



Center for Governance

(Center)

2016 PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code: CPRGM

Project Title: 2015 Customer Satisfaction Survey for Power Sector Assets and Liabilities Management (PSALM) Corporation

Project Start: November 2, 2015

Project End: February 25, 2016

Project Price: P 486,024.00

Client Organization: Power Sector Assets and Liabilities Management (PSALM) Corporation

II. Project Team

Project Manager: Ma. Czarina Krisha De Leon

Team Members: Joebert Sayson, Evelyn Morales, Angelica Herico, Marjorie Fernando, Angelito Niño Presentacion Verzosa, Jr.

Supervising Fellow: Gilbert Lumantao

Consultants/ Resource Persons: Daryll Naval, Patricia Sevileno, Susan Segunda-Consigo

III. Project Details

Project Description: In 2001, Republic Act No. 9136 or otherwise known as the Electric Power Industry Reform Act (EPIRA) was enacted. The EPIRA was envisioned to improve the delivery of power supply to consumers by encouraging competition and efficiency in the generation sector as well as ensuring the quality and affordability of electric power supply. The EPIRA included restructuring of the electric power industry and privatization of the National Power Corporation (NPC).

In line with the implementation of the EPIRA, the Power Sector Assets and Liabilities Management (PSALM) was established on the same year to manage the sale, disposal of assets, and privatization of the NPC as well as to liquidate all other financial obligations, stranded debts and contract costs of NPC. As part of the privatization process, the PSALM administers the bidding process for the purchase of NPC assets. Individuals and private corporations are enjoined to participate in the public bidding.

Being true to their quality policy, PSALM seeks to continually improve its Integrated Management System to fulfill its commitment of delivering quality services for their stakeholders with an acceptable degree of confidentiality and integrity. With the issuance of the Governance Commission for GOCCs's (GCG) requirement to have a third-party customer satisfaction survey as part of the performance evaluation of GOCCs, PSALM recognized an opportunity to further improve their services.

For several years, the Development Academy of the Philippines (DAP) has been engaged to provide technical assistance, consultancy, research, training and education by various government agencies. In the field of policy research, the Development Academy of the Philippines (DAP) has implemented several projects using both quantitative and qualitative approaches as the methodologies. Among these projects include the conduct of customer satisfaction studies for different government agencies such as the Governance Commission for GOCCs's (GCG), Philippine Ports Authority (PPA), Philippine Deposit Insurance Corporation (PDIC) and National Transmission Commission (NTC).

It is in this context that, DAP with its extensive experience in policy research and technical assistance for Philippine government and international agencies, is submitting this proposal to provide consultancy services for the conduct of a customer satisfaction survey for PSALM.

Project Objective: The project seeks to determine the level of satisfaction of PSALM's customers. Specifically, the project will:



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1. Review PSALM's existing survey questionnaire on obtaining service quality feedback from its customers;
2. Develop a survey methodology and questionnaire to objectively measure satisfaction of PSALM's customers; and
3. Determine factors affecting the satisfaction and dissatisfaction of the PSALM's customers and translate the observations to recommendations for quality improvement.

Focus Area: Governance

Project Type: Research

Project Beneficiary:

Regional Coverage: National coverage

IV. Project Accomplishments

Key Activities Implemented: Client Meeting, Project Team Meeting, Debriefing Meeting, Data Gathering, Report Writing

Major Outputs: 1) Inception Report; 2) Survey instrument; 3) Final Report

Project Impact: Improved delivery of services of PSALM

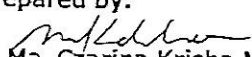
Lesson Learned:

- The advisory letter should already include the tentative schedule of interview so that the respondents will just have to confirm their availability instead of calling the companies individually to secure a schedule.

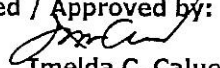
V. Attachments

- Certificate of Project Closure

Prepared by:


Ma. Czarina Krisha M. de Leon
Project Manager

Noted / Approved by:


Imelda C. Caluen
Center Head

06 MAY 2016

Notes:

1. Project details on Section I-III can be generated thru PMIS based on PMs Inputs.
2. Project Managers are required to accomplish Section IV & provide Section V to reflect results of project implementation
3. Project Managers can update/adjust the pre-filled sections(I-III) based on actual data