



CALUMPIT WATER DISTRICT

**CLIENT SATISFACTION MEASUREMENT
REPORT**

2023 (1st EDITION)

II. TABLE OF CONTENTS

Overview	1
Scope	2
Methodology	4
Data and Interpretation	5
Results of the Agency Action Plan	11
Continuous Agency Improvement Plan	14
Annex A. Survey Questionnaire	18



III. OVERVIEW:

The water system of Calumpit was established in the year 1947. It was operated and managed by the National Water and Sewerage Authority (NAWASA) but was later transferred to the Local Government of Calumpit. It was serving potable water to four hundred (400) households in four (4) barangays.

Realizing the need to improve and expand the water service in the municipality of Calumpit, the Municipal Council of Calumpit passed SB Resolution No. 56 on August 12, 1980, forming the Calumpit Water District (CWD). But it was only October 17, 1980, when CWD was issued with "Conditional Certificate of Conformance" (CCC) by the Local Water Utilities Administration (LWUA) and became the 140th Water District in the whole archipelago, formed pursuant to Presidential Decree No. 198 as amended.

In the year 2000, CWD became the 4th Water District in the national scene ever to reach "100% barangay coverage" with a total of 19,820 active service connections as of December 31, 2015.

Now, CWD has twenty (20) pumping stations providing 24-hour potable water supply service to thirty-four (34) barangays with four (4) barangays outside the municipality, from the initial 400 households, CWD now has more than twenty thousand (20,000) households to serve daily with ninety-seven (97) regular employees.

CWD continues quality improvement has become the embedded culture and integral part of our commitment in every operation and function mandated to us in achieving and sustaining total client/citizen satisfaction. This continues pursuit becomes a lifestyle as our way of sustaining quality standard and re-affirming our commitment to excellence.

As stated in the ARTA Memorandum Circular No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. As per 6.7.3 of ARTA Memorandum Circular No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

For CY 2023, a total of 2,344 customers responded to the survey of external services provided by Calumpit Water District. This exceeded the minimum number of respondents by 391 which represents 20% increase over the minimum requirement.



The following are the summary of results for the Citizen's Charter (CC):

	Score
CC Awareness:	96.63%
CC Visibility:	70.99%
CC Helpfulness:	65.40%
Response Rate:	1.49%
Overall Score:	98.83%

IV. SCOPE:

a. Period Covered:

CWD conducted surveys throughout the year from January 2023 to December 2023.

b. Geographic and Office Coverage:

The Survey form was strategically disseminated across all frontline services of CWD, ensuring comprehensive coverage.

This survey was exclusively administered to walk-in and on-site clients who successfully completed their transactions. It is noteworthy that participation in the survey is entirely voluntary, as it is not mandatory. Clients have the autonomy to decide whether to engage in the survey or decline participation, emphasizing a client-centric approach to feedback collection.

c. List of services surveyed, responses, and total number of transacting clients:

The survey used the standard harmonized CSM questionnaire. It asked clients demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions (SQD):

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity



- 7. Assurance
- 8. Outcome

The services CWD surveyed were the following:

External Services	Responses	Minimum Number of Respondents as per Sampling Calculator in the CSM Guidelines	Total Transactions
Application for New Service Connection	247	247	688
Payment of Water Bill and Material Balance	758	383	146,072
Request for Reconnection of Disconnected Water Service	343	343	3,182
Request for Service Maintenance and Repair Leakages	374	358	5,223
Application/Renewal of Senior Citizen's Discount	220	220	516
Application for Change of Ownership/Account Name	33	33	36
Repair of Leakages	299	299	1,341
Processing of Payables and Releasing of Checks	70	70	86
External Service Total	2344	1953	157144

d. Sampling:

i. Applied confidence level and margin of error

The sampling approach included a 95% confidence level and 5% margin of error to ensure result reliability.

ii. Discussion of response rates

In aggregate, 2,344 customers were able to answer the survey, from the 2023 annual total transaction of 157,144. Based on the sampling calculator in the CSM Guidelines, the minimum number of required respondents is 1,953. The number of recorded responses is higher than the minimum number of respondents which is 20% above the CSM requirement for 2023.



V. METHODOLOGY:

a. Mode of Survey Implementation

For walk-in and on-site clients, surveys were handed out and collected by CWD personnel assigned in each service immediately at the end of the transaction.

b. Feedback and Collection Mechanism

Survey forms are available at the CWD frontline service windows.

