



# Quezon Bukidnon Water District

## **Post-Inspection Report**

Nationwide Frontline Service Inspection – 2025 EODB Month



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## I. Overview:

The Nationwide Frontline Services Inspection is part of the celebration of the Ease of Doing Business (EODB) Month 2025, spearheaded by the Anti-Red Tape Authority (ARTA). It aims to assess the compliance of government agencies and offices with the Anti-Red Tape Act, focusing on key service delivery standards such as accessibility, process efficiency, and the professionalism of frontline personnel. This initiative ensures that agencies remain aligned with the principles of transparency, accountability, and ease of doing business.

The inspection was conducted by the Quezon Bukidnon Water District's (QBWD) Committee on Anti-Red Tape (CART) as part of its active support to ARTA and commitment to the objectives of the District in providing excellent customer service. The activity was also joined by a representative from the private sector, in compliance with ARTA's mandate to uphold transparency and participatory governance in monitoring public services.

This report summarizes the results of the inspection conducted on May 13-15, 2025 for the Quezon Bukidnon Water District, providing an overview of compliance status, client feedback, and insights gathered during the on-site assessment.

## II. Summary of Inspection Results:

Compliance Area	Compliant	Partially Compliant	Non-Compliant
<b>Citizen's Charter Posting</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks: The Citizens' Charter was posted inside the office at the frontline lounge area, with no outdated procedures or costs posted.			
<b>Processing Time Compliance</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks: Based on the client interviews conducted on May 13-14, 2025, all transactions were completed within the Citizens' Charter prescribed processing times. No reports of unnecessary delays or repeated visits were gathered from clients.			
<b>Professionalism of Personnel</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks: During the Client Interview, staff were described as friendly, approachable, helpful, and professional, with no reports of fixers.			



Compliance Area	Compliant	Partially Compliant	Non-Compliant
<b>Public Assistance &amp; Complaints Desk (PACD) Functionality</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks: PACD signage was visible and properly labelled. The staff attended the district's Customer Service Training in July 2022 and received orientations on Policy and New Water Service Connection upon hiring to improve client assistance.			
<b>Feedback Mechanisms</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks: The Client Satisfaction Measurement (CSM) system was available and functional. Various feedback tools, including forms and QR codes, were accessible to clients so they could gather their opinions effectively. For each service type, assigned personnel facilitated the survey.			
<b>Queue Management</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks: A digital queue management system was in place inside the office, supported by signage near the waiting area that guided clients on transaction procedures.			
<b>Accessibility of Facilities</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks: The office was located within the Government Complex, easily accessible to priority clients, with a priority lane available at the kiosk. It was regularly cleaned and maintained following the 5S principles (Sort, Set in Order, Shine, Standardize, and Sustain).			
<b>Online/Digital Channels</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks: Online payment options were available through GCash and the Landbank LinkBiz Portal. Water consumers can easily express their concerns via the QBWD official Facebook page.			
<b>Ease of Doing Business (EODB) Advocacy Materials Displayed</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remarks: The "Bawal ang Red Tape" poster and its QR Code were displayed at the office door, with brochures also available in the district's publication rack. The EODB Month poster was displayed in the waiting area.			

The inspection conducted on May 15, 2025, provided a comprehensive evaluation of the agency's adherence to key service delivery standards under the Anti-Red Tape Act (ARTA).

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*[Handwritten signature]*



The results reflect the current state of compliance across various areas, including the visibility of the Citizens' Charter, observance of prescribed processing times, frontline personnel conduct, feedback mechanisms, and accessibility of facilities.

Based on the assessment, the Quezon Bukidnon Water District (QBWD) was found **compliant** with all the indicators. These outcomes serve as a valuable reference for identifying strengths and further enhancing the agency's commitment to efficient and customer-focused service.

### III. Client Interview Summary:

As part of the inspection process, interviews were conducted on May 13-14, 2025, with six (6) clients who recently availed of the agency's key services, namely: Billing Concern, Application for New Water Service Connection, and Payment of Water Bill. These interviews aimed to gather firsthand feedback on service efficiency, timeliness, and the overall client experience.

Based on the interviews, the following common feedback was noted:

- All clients shared positive feedback, expressing satisfaction with the services rendered.
- Clients expressed appreciation for the courteous and approachable attitude of all staff who handled their concerns.
- Noted that the process was clear and understandable.
- Clients observed that the waiting times were reasonable and manageable.

Furthermore, the client interviews highlighted these key points:

- It was clearly explained to me that the inspection process is needed for my billing concern. (Klaro nga gi-explain ngano kailangan i-inspect pa)  
-Ms. Crecencia T. Magbago
- The personnel served clients fairly, with no indication of favoritism or fixing. (Walay pabor-pabor ug fixer nga nabantayan).  
-Ms. Violeta A. Buenaflor
- I did not experience any delays, as senior citizens were given proper attention. (Wala ko sukad-sukad naka experience og kalangay. Ginatagaan og pagtagad ang mga senior citizens).  
-Ms. Superfina R. Nabio



- The process are clear and easy to understand. (Klaro ug dali ra masabtan ang mga proseso maminaw lang gyud og tarung sa mga instructions.)  
-Ms. Angel G. Capangpangan
- If I can't make it during the official payment hours, I just pay through GCash without any hassle. (If ever dili maka-apas sa oras sa ting-dawat og bayad through GCash mag-process).  
-Ms. Jacqueline B. Jayme
- I was able to complete the process quickly because the frontline staff assisted me in filling out the New Water Service Application form. (Dali ra nahuman sa akong transaction kay gina-assist ko sa frontline personnel sa pag-fill out sa application form.  
-Ms. Virginia O. Peligro

The insights obtained helped validate the agency's performance from the perspective of its service users and provided valuable input for continuous improvement efforts.

