



BALIWAG WATER DISTRICT

Harmonized CSM Report
2025



Contents

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I. Overview

Created through the charter of the Presidential Decree No. 198, otherwise known as the Provincial Water Utilities Act of 1973, the Baliwag Water District (BWD), a Government Owned and Controlled Corporation (GOCC), has been a dependable provider of water and sanitation services to the citizenry of Baliwag City, Province of Bulacan since its establishment on July 1, 1989 under the Conditional Conformance No. 407 issued by the Local Water Utilities Administration (LWUA).

BWD continuously envisions to remain a world-class water utility that provides excellent service and of being a leader in its industry through innovations, sustainable development and environmental protection through community partnership since its inception and stands steadfast to its commitment of providing safe, adequate, reliable and affordable water and sanitation services as well as to protect the environment through community participation. Such vision turned into fruition as BWD has been and continues to be a benchmark of success in extending optimum customer experience to its concessionaires that it vowed to serve and a beacon of inspiration to its peer water districts being recipient of various recognitions on effective governance, exemplary management and organizational efficiency. BWD is considered to be one of the frontrunners of its industry being a pioneer in innovation, technological transformation, institutional development and adherence to its mandates.

More than mere compliance to the provisions of Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, BWD fully embrace the adoption of the Client Satisfaction Measurement (CSM) as it firmly believes that all the efforts of the Agency towards excellence as evidenced by the monumental awards and accolades are worthless if such are not felt by its stakeholders. Therefore, BWD is pleased to present the results of its CSM for the fiscal year 2025 for both its external and internal services; to wit:

| EXTERNAL SERVICES | Score |
|------------------------|--------------|
| CC Awareness | 72.19% |
| CC Visibility | 61.11% |
| CC Helpfulness | 60.79% |
| Response Rate | 2.86% |
| Overall CSM Score | 97.39% |
| Total Responses | 9,599 |

| INTERNAL SERVICES | Score |
|------------------------|--------------|
| CC Awareness | 99.92% |
| CC Visibility | 88.50% |
| CC Helpfulness | 90.31% |
| Response Rate | 21.50% |
| Overall CSM Score | 83.85% |
| Total Responses | 3,757 |



II. Scope

This CSM Report covers the entire fiscal year of 2025 as the survey was conducted from January to December of the aforesaid year.

For external services, BWD surveyed the clients who made their transactions in the offices of the Agency as well as those that were serviced on-site. The internal clients, on the other hand, are surveyed upon availment of their respective internal services.

The survey utilized the standard Harmonized CSM questionnaire to solicit responses on the following: demographical questions for profiling, three (3) Citizen's Charter (CC) questions to measure the understanding on and effectiveness of the Agency's CC, and eight (8) questions related to the service quality dimensions (SQDs) as well as the overall level of satisfaction to assess the quality of services provided to the clients and gauge the degree of their customer experience. The aforementioned SQDs that this report intends to evaluate are as follows:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

Presented in the tables below are the list of services, both external and internal, that BWD surveyed for; the tabulation also contains the total number of transactions processed compared against the total number of responses gathered.

| EXTERNAL SERVICES | | Responses | Total Transactions |
|---------------------|----------------------------------------|-----------|--------------------|
| External Service 1 | Change of Ownership | 151 | 169 |
| External Service 2 | Desludging Service | 931 | 931 |
| External Service 3 | Installation/Replacement of Ball Valve | 309 | 332 |
| External Service 4 | Leak Repair | 476 | 679 |
| External Service 5 | New Service Connection | 1,554 | 1,838 |
| External Service 6 | Permanent Disconnection | 58 | 58 |
| External Service 7 | Reconnection of Disconnected Accounts | 1,267 | 13,900 |
| External Service 8 | Relocation/Transfer of Water Meter | 263 | 281 |
| External Service 9 | Replacement of Lost Water Meter | 3 | 3 |
| External Service 10 | Request for Inspection | 715 | 631 |
| External Service 11 | Senior Citizen Discount Application | 490 | 788 |



| | | | |
|---------------------|-------------------------|--------------|----------------|
| External Service 12 | Temporary Disconnection | 551 | 2,088 |
| External Service 13 | Water Bill Payment | 2,831 | 281,245 |
| TOTAL | | 9,599 | 302,943 |

In aggregate, eight thousand six hundred seventy six (8,676) out of three hundred two thousand nine hundred forty three (302,943) external clients were able to respond to the survey which is equivalent to 2.86% response rate.

