



REPUBLIC OF THE PHILIPPINES  
**NATIONAL POWER CORPORATION**  
(Pambansang Korporasyon sa Elektrisidad)

## **BID DOCUMENTS**

**Name of Project:** SERVICE CONTRACT FOR THE CONDUCT OF  
NPC'S CUSTOMER SATISFACTION RATING  
SURVEY FOR CY 2022

**PR No.** : HO-SBP22-003

**Contents:**

- |              |  |
|--------------|--|
| Section I    | - Invitation to Bid                                |
| Section II   | - Instructions to Bidders                          |
| Section III  | - Bid Data Sheet                                   |
| Section IV   | - General Conditions of Contract                   |
| Section V    | - Special Conditions of Contract                   |
| Section VI   | - Technical Specifications                         |
| Section VII  | - Schedule of Requirements<br>(Bid Price Schedule) |
| Section VIII | - Bidding Forms                                    |

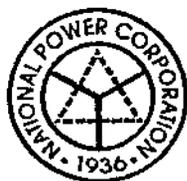
**Design and Development Department**



SECTION I

**INVITATION TO BID**





# National Power Corporation

## INVITATION TO BID

### PUBLIC BIDDING – BCS 2022-0353

1. The NATIONAL POWER CORPORATION (NPC), through its approved Corporate Budget of CY 2022 intends to apply the sum of **(Please see schedule below)** being the Approved Budget for the Contract (ABC) to payments under the contract. Bids received in excess of the ABC shall be automatically rejected at Bid opening.

PR Nos./PB Ref No. & Description	Similar Contracts	Pre-bid Conference	Bid Submission / Opening	ABC/ Amt. of Bid Docs
HO-CBM22-001 / PB220627-NA 00194  Supply and Delivery of various Medicines for NPC Head Office Clinic (CY 2022)	Supply and Delivery of Medicine	13 June 2022 9:30 A.M	27 June 2022 9:30 A.M	Total P 4,339,740.00 / P 5,000.00
HO-CBM22-006 / PB220627- NA 00195  Medical Laboratory Package – CY 2022 Annual Physical Checkup for NPC Head Office/Sucat/SPUG – Minuyan Personnel	Annual Physical Examination for at least Two Hundred Fifty (250) Personnel	13 June 2022 9:30 A.M	27 June 2022 9:30 A.M	P 3,290,000.00 / P 5,000.00
HO-SBP22-003 / PB220627- NA 00197  Service Contract for the Conduct of NPC's Customer Satisfaction Rating Survey for CY 2022	Conduct of Customer/Public Opinion Survey and/or Social Analysis and Research	13 June 2022 9:30 A.M	27 June 2022 9:30 A.M	P 1,674,654.00/ P 5,000.00
S1-MTS22-003 / PB220426-JD (PB2)  Supply, Delivery and Test of Three Phase Transformer Turn Ratio Tester for WMTSD	Supply, delivery and test of 3-Phase Transformer Turn Ratio Tester or electrical testing equipment / instruments	13 June 2022 9:30 A.M	27 June 2022 9:30 A.M	P 1,200,000.00 / P 5,000.00

<p>S1-MS622-024 / PB220627-JD</p> <p>Supply, Delivery, Installation, Propagation Test and Commissioning of Two-Way Digital Radio Communication System for NPC Masbate Transmission Lines and Substations</p>	<p>Supply, Delivery, Installation, Testing and Commissioning of Two-Way Digital Radio Communication System</p>	<p>13 June 2022 9:30 A.M</p>	<p>27 June 2022 9:30 A.M</p>	<p>₱ 1,700,000.00/ ₱ 5,000.00</p>
<p>S1-TOR22-001 / PB220627- AD 00196</p> <p>Supply, Delivery, Installation and Test of 1 x 200 KL FOST including Construction of Containment Wall for Existing FOST and Associated Facilities for Torrijos DPP</p> <p>• PCAB License: License Category of at least “<b>Category D – General Building</b>” and registration classification of at least “<b>Small B – Mechanical Works</b>”</p>	<p>Construction of Fuel Oil Storage Tank or Water Storage Tank Including its Concrete Foundation and Associated Works with Capacity of not less 200 cu.m</p>	<p>13 June 2022 9:30 A.M</p>	<p>27 June 2022 9:30 A.M</p>	<p>₱ 8,276,000.00 / ₱ 10,000.00</p>
<p align="center"><b>Venue: Kañao Function Room, NPC Bldg. Diliman, Quezon City</b></p>				

2. The NPC now invites bids for Items listed above. Delivery of the Goods is required (see table below) specified in the Technical Specifications. Bidders should have completed, within (see table below) from the date of submission and receipt of bids, a contract similar to the Project. The description of an eligible bidder is contained in the Bidding Documents, particularly, in Section II. (Instruction to Bidders).

PR No/s. / PB Ref No/s.	Delivery Period / Contract Duration	Relevant Period of SLCC reckoned from the date of submission & receipt of bids
HO-CBM22-001	Thirty (30) Calendar Days	Two (2) Years
HO-CBM22-006	Sixty (60) Calendar Days	Five (5) Years
HO-SBP22-003	Minimum of Eighty-Four (84) Calendar Days to a maximum of Ninety-Eight (98) Calendar Days	Five (5) Years
S1-MTS22-003	One Hundred Twenty (120) Calendar Days	Five (5) Years
S1-MS622-024	Thirty (30) Calendar	Five (5) Years
S1-TOR22-001	One Hundred Eighty (180) Calendar Days	-

3. Bidding will be conducted through open competitive bidding procedures using a non-discretionary "pass/fail" criterion as specified in the 2016 revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.

Bidding is restricted to Filipino citizens/sole proprietorships, partnerships, or organizations with at least sixty percent (60%) interest or outstanding capital stock belonging to citizens of the Philippines, and to citizens or organizations of a country the laws or regulations of which grant similar rights or privileges to Filipino citizens, pursuant to RA 5183.

4. Prospective Bidders may obtain further information from National Power Corporation, Bids and Contracts Services Division and inspect the Bidding Documents at the address given below during office hours (8:00AM to 5:00PM), Monday to Friday.
5. A complete set of Bidding Documents may be acquired by interested Bidders from the given address and website(s) and upon payment of the applicable fee for the Bidding Documents, pursuant to the latest Guidelines Issued by the GPPB. Bidding fee may be refunded in accordance with the guidelines based on the grounds provided under Section 41 of R.A. 9184 and its Revised IRR.
6. The National Power Corporation will hold Pre-Bid Conference (see table above) and/or through video conferencing or webcasting which shall be open to prospective bidders.

Only registered bidder/s shall be allowed to participate for the conduct of virtual pre-bid conference. Unregistered bidders may attend the Pre-Bid Conference at the Kañao Room, NPC subject to the following:

- a. Only a maximum of two (2) representatives from each bidder / company shall be allowed to participate during the virtual pre-bid conference.
  - b. A "No Face mask / No Entry" policy shall be implemented in the NPC premises. Face mask shall be 3-ply surgical or KN95 mask type.
  - c. The requirements herein stated including the medium of submission shall be subject to GPPB Resolution No. 09-2020 dated 07 May 2020
  - d. The Guidelines on the Implementation of Early Procurement Activities (EPA) shall be subject to GPPB Circular No. 06-2019 dated 17 July 2019
7. Bids must be duly received by the BAC Secretariat through (i) manual submission at the office address indicated below; (ii) online or electronic submission before the specified time stated in the table above for opening of bids. Late bids shall not be accepted.
  8. All Bids must be accompanied by a bid security in any of the acceptable forms and in the amount stated in ITB Clause 14.
  9. Bid opening shall be on Kañao Function Room, NPC Head Office, Diliman, Quezon City and/or via online platform to be announced by NPC. Bids will be opened in the presence of the bidders' representatives who choose to attend the activity.
  10. The National Power Corporation reserves the right to reject any and all bids, declare a failure of bidding, or not award the contract at any time prior to contract award in accordance with Sections 35.6 and 41 of the 2016 revised IRR of R.A. No. 9184, without thereby incurring any liability to the affected bidder or bidders.
  11. For further information, please refer to:

**Bids and Contracts Services Division,  
Logistics Department**

BIR Road cor. Quezon Avenue

Diliman, Quezon City

Tel Nos.: 8924-5211 and 8921-3541 local 5244/5504

Fax No.: 8922-1622

Email: [bcsd@napocor.gov.ph](mailto:bcsd@napocor.gov.ph) / [bcsd\\_napocor@yahoo.com](mailto:bcsd_napocor@yahoo.com)