#### IV. Observer Comments:

Ms. Gina A. Balagulan, a representative from the private sector, was present during the inspection as an independent observer. Her role was to offer objective insights on the agency's service delivery, frontline interactions, and overall compliance with the principles of Ease of Doing Business.

From her observations, the following were noted:

- The Quezon Bukidnon Water District (QBWD) provides highly informative service, with all staff noted for being approachable and friendly.  
*(As I observed in this office, Quezon Bukidnon Water District is very informative, approachable and the staff are all friendly. Kung naa lang kay mga pangutana duol lang sa mga concern people all the time. Kung wala kay nasabtan sa ilang mga gipang-butang nga information i-question).*
- The entire office setup is well-organized, starting from the waiting area up to the point of service. *(Well organized gikan sa waiting area hangtud sa imong pagsulod).*
- Continue delivering quality service QBWD, for the progress and well-being of the Quezon community and its water consumers.  
*(Padayon sa pagserbisyo QBWD para sa kalamboan ug kaayohan sa community sa Quezon ug mga consumers).*



The observer's insights highlight QBWD's efficiency, client-focused service, and dedication to continuous improvement for the benefit of the community.

## V. Documentation Checklist:

Documentation Item	Attached?	File Name/Reference
Photos of the Inspection	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Annex A
Social Media Post Screenshots	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Annex B Link: <a href="https://www.facebook.com/QBWDSafeWaterIsLife/posts/1009342804707273">https://www.facebook.com/QBWDSafeWaterIsLife/posts/1009342804707273</a>
Filled Inspection Forms	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Annex C
Client Interview Sheets	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Annex D
Observer Form	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Annex E

## VI. Qualitative Summary and Recommendations:

### Key Observations:

- Clients expressed overall satisfaction with the services rendered by QBWD.
- The office environment was observed to be clean, organized, and conducive to client transactions.
- Staff demonstrated courteous, helpful, and approachable behavior throughout the service process.

### Strengths / Best Practices Noted:

- Prompt and efficient handling of client concerns.
- Effective queue management that maintained order and reasonable waiting times.
- No fixing or preferential treatment was observed, ensuring fair and transparent service.
- Availability of digital payment options like GCash, offering convenience for clients unable to pay on-site, along with a Facebook page to facilitate easy communication of concerns.



- Clear, visible information materials displayed in key areas of the office.
- An established Client Satisfaction Measurement (CSM) system, complemented by various other feedback mechanisms, and supported by a comprehensive monitoring framework.
- Successful launching of QR codes linking to Anti-Red Tape Campaign materials and the client satisfaction survey, enhancing accessibility and engagement.
- Well-trained staff who demonstrate professionalism and customer service excellence.
- A culture of continuous improvement is evident in the agency's commitment to regularly enhancing processes and service delivery.

#### **Recommendations for Improvement:**

- Relocation of the Citizens' Charter to a more prominent and visible area in the office to enhance client awareness.
- Explore strategies to reduce processing and waiting times during peak hours.
- Advance the development of online application processes.
- Provide a designated breastfeeding area for mothers to ensure comfort and convenience.
- Consider establishing a spacious frontline lounge to improve client comfort during waiting periods.

In summary, the observations and feedback highlight QBWD's strengths in service delivery and client engagement, while the recommendations aim to further enhance efficiency, accessibility, and overall customer experience. Continued commitment to these improvements will support the agency's goal of providing excellent service to the community.

#### **VII. Conclusion:**

The successful conduct of the Nationwide Frontline Services Inspection reaffirms the Quezon Bukidnon Water District's (QBWD) strong commitment in upholding the principles of the Anti-Red Tape Act and the Ease of Doing Business mandate.



Guided by the leadership of the district's Committee on Anti-Red Tape (CART) and with support from a private sector representative, the inspection provided valuable insights into the agency's strengths and areas for improvement in delivering frontline services.

The findings of this report will serve as a vital reference in formulating responsive action plans, sustaining best practices, and addressing service delivery gaps. Moving forward, QBWD remains dedicated in fostering a customer-oriented culture, ensuring that its systems, processes, and personnel continue to evolve in alignment with the national standards and client expectations.

Prepared by:

  
**BLECELLE MARIE C. MANATAD**  
Administration Services Assistant C  
CART Secretariat

Noted by:

  
**RAFAEL H. FRANCISCO**  
General Manager  
CART Chairperson

## Annex A – Visual Documentation During the Nationwide Frontline Service Inspection





**Citizens' Charter**



**PACD**



**Feedback Mechanism**



FEEDBACK FORM					
NAME				DATE	
ADDRESS				CONTACT #:	
How would you rate your over-all experience with our services:					
Check mark (✓) your answer to the following questions.					
Type of Services	Very Satisfied	Satisfied	Fair	Very Unsatisfied	Unsatisfied
1. Payment/Collection					
2. Accuracy of Billing Procedures					
3. Quality and efficiency of Repair & Maintenance					
4. New Water Service Application					
5. Reconnection					
6. Complaints Handling Procedures					
7. Other services acquired:					
Suggestion to improve our services (optional):					
Signature					

Control No: QBWD CSMF 2025- -

Quezon Bukidnon Water District

HELP US SERVE YOU BETTER!

