



# development academy of the philippines

## Center for Governance

(Center)

[2019] PROJECT ACCOMPLISHMENT REPORT

### I. Project Information

Project Code: CPRGS

Project Title: 2018 Customer Satisfaction Survey for TRANSCO

Project Start: September 03, 2018

Project End: January 31, 2019

Project Price: P 1,454,129.60

Client Organization: National Transmission Corporation (TransCo)

### II. Project Team

Project Manager:	Elluz M. Macalinao
Team Members:	Evelyn E. Morales
	Eliza Salud C. Galang
	Ma. Czarina Krisha M. De Leon
	Mardy S. Gonzales
	Stephanie P. Azarcon
	Andrea P. Conopio
	Hilary Martinez
	Jeannine L. Tan
Supervising Fellow:	Gilbert E. Lumantao
Consultants/Resource Persons:	Ramoncito G. Cambel
	Roxanne Marie B. Tabor
	Anthony Karl P. Ong
	Fernando L. Presno
	Michael Bernabe

### III. Project Details

#### Project Description:

Created under Republic Act No. 9136, otherwise known as the Electric Power Industry Reform Act (EPIRA) of 2001, the National Transmission Corporation (TransCo) was envisioned to improve the delivery of power supply to consumers by encouraging competition and efficiency in the generation sector as well as by ensuring the quality and affordability of electric power supply. In line with Memorandum Circular 2013-02 issued by Governance Commission of GOCCs (GCG), as well as their commitment to perform their mandate and to deliver quality services to its clients, TransCo recognizes the need for gathering customer feedback to continuously improve on its service delivery through the conduct of annual third-party customer satisfaction survey as part of the performance evaluation of GOCCs. Building on the 2015 to 2017 customer satisfaction surveys, TransCo once again engages DAP for its 2018 Customer Satisfaction Survey, which will use GCG's 2018 Standardized Guidelines and Methodology for the conduct of customer satisfaction surveys for GOCCs.

#### Project Objective:

The project seeks to determine the level of client satisfaction of Transco's clients. Specifically, the project will:

1. Measure the satisfaction of TransCo's primary customers using the customized survey questionnaires developed by the GCG for TransCo;
2. Finalize the survey tool for the DUs, and make necessary adjustments to the GCG-customized questionnaires for the UMD customers, NGCP, and REDs, if needed; and,
3. Identify the factors and relationships affecting the satisfaction of TransCo's primary customers, as well as the opportunities for improvement.



# development academy of the philippines

## Center for Governance

(Center)

[2019] PROJECT ACCOMPLISHMENT REPORT

### IV. Project Accomplishments

#### Key Activities Implemented:

1. Inception Activities
  - Preparation and finalization of project mobilization documents
  - Finalization and submission of Inception Report containing all agreements made with TransCo on project background, objectives and outputs, detailed work plan, and implementation schedule
2. Tools Review and Development and Data Gathering
  - Conduct of focus group discussions, key informant interviews, and meetings with relevant TransCo unit
  - Pilot-Testing of survey instruments
  - Improved survey instruments and methodology
  - Submission of plan of analysis
  - Training of field enumerators
  - Deployment of field enumerators to undertake the survey
3. Analysis and Presentation of Survey Results
  - Consolidation of survey results
  - Analysis of survey data
  - Preparation and submission of draft report
  - Presentation of survey results
  - Revision and submission of final report
4. Project Closure
  - Preparation and submission of terminal report
  - Preparation and finalization of project closure documents

#### Major Outputs:

1. Inception Report
2. Enhanced survey instruments, including the survey tool for DUs, and Data Analysis Plan
3. Presentation of survey results and Final Report
4. Terminal Report

#### Project Impact:

1. Provide TransCo with information and recommendations that will be essential in enhancing the quality and efficiency in the delivery of their services to their clients, pursuant to the Anti-Red Tape Act of 2007; and,
2. Assist TransCo in its mandate, as stated in Republic Act No, 9136, of improving the delivery of power supply to consumers by encouraging competition and efficiency in the generation sector as well as by ensuring the quality and affordability of electric power supply.

#### Lessons Learned:

- During fieldwork, the project team deployed to Visayas and Mindanao had some difficulties locating the business addresses of the respondents using TransCo's list. These respondents had changed their addresses recently, and TransCo was not able to update their database regarding these changes. Since this situation also happened in the previous conduct of the survey where TransCo was informed to update their database, the DAP Project Team should have double-checked with TransCo the accuracy of the list for this year's survey. Furthermore, the field supervisors should have confirmed with the respondents, during their initial coordination with them, the correctness of the latter's contact details and business address. Lastly, to prevent this from happening in the next run, the DAP Project Team will



# development academy of the philippines

## Center for Governance

(Center)

### [2019] PROJECT ACCOMPLISHMENT REPORT

provide TransCo with the updated business addresses of said respondents to help in updating their database.

#### V. Attachments

- Certificate of Project Closure
- Certificate of Project Deliverable Accepted

Prepared by:

  
Elluz M. Macalinao  
Project Manager

Noted/ Approved by:

  
Imelda C. Caluen  
Center Head

**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