It may be inferred that the survey response rate on external services may be low but it should be noted that most of the total transactions is comprised by Water Bill Payment which can be considered as recurring transaction on monthly basis.

| INTERNAL SERVICES | | Responses | Total Transactions |
|---------------------|-----------------------------------------------------------------------|--------------|--------------------|
| Internal Service 14 | Request for ICT Technical Support | 45 | 45 |
| Internal Service 15 | Request for New IT Equipment | 88 | 88 |
| Internal Service 16 | Request for System Enhancement | 59 | 59 |
| Internal Service 17 | Request for System Support | 144 | 144 |
| Internal Service 18 | Cash Advance from Petty Cash Fund | 329 | 549 |
| Internal Service 19 | Disbursement | 677 | 1,768 |
| Internal Service 20 | Application to Invitations for Learning and Development Interventions | 8 | 8 |
| Internal Service 21 | Application for Leave | 307 | 1,536 |
| Internal Service 22 | Request for Certificate of Employment | 113 | 159 |
| Internal Service 23 | Request for Service Records | 23 | 23 |
| Internal Service 24 | Request for Authority to Travel Abroad | 37 | 41 |
| Internal Service 25 | Purchase of Materials/Equipment Procedure | 300 | 1,268 |
| Internal Service 26 | Request and Release of Materials | 456 | 6,321 |
| Internal Service 27 | Request for Issuance of Gas | 354 | 4,311 |
| Internal Service 28 | Request for Repair of Service Vehicle and Equipment (for Purchase) | 161 | 161 |
| Internal Service 29 | Request for Repair of Service Vehicle (with Stock) | 26 | 26 |
| Internal Service 30 | Posting of Advisories | 218 | 218 |
| Internal Service 31 | Request for Layout (Simple and Complex) | 103 | 103 |
| Internal Service 32 | Request for On-Site Public Announcement | 70 | 70 |
| Internal Service 33 | Request for Travel Order Form | 240 | 598 |
| TOTAL | | 3,757 | 17,496 |



The response rate of the internal services, on that other hand, registered at 21.50% or the equivalent of three thousand seven hundred sixty-two (3,762) out of the total transactions of seventeen thousand four hundred ninety-six (17,496). It can be gleaned from the above table that more than majority of the services has 100% response rate except for those that may be considered as recurring like the Request and Release of Materials, Issuance of Gas, Request for Travel Order Form and Disbursement which transactions are done by the same personnel on repeated basis.

III. Methodology

For external services, the survey forms were administered to the clients who visited the office by the transacting BWD personnel right after every transaction while, for onsite services, field personnel handed out the questionnaires to the requesting concessionaires upon accomplishment of job orders. The requesting personnel for the internal services were asked to answer the survey form upon completion of their transactions.

The eight (8) SQD questions were scored using a 5-point Likert Scale with the interpretation presented below:

| Scale | Rating |
|-------|----------------------------|
| 5 | Strongly Agree |
| 4 | Agree |
| 3 | Neither Agree nor Disagree |
| 2 | Disagree |
| 1 | Strongly Disagree |

Meanwhile, the following formula was employed to obtain the overall scores of the eight (8) SQDs.

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

Lastly, the adjectival interpretation of the results are as follows:

| Scale | 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 |



IV. Data and Interpretation

In this section, the data collected through the year-round efforts of the Agency to administer the CSM questionnaires were presented. These data are tallied, tabulated, consolidated and eventually treated to extract pertinent pieces of information that are significant in drawing interpretations, implications and conclusions that are relevant in evaluation of the implementation of the Agency's CC and in the formulation of strategies and amendments, if any, to further enhance the customer experience extended to the stakeholders of BWD.

A. Demographic Profile

Table D1.a presents the age distribution of external respondents who engaged in transactions with the Agency. The table reflects that the highest percentage of the respondents who opted to indicate their age belongs to the 35-49 bracket at 25.33% followed by small margin by those belonging to 20-34 age group at 22.59%. These figures are consistent with the common knowledge that young and middle adults who are homemakers and heads of the family and the ones who are responsible in dealing with household utilities as well as the result of the CSMR Report for 2024. It is also worth noting that the age groups 50-64 and 65 and above with the total percentage of 20.98% is significant as facilities and arrangements should be in place to ensure provision of quality service by addressing the special needs of the clients who belong in these age clusters.