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

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Sex: ☐ Male ☐ Female Age: \_\_\_\_\_

Address: \_\_\_\_\_ 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 "waling palakasan", 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 VERY MUCH!

Control No: Control No: QBWD CSMF 2025- -

Quezon Bukidnon Water District

TABANGI KAMI NGA MAS MOLAMBO ANG AMONG PAG-ALAGAD KANIMO

Kini nga "Client Satisfaction Measurement (CSM)" nagatubag sa kasamtan sa usa ka konsumante sulod sa mga pang-gobyernong opisina. Ang imong pidak sa imong bag-ayag, gipasa, nga transaksyon makatagang kini sa opisina nga mas molambo pa ang mahatag nga serbisyo. Ang personal nga impormasyon nga gihatag paga-tago gayod nga kompendisyal ug raw adunay permiyong opinyon sa dili pagtubag nianing dokumento.

Tipo sa Kiyente: ☐ Residente ☐ Pribadong Kompanya o Organisasyon ☐ Gobyerno (Empleyado or lahi nga ahensiya)

Pangalan: \_\_\_\_\_ Pina: \_\_\_\_\_

Petsa: \_\_\_\_\_ Kinatawhan: ☐ Lalaki ☐ Babae Edad: \_\_\_\_\_

Adres: \_\_\_\_\_ Serbisyon nga Nakuha: \_\_\_\_\_

INSTRUKSIYON: Markahag teek (✓) ang imong tubag mahitungod sa Citizen's Charter (CC) na mga pangutana. Ang Citizen's Charter mao ang opisyal nga dokumento nga nagpakita sa mga serbisyo sa usa ka pang-gobyernong ahensiya/opisina apil ang mga panginahanglanon, bayronon, ug oras sa pagproseso sama sa uban pa nini.

CC1 Hain sa mga nagsunod ang pinakalabing nagsaysay sa imong nabal-an mahitungod sa CC?

☐ 1. Nakabalo ako kung unsa ning CC ug nakita nako ang kaugalingong CC nianing opisina.  
☐ 2. Nakabalo ako kung unsa ning CC pero WALA nako makita ang kaugalingong CC nianing opisina.  
☐ 3. Ayha nako nakabalo nga adunay CC human makita ang kaugalingong CC nianing opisina.  
☐ 4. Wala ko nakabalo kung unsa ning CC ug wala nako makita ang kaugalingong CC nianing opisina. (Tubag ang "Dili Aplicable" sa CC2 ug CC3)

CC2 Kung nahibalo sa CC (mitubag 1-3 sa CC1), makaingon ba ikaw nga ang CC nianing opisina kay ...?

☐ 1. Dali makita-an ☐ 4. Dili gayud makita-an  
☐ 2. Medyo nagatubag ☐ 5. Dili Aplicable  
☐ 3. Lasud makita-an

CC3 Kung nahibalo sa CC (mitubag 1-3 sa CC1), nakatabang ba kining CC sa imohang transaksyon?

☐ 1. Nakatabang kayo ☐ 3. Wala nakatabang  
☐ 2. Medyo nakatabang ☐ 4. Dili Aplicable

INSTRUKSIYON: Para sa SQD 0-8, palihog butangi og markahag teek (✓) sa kolom nga pinakalabing mohuag sa imong tubag.

	Hugot nga dili Muayon	Dili Muayon	Ni Muayon or Dili Muayon	Muayon	Hugot nga Muayon	Dili Aplicable
SQD0. Kontento ako sa gihatag nga serbisyo o tabang gikan sa opisina.						
SQD1. Maghin ako sa usa ka makatarunganong panahon sa along transaksyon sa opisina.						
SQD2. Ang opisina misulay sa mga ginahanglan ug mga proseso sa usa ka transaksyon base sa gihatag nga impormasyon.						
SQD3. Ang mga proseso (apil ang pagbayad) nga ginahanglan sa along transaksyon kay sayon ug simpli.						
SQD4. Dali ra nako makita sa opisina o sa ilang "website" ang impormasyon mahitungod sa along transaksyon.						
SQD5. Makatarungan ang kantidad nga gibayaran sa serbisyon madawatn gikan sa opisina.						
SQD6. Nasinati nako sa opisina ang patas ug walay pribilehiyo sa along transaksyon.						
SQD7. Matinahuron ang pagahod sa empleyado sa opisina, ug (kung ginahanglan) ang tabang) ang empleyado kay matinahuron.						
SQD8. Nakadawat sa lumang serbisyon ginahanglan gikan sa opisina, o (kung gibaibsan) ang rason sa paglabaid sa ginangayong serbisyo kay labo ug ginatubag pagayo sa opisina.						

Sugyot para mas mapalambo pa namo ang among pagserbisyo (opsiyonal): \_\_\_\_\_

Email address (opsiyonal): \_\_\_\_\_

DAGHANG SALAMATI!



## Queue Management & Service Area





## Digital Service Platforms

**WANT TO PAY YOUR BILL WITHOUT LEAVING YOUR HOME?**

**Pay your Water Bill Online!**

**LANDBANK Link.BizPortal**

Pay your Government and Private Merchants' fees, dues and charges. Anytime. Anywhere.

**It's safe, simple, and convenient. No enrollment or registration needed.**

<https://www.lbp-eservices.com/egps/portal/index.jsp>

1. Access LandBank e-payment portal through the link above.
2. On your screen, click the button "Pay Now".
3. Type "Quezon Water District" on the Merchant Search Box then click "Continue".
4. Select "Water Bill" on the Transaction Dropdown Menu then click "Continue".
5. Fill-in the details of your transaction and select the payment method you want to avail.

