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**2023 PROJECT ACCOMPLISHMENT REPORT****I. Project Information**

Project Code: CPRID

Project Title: 2022 Customer Satisfaction Survey for the National Transmission Corporation (TransCo)

Project Start: 1 December 2022

Project End: 28 February 2023

Project Price: PhP 539,828.80

Client Organization: National Transmission Corporation

**II. Project Team**

**Project Manager:** Nikka Thea F. Cunom

**Team Members:** Maria Patricia Alexandra T. Vargas, Angela Cyril C. Adivoso, Nivea Jane C. Urdas, Evelyn E. Morales

**Supervising Fellow:** Gilbert E. Lumantao

**Consultants:** Teodolfo F. Bonitez, Jayson M. Ablir, Maria Cristina L. Obusan

**III. Project Details****Project Description:**

The National Transmission Corporation (TransCo), created under Republic Act No. 9136 otherwise known as the Electric Power Industry Reform Act (EPIRA) of 2001, is mandated to improve the delivery of power supply to consumers by encouraging competition and efficiency in the generation sector and by ensuring the quality and affordability of electric power supply. Specifically, TransCo has the following responsibilities:

- protect national government's interests by ensuring the National Grid Corporation of the Philippines' (NGCP) compliance with the terms and conditions of the Concession Agreement and the policies of the Department of Energy;
- handle all existing cases, including right-of-way and claims which accrued prior to the turnover date;
- divest remaining sub-transmission assets to technically and financially qualified electric distributors nationwide;
- undertake the operation, maintenance, consultancy, and other technical services for the delivery of power in Philippine Economic Zone Authority (PEZA); and,
- administer the Feed-in-Tariff (FIT) Allowance Fund for renewable energy generators.

With the issuance of Memorandum Circular 2013-02 by the Governance Commission for Government Owned and Controlled Corporations (GCG), public participation became part of evaluating the performance of Government Owned and Controlled Corporations (GOCCs). Along this line, the GCG required all GOCCs to adopt and conduct a third-party customer satisfaction survey.

The TransCo recognizes the need of conducting regular customer satisfaction surveys to measure the customers' insights on the organization's management and operations, as well as to monitor the performance of its offices/branches in terms of satisfying the customers' needs. Since 2015, the TransCo has engaged the Development Academy of the Philippines (DAP) to administer its customer satisfaction survey annually.

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**2023 PROJECT ACCOMPLISHMENT REPORT****Project Objectives:**

The 2022 Customer Satisfaction Survey for the National Transmission Corporation aims to determine the level of satisfaction of the TransCo customers (i.e. Renewable Energy Developers, Utility Management Department Customers, and the National Grid Corporation of the Philippines) on the quality of services and facilities of the TransCo and evaluate its responsiveness to the needs of its primary customers.

1. Measure the overall level of satisfaction on the TransCo service delivery and on its service delivery attributes;
2. Determine the factors that affect the satisfaction and dissatisfaction; and,
3. Identify recommendations for service delivery improvements.

**Project Type:** Technical Assistance

**IV. Project Accomplishments****Key Activities Implemented:**

1. Inception Activities – This involved the mobilization of the project team and a preliminary meeting between DAP and TransCo to level out responsibilities and key deliverables.
2. Data Gathering – This involved the training of the phone interviewers and the conduct of the actual survey. An interim report was also provided to the client.
3. Analysis and Presentation of Results – The survey responses were processed to a format fit for statistical analysis. Based on the agreed plan of analysis, the accomplished survey questionnaires were encoded and data processed to aid the interpretation of results.
4. Project Closure – A final survey report was developed and submitted to TransCo, which details the research design and the overall analysis and recommendations for process improvements.

**Major Outputs:** Inception Report, Interim Report, Presentation of Survey Results, and Final Report

**Project Impact:**

1. Provide TransCo with recommendations essential in improving the quality and efficiency of their service delivery to their clients; and
2. Assist TransCo in its mandate, as stated in RA 9136, of improving the delivery of power supply to its 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:**

1. During the orientation/training with the phone interviewers, the project manager provided a detailed background of the project and the responsibilities of the phone interviewers. Each part of the survey instrument was discussed to ensure that there is a clear understanding on what each part of the survey means. The tools to be used was also discussed. Having a detailed orientation will help in the smooth implementation of the data gathering. The project manager should allot enough preparation for this.
2. The data gathering period was initially scheduled from the 2nd until the 4th week of December 2022. Because this was already near the holiday break, the phone interviewers had difficulty of reaching the respondents. This resulted in a low response rate that extended the data gathering period by 3 weeks. As a result, the data gathering was suspended from 23 December until 2 January. The PM informed the client about the delay and the adjusted deadline of the deliverables. Next time, when the data gathering falls during the holiday break, anticipate

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(Center)

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delays so this can already be reflected on the schedule of activities. Explain this to the client as early as possible, even before the inception meeting, so they can also reflect it in their planning.

3. The analyzed results from the statistician was not formatted systematically. This made drafting the presentation of results and final report inefficient. This also caused an oversight in the presented results. There was not enough time for the PM to improve the format since this problem was only realized during the as the results were being submitted. This caused more time being allotted in drafting the outputs. They were also double-checked afterwards to ensure that no mistake was made. However, one error was still made. When this was discovered, the PM double checked all of the calculations again and had the statistician validate the presentation of results. Next time, request a template (i.e. excel file) from the statistician or create one that can be easily navigated. Communicate this with the statistician at the beginning of the project as part of the expectations from them.

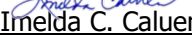
**V. Attachments**

- Certificates of Project Deliverable Accepted (4 tranches)
- Certificate of Project Closure

**Prepared by:**

  
Nikka Thea F. Cunom  
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