12. You may visit the following websites:

For downloading of Bidding Documents: <https://www.napocor.gov.ph/bcsd/bids.php>



**ATTY. ROGEL T. TEVES**  
Vice President, Power Engineering Services and  
Chairman, Bids and Awards Committee

## SECTION II

# INSTRUCTIONS TO BIDDERS

**SECTION II – INSTRUCTIONS TO BIDDERS**

**TABLE OF CONTENTS**

<b>Clause No.</b>	<b>Title</b>	<b>Page no.</b>
1.	SCOPE OF BID .....	1
2.	FUNDING INFORMATION .....	1
3.	BIDDING REQUIREMENTS .....	1
4.	CORRUPT, FRAUDULENT, COLLUSIVE, AND COERCIVE PRACTICES .....	1
5.	ELIGIBLE BIDDERS .....	1
6.	ORIGIN OF GOODS .....	2
7.	SUBCONTRACTS .....	2
8.	PRE-BID CONFERENCE .....	2
9.	CLARIFICATION AND AMENDMENT OF BIDDING DOCUMENTS .....	3
10.	DOCUMENTS COMPRISING THE BID: ELIGIBILITY AND TECHNICAL COMPONENTS .....	3
11.	DOCUMENTS COMPRISING THE BID: FINANCIAL COMPONENT .....	3
12.	BID PRICES .....	3
13.	BID AND PAYMENT CURRENCIES .....	4
14.	BID SECURITY .....	4
15.	SEALING AND MARKING OF BIDS .....	4
16.	DEADLINE FOR SUBMISSION OF BIDS .....	5
17.	OPENING AND PRELIMINARY EXAMINATION OF BIDS .....	5
18.	DOMESTIC PREFERENCE .....	5
19.	DETAILED EVALUATION AND COMPARISON OF BIDS .....	5
20.	POST-QUALIFICATION .....	6
21.	SIGNING OF THE CONTRACT .....	6



## SECTION II – INSTRUCTIONS TO BIDDERS

### 1. Scope of Bid

The National Power Corporation (NPC or NAPOCOR) wishes to receive Bids for the **SERVICE CONTRACT FOR THE CONDUCT OF NPC'S CUSTOMER SATISFACTION RATING SURVEY FOR CY 2022**, with identification number **PR No HO-SBP22-003**.

The Procurement Project (referred to herein as "Project") is composed of one (1) lot and will be awarded to one (1) Bidder in one complete contract, the details of which are described in Section VII (Technical Specifications).

### 2. Funding Information

2.1. The GOP through the source of funding as indicated below for CY 2022 in the amount of **₱ 1,674,654.00**.

2.2. The source of funding is the Corporate Operating Budget of the National Power Corporation.

### 3. Bidding Requirements

The Bidding for the Project shall be governed by all the provisions of RA No. 9184 and its 2016 revised IRR, including its Generic Procurement Manuals and associated policies, rules and regulations as the primary source thereof, while the herein clauses shall serve as the secondary source thereof.

Any amendments made to the IRR and other GPPB issuances shall be applicable only to the ongoing posting, advertisement, or IB by the BAC through the issuance of a supplemental or bid bulletin.

The Bidder, by the act of submitting its Bid, shall be deemed to have verified and accepted the general requirements of this Project, including other factors that may affect the cost, duration and execution or implementation of the contract, project, or work and examine all instructions, forms, terms, and project requirements in the Bidding Documents.

### 4. Corrupt, Fraudulent, Collusive, and Coercive Practices

The Procuring Entity, as well as the Bidders and Suppliers, shall observe the highest standard of ethics during the procurement and execution of the contract. They or through an agent shall not engage in corrupt, fraudulent, collusive, coercive, and obstructive practices defined under Annex "I" of the 2016 revised IRR of RA No. 9184 or other integrity violations in competing for the Project.

### 5. Eligible Bidders

5.1. Only Bids of Bidders found to be legally, technically, and financially capable will be evaluated.

- 5.2. Foreign ownership exceeding those allowed under the rules may participate when citizens, corporations, or associations of a country, included in the list issued by the GPPB, the laws or regulations of which grant reciprocal rights or privileges to citizens, corporations, or associations of the Philippines.

The foreign bidder claiming eligibility by reason of their country's extension of reciprocal rights to Filipinos shall submit a certification from the relevant government office of their country stating that Filipinos are allowed to participate in their government procurement activities for the same item/product. The said certification shall be validated during the post-qualification of bidders.

- 5.3. Pursuant to Section 23.4.1.3 of the 2016 revised IRR of RA No.9184, the Bidder shall have an SLCC that is at least one (1) contract similar to the Project the value of which, adjusted to current prices using the PSA's CPI, must be at least equivalent to at least fifty percent (50%) of the ABC.
- 5.4. The Bidders shall comply with the eligibility criteria under Section 23.4.1 of the 2016 IRR of RA No. 9184.

## 6. Origin of Goods

There is no restriction on the origin of goods other than those prohibited by a decision of the UN Security Council taken under Chapter VII of the Charter of the UN, subject to Domestic Preference requirements under **ITB** Clause 18.

## 7. Subcontracts

- 7.1. The Bidder may subcontract portions of the Project to the extent allowed by the Procuring Entity as stated herein, but in no case more than twenty percent (20%) of the Project.

The portions of Project and the maximum percentage allowed to be subcontracted are indicated in the **BDS**, which shall not exceed twenty percent (20%) of the contracted Goods.

- 7.2. The Supplier may identify its subcontractor during the contract implementation stage. Subcontractors identified during the bidding may be changed during the implementation of this Contract. Subcontractors must submit the documentary requirements under Section 23.1 of the 2016 revised IRR of RA No. 9184 and comply with the eligibility criteria specified in **ITB** Clause 5 to the implementing or end-user unit.
- 7.3. Subcontracting of any portion of the Project does not relieve the Supplier of any liability or obligation under the Contract. The Supplier will be responsible for the acts, defaults, and negligence of any subcontractor, its agents, servants, or workmen as fully as if these were the Supplier's own acts, defaults, or negligence, or those of its agents, servants, or workmen.

## 8. Pre-Bid Conference

The Procuring Entity will hold a pre-bid conference for this Project on the specified date and time and either at its physical address and/or through videoconferencing/webcasting as indicated in paragraph 6 of the **IB**.

## 9. Clarification and Amendment of Bidding Documents

Prospective bidders may request for clarification on and/or interpretation of any part of the Bidding Documents. Such requests must be in writing and received by the Procuring Entity, either at its given address or through electronic mail indicated in the IB, at least ten (10) calendar days before the deadline set for the submission and receipt of Bids.

## 10. Documents comprising the Bid: Eligibility and Technical Components

- 10.1. The first envelope shall contain the eligibility and technical documents of the Bid as specified in Section VIII (NPCSF-GOODS-01 - Checklist of Technical and Financial Documents).
- 10.2. The Bidder's SLCC as indicated in ITB Clause 5.3 should have been completed within Five (5) Years prior to the deadline for the submission and receipt of bids.
- 10.3. If the eligibility requirements or statements, the bids, and all other documents for submission to the BAC are in foreign language other than English, it must be accompanied by a translation in English, which shall be authenticated by the appropriate Philippine foreign service establishment, post, or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines. Similar to the required authentication above, for Contracting Parties to the Apostille Convention, only the translated documents shall be authenticated through an apostille pursuant to GPPB Resolution No. 13-2019 dated 23 May 2019. The English translation shall govern, for purposes of interpretation of the bid.
- 10.4. The Statement of the bidder's Single Largest Completed Contract (SLCC) (NPCSF-GOODS-03) and List of all Ongoing Government & Private Contracts Including Contracts Awarded but not yet Started (NPCSF-GOODS-02) shall comply with the documentary requirements specified in the BDS.

## 11. Documents comprising the Bid: Financial Component

- 11.1. The second bid envelope shall contain the financial documents for the Bid as specified in Section VIII (NPCSF-GOODS-01 - Checklist of Technical and Financial Documents).
- 11.2. If the Bidder claims preference as a Domestic Bidder or Domestic Entity, a certification issued by DTI shall be provided by the Bidder in accordance with Section 43.1.3 of the 2016 revised IRR of RA No. 9184.
- 11.3. Any bid exceeding the ABC indicated in paragraph 1 of the IB shall not be accepted.
- 11.4. For Foreign-funded Procurement, a ceiling may be applied to bid prices provided the conditions are met under Section 31.2 of the 2016 revised IRR of RA No. 9184.

## 12. Bid Prices

- 12.1. Prices indicated on the Price Schedule shall be entered separately in the following manner:
  - a. For Goods offered from within the Procuring Entity's country:

- i. The price of the Goods quoted EXW (ex-works, ex-factory, ex-warehouse, ex-showroom, or off-the-shelf, as applicable);
  - ii. The cost of all customs duties and sales and other taxes already paid or payable;
  - iii. The cost of transportation, insurance, and other costs incidental to delivery of the Goods to their final destination; and
  - iv. The price of other (incidental) services, if any, listed in the **BDS**.
- b. For Goods offered from abroad:
- i. Unless otherwise stated in the **BDS**, the price of the Goods shall be quoted delivered duty paid (DDP) with the place of destination in the Philippines as specified in the **BDS**. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible country. Similarly, the Bidder may obtain insurance services from any eligible source country.
  - ii. The price of other (incidental) services, if any, as listed in the **BDS**.