**Note:** Check your water bill for the account name, account number and amount to be paid. For inquiries, comments, and suggestions, you may contact our hotline 0917-598-9322 or leave us a messages in our Facebook page.

**Quezon Bukidnon Water District**

**Pay your Water Bills Via GCash**

**PROCEED TO BILLS PAYMENT**

**SELECT WATER UTILITIES**

**SEARCH FOR "QUEZON BUKIDNON WATER DISTRICT" AND PROCEED TO YOUR PAYMENT**

**QUEZON BUKIDNON WATER DISTRICT**

**2025 EODB EASE OF DOING BUSINESS MONTH**

**From RED TAPE TO RED CARPET**  
Better Business Movement in a Baging Program

**Quezon Bukidnon Water District**  
6.4K followers • 1 following

Posts About Followers Photos Videos Live More

## EODB Advocacy Materials



## Annex B – Social Media Post Screenshots

 **Quezon Bukidnon Water District is with Anti-Red Tape Authority.** ...  
20h · ⚙️

IN PHOTOS: The Quezon Bukidnon Water District (QBWD) proudly participated in the Nationwide Frontline Service Inspection as part of the Ease of Doing Business (EODB) Month 2025 celebration.

Activities conducted :

- May 13-14, 2025 - Conducted client interviews to assess the quality, efficiency, and responsiveness of our frontline services.
- May 15, 2025 - An on-site inspection was carried out by the District's Committee on Anti-Red Tape (CART), led by General Manager Rafael H. Francisco as CART Chairperson, with Ms. Gina A. Balagulan acting as the official observer.

[#EODBMonth2025](#)  
[#NationwideFrontlineServiceInspection](#)  
[#FromRedTapeToRedCarpet](#)  
[#BetterBusinessMovement](#)  
[#R2C:BBMBP](#)  
[#RedTapeFreePH](#)  
[#QBWDJoinsEODB2025](#)

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**NATIONWIDE FRONTLINE SERVICE INSPECTION**

Interview – May 13-14, 2025:



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**NATIONWIDE FRONTLINE SERVICE INSPECTION** **NATIONWIDE FRONTLINE SERVICE INSPECTION**

On Inspection – May 15, 2025:



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 You, MC Rhum Cape, Eden Mercader and 1 other 1 ➡

## Annex C – QBWD Nationwide Frontline Service Inspection Form



### Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon

CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### NATIONWIDE FRONTLINE SERVICES INSPECTION FORM

(Based on Anti-Red Tape Authority Advisory No. 2025-01 for EODB Month 2025)

Agency/Office Name: QUEZON BUKIDNON WATER DISTRICT

Agency Address: Government Complex, Purok 2, Libertad, Quezon, Bukidnon

Date of Inspection: May 15, 2025

Time: 10:00 AM

#### I. Citizens' Charter Compliance

Indicator	Yes	No
1. Citizens' Charter is prominently posted at entrance/conspicuous place.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Citizens' Charter uploaded on the agency's official website.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Contains updated steps, time, requirements, and fees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. No outdated procedures or costs posted.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Remarks: The Citizens' Charter is posted inside the office at the frontline lounge area. For better visibility and accessibility, it is recommended to relocate it to a more prominent area.

#### II. Compliance with Prescribed Processing Times

Indicator	Yes	No
1. Clients' transactions completed within the Citizen's Charter processing times.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. No reports of unnecessary delays or repeated visits.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Remarks: Based on the Client Interviews conducted on May 13-14, 2025, all transactions were completed within the Citizens' Charter prescribed processing times. No reports of unnecessary delays or repeated visits were gathered from clients.

#### III. Professionalism and Responsiveness of Frontline Personnel

Indicator	Yes	No
1. Frontline staff wear IDs or nameplates.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Staff are courteous, professional, and knowledgeable.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Remarks: The district conducted an ID capturing activity on May 2, 2025, to replace old IDs and issue new ones to recently employed staff. During the client interview, staff were described as friendly, approachable, helpful, and professional, with no reports of fixers.



*[Handwritten signatures and initials]*



## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### NATIONWIDE FRONTLINE SERVICES INSPECTION FORM

(Based on Anti-Red Tape Authority Advisory No. 2025-01 for EODB Month 2025)

#### IV. Public Assistance and Complaints Desk (PACD)

Indicator	Yes	No
1. PACD is present and visibly labelled.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Staffed by trained personnel responding to queries/complaints.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. PACD displays instructions for filing complaints.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Remarks:</b> Staff attended Customer Service Training in July 2022 and received district policy and New Water Service Connection orientations after hiring to enhance client assistance.		

#### V. Feedback Mechanism

Indicator	Yes	No
1. The Client Satisfaction Measurement (CSM) system is available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Feedback tools (forms, QR codes, kiosks) are available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Remarks:</b> The CSM system is available and functional. Various feedback tools, including forms and QR codes, are accessible to clients to ensure their opinions are gathered effectively. For each service type, there is an assigned personnel to facilitate the survey.		

#### VI. Queue Management and Service Area Organization

Indicator	Yes	No
1. Queue management system (manual or <u>digital</u> ) is implemented.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Signage on how to transact is available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Adequate waiting area with seating and ventilation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Remarks:</b> A digital queue management system is in place, complemented by signage near the waiting area outside the office to guide clients on how to transact.		