| EXTERNAL SERVICES | |
|-------------------|------------|
| D1.a Age | Percentage |
| 19 and below | 3.18% |
| 20-34 | 22.59% |
| 35-49 | 25.33% |
| 50-64 | 13.30% |
| 65 and above | 7.68% |
| Did not specify | 27.93% |

Table D1.b shows the age distribution of the respondents who availed internal services with the age group of 35-49 having the highest percentage at 64.47%; followed by clusters belonging to 20-34 and 50-64 at 26.96% and 5.64% respectively. These figures are consistent to the age distribution of the personnel of the Agency.

| INTERNAL SERVICES | |
|-------------------|------------|
| D1.b Age | Percentage |
| 19 and below | 0.00% |
| 20-34 | 26.96% |
| 35-49 | 64.47% |
| 50-64 | 5.80% |
| 65 and above | 0.00% |
| Did not specify | 2.77% |



More so, Table D2.a conveyed the sex distribution of the external respondents showing that 44.07% of those who indicated their sex are female while 38.89% are male; thus, a slight difference of 5.18%. These figures implicate that all concessionaires regardless of sex and even gender are welcome to transact in the Agency.

| EXTERNAL SERVICES | |
|-------------------|------------|
| D2.a Sex | Percentage |
| Male | 38.89% |
| Female | 44.07% |
| Did not specify | 17.04% |

The sex distribution of the internal clients is exhibited in Table D2.b wherein 59.86% of the respondents are male and 37.05% are female reflecting the actual percentage between male and female employees of the Agency. It is worthy to mention, however, that BWD strictly adheres to Equal Opportunity Principle and Gender and Development Mainstreaming.

| INTERNAL SERVICES | |
|-------------------|------------|
| D2.b Sex | Percentage |
| Male | 59.86% |
| Female | 37.05% |
| Did not specify | 3.09% |

Further, Table D3.a indicates the distribution of respondents based on customer type wherein 68.62% fall under the category of citizen, 2.14% are business and 0.13% are government.

| EXTERNAL SERVICES | |
|--------------------|------------|
| D3.a Customer Type | Percentage |
| Citizen | 68.62% |
| Business | 2.14% |
| Government | 0.13% |
| Did not specify | 29.12% |

As expected, 100% of the respondents who availed internal services fall under the government as customer type as revealed by Table D3.b.



| INTERNAL SERVICES | |
|--------------------|------------|
| D3.b Customer Type | Percentage |
| Citizen | 0.00% |
| Business | 0.00% |
| Government | 100% |
| Did not specify | 0.00% |

This report presents no discussion on region of residence since the jurisdiction of the mandate of BWD to provide water and sanitation services is exclusive to the City of Baliwag, Bulacan.

Finally, it should be inferred from the tables above relative to the demographical profile of the external respondents that there is a significant percentage that did not specify either their age, sex, customer type or all which they have the liberty to do so in adherence to the Data Privacy Act; but it is recommended to devise strategies to encourage survey participants to provide these pieces of information as such can also serve as source for sex-disaggregated data and the eventual establishment of gender and development database.

B. Count of CC and SQD Results

It can be derived from the following table that 62.04% of the external respondents declared their awareness on CC with only 0.15% who professed lack of knowledge thereof.

| External Services | Responses | Percentage |
|---------------------------------------------------------------------------|--------------|------------|
| CC1.1 I know what a CC is and I saw this office's CC | 5,955 | 62.04% |
| CC1.2 I know what a CC is but did not see this office's CC | 694 | 7.23% |
| CC1.3 I learned of the CC only when I saw this office's CC | 280 | 2.92% |
| CC1.4 I did not know what a CC is and did not see this one in this office | 14 | 0.15% |
| CC1.5 No answer | 2,656 | 27.67% |
| Total Responses | 9,599 | |

The next table presents that 61.11% of the external respondents expressed the visibility of this Agency's CC.

| External Services | Responses | Percentage |
|----------------------------|--------------|------------|
| CC2.1 Easy to see | 5,866 | 61.11% |
| CC2.2 Somewhat easy to see | 1,060 | 11.04% |
| CC2.3 Difficult to see | 17 | 0.18% |
| CC2.4 Not visible at all | 0 | 0.00% |
| CC2.5 N/A | 139 | 1.45% |
| CC2.6 No answer | 2,517 | 26.22% |
| Total Responses | 3,757 | |



Meanwhile, the table below reveals that 60.79% of the external respondents acknowledged that the BWD CC was able to help them in processing their transactions.