### 13. Bid and Payment Currencies

13.1. For Goods that the Bidder will supply from outside the Philippines, the bid prices may be quoted in the local currency or tradeable currency accepted by the BSP at the discretion of the Bidder. However, for purposes of bid evaluation, Bids denominated in foreign currencies, shall be converted to Philippine currency based on the exchange rate as published in the BSP reference rate bulletin on the day of the bid opening.

13.2. Payment of the contract price shall be made in Philippine Pesos.

### 14. Bid Security

14.1. The Bidder shall submit a Bid Securing Declaration or any form of Bid Security in the amount indicated in the **BDS**, which shall be not less than the percentage of the ABC in accordance with the schedule in the **BDS**.

14.2. The Bid and bid security shall be valid for **One Hundred Twenty (120) calendar days** from the date of opening of bids. Any Bid not accompanied by an acceptable bid security shall be rejected by the Procuring Entity as non-responsive.

### 15. Sealing and Marking of Bids

Each Bidder shall submit one copy of the first and second components of its Bid.

The Procuring Entity may request additional hard copies and/or electronic copies of the Bid. However, failure of the Bidders to comply with the said request shall not be a ground for disqualification.

If the Procuring Entity allows the submission of bids through online submission or any other electronic means, the Bidder shall submit an electronic copy of its Bid, which must

be digitally signed. An electronic copy that cannot be opened or is corrupted shall be considered non-responsive and, thus, automatically disqualified.

## 16. Deadline for Submission of Bids

16.1. The Bidders shall submit on the specified date and time and either at its physical address or through online submission as indicated in paragraph 7 of the IB.

## 17. Opening and Preliminary Examination of Bids

17.1. The BAC shall open the Bids in public at the time, on the date, and at the place specified in paragraph 9 of the IB. The Bidders' representatives who are present shall sign a register evidencing their attendance. In case videoconferencing, webcasting or other similar technologies will be used, attendance of participants shall likewise be recorded by the BAC Secretariat.

In case the Bids cannot be opened as scheduled due to justifiable reasons, the rescheduling requirements under Section 29 of the 2016 revised IRR of RA No. 9184 shall prevail.

17.2. The preliminary examination of bids shall be governed by Section 30 of the 2016 revised IRR of RA No. 9184.

## 18. Domestic Preference

18.1. The Procuring Entity will grant a margin of preference for the purpose of comparison of Bids in accordance with Section 43.1.2 of the 2016 revised IRR of RA No. 9184.

## 19. Detailed Evaluation and Comparison of Bids

19.1. The Procuring Entity's BAC shall immediately conduct a detailed evaluation of all Bids rated "passed," using non-discretionary pass/fail criteria. The BAC shall consider the conditions in the evaluation of Bids under Section 32.2 of the 2016 revised IRR of RA No. 9184.

19.2. If the Project allows partial bids, bidders may submit a proposal on any of the lots or items, and evaluation will be undertaken on a per lot or item basis, as the case maybe. In this case, the Bid Security as required by ITB Clause 14 shall be submitted for each lot or item separately.

19.3. The descriptions of the lots or items shall be indicated in **Section VI (Technical Specifications)**, although the ABCs of these lots or items are indicated in the **BDS** for purposes of the NFCC computation pursuant to Section 23.4.2.6 of the 2016 revised IRR of RA No. 9184. The NFCC must be sufficient for the total of the ABCs for all the lots or items participated in by the prospective Bidder.

19.4. The Project shall be awarded to one (1) Bidder in one complete contract.

19.5. Except for bidders submitting a committed Line of Credit from a Universal or Commercial Bank in lieu of its NFCC computation, all Bids must include the NFCC computation pursuant to Section 23.4.1.4 of the 2016 revised IRR of RA No. 9184, which must be sufficient for the total of the ABCs for all the lots or items participated in by the prospective Bidder. For bidders submitting the

committed Line of Credit, it must be at least equal to ten percent (10%) of the ABCs for all the lots or items participated in by the prospective Bidder.

## **20. Post-Qualification**

- 20.1. Within a non-extendible period of five (5) calendar days from receipt by the Bidder of the notice from the BAC that it submitted the Lowest Calculated Bid, the Bidder shall submit its latest income and business tax returns filed and paid through the BIR Electronic Filing and Payment System (eFPS) and other appropriate licenses and permits required by law and stated in the **BDS**.

## **21. Signing of the Contract**

- 21.1. The documents required in Section 37.2 of the 2016 revised IRR of RA No. 9184 shall form part of the Contract. Additional Contract documents are indicated in the **BDS**.

## **SECTION III**

# **BID DATA SHEET**

**SECTION III - BID DATA SHEET**

ITB Clause	
5.3	<p>For this purpose, similar contracts shall refer to conduct of customer/public opinion survey and/or social analysis and research.</p> <p>The Single Largest Completed Contract (SLCC) as declared by the bidder shall be verified and validated to ascertain such completed contract. Hence, bidders must ensure access to sites of such projects/equipment to NPC representatives for verification and validation purposes during post-qualification process.</p> <p>It shall be a ground for disqualification, if verification and validation cannot be conducted for reasons attributable to the Bidder.</p>
7.1	<p>Subcontracting may be allowed on transport, local/non-skilled labor under the supervision of the Bidder. The Bidder shall not be relieved from any liability or obligation that may arise from the performance of the Subcontractor.</p>
10.4	<p>The list of on-going contracts (Form No. NPCSF-GOODS-02) shall be supported by the following documents for each on-going contract to be submitted during <b>Post-Qualification</b>:</p> <ol style="list-style-type: none"> <li>1. Contract/Purchase Order and/or Notice of Award</li> <li>2. Certification coming from the project owner/client that the performance is satisfactory as of the bidding date</li> </ol> <p>The bidder shall declare in this form all his on-going government and private contracts including contracts where the bidder (either as individual or as a Joint Venture) is a partner in a Joint Venture agreement other than his current joint venture where he is a partner. Non declaration will be a ground for disqualification of bid.</p> <p>The Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid (Form No. NPCSF-GOODS-03) shall be supported by the following documents to be submitted during <b>Bid Opening</b>:</p> <ol style="list-style-type: none"> <li>1. Contract/Purchase Order</li> <li>2. Certificate of Acceptance; or Certificate of Completion; or Official Receipt (O.R); or Sales Invoice</li> </ol> <p>The prospective bidders shall declare its Joint Venture partner during the purchase of bid/tender documents. Any single bidder/s who already procured/secured the bidding documents but want to avail the Joint Venture Agreement (JVA) shall inform the BAC in writing prior to the bid opening for records and documentation purposes. Failure to do so shall be a ground for disqualification/non-acceptance of its bid.</p>



10.5	<p>Bidders shall also submit the following requirements in their first envelope, Eligibility and Technical Component of their bid:</p> <ol style="list-style-type: none"> <li>1. Documents to be submitted with the Bid/Proposal as specified in Clause TS-6.0(a) of Section VI - Technical Specifications;</li> </ol> <p>The key personnel proposed by the Bidder, which were evaluated to be compliant to NPC's requirements shall not be replaced and must be the same professional staff during the contract implementation. Any proposed changes/replacement of said personnel may be allowed on meritorious reasons subject to validation and prior approval by NPC.</p> <ol style="list-style-type: none"> <li>2. Complete eligibility documents of the proposed sub-contractor, if any</li> </ol>
12	<p>The price of the Goods shall be quoted DDP Project Site or the applicable International Commercial Terms (INCOTERMS) for this Project.</p>
14.1	<p>The bid security shall be in the form of a Bid Securing Declaration, or any of the following forms and amounts:</p> <ol style="list-style-type: none"> <li>a) The amount of not less two percent (2%) of ABC, if bid security is in cash, cashier's/manager's check, bank draft/guarantee or irrevocable letter of credit; or</li> <li>b) The amount of not less than five percent (5%) of ABC, if bid security is in Surety Bond.</li> </ol>
19.3	<p>The Goods are grouped together in one (1) lot and will be awarded to one (1) Bidder in one complete contract.</p> <p>Partial bid is not allowed. The Goods are grouped in a single lot and the lot shall not be divided into sub-lots for the purpose of bidding, evaluation, and contract award.</p> <p>The Bidders bid offer must be within the ABC of the lot.</p> <p>Bid offers that exceed the ABC of the lot with incomplete price, shall be rejected.</p>
19.5	<p>If the Bidder opted to submit a Committed Line of Credit (CLC), the bidder must submit a granted credit line valid/effective at the date of bidding.</p>
20.1	<p>Additional documents to be submitted during Post-Qualification:</p> <ol style="list-style-type: none"> <li>a. Contract/Purchase Order and/or Notice of Award for the contracts stated in the List of all Ongoing Government &amp; Private Contracts Including Contracts Awarded but not yet Started (NPCSF-GOODS-02);</li> <li>b. Certification coming from the project owner/client that the performance is satisfactory as of the bidding date for all ongoing contracts stated in Form NPCSF-GOODS-02;</li> </ol>
20.2	<p>The licenses and permits relevant to the Project and the corresponding law requiring it as specified in the Technical Specifications, if any.</p>
21.2	<p>Notice to Proceed.</p>

SECTION IV

**GENERAL CONDITIONS  
OF CONTRACT**

## SECTION IV – GENERAL CONDITIONS OF CONTRACT

### TABLE OF CONTENTS

Clause No.	Title	Page no.
1.	SCOPE OF CONTRACT .....	1
2.	ADVANCE PAYMENT AND TERMS OF PAYMENT .....	1
3.	PERFORMANCE SECURITY .....	1
4.	INSPECTION AND TESTS .....	1
5.	WARRANTY.....	2
6.	LIABILITY OF THE SUPPLIER .....	2

## SECTION IV – GENERAL CONDITIONS OF CONTRACT

### 1. Scope of Contract

This Contract shall include all such items, although not specifically mentioned, that can be reasonably inferred as being required for its completion as if such items were expressly mentioned herein. All the provisions of RA No. 9184 and its 2016 revised IRR, including the Generic Procurement Manual, and associated issuances, constitute the primary source for the terms and conditions of the Contract, and thus, applicable in contract implementation. Herein clauses shall serve as the secondary source for the terms and conditions of the Contract.

