ 1 to 99 (Micro / Small) 1 100 to 199 (Medium) 2 200 and up (Enterprise) 3		ASSET VALUES (SHOWCARD) Micro / Small (₱15,000,000 or less) 1 Medium (₱15,000,001 – ₱100,000,000) 2 Enterprise (₱100,000,001 and above) 3				
POSITION IN THE ORGANIZATION ACTUAL POSITION: _____ DEPARTMENT: _____		YEARS IN THE ORGANIZATION ACTUAL NO. OF YEARS: _____				
Owner / Head of the office or association	1	Less than a year	1	16 – 20 years	6	
Manager/Keeper/Supervisor	2	1 – 2 years	2	21 – 25 years	7	
Operations Staff	3	3 – 5 years	3	More than 25 years	8	
Admin Staff	4	6 – 10 years	4	Don't know/refused	9	
Others, pls. specify _____	5	11 – 15 years	5			
Don't know/refused	9					
CONTACT DETAILS		DECISION-MAKING ROLE IN THE ORGANIZATION				
Landline:		I alone decide for the organization				1
Cellphone:		I share with someone else the decision-making process for the organization				2
E-mail:						
Office landline:		I do not have any say when it comes to the decision-making process for the organization				3
Other contact info:						

<p>I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the ESOMAR Code of Conduct with a person unknown to me.</p>	<p>Interviewers' Signature</p>	<p>Supervisor's Signature</p>
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CUSTOMER SATISFACTION SURVEY
METROPOLITAN WATERWORKS AND SEWERAGES SYSTEM –
REGULATORY OFFICE (MWSS-RO)
(INDIVIDUAL CUSTOMERS – WATER CONSUMERS)

**QUESTIONNAIRE
NUMBER**

RESPONDENT INFORMATION			
Respondent Name		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
RECRUITER/INTERVIEWER INFORMATION			
Interviewer Name		Date of Interview	
Interviewer ID		Time of Interview	
QUALITY CONTROL CHECKS AND VALIDATIONS			
Witnessed/Validated by		Edited by	
Witness/Validation Date:		Date of Editing	
Signature		Signature	
Quality Checked by		Data Punched by	
Quality Check Date		Data Punch Date	
Signature		Signature	
Observed by (IA)		Cleared by (IA)	
Observation Date		Clearing Date	
Signature		Signature	
Back-checked by			
Backcheck Date			
Signature			

INTRODUCTION

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **METROPOLITAN WATERWORKS AND SEWERAGES SYSTEM – REGULATORY OFFICE (MWSS-RO)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the MWSS-RO improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

I am _____ from [RESEARCH AGENCY], a market research company. I will be your interviewer for today.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the [RESEARCH AGENCY/GOCC] to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the [RESEARCH AGENCY/GOCC].

SCREENER

S1. Are you or any of your close family/relatives working with MWSS-RO?

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s did you avail from MWSS-RO during this visit?
[MA]

	CODE	
[SERVICE A]	1	Proceed to Q1 depending on service availed
[SERVICE B]	2	
[SERVICE C]	3	
Others (pls. specify)	4	
Did not avail of the services of MWSS-RO	99	Close interview

NOTE TO GOCC: List all possible services that may be availed

MAIN QUESTIONNAIRE

PART I. TRANSACTING WITH MWSS-RO

Q1. How long have you been availing services from MWSS-RO?

NO. OF YEARS: _____

NO. OF MONTHS: _____

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with MWSS-RO last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, pls. specify _____	9

Q3. Where do you most often get information about MWSS-RO and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

PART II. OVERALL SATISFACTION

NOTE TO INTERVIEWER: For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied are you with the service provided by MWSS-RO? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate MWSS-RO on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with MWSS-RO? What else? Any other reasons?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

PART III. EXECUTION OF SERVICE

Q6. Now, we will talk about the different aspects of MWSS-RO's services. Using this rating scale where 5 means strongly agree (SA), 4 means agree (A), 3 means neither agree nor disagree (Neither), 2 means disagree (D) and 1 means strongly disagree (SD), please rate how much you agree or disagree with the different aspects of the services availed from MWSS-RO. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

NOTE TO INTERVIEWER: Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

For Q6, present showcard while asking level of agreement per attribute. Do not include N/A in the showcard.

	SA	A	Neither	D	SD	N/A
<u>Staff</u> MWSS-RO's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99
Are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
is easy to contact	5	4	3	2	1	99
delivers services within prescribed timeframe	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99
conveys trust and confidence	5	4	3	2	1	99
The number of staff/facilitators are adequate.	5	4	3	2	1	99
<u>For Individual Water Consumers</u>						
Reasonable fees/rates on services	5	4	3	2	1	99
Water services are consistently stable	5	4	3	2	1	99
Water pressure is at an acceptable level	5	4	3	2	1	99
Water is clean and safe	5	4	3	2	1	99
Water is free from smell and odor	5	4	3	2	1	99
Water is clear	5	4	3	2	1	99
Water bill is accurate	5	4	3	2	1	99
Sewerage services/septic tank desludging is regularly conducted	5	4	3	2	1	99
Wastewater is properly managed	5	4	3	2	1	99
<u>Information and Communication</u> Information from MWSS-RO is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<u>Information and Communication (Website)</u> MWSS-RO's website...						
is accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
is user-friendly and easy to navigate	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99
<u>Complaints Handling and Records Keeping</u>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<u>Facilities</u>						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office is accessible to customers	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., with security guard)	5	4	3	2	1	99
Office has separate lane for senior citizens, PWDs, pregnant women	5	4	3	2	1	99
Seating is adequate and comfortable	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of MWSS-RO's services? What else? Anything else?

NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.

SOCIO DEMOGRAPHIC PROFILE

GENDER	Male	1	Female	2	NATIONALITY _____	
CIVIL STATUS	Single	1	Separated	3	WORKING STATUS Working 1 Studying 2 Working/Studying 3 Not working/not studying 4	
	Married	2	Widow/ Widower	4		
RESPONDENT AGE GROUP Actual _____						IF WORKING: OCCUPATION _____
18 – 25	1	36 – 40	4	56 – 60		
26 - 30	2	41 – 45	5	61 – 65	10	
31 – 35	3	46 – 50	6	Above 65	11	
		51 – 55	7			
EDUCATIONAL ATTAINMENT					CONTACT DETAILS	
No formal education	1	Some vocational	6	Landline: _____		
Some elementary	2	Completed vocational	7	Cellphone: _____		
Completed elementary	3	Some college	8	E-mail: _____		
Some high school	4	Completed college	9	Office landline: _____		
Completed high school	5	Post graduate	10	Other contact info: _____		

I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the ESOMAR Code of Conduct with a person unknown to me.	Interviewers' Signature	Supervisor's Signature
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