| External Services | Responses | Percentage |
|------------------------|-----------|---------------|
| CC3.1 Helped very much | 5,835 | 60.79% |
| CC3.2 Somewhat helped | 1,099 | 11.45% |
| CC3.3 Did not help | 4 | 0.04% |
| CC3.4 N/A | 139 | 1.45% |
| CC3. No answer | 2,522 | 26.27% |

BWD scored 99.66% in the SQD 0 or the overall customer satisfaction of the external clients with the verbal equivalent of “Outstanding” which is also reflective of the rating received by each as well as the average of the eight (8) SQDs.

| External Services | | | | | | | | | |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|-----------------|---------------|
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | No Answer | Total Responses | Rating |
| SQD0 | 0 | 0 | 0 | 3,552 | 6,014 | 0 | 33 | 9,599 | 99.66% |

More so, most of the respondents regarded BWD as “Outstanding” in the seven (7) SQDs with ratings ranging from 99.58% to 99.74%, and one (1) SQD with a rating of 81.43% or “Satisfactory,” resulting to an overall rating of 97.39% which also has the verbal equivalent of “Outstanding.” Presented in the table below is the breakdown of survey results per SQD.

| External Services | | | | | | | | | |
|------------------------------|-------------------|----------|----------------------------|--------|----------------|-------|-----------|-----------|---------------|
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A | No Answer | Responses | Rating |
| Responsiveness | 0 | 0 | 0 | 3,405 | 6,162 | 0 | 32 | 9,599 | 99.67% |
| Reliability | 0 | 0 | 1 | 3,495 | 6,075 | 0 | 28 | 9,599 | 99.70% |
| Access and Facilities | 0 | 0 | 3 | 3,463 | 6,102 | 0 | 31 | 9,599 | 99.65% |
| Communication | 0 | 0 | 2 | 3,640 | 5,934 | 0 | 23 | 9,599 | 99.74% |
| Costs | 0 | 0 | 3 | 2,999 | 4,817 | 1,756 | 24 | 9,599 | 81.43% |
| Integrity | 0 | 0 | 4 | 3,342 | 6,224 | 0 | 29 | 9,599 | 99.66% |
| Assurance | 0 | 0 | 1 | 3,310 | 6,262 | 0 | 26 | 9,599 | 99.72% |
| Outcome | 0 | 0 | 1 | 3,336 | 6,223 | 10 | 29 | 9,599 | 99.58% |
| Overall | 0 | 0 | 15 | 26,990 | 47,799 | 1,766 | 222 | 86,391 | 97.39% |



For the internal services, the survey results on the CC awareness, visibility and helpfulness are 99.92%, 88.50% and 90.31% respectively as exhibited in the next three tables. The high ratings may be assumed to be the positive result on the employee reorientation on CC conducted during the Staff Meeting for the month of February 2025.

| Internal Services | Responses | Percentage |
|---------------------------------------------------------------------------|-----------|------------|
| CC1.1 I know what a CC is and I saw this office's CC | 3,374 | 89.81% |
| CC1.2 I know what a CC is but did not see this office's CC | 303 | 8.06% |
| CC1.3 I learned of the CC only when I saw this office's CC | 77 | 2.05% |
| CC1.4 I did not know what a CC is and did not see this one in this office | 1 | 0.03% |
| CC1.5 No answer | 2 | 0.05% |

| Internal Services | Responses | Percentage |
|----------------------------|-----------|------------|
| CC2.1 Easy to see | 3,325 | 88.50% |
| CC2.2 Somewhat easy to see | 424 | 11.29% |
| CC2.3 Difficult to see | 5 | 0.13% |
| CC2.4 Not visible at all | 0 | 0.00% |
| CC2.5 N/A | 3 | 0.08% |
| CC2.6 No answer | 0 | 0.00% |

| Internal Services | Responses | Percentage |
|------------------------|-----------|------------|
| CC3.1 Helped very much | 3,393 | 90.31% |
| CC3.2 Somewhat helped | 361 | 9.61% |
| CC3.3 Did not help | 0 | 0.00% |
| CC3.4 N/A | 3 | 0.08% |
| CC3.5 No answer | 0 | 0.00% |

The rating obtained from the internal respondents for the SQDO or the overall customer satisfaction is 98.83% with the adjectival equivalent of "Outstanding".

| Internal Services | | | | | | | |
|----------------------------|-------------------|----------|----------------------------|-------|----------------|-----------|---------------|
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Responses | Rating |
| SQDO | 0 | 0 | 44 | 1,211 | 2,502 | 3,757 | 98.83% |