This is without prejudice to Sections 74.1 and 74.2 of the 2016 revised IRR of RA No. 9184 allowing the GPPB to amend the IRR, which shall be applied to all procurement activities, the advertisement, posting, or invitation of which were issued after the effectivity of the said amendment.

Additional requirements for the completion of this Contract shall be provided in the **Special Conditions of Contract (SCC)**.

### 2. Advance Payment and Terms of Payment

- 2.1. Advance payment of the contract amount is provided under Annex "D" of the revised 2016 IRR of RA No. 9184.
- 2.2. The Procuring Entity is allowed to determine the terms of payment on the partial or staggered delivery of the Goods procured, provided such partial payment shall correspond to the value of the goods delivered and accepted in accordance with prevailing accounting and auditing rules and regulations. The terms of payment are indicated in the **SCC**.

### 3. Performance Security

- 3.1. Within ten (10) calendar days from receipt of the Notice of Award by the Bidder from the Procuring Entity but in no case later than the signing of the Contract by both parties, the successful Bidder shall furnish the performance security in any of the forms prescribed in Section 39 of the 2016 revised IRR of RA No. 9184.
- 3.2. The performance bond to be posted by the Contractor must also comply with additional requirements specified in the **SCC**.

### 4. Inspection and Tests

The Procuring Entity or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Project specifications at no extra cost to the Procuring Entity in accordance with the Generic Procurement Manual. In addition to tests in the **SCC, Section VI (Technical Specifications)** shall specify what inspections and/or tests the Procuring Entity requires, and where they are to be conducted. The Procuring Entity shall notify the Supplier in writing, in a timely manner, of the identity of any representatives retained for these purposes.

All reasonable facilities and assistance for the inspection and testing of Goods, including access to drawings and production data, shall be provided by the Supplier to the authorized inspectors at no charge to the Procuring Entity.

## **5. Warranty**

- 5.1 In order to assure that manufacturing defects shall be corrected by the Supplier, a warranty shall be required from the Supplier as provided under Section 62.1 of the 2016 revised IRR of RA No. 9184.
- 5.2 The Procuring Entity shall promptly notify the Supplier in writing of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall, repair or replace the defective Goods or parts thereof without cost to the Procuring Entity, pursuant to the Generic Procurement Manual.

## **6. Liability of the Supplier**

The Supplier's liability under this Contract shall be as provided by the laws of the Republic of the Philippines.

If the Supplier is a joint venture, all partners to the joint venture shall be jointly and severally liable to the Procuring Entity.

SECTION V

**SPECIAL CONDITIONS  
OF CONTRACT**

**SECTION IV – SPECIAL CONDITIONS OF CONTRACT**

GCC Clause	
1	The contractor shall complete the required services specified in the Scope of Works and submit the deliverables/end-products specified in Section IV – Technical Specifications.
2.2	Mode of Payment is specified under Clause 11.0 of the Section VI – Technical Specifications
3.2	<p>1. The following must be indicated in the performance bond to be posted by the Contractor:</p> <ul style="list-style-type: none"> <li>i. Company Name</li> <li>ii. Correct amount of the Bond</li> <li>iii. Contract/Purchase Order Reference Number</li> <li>iv. Purpose of the Bond:                      “To guarantee the faithful performance of the Principal’s obligation to undertake <u>(Contract/Purchase Order Description)</u> in accordance with the terms and conditions of <u>(Contract No. &amp; Schedule/Purchase Order No.)</u> entered into by the parties.”</li> </ul> <p>2. The bond shall remain valid and effective until the duration of the contract <u>(should be specific date reckoned from the contract effectivity)</u> plus sixty (60) days after NPC’s acceptance of the last delivery/final acceptance of the project.</p> <p>3. In case of surety bond, any extension of the contract duration or delivery period granted to the CONTRACTOR shall be considered as given, and any modification of the contract shall be considered as authorized, as if with the expressed consent of the surety, provided that such extension or modifications falls within the effective period of the said surety bond. However, in the event that the extension of the contract duration or delivery schedule would be beyond the effective period of the surety bond first posted, it shall be the sole obligation of the CONTRACTOR to post an acceptable Performance Security within ten (10) calendar days after the contract duration/delivery period extension has been granted by NPC.</p> <p>4. Other required conditions in addition to the standard policy terms issued by the Bonding Company:</p> <ul style="list-style-type: none"> <li>i. The bond is a penal bond, callable on demand and the entire amount thereof shall be forfeited in favor of the Obligee upon default of the Principal without the need to prove or to show grounds or reasons for demand for the sum specified therein;</li> <li>ii. The amount claimed by the Obligee under this bond shall be paid in full and shall never be subject to any adjustment by the Surety;</li> <li>iii. In case of claim, the Surety shall pay such claim within sixty (60) days from receipt by the Surety of the Obligee’s notice of claim/demand letter notwithstanding any objection thereto by the Principal.</li> </ul>
4	The inspections and tests that will be conducted are specified in the Technical Specifications.



## SECTION VI

# TECHNICAL SPECIFICATIONS

## SECTION VI – TECHNICAL SPECIFICATIONS

### TABLE OF CONTENTS

<u>CLAUSE NO.</u>	<u>TITLE</u>	<u>PAGE NO.</u>
1.0	Services "Labor and Material" .....	1
2.0	Project Description.....	1
3.0	Objective.....	1
4.0	Scope of Works .....	2
5.0	Methodology .....	2
6.0	Documents to be Submitted.....	3
7.0	NPC's Obligations.....	3
8.0	Contractor's Obligations.....	3
9.0	Contract Duration.....	4
10.0	Project Team .....	4
11.0	Mode of Payment.....	5
12.0	ANNEXES .....	6

## SECTION VI – TECHNICAL SPECIFICATIONS

### 1.0 SERVICES “LABOR AND MATERIAL”

The Contractor shall fully and faithfully furnish all labors, materials, equipment, and instruments to complete the conduct of the CY 2022 Customer Satisfaction Rating Survey works, as prescribed in Clause 4.0- Scope of Works hereunder.

### 2.0 PROJECT DESCRIPTION

The National Power Corporation (NPC) is a government-owned and controlled corporation duly organized and existing under and by virtue of Republic Act No. 6395, As Amended. With the implementation of the Electric Power Industry Reform Act of 2001 (EPIRA), NPC ceded, through sale by the Power Sector Assets and Liabilities Management (PSALM) Corporation, the majority of its power facilities in the main grids to the private sector. NPC's mandates under the EPIRA are the following:

1. Perform Missionary Electrification in areas that are not connected to the main grid transmission system;
2. Manage eleven (11) watershed areas supporting power plants covering 476,469 hectares all over the country;
3. Manage twelve (12) dams nationwide and coordinate with all stakeholders to ensure the safety of communities and environs;
4. Operate and maintain undisposed power generating assets, including the Agus and Pulangi Complexes in Mindanao with a combined capacity of 1,001.10 MW, under an Operation and Maintenance Agreement (OMA) with PSALM.

In a bid to continually improve our services to our customers and stakeholders, the NPC will implement a Customer Satisfaction Rating Survey to be conducted by a Third Party as required by the Governance Commission for Government-Owned or Controlled Corporations (GCG).

This survey will provide tangible and verifiable data on how effective NPC is in delivering its services in accordance with its mandate to provide reliable electricity in the missionary areas and allied/technical services from the Watershed Department, Dams Department and Corporate and how these services impact its customers and stakeholders. Further, the percentage of satisfied customers as a result of this survey will be reflected in the 2022 NPC Performance Scorecard.

NPC's customers and stakeholders shall be the target respondents for the survey.

### 3.0 OBJECTIVE

To determine the level of satisfaction of the NPC's customers and stakeholders in accordance with the NPC's mandate to provide reliable electricity in the missionary areas and allied/technical services from the Watershed Department, Dams Department and Corporate.