#### VII. Accessibility and Client-Friendliness

Indicator	Yes	No
1. Facility accessible to PWDs, seniors, and priority clients.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Priority lanes are available.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. The facility is clean, organized, and safe.	<input checked="" type="checkbox"/>	<input type="checkbox"/>



AT

Gallego

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# Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon

CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



## NATIONWIDE FRONTLINE SERVICES INSPECTION FORM

(Based on Anti-Red Tape Authority Advisory No. 2025-01 for EODB Month 2025)

**Remarks:** The office is situated in the government complex, accessible to priority clients, with priority lane available at the kiosk. It is regularly cleaned and maintained using 5S (Sort, Set in order, Shine, Standardize, and Sustain).

### VIII. Availability of Online/Digital Services

#### Indicator

Yes No

1. Online application/services/inquiry are available.

☒ ☐

2. Digital channels are functional, updated, and accessible.

☒ ☐

**Remarks:** Online payment options are available through GCash and Landbank LinkBiz Portal. Water consumers can send concerns via the QWBD official FB Page for easy communication.

### IX. EODB Month Advocacy Materials Visibility

#### Indicator

Yes No

1. "Bawal ang Red Tape" and EODB Month posters displayed.

☒ ☐

2. Posters are clean, presentable, and placed in high-traffic areas.

☒ ☐

**Remarks:** The "Bawal ang Red Tape" poster and its QR Code are displayed at the office door with brochures also available in the district's publication rack. The EODB Month poster is displayed in the waiting area.

### X. Client Experience and Perception

- Number of Clients Interviewed: 6 (MAY 13-14, 2025)
- Common Feedback: Clients expressed satisfaction with the efficiency and friendliness of the QWBD personnel who attended to them for new connections, billing concern, and water bill payments. Most found the process clear and the waiting times reasonable.
- Noted Client Comments: ① It was clearly explained to me that inspection is needed for my billing concern - Mr. Magbago ② the personnel served clients fairly, with no fixing. - Ms. Buenaflores ③ I have not experienced any delays because senior citizens are given proper attention. - Mr. Nabio ④ The processes are clear and easy to understand. - Ms. Capangpangan ⑤ If I can't pay on time, I have no problem because I can easily pay thru GCash. - Ms. Jayme ⑥ I was able to finish the process quickly because the frontline staff helped me fill out the New Water Service Connection Application form. - Mr. Peligro

ART



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Page 3

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## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon

CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### NATIONWIDE FRONTLINE SERVICES INSPECTION FORM

(Based on Anti-Red Tape Authority Advisory No. 2025-01 for EODB Month 2025)

#### XI. Inspector's Summary

##### Overall Rating

☒ Compliant

☐ Partially Compliant

☐ Non-Compliant

##### Remarks

the agency exhibits full compliance with all assessed indicators.

#### Certification

We hereby certify that this inspection was conducted in accordance with the prescribed guidelines of the Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2025-01 in relation to the Nationwide Frontline Service Inspection for the Ease of Doing Business (EODB) Month.

The observations, findings, and assessments recorded in this form are true and correct to the best of our knowledge and are based on the actual inspection conducted on-site.

Inspected by:

**THEZA B. UMBAY**

Corporate Accountant

CART Vice-Chairperson

**WILGREG R. BORJA**

Senior Engineer/B

CART Member

**CHERRY MAE G. CASTRO**

Industrial Relations Management Officer B

CART Member

**HANNA ROSE Y. MAGALLANES**

Utilities/Customer Services Assistant C

CART Focal Person

**JANICE MAY PORCADILLA-MAMPAWA**

Industrial Relations Management Officer A

CART Member

**EDGAR P. LAURON**

Water Resources Facilities Tender B

CART Member

**LEOMAR L. MAGALLANES**

Storekeeper D

CART Member

**BLECELLE MARIE C. MANATAD**

Administration Services Assistant C

CART Secretariat

Confirmed by:

**GINA A. BALAGULAN**

Private Sector Client

Observer

Noted by:

**RAFAEL H. FRANCISCO**

General Manager

CART Chairperson

## Annex D – Client Interview Sheets



### Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627  
Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



#### CLIENT INTERVIEW SHEET # 1

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Full Name: CRECENCIA T. MABAGD  
Address: BUGY. 9, POBLACION, QUEZON, BUKIDNON  
Contact No.: 0967-688-8321 Age: 52  
Date of Transaction: MAY 13, 2025 Service Availed: BILLING CONCERN  
Date Interviewed: MAY 13, 2025 Time Interviewed: 10:29 AM  
Name of Interviewer: BREELLE MARIE C. MANATAD

#### Interview Questions

1. How was your overall service experience?

Maayo ang akong nasinati sa akong pag-konsulta sa akong concern.  
(Based kuni sa iyang nodawat nga pagtagod sa iyang concern.)

2. Were you able to complete your transaction within the expected time?

☒ Yes ☐ No

Remarks: Bana-bana twenty minutes siya naghulat ayha na-entertain  
pero dali ra siya nahuman ug natagaan ug instruction sa frontline  
personnel kung unsa iyang sunod na buhaten less than 4 minutes.

3. Were you treated with courtesy and guided throughout the process?

☒ Yes ☐ No

Remarks: Friendly ang mga frontline personnel.

4. Did you encounter any delays or have to return multiple times?

☐ Yes ☒ No

Remarks: First time pa niya na raise ang concern. Ipahulat lang  
siya sa schedule sa inspection para makaban ang cause ngano dako  
iyang consumption.

5. Was the process easy to follow?

☒ Yes ☐ No

Remarks: Klaro nga gi-explain ngano kailangan inspect pa.

