

CENTER FOR GOVERNANCE

(Center)

2024 PROJECT ACCOMPLISHMENT REPORT**I. Project Information**

Project Code	CPRIE
Project Title	2023 Client Satisfaction Measurement for the National Transmission Corporation
Project Start	January 2, 2024
Project End	May 31, 2024
Project Price	774,000.00
Client Organization	National Transmission Corporation

II. Project Team

Project Manager	Eliza Salud C. Galang
Team Members	Nivea Jane C. Urdas, Clarrie Mae A. Castillo, Ma. Kristine Joy L. Baño, Ariane T. Manlangit
Supervising Fellow	Gilbert E. Lumantao
Managing Director	Imelda C. Caluen
Consultants	James Roldan Reyes

III. Project Details**Project Description**

The 2023 Client Satisfaction Measurement for TransCo aims to determine the level of satisfaction among its clients on the quality of internal and external services offered to them and evaluate the agency's responsiveness to their clients' needs and concerns.

Specifically, the DAP aimed to:

1. Measure the overall level of satisfaction of the TransCo's external clients based on the prescribed service quality dimensions of the ARTA and GCG guidelines;
2. Identify the dimensions that are related to satisfaction of TransCo's external clients;
3. Provide analysis of the gender and development related statements;
4. Provide analysis of performance across delivering units; and
5. Identify recommendations for improvement in the TransCo's delivery of its external services.

Focus Area	Policy Reform Agenda development, policy review, policy advocacy,
Project Type	Technical Assistance
Project Beneficiary	Public Sector
Regional Coverage	Nationwide

IV. Project Accomplishments**Key Activities Implemented**

1. Preparation of inception report
2. Data processing and analysis
3. Preparation and submission of final report

CENTER FOR GOVERNANCE

(Center)

2024 PROJECT ACCOMPLISHMENT REPORT**Major Outputs:**

1. Inception report
2. Presentation of results
3. Final report

Lessons Learned:

See attached One Point Lesson

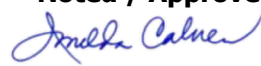
V. Attachments

- Certificates of Project Deliverable Accepted
- Certificate of Project Closure
- One Point Lesson

Prepared by:


Eliza Salud C. Galang
Project Manager

Noted / Approved by:


Imelda C. Caluen
Vice President

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.