#### 4.0 SCOPE OF WORKS

The Contractor shall be responsible for the conduct of the Customer Satisfaction Survey from the Inception Meeting and Discussion of Sampling Design, Methodology, Protocols and Workplan for this undertaking up to Submission of Final Report to NPC Management.

The survey population based on the category of service and geographical distribution of customers and stakeholders is shown in **Annex A**.

All customers and stakeholders shall be sent a survey questionnaire. However, a minimum of **sixty percent (60%)** of the total identified number of customers and stakeholders **for each service category and geographical location** shall be subjected to the survey study.

The target respondents for the Customer Satisfaction Survey are listed in **Annex B**.

#### 5.0 METHODOLOGY

The Contractor shall conduct the Customer Satisfaction Survey pursuant to the “Enhanced Standard Guidelines on the Conduct of Customer Satisfaction Survey of the GOCCs under the Jurisdiction of GCG” per GCG letter dated 24 September 2019 (**Annex C**) based on the GCG-approved Revised Survey Questionnaires Starting 2020 (**Annex D**).

Pursuant to the GCG's “Classification of GOCC's According to Survey Methodology” (Annex to the Enhanced Standard Guideline), NPC shall adopt the guidelines under Part II, Data Gathering Methods, Item B- Method B: Telephone Interview or Face-to-Face Interview for its customers as follows:

**Face-to-Face** : Small Power Utilities Group (SPUG), Watershed and Dams Communities

**Telephone** : New Power Providers (NPPs), Qualified Third Parties (QTPs) and Corporate/Main Grid Services

The GCG however, in its letter dated 17 January 2022 informed NPC that considering the Covid-19 pandemic is still causing uncertainties in the capacity of the GOCCs to fully comply with the requirements of the Enhanced Standard Methodology for the conduct of the Customer Satisfaction Survey, it **EXTENDS** the applicability of the “*Additional Guidelines in the Conduct of Customer Satisfaction Survey (CSS) for 2020 in the GOCC Sector*” to the conduct of CSS for 2022. Such information and the previously-issued Notice to all GCG Stakeholders dated 26 February 2021 prescribing therein the applicability of the previously issued Notice to All GCG Stakeholders dated 14 August 2020 are attached as (**Annex E**).

## 6.0 DOCUMENTS TO BE SUBMITTED

- a) To be submitted with the bid/proposal for evaluation:
  - a.1 Contractor's Work Plan and Schedule/Timeline pursuant to the requirements of the GCG;
  - a.2 Notarized certification from the Contractor that the assigned project personnel are capable of working full time in relation to NPC's identified timeline; and
  - a.3 CV/Credentials of personnel who will be assigned to the project.
- b) To be submitted during contract implementation to the Vice-President, Corporate Affairs:
  - b.1 First Report in three (3) hard copies;
  - b.2 Draft Final Report in three (3) hard copies; and
  - b.3 Final Report in fifteen (15) hardbound copies and electronic copy in USB of all documents comprising the said report

## 7.0 NPC'S OBLIGATIONS

NPC's obligations are the following:

- a. Provide staff assistance during the conduct of the survey in all NPC service areas, whenever necessary; and
- b. Provide customers' and stakeholders' data and other relevant documents requested by the Contractor;

## 8.0 CONTRACTOR'S OBLIGATIONS

Contractor's obligations are the following:

- a. Ensure the assignment of competent staff that will conduct the survey;
- b. Arrange and pay for the required hotel accommodation, meals, traveling and incidental expenses of its assigned personnel consistent with the approved Work Plan, and submit required documents;
- c. Submission of all the documents/reports/info/data required by the GCG in the Enhanced Guideline on the Conduct of Customer Satisfaction Survey;
- d. All the materials/references and relevant data used by the Contractor in the coming up with the Final Report shall be surrendered to NPC as the latter's exclusive properties;
- e. Submission of Reports (First, Draft Final and Final Reports) ensuring completeness of "Deliverables to be Submitted" as identified in the GCG Enhanced Guideline on a pre-determined time/schedule;

- f. The Contractor and its assigned project personnel shall treat all information as strictly confidential and shall not disclose such information to any third party without prior written approval from NPC.

**9.0 CONTRACT DURATION**

The contract period shall be for a **minimum of eighty-four (84) calendar days to a maximum of ninety-eight (98) calendar days** reckoned from the date stated in the Notice to Proceed.

The activities and their duration are as follows:

Activities/Deliverables	DURATION
1. Inception meeting and discussion of sampling design, methodology, protocols and work plan	Seven (7) cal. days
2. Review, add questions specific for the GOCC (optional), format, and translate survey instrument	Seven (7) cal. days
3. Pilot testing of survey instrument and feedback for possible revisions (optional, if there are major additions)	Fourteen (14) cal. days
4. Finalization of survey instrument	Seven (7) cal. days
5. Recruit, train, and submit list of final field team to be deployed	Seven (7) cal. days
6. Data collection set up (including production and preparation of fieldwork materials)	Seven (7) cal. days
7. Data collection proper	Seven (7) to fourteen (14) cal. Days
8. Data cleaning and validation, and computation of descriptive statistics	Fourteen (14) cal. days
9. Writing and submission of reports a. First Report b. Draft Final Report c. Final Report	Fourteen (14) to twenty-one (21) cal. Days
<b>Total :</b>	<b>Eighty-four (84) to Ninety-Eight (98) cal. days</b>

**10.0 PROJECT TEAM**

As required by GCG, the Contractor shall employ for the project implementation the hereunder listed minimum required personnel pursuant to the guidelines under Part IX of the Enhanced Guideline:

Position	Number
Overall/Project Manager	1
Asst. Project Manager Statistician/Asst. Project Manager	2
Field Manager	1
Data Processing Manager	1



Field Supervisors	Depends on Area Coverage; At least 1 per major area
Data Processing Supervisors	2
Programmers/Scripters (incl. checker)	2
Data Processing Assistant (incl. checker)	2
Group Leaders	At least 1 for every 5 Interviewers
Field Interviewers	Depends on the sample size; Maximum No. of Interviews/Interviewer should only be 15% of the Total Sample
Coders	Depends on the number of questions to be coded
Field Quality Checkers/Back-Checkers	Depends on the Sample Size; Should be able to Back-Check at least 30% of the Total Sample Size

Following are the required minimum qualification:

- a. Project Manager- must be graduate of any four (4) year course, with Masters degree, with ten (10) years experience in the conduct of customer satisfaction surveys
- b. Asst. Project Manager/Statistician- must be a graduate of any four (4)- year course, with Masters degree, with six (6)- year experience in the conduct of customer satisfaction surveys
- c. Field Manager- must be a graduate of any four (4)- year course, with four (4)- year experience in the conduct of customer satisfaction surveys
- d. Data Processing Manager- must be a graduate of any four (4)- year course, with four (4)- year experience in the conduct, processing, and analysis of data on customer satisfaction surveys
- e. Field Supervisor- must be a graduate of any four (4)- year course, with four (4)- year experience in overseeing all tasks related to data collection which include recruitment of field team on the conduct of customer satisfaction surveys
- f. Data Processing Supervisor- must be a graduate of any four (4)- year course with three (3)- year experience in the conduct and processing of customer satisfaction surveys

**11.0 MODE OF PAYMENT**

NPC shall pay the Contractor according to the following terms:

- 20% Upon NPC approval of the Contractor's submitted Work Plan which includes the list of identified respondents, survey methodology and timeline
  - 20% Upon NPC's approval of Final Survey Instrument
  - 40% Upon NPC's approval of the Contractor's Draft Final Report to include agreed on revisions in the First Report
  - 20% Upon submission of the Final Report.
- 100%



All payments mentioned above shall be subject to NPC's standard accounting and auditing procedures.

## 12.0 ANNEXES

Attached are the following:

**Annex A** – Geographical Distribution of Target Respondents

**Annex B** – List of Target Respondents

**Annex C-** Enhanced Guidelines on the Conduct of Customer Satisfaction Survey of the GOCCs under the Jurisdiction of GCG Including Classification of GOCCs According to Survey Methodology

**Annex D-** GCG-Prescribed Survey Questionnaires

**Annex E -** Letter from GCG on the Applicability of the "Additional Guidelines in the Conduct of Customer Satisfaction Survey (CSS) for 2020 in the GOCC Sector" to the Conduct of CSS for 2022.