6. Any comments, suggestions, or concerns?

Hangyo siya nga dili unta na-penalthan iyang bill bisan tuod  
karung adlaw ang due date.





## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627  
Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### CLIENT INTERVIEW SHEET

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

#### Certification

I hereby certify that the information provided in this interview sheet is true and accurate to the best of my knowledge. I have participated in the interview as part of the Nationwide Frontline Services Inspection, in observance of the Ease of Doing Business (EODB) Month 2025, under the guidelines of the Anti-Red Tape Authority (ARTA).

Confirmed by:

*Crecencia Magbago*  
CRECENCIA T. MAGBAGO  
Water Consumer

Verified by:

*Marie C. Manatad*  
BLECELLE/MARIE C. MANATAD  
Administration Services Assistant C  
CART Secretariat



## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627

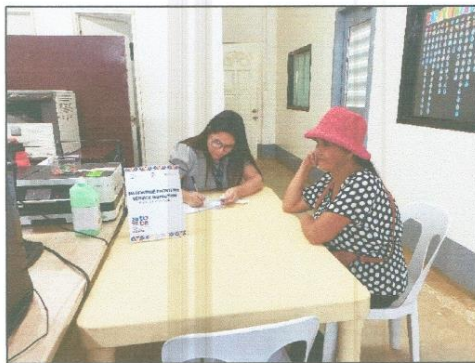
Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### VISUAL DOCUMENTATION – CLIENT INTERVIEW

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Interview with Ms. Crecencia T. Magbagao – Billing Concern:





# Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627  
Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



## CLIENT INTERVIEW SHEET # 2

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Full Name: VIOLETA A. BUENAFLORES  
Address: PURONG, PAITAN, QUEZON, BUKIDNON  
Contact No.: 0947-953-0145 Age: 61  
Date of Transaction: MAY 19, 2025 Service Availed: NEW WATER SERVICE CONNECTION  
Date Interviewed: MAY 19, 2025 Time Interviewed: 1:24 PM  
Name of Interviewer: BLEUE MARIE C. MANATAD

### Interview Questions

1. How was your overall service experience?

Kontento sa serbisyong nakatag kaniya. Hapsay ang iyang pag-proseso.

2. Were you able to complete your transaction within the expected time?

☒ Yes ☐ No

Remarks: Dali ra na-inspect ang iyang area, May 7, 2025 siya nag-attend og orientation then na-inspect siyaadtong May 9, 2025. Parpas rapid siya nakuman sa pag-proseso sa iyang application.

3. Were you treated with courtesy and guided throughout the process?

☒ Yes ☐ No

Remarks: Mapahiyuman ang nag-entertain sa iyaka, wala pud paper-paper ug fixer iyang nakantayan.

4. Did you encounter any delays or have to return multiple times?

☐ Yes ☒ No

Remarks: Pirmero pa niya ni nga connection ug nibalile ra siya aron pag-submit sa mga dokumento ug magbayad.

5. Was the process easy to follow?

☒ Yes ☐ No

Remarks: Dali ra masabtan ug klaro na gina-explain sa iyaka ang sunod niya nga buhaton.

6. Any comments, suggestions, or concerns?

Maayo ug dali sabtan ang mga proseso.





## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627  
Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### CLIENT INTERVIEW SHEET

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

#### Certification

I hereby certify that the information provided in this interview sheet is true and accurate to the best of my knowledge. I have participated in the interview as part of the Nationwide Frontline Services Inspection, in observance of the Ease of Doing Business (EODB) Month 2025, under the guidelines of the Anti-Red Tape Authority (ARTA).

Confirmed by:

Verified by:

VIOLETA A. BUENAFLORES  
Customer

BLECELLE MARIE C. MANATAD  
Administration Services Assistant C  
CART Secretariat



## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon

CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)

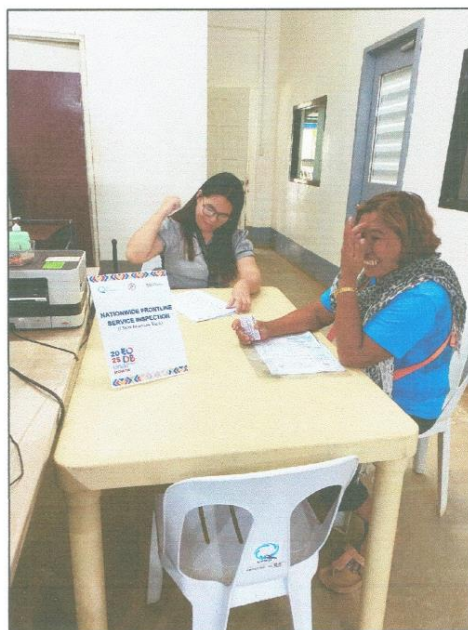


BAGONG PILIPINAS

### VISUAL DOCUMENTATION – CLIENT INTERVIEW

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Interview with Ms. Violeta A. Buenaflor – Application for New Water Service Connection:





# Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



## CLIENT INTERVIEW SHEET # 3

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Full Name: SUPERFINA R. NABID  
Address: Bldg. 1-D, PERLACION, QUEZON, BUKIDNON  
Contact No.: NONE Age: 63  
Date of Transaction: MAY 19, 2025 Service Availed: WATER BILL PAYMENT (senior citizen)  
Date Interviewed: MAY 19, 2025 Time Interviewed: 1:50 PM  
Name of Interviewer: BUCELUC MARIE C. KAPATAD

### Interview Questions

1. How was your overall service experience?

Malipayan iyang nasinati sa pagbayad ng bill. Mas paspas ug hapray ang proseso sa pagbayad compare sa una nga mano-mano pa.