For the individual SQDs, the ratings obtained range for 87.22% to 100% except for the percentage obtained by the dimension of "Costs" which should be considered as not applicable since no



internal service requires any payment. Therefore; it should be reiterated that an orientation on the CSM questionnaire be included in the reorientation on BWD CC. Nonetheless, the Agency received an overall rating of 83.85% for the eight (8) SQDs and the summary of the survey scores is presented in the following table.

| Internal Services | | | | | | | |
|------------------------------|-------------------|----------|----------------------------|-------|----------------|-----------|---------------|
| Service Quality Dimensions | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | Responses | Rating |
| Responsiveness | 0 | 0 | 24 | 1,138 | 2,594 | 3,757 | 99.33% |
| Reliability | 0 | 0 | 31 | 1,154 | 2,572 | 3,757 | 99.17% |
| Access and Facilities | 0 | 0 | 33 | 1,060 | 2,663 | 3,757 | 99.10% |
| Communication | 0 | 0 | 479 | 998 | 2,279 | 3,757 | 87.22% |
| Costs | 0 | 0 | 109 | 7 | 26 | 3,757 | 0.88% |
| Integrity | 0 | 0 | 471 | 853 | 2,433 | 3,757 | 87.46% |
| Assurance | 0 | 0 | 35 | 1,005 | 2,717 | 3,757 | 99.07% |
| Outcome | 0 | 0 | 19 | 1,026 | 2,711 | 3,757 | 99.47% |
| Overall | 0 | 0 | 1,245 | 8,452 | 20,497 | 33,813 | 83.85% |

C. Overall Score per Service

Based on the consolidated results of all external services, the Agency achieved an overall compliance rating of **100%**, corresponding to an adjectival rating of **“Outstanding.”** Each external service likewise obtained a uniform score of **100%**, reflecting full adherence to prescribed standards. The detailed ratings per external service are presented in the table below.

| EXTERNAL SERVICES | | Rating |
|---------------------|----------------------------------------|-------------|
| External Service 1 | Change of Ownership | 100% |
| External Service 2 | Desludging Service | 100% |
| External Service 3 | Installation/Replacement of Ball Valve | 100% |
| External Service 4 | Leak Repair | 100% |
| External Service 5 | New Service Connection | 100% |
| External Service 6 | Permanent Disconnection | 100% |
| External Service 7 | Reconnection of Disconnected Accounts | 100% |
| External Service 8 | Relocation/Transfer of Water Meter | 100% |
| External Service 9 | Replacement of Lost Water Meter | 100% |
| External Service 10 | Request for Inspection | 100% |
| External Service 11 | Senior Citizen Discount Application | 100% |
| External Service 12 | Temporary Disconnection | 100% |
| External Service 13 | Water Bill Payment | 100% |
| Overall | | 100% |



With respect to internal services, the Agency obtained an overall rating of **97.55%**, with an adjectival equivalent of “Outstanding.” The detailed breakdown of ratings for each internal service is presented in the table below.

| INTERNAL SERVICES | | Rating |
|---------------------|-----------------------------------------------------------------------|---------------|
| Internal Service 14 | Request for ICT Technical Support | 95.87% |
| Internal Service 15 | Request for New IT Equipment | 87.34% |
| Internal Service 16 | Request for System Enhancement | 98.55% |
| Internal Service 17 | Request for System Support | 93.95% |
| Internal Service 18 | Cash Advance from Petty Cash Fund | 91.59% |
| Internal Service 19 | Disbursement | 100% |
| Internal Service 20 | Application to Invitations for Learning and Development Interventions | 100% |
| Internal Service 21 | Application for Leave | 100% |
| Internal Service 22 | Request for Certificate of Employment | 100% |
| Internal Service 23 | Request for Service Records | 100% |
| Internal Service 24 | Request for Authority to Travel Abroad | 100% |
| Internal Service 25 | Purchase of Materials/Equipment Procedure | 100% |
| Internal Service 26 | Request and Release of Materials | 85.71% |
| Internal Service 27 | Request for Issuance of Gas | 100% |
| Internal Service 28 | Request for Repair of Service Vehicle and Equipment (for Purchase) | 100% |
| Internal Service 29 | Request for Repair of Service Vehicle (with Stock) | 99.45% |
| Internal Service 30 | Posting of Advisories | 100% |
| Internal Service 31 | Request for Layout (Simple and Complex) | 98.61% |
| Internal Service 32 | Request for On-Site Public Announcement | 100% |
| Internal Service 33 | Request for Travel Order Form | 100% |
| Overall | | 97.55% |

V. Results of the Agency Action Plan Reported for FY 2025

For Fiscal Year 2025, Baliwag Water District (BWD) sustained and strengthened its implementation of the provisions of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act.