***\*NOTE: Subject to any supplemental guidelines that may be prescribed by GCG***

## SECTION VII

# SCHEDULE OF REQUIREMENTS (BID PRICE SCHEDULE)



**SECTION VII – SCHEDULE OF REQUIREMENTS  
(BID PRICE SCHEDULE)**

ITEM NO.	DESCRIPTION	QTY.	UNIT	UNIT PRICE OF SERVICES TO BE RENDERED		TOTAL PRICE
				Unit Price of Services (Php)	Value Added Tax & other Taxes (Php)	[c x (e + f)]
(a)	(b)	(c)	(d)	(e)	(f)	(g)
1.0	Service Contract for the Conduct of NPC's Customer Satisfaction Survey CY 2022.  <i>Note: Bid Price must be supported with detailed cost estimates.</i>	1	Lot			
<b>TOTAL BID AMOUNT (Php)</b>						

Name of Bidder: \_\_\_\_\_

Authorized Representative: \_\_\_\_\_

Signature of Representative: \_\_\_\_\_

SECTION VIII

**BIDDING FORMS**



## SECTION VIII – BIDDING FORMS

### TABLE OF CONTENTS

NPCSF-GOODS-01	- Checklist of Technical and Financial Envelope Requirements for Bidders
NPCSF-GOODS-02	- List of all Ongoing Government & Private Contracts Including Contracts Awarded but not yet Started
NPCSF-GOODS-03	- Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid
NPCSF-GOODS-04	- Computation of Net Financial Contracting Capacity (NFCC)
NPCSF-GOODS-05	- Joint Venture Agreement
NPCSF-GOODS-06a	- Form of Bid Security : Bank Guarantee
NPCSF-GOODS-06b	- Form of Bid Security : Surety Bond
NPCSF-GOODS-06c	- Bid Securing Declaration Form
NPCSF-GOODS-07	- Omnibus Sworn Statement (Revised)
NPCSF-GOODS-08	- Bid Letter
Sample Form	- Bank Guarantee Form for Advance Payment
Sample Form	- Certification from DTI as Domestic Bidder

Standard Form No: NPCSF-GOODS-01

**Checklist of Technical & Financial Envelope Requirements for Bidders****A. THE 1<sup>ST</sup> ENVELOPE (TECHNICAL COMPONENT) SHALL CONTAIN THE FOLLOWING:****1. ELIGIBILITY DOCUMENTS****a. (CLASS A)**

## ➤ Any of the following:

- PhilGEPS Certificate of Registration and Membership under Platinum Category in accordance with Section 8.5.2 of the IRR;

**OR:**

- The following updated and valid Class "A" eligibility documents enumerated under "Annex A" of the Platinum Membership:
  - Registration Certificate from the Securities and Exchange Commission (SEC) for corporations, Department of Trade and Industry (DTI) for sole proprietorship, or Cooperative Development Authority (CDA) for cooperatives;
  - Mayor's/Business permit issued by the city or municipality where the principal place of business of the prospective bidder is located, or the equivalent document for Exclusive Economic Zones or Areas.  
In cases of recently expired Mayor's/Business permits, it shall be accepted together with the official receipt as proof that the bidder has applied for renewal within the period prescribed by the concerned local government unit, provided that the renewed permit shall be submitted as a post qualification requirement in accordance with Section 34.2 of the Revised IRR of RA 9184.
  - The prospective bidder's audited financial statements, showing, among others, the prospective bidder's total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the preceding calendar year which should not be earlier than two (2) years from the date of bid submission.
  - Tax clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR or as stated under GPPB NPM-039-2014, for Non-Resident Foreign Corporation (NRFC) and Non-Resident Alien Not Engaged in Trade or Business (NRANETB), a Delinquency Verification Certificate may be submitted as a form of Tax Clearance;

**OR:**

- A combination thereof
- Statement of all its ongoing government and private contracts if any, whether similar or not similar in nature and complexity to the contract to be bid (*NPCSF-GOODS-02*)
- The Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid, and whose value, adjusted to current prices using the Philippine Statistics Authority (PSA) consumer price index, must be at least 50% of the ABC (*NPCSF-GOODS-03*) complete with the following supporting documents:

1. Contract/Purchase Order
2. Certificate of Acceptance; or Certificate of Completion; or Official Receipt (O.R); or Sales Invoice

*(The Single Largest Completed Contract (SLCC) as declared by the bidder shall be verified and validated to ascertain such completed contract. Hence, bidders must ensure access to sites of such projects/equipment to NPC representatives for verification and validation purposes during post-qualification process.*

*It shall be a ground for disqualification, if verification and validation cannot be conducted for reasons attributable to the Bidder.)*

Standard Form No: NPCSF-GOODS-01

- Duly signed computation of its Net Financial Contracting Capacity (NFCC) at least equal to the ABC (NPCSF-GOODS-04) or a Committed Line of Credit (CLC) at least equal to ten percent (10%) of the ABC, issued by a Universal or Commercial Bank; If the Bidder opted to submit a Committed Line of Credit (CLC), the bidder must submit a granted credit line valid/effective at the date of bidding.

**b. (CLASS B)**

- For Joint Venture (if applicable), any of the following:
  - Valid Joint Venture Agreement (NPCSF-GOODS-05)  
**OR**
  - Notarized statements from all the potential joint venture partners stating that they will enter into and abide by the provisions of the JVA, if awarded the contract
- Certification from the relevant government office of their country stating that Filipinos are allowed to participate in their government procurement activities for the same item/product (For foreign bidders claiming eligibility by reason of their country's extension of reciprocal rights to Filipinos)

**2. Technical Documents**

- Bid Security, any one of the following:
  - Bid Securing Declaration (NPCSF-GOODS-06c)  
**OR**
  - Cash or Cashier's/Manager's check issued by a Universal or Commercial Bank – 2% of ABC;  
**OR**
  - Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: (NPCSF-GOODS-06a) - 2% of ABC;  
**OR**
  - Surety Bond callable upon demand issued by a reputable surety or insurance company (NPCSF-GOODS-06b) - 5% of ABC, with
    - Certification from the Insurance Commission as authorized company to issue surety
- Duly signed, completely filled-out and notarized Omnibus Sworn statement (Revised) (NPCSF-GOODS-07), complete with the following attachments:
  - For Sole Proprietorship:
    - Special Power of Attorney
  - For Partnership/Corporation/Cooperative/Joint Venture:
    - Document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)
- Data and Information to be submitted with the Bid/Proposal as specified in Clause TS-6.0(a) of Section VI - Technical Specifications
- Complete eligibility documents of the proposed subcontractor, if any

Standard Form No: NPCSF-GOODS-01

**B. THE 2<sup>ND</sup> ENVELOPE (FINANCIAL COMPONENT) SHALL CONTAIN THE FOLLOWING:**

- Duly signed Bid Letter indicating the total bid amount in accordance with the prescribed form (NPCSF-GOODS-08)
- Duly signed and completely filled-out Schedule of Requirement (*Section VII*) indicating the unit and total prices per item and the total amount in the prescribed Price Schedule form.
- For Domestic Bidder claiming for domestic preference:
  - Letter address to the BAC claiming for preference
  - Certification from DTI as Domestic Bidder in accordance with the prescribed forms provided

**CONDITIONS:**

1. *Each Bidder shall submit one copy of the first and second components of its Bid. NPC may request additional hard copies and/or electronic copies of the Bid. However, failure of the Bidders to comply with the said request shall not be a ground for disqualification.*
2. *In the case of foreign bidders, the eligibility requirements under Class "A" Documents (except for Tax Clearance) may be substituted by the appropriate equivalent documents, if any, issued by the country of the foreign bidder concerned. The eligibility requirements or statements, the bids, and all other documents to be submitted to the BAC must be in English. If the eligibility requirements or statements, the bids, and all other documents submitted to the BAC are in foreign language other than English, it must be accompanied by a translation of the documents in English. The documents shall be translated by the relevant foreign government agency, the foreign government agency authorized to translate documents, or a registered translator in the foreign bidder's country; and shall be authenticated by the appropriate Philippine foreign service establishment/post or the equivalent office having jurisdiction over the foreign bidder's affairs in the Philippines.*

*These documents shall be accompanied by a Sworn Statement in a form prescribed by the GPPB stating that the documents submitted are complete and authentic copies of the original, and all statements and information provided therein are true and correct. Upon receipt of the said documents, the PhilGEPS shall process the same in accordance with the guidelines on the Government of the Philippines – Official Merchants Registry (GoP-OMR).*
3. *A Bidder not submitting bid for reason that his cost estimate is higher than the ABC, is required to submit his letter of non-participation/regret supported by corresponding detailed estimates. Failure to submit the two (2) documents shall be understood as acts that tend to defeat the purpose of public bidding without valid reason as stated under Section 69.1.(i) of the revised IRR of R.A. 9184.*

Standard Form Number: NPCSF-GOODS-02

**List of All Ongoing Government and Private Contracts Including Contract Awarded But Not Yet Started**

Business Name : \_\_\_\_\_  
 Business Address : \_\_\_\_\_

Name of Contract/ Project Cost	a. Owner's Name b. Address c. Telephone Nos.	Nature of Work	Bidder's Role		a. Date Awarded b. Date Started c. Date of Completion or Contract Duration/ Date of Delivery	Value of Outstanding Works / Undelivered Portion
			Description	%		
Government						
Private						
<b>Total Cost</b>						

The bidder shall declare in this form all his on-going government and private contracts including contracts where the bidder (either as individual or as a Joint Venture) is a partner in a Joint Venture agreement other than his current joint venture where he is a partner. Non declaration will be a ground for disqualification of bid.

Note : This statement shall be supported with the following documents for all the contract(s) stated above which shall be submitted during Post-qualification:

1. Contract/Purchase Order and/or Notice of Award
2. Certification coming from the project owner/client that the performance is satisfactory as of the bidding date.