2. Were you able to complete your transaction within the expected time?

☒ Yes ☐ No

Remarks: Dali ra siya nahuman kay naay special lane for senior citizens.

3. Were you treated with courtesy and guided throughout the process?

☒ Yes ☐ No

Remarks: Kada anhi niya sa office helpful ug smiling ang mga personnel.

4. Did you encounter any delays or have to return multiple times?

☐ Yes ☒ No

Remarks: wala siya sukad-sukad nata-experience og kalangay.

5. Was the process easy to follow?

☒ Yes ☐ No

Remarks: Dali ra masabtan kay gina-assist siya sa frontline personnel.

6. Any comments, suggestions, or concerns?

So far wala siyay concern. Ginatagpuan og pagtagad ang mga senior citizens.





## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon

CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



BAGONG PILIPINAS

### CLIENT INTERVIEW SHEET


(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

#### Certification

I hereby certify that the information provided in this interview sheet is true and accurate to the best of my knowledge. I have participated in the interview as part of the Nationwide Frontline Services Inspection, in observance of the Ease of Doing Business (EODB) Month 2025, under the guidelines of the Anti-Red Tape Authority (ARTA).

Confirmed by:

Verified by:

  
SUPERFINA R. NABIO  
Water Consumer

  
BLECELLE MARIE C. MANATAD  
Administration Services Assistant C  
CART Secretariat



## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### VISUAL DOCUMENTATION – CLIENT INTERVIEW

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Interview with Ms. Superfina R. Nabio – Water Bill Payment (Senior Citizen):





# Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



## CLIENT INTERVIEW SHEET #4

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Full Name: ANGEL G. CAPANGPANGAN  
Address: BLK 10, PERLACION, QUEZON, BUKIDNON  
Contact No.: 0992-223-3062 Age: 31  
Date of Transaction: MAY 13, 2025 Service Availed: WATER BILL PAYMENT  
Date Interviewed: MAY 13, 2025 Time Interviewed: 3:27 PM  
Name of Interviewer: BULEUE MARIE C. MANATAD

### Interview Questions

1. How was your overall service experience?

Satisfied siya sa kaniyang pagbayad niya. Maayo rapud ang supply sa panubig sa ilang area.

2. Were you able to complete your transaction within the expected time?

☒ Yes ☐ No

Remarks: Paspas magproseso ang teller naka-entertain niya.

3. Were you treated with courtesy and guided throughout the process?

☒ Yes ☐ No

Remarks: Approachable ang mga personnel.

4. Did you encounter any delays or have to return multiple times?

☐ Yes ☒ No

Remarks: wala siyang na encounter nga delay apil sa pag-reading sa iyang consumption.

5. Was the process easy to follow?

☒ Yes ☐ No

Remarks: Klaro ug dali ra masabtan ang mga proseso maminaw lang gyud og tarung sa instructions.

6. Any comments, suggestions, or concerns?

wala siyang problema sa iyang nasinahi nga serbisyo.



## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### CLIENT INTERVIEW SHEET

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

#### Certification

I hereby certify that the information provided in this interview sheet is true and accurate to the best of my knowledge. I have participated in the interview as part of the Nationwide Frontline Services Inspection, in observance of the Ease of Doing Business (EODB) Month 2025, under the guidelines of the Anti-Red Tape Authority (ARTA).

Confirmed by:

Verified by:

ANGEL G. CAPANGPANGAN  
Water Consumer

BLECELLE MARIE C. MANATAD  
Administration Services Assistant C  
CART Secretariat



## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### VISUAL DOCUMENTATION – CLIENT INTERVIEW

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Interview with Ms. Angel G. Capangpangan – Water Bill Payment:



p





# Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon

CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



## CLIENT INTERVIEW SHEET # 5

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Full Name: JACQUELINE B. JAYME

Address: BLK 1-A, MERAN BUKAN, QUEZON, BUKIDNON

Contact No.: 0919-123-9659

Age: 38

Date of Transaction: MAY 13, 2025

Service Availed: WATER BILL PAYMENT

Date Interviewed: MAY 13, 2025

Time Interviewed: 3:45 PM

Name of Interviewer: BRECKLE MARIE C. MANATAP

### Interview Questions

1. How was your overall service experience?

Wala siya nahasol kay plaster ug hapsay man ang iyang nasinati  
sa kada bayad niya. If eter dili siya maka-apas sa oras  
sa tung-dawat ng bayad through Grash na siya mag-pross.

2. Were you able to complete your transaction within the expected time?

☒ Yes ☐ No

Remarks: Within 5 minutes nahuman na siya sa iyang multiple  
water bills na gibayaran.

3. Were you treated with courtesy and guided throughout the process?

☒ Yes ☐ No

Remarks: wala siyang problema or concern sa mga personnel.

4. Did you encounter any delays or have to return multiple times?

☐ Yes ☒ No

Remarks: wala sukad - sukad sa kada bayad niya.

5. Was the process easy to follow?

☒ Yes ☐ No

Remarks: Hurst free ug dali ra marabtan ang mga proseso  
sa pagbayad.

6. Any comments, suggestions, or concerns?

Sa pagkakarun wala siyang concern.





## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon

CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### CLIENT INTERVIEW SHEET


(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

#### Certification

I hereby certify that the information provided in this interview sheet is true and accurate to the best of my knowledge. I have participated in the interview as part of the Nationwide Frontline Services Inspection, in observance of the Ease of Doing Business (EODB) Month 2025, under the guidelines of the Anti-Red Tape Authority (ARTA).