CWD opted to use CSM questionnaires in data collection applying random sampling methods. Contents of the survey forms are expressed and written in Tagalog giving accessibility to all types of respondents.

Respondents are also encouraged to express and give valued suggestions as our means of understanding client needs and identify better ways to resolve their concerns.

c. Scoring System

i. Table of the scale and its equivalent number

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall Score. The interpretation of the results are as follows:

SCALE	RATING
5	Strongly Agreed
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The overall score for the 8 SQDs were computed based on the following formula:

$$\text{OVERALL SCORE} = \frac{\text{Number of "Strongly Agree" answers} + \text{Number of "Agree" answers}}{\text{Total Number of Respondents} - \text{Number of "N/A" answers}}$$

d. How numerical results will be interpreted



The interpretation of the results are as follows:

PERCENTAGE	RATING
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

VI. DATA AND INTERPRETATION

a. Client Demographic

In general, the demographic profile of the respondents included age, sex, and client type only.

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	41		1.75%
2. 20-34	500		21.33%
3. 35-49	791		33.75%
4. 50-64	659		28.11%
5. 65 or higher	321		13.69%
6. Did not specify	32		1.37%
TOTAL	2344		100%
1. Male	988		42.15%
2. Female	1351		57.64%
3. Did not specify	5		0%
TOTAL	2344		100%
D3. Region	External	Internal	Overall
1. Region III	2344		100%
TOTAL	2344		100%
D4. Customer Type	External	Internal	Overall
D4. Citizen	2229		95.09%
D4. Business	89		3.80%
D4. Government	5		0.21%
D4. Did not specify	21		0.90%
TOTAL	2344		100%



Age group. Overall, most customers transacting business at CWD were adults aged 35-49.

Sex. The number of female respondents dominantly comprised 1,351 which is 16% higher than male.

Client Type. Majority of the respondents came from the residential classification with a total number of 2,229.

b. Citizen's Charter Results

Citizen's Charter Answers	Responses	Percentage
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	1275	54.39%
2. I know what a CC is but I did not see this office's CC.	85	3.63%
3. I learned of the CC only when I saw this office's CC.	905	38.61%
4. I do not know what a CC is and I did not see this office's CC.	79	3.37%
TOTAL	2344	100%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	1664	70.99%
2. Somewhat easy to see	625	26.66%
3. Difficult to see	25	1.07%
4. Not visible at all	24	1.02%
5. N/A	6	0.26%
TOTAL	2344	100%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	1533	65.40%
2. Somewhat helped	758	32.34%
3. Did not help		
4. N/A	53	2.26%
TOTAL	2344	100%



CC1 – Awareness. CWD frontliner aims not just to hand-out and collect data but to initiate and give the client a chance to be well informed about the importance of the existing Citizen’s Charter. CWD consider it as a timely opportunity to make them aware of our service standard that is due to our valued clients.

With 96.63%, a substantial majority of respondents not only demonstrate awareness of the concept of a Citizen's Charter (CC) but have also visually identified the CC within the office where transactions take place. This suggests a high level of awareness to CC of our transacting clients.

CC2 – Visibility. A remarkable majority result of 70.99% can be attributed to the location at the main entrance of CWD building where the Citizen’s Charter is strategically displayed. Still CWD consider some clients request to enlarge more the fonts print-out for more visibility.

CC3 – Helpfulness. With the transparent display of timeliness and cost of every transaction being rendered by CWD, majority of the clients are guided and continuously make them cognizant of their expectation on the accomplishment of their request and complaints. 65.40% comprised the majority of respondents reported that the Citizen's Charter (CC) helped very much, giving a positive and impactful experience for those who were aware of it.