Submitted by : \_\_\_\_\_  
 {Printed Name & Signature}

Designation : \_\_\_\_\_

Date : \_\_\_\_\_

Standard Form Number: NPCSF-GOODS-03

**The Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid**

Business Name : \_\_\_\_\_  
 Business Address : \_\_\_\_\_

Name of Contract	a. Owner's Name b. Address c. Telephone Nos.	Nature of Work	Contractor's Role		a. Amount at Award b. Amount at Completion c. Duration	a. Date Awarded b. Contract Effectivity c. Date Completed
			Description	%		

- Notes: 1. The bidder must state only one (1) Single Largest Completed Contract (SLCC) similar to the contract to be bid.  
 2. Supporting documents such as Contract/Purchase Order and any of the following: Certificate of Acceptance; or Certificate of Completion; or Official Receipt (O.R); or Sales Invoice for the contract stated above shall be submitted during Bid Opening.

Submitted by : \_\_\_\_\_  
(Printed Name & Signature)  
 Designation : \_\_\_\_\_  
 Date : \_\_\_\_\_

Standard Form Number: NPCSF-GOODS-04

**NET FINANCIAL CONTRACTING CAPACITY (NFCC)**

A. Summary of the Supplier's/Distributor's/Manufacturer's assets and liabilities on the basis of the income tax return and audited financial statement for the immediately preceding calendar year are:

		Year 20__
1.	Total Assets	
2.	Current Assets	
3.	Total Liabilities	
4.	Current Liabilities	
5.	Net Worth (1-3)	
6.	Net Working Capital (2-4)	

B. The Net Financial Contracting Capacity (NFCC) based on the above data is computed as follows:

NFCC = [(Current assets minus current liabilities) x 15] minus the value of all outstanding or uncompleted portions of the projects under ongoing contracts, including awarded contracts yet to be started coinciding with the contract for this Project.

NFCC = P \_\_\_\_\_

Herewith attached is certified true copy of the audited financial statement, stamped "RECEIVED" by the BIR or BIR authorized collecting agent for the immediately preceding calendar year.

Submitted by:

\_\_\_\_\_  
Name of Supplier / Distributor / Manufacturer

\_\_\_\_\_  
Signature of Authorized Representative

Date : \_\_\_\_\_

Standard Form Number: NPCSF-GOODS-05

**JOINT VENTURE AGREEMENT**

**KNOW ALL MEN BY THESE PRESENTS:**

That this JOINT VENTURE AGREEMENT is entered into by and between: \_\_\_\_\_, of legal age, *(civil status)* \_\_\_\_\_, authorized representative of \_\_\_\_\_ and a resident of \_\_\_\_\_.

- and -

\_\_\_\_\_, of legal age, *(civil status)* \_\_\_\_\_, authorized representative of \_\_\_\_\_ a resident of \_\_\_\_\_.

That both parties agree to join together their capital, manpower, equipment, and other resources and efforts to enable the Joint Venture to participate in the Bidding and Undertaking of the hereunder stated Contract of the National Power Corporation.

**NAME OF PROJECT**

**CONTRACT AMOUNT**

That the capital contribution of each member firm:

NAME OF FIRM	CAPITAL CONTRIBUTION
1. _____	P _____
2. _____	P _____

That both parties agree to be jointly and severally liable for their participation in the Bidding and Undertaking of the said contract.

That both parties agree that \_\_\_\_\_ and/or \_\_\_\_\_ shall be the Official Representative/s of the Joint Venture, and are granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the Joint Venture in the Bidding and Undertaking of the said contract, as fully and effectively and the Joint Venture may do and if personally present with full power of substitution and revocation.

That this Joint Venture Agreement shall remain in effect only for the above stated Contract until terminated by both parties.

\_\_\_\_\_  
*Name & Signature of Authorized Representative*

\_\_\_\_\_  
*Official Designation*

\_\_\_\_\_  
*Name of Firm*

\_\_\_\_\_  
*Name & Signature of Authorized Representative*

\_\_\_\_\_  
*Official Designation*

\_\_\_\_\_  
*Name of Firm*

*Witnesses*

1. \_\_\_\_\_

2. \_\_\_\_\_

**[Jurat]**

*[Format shall be based on the latest Rules on Notarial Practice]*

Standard Form Number: NPCSF-GOODS-06a

**FORM OF BID SECURITY (BANK GUARANTEE)**

WHEREAS, (Name of Bidder) (hereinafter called "the Bidder") has submitted his bid dated (Date) for the [name of project] (hereinafter called "the Bid").

KNOW ALL MEN by these presents that We (Name of Bank) of (Name of Country) having our registered office at \_\_\_\_\_ (hereinafter called "the Bank" are bound unto National Power Corporation (hereinafter called "the Entity") in the sum of [amount in words & figures as prescribed in the bidding documents] for which payment well and truly to be made to the said Entity the Bank binds himself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_.

THE CONDITIONS of this obligation are that:

- 1) if the Bidder withdraws his Bid during the period of bid validity specified in the Bidding Documents; or
- 2) if the Bidder does not accept the correction of arithmetical errors of his bid price in accordance with the Instructions to Bidder; or
- 3) if the Bidder, having determined as the LCB, fails or refuses to submit the required tax clearance, latest income and business tax returns and PhilGEPs registration certificate within the prescribed period; or
- 4) if the Bidder having been notified of the acceptance of his bid and award of contract to him by the Entity during the period of bid validity:
  - a) fails or refuses to execute the Contract; or
  - b) fails or refuses to submit the required valid JVA, if applicable; or
  - c) fails or refuses to furnish the Performance Security in accordance with the Instructions to Bidders;

we undertake to pay to the Entity up to the above amount upon receipt of his first written demand, without the Entity having to substantiate its demand, provided that in his demand the Entity will note that the amount claimed by it is due to the occurrence of any one or combination of the four (4) conditions stated above.

The Guarantee will remain in force up to 120 days after the opening of bids or as it may be extended by the Entity, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

DATE \_\_\_\_\_ SIGNATURE OF THE BANK \_\_\_\_\_  
 WITNESS \_\_\_\_\_ SEAL \_\_\_\_\_

\_\_\_\_\_  
 (Signature, Name and Address)

Standard Form Number: NPCSF-GOODS-06b

**FORM OF BID SECURITY (SURETY BOND)**

BOND NO.: \_\_\_\_\_ DATE BOND EXECUTED: \_\_\_\_\_

By this bond, We (Name of Bidder) (hereinafter called "the Principal") and (Name of Surety) of (Name of Country of Surety), authorized to transact business in the Philippines (hereinafter called "the Surety") are held and firmly bound unto National Power Corporation (hereinafter called "the Employer") as Obligee, in the sum of (amount in words & figures as prescribed in the bidding documents), callable on demand, for the payment of which sum, well and truly to be made, we, the said Principal and Surety bind ourselves, our successors and assigns, jointly and severally, firmly by these presents.

SEALED with our seals and dated this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_

WHEREAS, the Principal has submitted a written Bid to the Employer dated the \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_, for the \_\_\_\_\_ (hereinafter called "the Bid").

NOW, THEREFORE, the conditions of this obligation are:

- 1) if the Bidder withdraws his Bid during the period of bid validity specified in the Bidding Documents; or
- 2) if the Bidder does not accept the correction of arithmetical errors of his bid price in accordance with the Instructions to Bidder; or
- 3) if the Bidder, having determined as the LCB, fails or refuses to submit the required tax clearance, latest income and business tax returns and PhilGEPs registration certificate within the prescribed period; or
- 4) if the Bidder having been notified of the acceptance of his bid and award of contract to him by the Entity during the period of bid validity:
  - d) fails or refuses to execute the Contract; or
  - e) fails or refuses to submit the required valid JVA, if applicable; or
  - f) fails or refuses to furnish the Performance Security in accordance with the Instructions to Bidders;

then this obligation shall remain in full force and effect, otherwise it shall be null and void.

PROVIDED HOWEVER, that the Surety shall not be:

- a) liable for a greater sum than the specified penalty of this bond, nor
- b) liable for a greater sum than the difference between the amount of the said Principal's Bid and the amount of the Bid that is accepted by the Employer.

Standard Form Number: NPCSF-GOODS-06b  
Page 2 of 2

This Surety executing this instrument hereby agrees that its obligation shall be valid for 120 calendar days after the deadline for submission of Bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Employer, notice of which extension(s) to the Surety is hereby waived.

PRINCIPAL \_\_\_\_\_ SURETY \_\_\_\_\_

SIGNATURE(S) \_\_\_\_\_ SIGNATURES(S) \_\_\_\_\_

NAME(S) AND TITLE(S) \_\_\_\_\_ NAME(S) \_\_\_\_\_

SEAL \_\_\_\_\_ SEAL \_\_\_\_\_

Standard Form No: NPCSF-GOODS-06c

REPUBLIC OF THE PHILIPPINES )  
 CITY OF \_\_\_\_\_ ) S.S.