Confirmed by:

Verified by:

  
JACQUELYN D. JAYME  
Water Consumer

  
BLECELLE MARIE C. MANATAD  
Administration Services Assistant C  
CART Secretariat



## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627

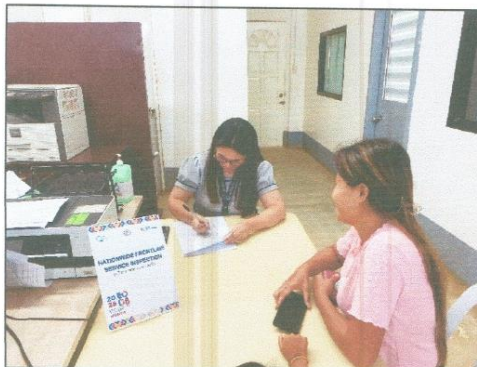
Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### VISUAL DOCUMENTATION – CLIENT INTERVIEW

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Interview with Ms. Jacqueline B. Jayme – Water Bill Payment:





# Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627  
Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



## CLIENT INTERVIEW SHEET #6

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Full Name: VIRGINIA O. PELIGRO  
Address: PURUKS, LUMINTAS, QUEZON, BUKIDNON  
Contact No.: 0946-888-3956 Age: 65  
Date of Transaction: MAY 14, 2025 Service Availed: NEW WATER SERVICE CONNECTION  
Date Interviewed: MAY 14, 2025 Time Interviewed: 11:05 AM  
Name of Interviewer: BULEUE MARIE C. MANABAO

### Interview Questions

1. How was your overall service experience?

Kontento siya sa nakatag sa iyaka nga serbisyo. Wala siya  
na encounter nga problema.

2. Were you able to complete your transaction within the expected time?

☒ Yes ☐ No

Remarks: Dali ra siya nahuman sa iyang transaction kay gina-asist  
siya sa frontline personnel sa pag-fill out sa iyang application form.

3. Were you treated with courtesy and guided throughout the process?

☒ Yes ☐ No

Remarks: Buhatan ang nag-entertain sa iyaka nga frontline personnel.

4. Did you encounter any delays or have to return multiple times?

☐ Yes ☒ No

Remarks: Wala ra niabot og 5 days apha ra-inspect iyang area.  
May 7, 2025 siya nag-attend og orientation poonka - May 9 ra inspect  
siya - Karung adlawon dayon siya nag-proceed.

5. Was the process easy to follow?

☒ Yes ☐ No

Remarks: Dali ra masabtan ang mga proseso kay klaro kini ra-explain  
during orientation.

6. Any comments, suggestions, or concerns?

Excited ra siya mabawasan og koneksyon sa panuhig.





## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### CLIENT INTERVIEW SHEET

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

#### Certification

I hereby certify that the information provided in this interview sheet is true and accurate to the best of my knowledge. I have participated in the interview as part of the Nationwide Frontline Services Inspection, in observance of the Ease of Doing Business (EODB) Month 2025, under the guidelines of the Anti-Red Tape Authority (ARTA).

Confirmed by:

Verified by:

Peligro  
VIRGINIA O. PELIGRO  
Customer

BLECELLE MARIE C. MANATAD  
Administration Services Assistant C  
CART Secretariat



## Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon

CCC No. 627

Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### VISUAL DOCUMENTATION – CLIENT INTERVIEW

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Interview with Ms. Virginia O. Peligro – Application for New Water Service Connection:



## Annex E – Private Sector Representative Observer Form



### Quezon Bukidnon Water District

Government Complex, Purok 2 Libertad, Quezon, Bukidnon  
CCC No. 627  
Hotline #: 0917-598-9322 E-mail Address: [quezonwaterdistrict@yahoo.com](mailto:quezonwaterdistrict@yahoo.com)



### PRIVATE SECTOR REPRESENTATIVE (PSR) OBSERVER FORM

(For the Nationwide Frontline Service Inspection- Ease of Doing Business Month 2025)

Full Name: BALAGULAN, GINA  
Organization/Company (if applicable): N/A  
Designation (if applicable): N/A Contact No.: 6975702862  
Email Address: gina.balagulan@gmail.com Date of Observation: 05/15/2025  
Assigned Government Agency Observed: Quezon Bukidnon Water District

### General Comments & Recommendations

Please share your observations, suggestions, or commendations regarding the frontline service delivery:


As I observe on this office Quezon Bukidnon Water District very informative approachable and friendly all staff. Ilong Naay Lang Kay mga Pagutana Dowl Lang sa mga concern people all the time. Ilong Wala Kay nasabtan sa ilang mga gipagbutang nga information? Question: Well Organized gilcan sa waiting area hangtud sa imong pagsulod. Padayon sa Pagserbisyo Quezon Water District para sa kalambeon og kaayohan sa community sa Quezon og mga consumer. Maayong serbisyo og pag alagad sa tanan GOD BLESS US All

### Certification

I hereby certify that the observations outlined above are based on my independent and impartial assessment conducted during my visit, as part of the Nationwide Frontline Services Inspection, in observance of the Ease of Doing Business (EODB) Month 2025, under the guidelines of the Anti-Red Tape Authority (ARTA).

Confirmed by:

Noted by:

  
GINA A. BALAGULAN  
Private Sector Client  
Observer

  
RAFAEL H. FRANCISCO  
General Manager  
CART Chairperson

