



NATIONAL ELECTRIFICATION ADMINISTRATION

"The 1st Performance Governance System-Institutionalized National Government Agency"
57 NIA Road, Government Center, Diliman, Quezon City 1100



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INSTITUTIONAL ADVISORY NO. 32

Series of 2018

TO : ALL ELECTRIC COOPERATIVES
SUBJECT : The Policy on Customer Satisfaction Survey

Pursuant to Memorandum No. 2018-018 dated 16 March 2018, Policy on Electric Cooperatives (EC) Customer Satisfaction Survey (CSS), the Institutional Advisory No. 31 to all ECs was issued on 6 April 2018 requiring adaption of a standard feedback mechanism to measure the Member-Consumer-Owners (MCOs) satisfaction on the ECs' delivery of electric service particularly on power reliability, quality and operational efficiency. Consequently, with the completion of the series of regional workshops and consultations with the ECs, its regional associations and EC allied organizations, the following are the amendments on the implementation of the CSS.

MECHANICS OF IMPLEMENTATION

1. The ECs shall adapt the feedback mechanism survey using google forms.
2. The feedback survey shall have the following guide questions to be applied uniformly by all ECS:
 - a. Power Reliability
 - b. Power Quality
 - c. Response Time
 - d. Politeness of EC personnel
3. EC shall create the official gmail account assigned only for CSS, ex. neeco2a1css@gmail.com. This shall be the MAIN gmail account of the EC. The gmail account will be used to:
 - a. **CREATE** the CSS form (attached is the standard CSS form) and shall serve as the depository account.
 - b. **SEND** the created CSS form **only** to the official Area(s) gmail accounts.
 - c. **ADD** NEA as the lone COLLABORATOR using the official account of NEA on their respective region. This will enable NEA to view ECs' MCO responses on real-time. The following are the assigned NEA accounts per island:

Luzon ECs:	northluzonecs@gmail.com southluzonecs@gmail.com
Visayas ECs:	visayasecs@gmail.com
Mindanao ECs:	mindanaoecs@gmail.com

- d. **RECIEVE** responses filled out in the area gmail account(s).
4. Area/branch or their respective counterparts shall also create a gmail account exclusively for this purpose, ex. talaveraneeco2a1css@gmail.com. This gmail account shall be the only recipient of the CSS form created by the Main gmail account. All CSS responses will be filled out/encoded in this gmail account.
- Walk-in customers may personally fill out the form using the area gmail accounts
 - Printed CSS forms may also be filled out by the MCO on remote areas and shall be encoded by the CWDO on the area gmail account.
 - All MCO filled out responses (hard copies) shall be submitted to the ISD manager and shall be kept on file for NEA validation purposes.
5. The result of the survey generated by the google form shall be the basis of EC Overall Rating using the following:


Customer Satisfaction Index		
Numerical Rating	Adjectival Equivalent	Point Score
4	Very Satisfactory	3.27 – 4.0
3	Satisfactory	2.52 – 3.26
2	Fair	1.76 – 2.51
1	Poor	1.00 – 1.75

Customer Satisfaction Rating as per KPS Guidelines		
Point Score	Adjectival Equivalent	Point Score
3.27 – 4.0	Very Satisfactory	5
2.52 – 3.26	Satisfactory	3
1.76 – 2.51	Fair	1
1.00 – 1.75	Poor	0

The result of feedback mechanism is not reflective of the satisfaction of the entire membership of the EC but it aims to get the immediate satisfaction of MCOs on the above-mentioned services provided by the EC.

ECs Customer Satisfaction Survey should be operationalized nationwide starting on August 1, 2018. Survey reports generated starting the said date shall be used in the 2019 EC Overall Performance Assessment using the 2018 EC operational data.

For compliance.


EDGARDO R. MASONGSONG
 Administrator



NEA-CAZ54742

7/29/18

SIASELCO Customer Satisfaction Survey

Inilunsad ang survey na ito upang masukat ang antas ng inyong kasiyahan sa paninilbihan ng SIASELCO sa:

- (1) Pagkabit ng serbisyo ng kuryente
- (2) Bilis ng pagbalik ng kuryente mula sa biglaang pagkawala ng serbisyo
- (3) Karanasan sa hindi normal na boltahe sa inyong lugar
- (4) Bilis ng pagbalik ng kuryente sa mga naputulan matapos makapagbayad
- (5) Paraan ng pakikitungo ng kawani sa serbisyong inihatid

Ang ibibigay ninyong rating ay makakatulong para lalong mapabuti ng SIASELCO ang serbisyo nito, makapaghatid sa inyo ng tamang kaalaman at mahikayat kayo sa pakikiisa para lalong mapalaganap ang programa ng pailaw sa kanayunan. Makakaasa po kayo na ang inyong mga kasagutan ay ituturing na kumpidensyal.

* Required

1. Pangalan ng Member-Consumer-Owner *

2. Pangalan ng Respondent *

3. Pangalan ng City/ Municipality *

4. Account Number/ Identification Number *

5. Email Address/ FB Account

6. Contact Number (Mobile/ Landline) *

7. Pagkabit ng kuryente matapos magbayad

Mark only one oval per row.

Rating	4 (within 48 hours)	3 (within 72 hours)	2 (within 96 hours)	1 (more than 96 hours)
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Bilis ng pagbalik ng kuryente mula sa biglaang pagkawala ng serbisyo*Mark only one oval per row.*

	4 (within 12 hours)	3 (within 24 hours)	2 (within 48 hours)	1 (more than 48 hours)
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Nakakaranas ka ba ng hindi normal na boltahe sa inyong lugar? Gaano kadalas?*Mark only one oval per row.*

	4 (Hindi Kailanman)	3 (Hindi Gaanong Madalas)	2 (Medyo Madalas)	1 (Sobrang Dalas)
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Bilis ng pagbalik ng kuryente sa mga naputulan matapos makapagbayad*Mark only one oval per row.*

	4 (within 24 hours)	3 (within 48 hours)	2 (within 72 hours)	1 (more than 72 hours)
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Gaano kagalang sa pagbibigay ng serbisyo ang SIASELCO*Mark only one oval per row.*

	4 (Magalang)	3 (Medyo Magalang)	2 (Hindi Gaanong Magalang)	1 (Hindi Magalang)
Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Maari kayong mag-iwan ng inyong panukala o suhestiyon upang mapadali at mapaganda ang aming serbisyo

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