Overall Summary:

- The majority of respondents are aware of what a CC is and have seen the specific office's CC.
- Visibility of the CC seems generally good, with a large majority finding it easy to see.
- The effectiveness of the CC is perceived positively by a significant majority.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	1522	796	10			1	2329	99.57%

The 2,329 responses resulted in an "Outstanding" rating of 99.57% for Overall Satisfaction of clients with the services availed.



c. Service Quality Dimension Results

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD1 Responsiveness	1576	729	22			1	2328	99.05%
SQD2 Reliability	1496	861	24			14	2395	98.99%
SQD3 Access & Facilities	1317	667	25			334	2343	98.76%
SQD4 Communication	4736	796	60	12		15	5619	98.72%
SQD5 Costs	1164	723	88			369	2344	95.54%
SQD6 Integrity	1613	694	37			6	2350	98.42%
SQD7 Assurance	1670	655	14			2	2341	99.40%
SQD8 Outcome	4865	736	6			2	5609	99.89%
Overall	18437	5861	276	12	0	743	25329	98.83%

- 1. Responsiveness.** The Responsiveness dimension is rated with 99.05%. This suggests that the service provider is highly attuned and prompt in addressing customer needs and concerns. There is a high level of responsiveness observed, contributing positively to overall service quality.
- 2. Reliability.** Reliability is exceptionally high, with a rating of 98.99%. This indicates a strong level of consistency and dependability in the delivery of services. Customers can rely on the service provider to consistently meet or exceed their expectations.



3. **Access and Facilities.** The Access and Facilities dimension scores well at 98.76%. This suggests that customers find the accessibility and facilities provided by the service to be satisfactory, contributing positively to the overall service experience.
4. **Communication.** Communication is rated at 98.72%, indicating effective and transparent communication practices. Clear and timely communication contributes significantly to customer satisfaction and trust.
5. **Costs.** The Costs dimension is rated at a high 95.54%, suggesting that customers perceive the costs associated with the service as reasonable and commensurate with the value received. This contributes positively to the perceived value for money.
6. **Integrity.** Integrity scores impressively at 98.42%, indicating that customers perceive the service provider as trustworthy and ethical. Integrity is a crucial dimension contributing to overall customer confidence.
7. **Assurance.** Assurance is rated at a perfect 99.40%, showcasing a high level of customer confidence in the competence and courtesy of the service provider. This is an exceptional score, indicating a high assurance in service delivery.
8. **Outcome.** The Outcome dimension is rated at 99.89%, suggesting that customers are highly satisfied with the results or outcomes of the service. Positive outcomes contribute significantly to overall service quality.

Overall Service Quality

The aggregated overall service quality score stands at 98.83%. This indicates a consistently high level of service quality across all dimensions. The service provider excels in various aspects, fostering a positive customer experience.



d. Overall Score per Service

External Services	Overall Score	Discussion
Application for New Service Connection	100% Outstanding	The "One Meter, One-Household Policy is being implemented. All fees, including the cost of labor and materials are all reflected in Citizen's Charter. Orientation to clients is conducted prior to signing of contract that aims to educate the client about the CWD's policy.
Payment of Water Bill and Material Balance	97.93% Outstanding	CWD implemented contactless platform for water bills payment thru online that reduced the numbers of customers queuing during due dates. The provision of priority lane for senior citizens, person with disability and pregnant women is also implemented.
Request for Reconnection of Disconnected Water Service	100% Outstanding	All fees for reconnection of disconnected water services are properly posted in Citizen's Charter with its prescribed response time.
Request for Service Maintenance and Repair Leakages	99.93% Outstanding	Immediate response for reported leaks is being practiced. The maintenance team applies a 24/7 availability of service.
Application/Renewal of Senior Citizen's Discount	95.87% Outstanding	A 5% discount on water bill for senior citizen with a maximum of 30 cubic meters are given to eligible client. Application for discount is renewable yearly.
Application for Change of Ownership/Account Name	100% Outstanding	Change of ownership/account name are rendered to availing clients due to death of previous owner, voluntary transfer of ownership, sold property and change of status.
Repair of Leakages	99.78% Outstanding	Immediate response for reported leaks is being practiced. The maintenance team applies a 24/7 availability of service.
Processing of Payables and Releasing of Checks	100% Outstanding	On-time processing of checks and payment obligations to all accredited suppliers and other payables of the agency.
External Service Total		98.83% Outstanding



VII. RESULTS OF THE AGENCY ACTION PLAN REPORTED FOR FY 2022

Calumpit Water District (CWD) is addressing the challenges of rapid population growth and increased demand for water supply services through careful revenue allocation. As a result, CWD is constantly planning and implementing new programs and services in order to maintain and improve its twenty-four-hour (24/7) service to all Calumpiteños and residents of nearby service areas. With this, the following were the district's projects for the aforementioned year:

No.	Project Name	Location	Brief Description/Beneficiary	Department Accountable	Remarks/Date
1.	Replacement of 150mm to 200mm P.E. Pipeline at Labangan Bridge No. 1	Iba O'este, Calumpit, Bulacan	Water Supply Improvement Project for the residents of Barangay Iba O'este and nearby barangays.	Engineering and Operations Department	Completed (March 8, 2023)
2.	Installation of New 200mm Transmission Pipeline at Brgy. Corazon Mc. Arthur Highway	Corazon, Calumpit, Bulacan	Water supply improvement project for the residents of Barangay Corazon	Engineering and Operations Department	Completed (May 18, 2023)
3.	Installation of New 200mm Transmission Pipeline from 711 to Pan de Rosita at Brgy. Poblacion Mc. Arthur Highway	Poblacion, Calumpit, Bulacan	Water supply improvement project for the residents of Barangay Poblacion and nearby barangays	Engineering and Operations Department	Completed (May 18, 2023)
4.	Design, Supply, Construction, Testing & Commissioning of One (1) Unit – 500 cubic meter Glass Fused to Steel Bolted Tank (GFS) complete with Conveyance and Constant Pressure Booster System	Iba O'este, Calumpit, Bulacan	Water Source Development for the Residents of Barangay Iba O'este and nearby barangays.	Engineering and Operations Department	Completed (December 13, 2023)



No.	Project Name	Location	Brief Description/Beneficiary	Department Accountable	Remarks/Date
5.	Installation of Bypass Line at Bulacan Bulk IP and Metropolis Ground Reservoir Brgy. Pio Cruzcosa, Calumpit, Bulacan	Pio Cruzcosa, Calumpit, Bulacan	Water Supply Improvement Project for the Residents of Barangay Pio Cruzcosa and nearby barangays.	Engineering and Operations Department	Completed (November 24, 2023)
6.	Installation of New 150mm Transmission Pipeline from Puregold to Mc Donalds Brgy. Caniogan, Calumpit, Bulacan	Caniogan, Calumpit, Bulacan	Water Supply Improvement Project for the Residents of Barangay Caniogan and nearby barangays.	Engineering and Operations Department	Completed (December 13, 2023)
7.	Procurement of one (1) unit mobile stainless water tank	-	To be used for water rationing	Engineering and Operations Department	(Procured) November 2023
8.	Procurement of one (1) unit vacuum truck	-	To be used for the CWD septage management program	Engineering and Operations Department	(Procured) March 2023
9.	Provision of On-Line Payment Powered by ECPay partners with 7 Eleven, GCash, Smart Padala, Pay Maya, BPI and Shopee Pay	-	Process Improvement using electronic and contactless payment platforms. New service payment channels were made available through designated payment centers within Calumpit and other branches nationwide for ease of transaction and convenience of our valued clients most especially in the remote barangays and even for those working abroad.	Commercial Services Department	Implemented (May 2021 and June 2022)



No.	Project Name	Location	Brief Description/Beneficiary	Department Accountable	Remarks/Date
10.	Acquisition and Activation of Text-Blast	-	Digitization initiatives using Text-Blast, Smart Messaging System to be used for information dissemination for Billing Notice, Notice of Disconnection and for advisory purposes. This is beneficial to all CWD clients who provided their updated contact numbers.	Commercial Services Department	May 2022
11.	Calumpit Water District Official Facebook Page	-	Facebook page that disseminates information and answers concessioners' queries regarding the services of the water provider. This is available for non-concessioners as well.	Office of the General Manager Commercial Services Department Engineering and Operations Department	Created the page on Feb 28, 2021. Started the messaging service on April, 2021
12.	Anti-Red Tape Authority (ARTA) Orientation	Baliwag Water District Multi-Purpose Hall, Baliwag, Bulacan	<p>ARTA Orientation on RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>- ARTA MC No. 2021-09 and Overview on the Whole-of-Government Reengineering Manual</p> <p>- Zero Backlog Report</p> <p>- Committee on Anti-Red Tape (CART)</p>	Commercial Services Department Administrative Department	Bulacan Association of Water Districts (BAWD) conducted the orientation on September 8, 2022



			- Orientation of the Guidelines on the Citizen's Charter -Orientation on the Guidelines on the Client Satisfaction Measurement Report		
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VIII. CONTINUOUS AGENCY IMPROVEMENT PLAN FOR FY 2024:

To ensure the sufficiency and potability of water supply services for all Calumpitenos and residents of nearby service areas, CWD continues to implement various infrastructure programs and projects to meet the public's increasing demand. The following projects have been proposed for fiscal year 2024:

No.	Project Name	Location	Objective	Department Accountable	Target Date of Completion
1.	Drilling of one production well and Construction of San Jose Pump Station located at Barangay San Jose, Calumpit, Bulacan with a Project cost of Php 2,500,000.00	San Jose, Calumpit, Bulacan	To produce additional water source for sustainable water supply in the area	Engineering and Operations Department	April to May 2024
2.	Installation of New 200mm uPVC Pipeline from San Marcos to Bagbag Bridge, Iba Este, Calumpit, Bulacan with a Project Cost of Php 5,847,864.00	San Marcos to Iba Este, Calumpit, Bulacan	To augment the water pressure in the area	Engineering and Operations Department	July to August 2024
3.	Relocation and installation of new 150mm distribution line at Dulong Dike to Balbina Compound Barangay San Miguel, Calumpit, Bulacan with a project cost of Php 991,963.50	San Miguel, Calumpit, Bulacan	To augment the water pressure in the area	Engineering and Operations Department	August to September 2024



No.	Project Name	Location	Objective	Department Accountable	Target Date of Completion
4.	Anti-Red Tape Authority (ARTA) Orientation/Seminar	-	To educate employees on RA 11032, widely recognized as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. To equip employees with in-depth knowledge on the provisions of the Anti-Red Tape Act (ARTA) and best practices in public service.	Administrative Department	May 2024
5.	Anti-Red Tape Planning	CWD Office	To actively engage in planning initiatives to streamline the process of services offered by CWD and contributing to enhanced efficiency	CWD Anti Red Tape Committee	May 2024



No.	Project Name	Location	Objective	Department Accountable	Target Date of Completion
6.	Information Dissemination of ARTA Provisions	CWD Office	This initiative aims to enhance awareness and understanding of ARTA by providing visual presentation using television in the lobby for our valued transacting clients.	CWD Anti Red Tape Committee	September 2024
7.	Block Census	CWD's All service area coverage	This is a proposed strategic measure for the enhancement and development of CWD's existing systems and operations for the following objectives: 1. Marketing Tool for additional New Water Service Connection 2. Updates on Sequencing of Customer's Account Number 3. Updates on Existing Account Classification 4. Identification of Inactive	Commercial Services Department	Last quarter of 2024




			Accounts for Possible Reconnection 5. Identification of Inactive Accounts Prone to Illegal Connection 6. Identification and Compliance to Water Meter Standardization for Non-Water Revenue Controls		
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IX. INDEX

ANNEX A - SURVEY QUESTIONNAIRE/S USED:

Control No: _____

(Bersyon para sa On-site Sarbey)



CALUMPIT WATER DISTRICT
Calumpit, Bulacan

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kaketapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Maaari ring pilin na hindi sagutan ang sarbey na ito.

Alinsunod sa Data Privacy Act of 2012 (RA10173), ang anumang personal na impormasyong makakalap at iyong ibabahagi ay mananatiling kumpidensyal.

Uri ng Kliyente: Mamamayan Negosyo Gobyerno (Empleyado o Ahensya)
 Petsa: _____ Pangalan(opsyonal): _____ Numero: _____ Kasarian: Lalaki Babae Edad: _____
 Rehiyon: _____ Barangay (opsyonal): _____ Uri ng transaksyon o serbisyo: _____






PANUTO: Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opsina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?
 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masesabi mo ba na ang CC nang napuntahang opisina ay ...
 1. Madaling makita 4. Hindi makita
 2. Medyo madaling makita 5. N/A
 3. Mahirap makita

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?
 1. Sobrang nakatulong 3. Hindi nakatulong
 2. Nakatulong naman 4. N/A

PANUTO: Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.

	 Lubos na hindi sumasangayon	 Hindi sumasangayon	 Walang kinikilingan	 Sumasangayon	 Labis na sumasangayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

Email address (opsyonal): _____


MARAMING SALAMAT!



Date Prepared : **April 25, 2024**

Prepared by : **CWD Anti-Red Tape Committee (CART)**

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Vice Chairperson :  **RANDY S. CRUZ**

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