Throughout the year, the Agency continued the periodic review of its Citizen’s Charter (CC) in accordance with its approved calendar of activities. These reviews provided a formal platform for validation and



assessments of existing services, enabling the Agency to introduce necessary updates and refinements to ensure accuracy, responsiveness, and compliance.

As a concrete outcome of these validation activities, BWD undertook a revision of its Citizen's Charter to better align its services with the evolving needs of its concessionaires. The updated Citizen's Charter took effect on January 16, 2026, reflecting the Agency's commitment to responsive, client-centered service delivery.

The BWD's Committee on Anti-Red Tape (CART) also spearheaded a reorientation on the Citizen's Charter and the salient provisions of RA 11032. This was conducted during the Agency-wide Staff Meeting to reinforce awareness, understanding, and accountability among personnel in delivering efficient and citizen-centered services.

Compliance with the committed processing time for each service remained a key component of the Agency's biennial Management Review. This mechanism allowed management to assess the performance of process owners, identify potential service delivery gaps, and implement corrective measures to maintain the quality and timeliness of services to both internal and external stakeholders.

To institutionalize adherence to the Citizen's Charter, compliance was strategically incorporated as one of the Agency's Major Final Outputs (MFOs) for FY 2025, designated as MFO 5 in the Operational Plan. This integration ensured systematic monitoring and alignment with the Agency's performance indicators.

Moreover, the processing times stipulated in the Citizen's Charter were utilized as reference points in the formulation of employees' Individual Performance Commitment and Review (IPCR), particularly under the Quality, Efficiency, and Timeliness dimensions. This alignment reinforced individual accountability in upholding service standards consistent with the commitments of the Agency.

VI. Continuous Agency Improvement Plan for FY 2026

For Fiscal Year 2026, Baliwag Water District (BWD) shall further strengthen its commitment to the full and effective implementation of Republic Act No. 11032 by sustaining institutional mechanisms that promote efficiency, transparency, and citizen-centered service delivery.

Effective January 16, 2026, the Agency implemented the revised Citizen's Charter aligned with the operational needs of its concessionaires and internal stakeholders. Moving forward, BWD shall closely monitor the implementation of these revisions to ensure that committed service standards are consistently met. The BWD's Committee on Anti-Red Tape (CART) shall sustain periodic reviews of service procedures to promptly address operational gaps and emerging concerns.

Performance monitoring mechanisms shall likewise be strengthened through regular compliance tracking and integration of Citizen's Charter commitments into the Agency's performance management system. Digitalization on the administration of the CSM particularly for internal services will be initiated by incorporating it in the BWD Employees' Portal to ensure higher response rate and for further accuracy and efficiency in data gathering and tabulation.



Through these initiatives, BWD reaffirms its dedication to delivering streamlined, transparent, and responsive public service consistent with the principles of the Ease of Doing Business Act.


ENGR. MA. VICTORIA E. SIGNO
General Manager



Control No: _____

ACTING: 1220, ALIBAKAY
 1220, ALIBAKAY
 1220, ALIBAKAY
 1220, ALIBAKAY
 1220, ALIBAKAY

BALIWAG WATER DISTRICT
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently completed transaction 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: _____

Region of residence: _____ Service Aailed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see
- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:
 For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

| | Strongly Disagree | Disagree | Neither Agree nor Disagree | Agree | Strongly Agree | N/A Not Applicable |
|---------------------------------------------------------------------------------------------------------------------------------|-------------------|----------|----------------------------|-------|----------------|-----------------------|
| SQD0. I am satisfied with the service that I availed. | | | | | | |
| SQD1. I spent a reasonable amount of time for my transaction. | | | | | | |
| SQD2. The office followed the transaction's requirements and steps based on the information provided. | | | | | | |
| SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. | | | | | | |
| SQD4. I easily found information about my transaction from the office or its website. | | | | | | |
| SQD5. I paid a reasonable amount of fees for my transaction. | | | | | | |
| SQD6. I feel the office was fair to everyone, or "without prejudice," during my transaction. | | | | | | |
| SQD7. I was treated courteously by the staff, and if asked for help the staff was helpful. | | | | | | |
| SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. | | | | | | |

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!