**BID-SECURING DECLARATION**  
**SERVICE CONTRACT FOR THE CONDUCT OF NPC'S CUSTOMER SATISFACTION RATING SURVEY FOR CY 2022 (PR NO. HO-SBP22-003)**

To: **National Power Corporation**  
 BIR Road cor. Quezon Ave.  
 Diliman, Quezon City

I/We<sup>1</sup>, the undersigned, declare that:

1. I/We understand that, according to your conditions, bids must be supported by a Bid Security, which may be in the form of a Bid-Securing Declaration.
2. I/We accept that: (a) I/we will be automatically disqualified from bidding for any contract with any procuring entity for a period of two (2) years upon receipt of your Blacklisting Order; and, (b) I/we will pay the applicable fine provided under Section 6 of the Guidelines on the Use of Bid Securing Declaration, within fifteen (15) days from receipt of the written demand by the Procuring Entity for the commission of acts resulting to the enforcement of the Bid Securing Declaration under Sections 23.1 (b), 34.2, 40.1 and 69.1, except 69.1 (f) of the IRR of R.A. 9184; without prejudice to other legal action the government may undertake.
3. I/We understand that this Bid-Securing Declaration shall cease to be valid on the following circumstances:
  - (a) Upon expiration of the bid validity period, or any extension thereof pursuant to your request;
  - (b) I am/we are declared ineligible or post-disqualified upon receipt of your notice to such effect, and (i) I/we failed to timely file a request for reconsideration or (ii) I/we filed a waiver to avail of said right;
  - (c) I am/we are declared as the bidder with the Lowest Calculated and Responsive Bid, and I/we have furnished the performance security and signed the Contract.

IN WITNESS WHEREOF, I/we have hereunto set my hand this \_\_\_\_ day of \_\_\_\_ 20\_\_\_\_ at \_\_\_\_\_, Philippines.

\_\_\_\_\_  
*[Name and Signature of Bidder's Representative/  
 Authorized Signatory]  
 [Signatory's legal capacity]  
 Affiant*

**[Jurat]**  
*[Format shall be based on the latest Rules on Notarial Practice]*

<sup>1</sup> Select one and delete the other. Adopt same instruction for similar terms throughout the document.

Standard Form No: NPCSF-GOODS-07

### Omnibus Sworn Statement (Revised)

**REPUBLIC OF THE PHILIPPINES )**  
**CITY/MUNICIPALITY OF \_\_\_\_\_ ) S.S.**

#### AFFIDAVIT

I, [Name of Affiant], of legal age, [Civil Status], [Nationality], and residing at [Address of Affiant], after having been duly sworn in accordance with law, do hereby depose and state that:

1. *[Select one, delete the other:]*

*[If a sole proprietorship:]* I am the sole proprietor or authorized representative of [Name of Bidder] with office address at [address of Bidder];

*[If a partnership, corporation, cooperative, or joint venture:]* I am the duly authorized and designated representative of [Name of Bidder] with office address at [address of Bidder];

2. *[Select one, delete the other:]*

*[If a sole proprietorship:]* As the owner and sole proprietor, or authorized representative of [Name of Bidder], I have full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached duly notarized Special Power of Attorney;

*[If a partnership, corporation, cooperative, or joint venture:]* I am granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract for [Name of the Project] of the [Name of the Procuring Entity], as shown in the attached [state title of attached document showing proof of authorization (e.g., duly notarized Secretary's Certificate, Board/Partnership Resolution, or Special Power of Attorney, whichever is applicable)];

3. [Name of Bidder] is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations, or Local Government Units, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the Government Procurement Policy Board, by itself or by relation, membership, association, affiliation, or controlling interest with another blacklisted person or entity as defined and provided for in the Uniform Guidelines on Blacklisting;

4. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct;

5. [Name of Bidder] is authorizing the Head of the Procuring Entity or its duly authorized representative(s) to verify all the documents submitted;

6. *[Select one, delete the rest:]*

*[If a sole proprietorship:]* The owner or sole proprietor is not related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

*[If a partnership or cooperative:]* None of the officers and members of [Name of Bidder] is related to the Head of the Procuring Entity, members of the Bids and Awards Committee

(BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

*[If a corporation or joint venture:]* None of the officers, directors, and controlling stockholders of *[Name of Bidder]* is related to the Head of the Procuring Entity, members of the Bids and Awards Committee (BAC), the Technical Working Group, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;

7. *[Name of Bidder]* complies with existing labor laws and standards; and
8. *[Name of Bidder]* is aware of and has undertaken the responsibilities as a Bidder in compliance with the Philippine Bidding Documents, which includes:
  - a. Carefully examining all of the Bidding Documents;
  - b. Acknowledging all conditions, local or otherwise, affecting the implementation of the Contract;
  - c. Making an estimate of the facilities available and needed for the contract to be bid, if any; and
  - d. Inquiring or securing Supplemental/Bid Bulletin(s) issued for the *[Name of the Project]*.
9. *[Name of Bidder]* did not give or pay directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.
10. In case advance payment was made or given, failure to perform or deliver any of the obligations and undertakings in the contract shall be sufficient grounds to constitute criminal liability for Swindling (Estafa) or the commission of fraud with unfaithfulness or abuse of confidence through misappropriating or converting any payment received by a person or entity under an obligation involving the duty to deliver certain goods or services, to the prejudice of the public and the government of the Philippines pursuant to Article 315 of Act No. 3815 s. 1930, as amended, or the Revised Penal Code.

IN WITNESS WHEREOF, I have hereunto set my hand this \_\_\_ day of \_\_\_, 20\_\_ at \_\_\_\_\_, Philippines.

*[Insert NAME OF BIDDER OR ITS AUTHORIZED REPRESENTATIVE]*  
*[Insert signatory's legal capacity]*  
 Affiant

**[Jurat]**  
*[Format shall be based on the latest Rules on Notarial Practice]*

Standard Form No: NPCSF-GOODS-08

**BID LETTER**

Date: \_\_\_\_\_

To: **THE PRESIDENT**  
 National Power Corporation  
 BIR Road cor. Quezon Ave.  
 Diliman, Quezon City

Gentlemen:

Having examined the Bidding Documents including Bid Bulletin Numbers *[insert numbers]*\_\_\_\_\_, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to perform **SERVICE CONTRACT FOR THE CONDUCT OF NPC'S CUSTOMER SATISFACTION RATING SURVEY FOR CY 2022 ( HO-SBP22-003)** in conformity with the said Bidding Documents for the sum of *[total Bid amount in words and figures]*\_\_\_\_\_ or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to supply and deliver the goods and perform other services, if required within the contract duration and in accordance with the scope of the contract specified in the Schedule of Requirements and Technical Specifications.

If our Bid is accepted, we undertake to provide a performance security in the form, amounts, and within the times specified in the Bidding Documents.

We agree to abide by this Bid for the Bid Validity Period specified in Bid Documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your Notice of Award, shall be binding upon us.

We understand that you are not bound to accept the Lowest Calculated Bid or any Bid you may receive.

We certify/confirm that we comply with the eligibility requirements pursuant to the Bidding Documents.

We likewise certify/confirm that the undersigned, *[for sole proprietorships, insert: as the owner and sole proprietor or authorized representative of [Name of Bidder]*\_\_\_\_\_ has the full power and authority to participate, submit the bid, and to sign and execute the ensuing contract, on the latter's behalf for the *[Name of Project]*\_\_\_\_\_ of the National Power Corporation *[for partnerships, corporations, cooperatives, or joint ventures, insert: is granted full power and authority by the [Name of Bidder]*\_\_\_\_\_ to participate, submit the bid, and to sign and execute the ensuing contract on the latter's behalf for *[Name of Project]*\_\_\_\_\_ of the National Power Corporation.

We acknowledge that failure to sign each and every page of this Bid Letter, including the attached Schedule of Requirements (Bid Price Schedule), shall be a ground for the rejection of our bid.

\_\_\_\_\_  
*[name and signature of authorized signatory]*

\_\_\_\_\_  
*[in the capacity of]*

Duly authorized to sign Bid for and on behalf of \_\_\_\_\_  
*[name of bidder]*

---

**Bank Guarantee Form for Advance Payment**

---

To: **THE PRESIDENT**  
National Power Corporation  
BIR Road cor. Quezon Ave.  
Diliman, Quezon City

*[name of Contract]*

Gentlemen and/or Ladies:

In accordance with the Advance Payment Provision, of the General Conditions of Contract, *[name and address of Supplier]* (hereinafter called the "Supplier") shall deposit with the PROCURING ENTITY a bank guarantee to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of *[amount of guarantee in figures and words]*.

We, the *[name of the universal/commercial bank]*, as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the PROCURING ENTITY on its first demand without whatsoever right of objection on our part and without its first claim to the Supplier, in the amount not exceeding *[amount of guarantee in figures and words]*.

We further agree that no change or addition to or other modification of the terms of the Contract to be performed thereunder or of any of the Contract documents which may be made between the PROCURING ENTITY and the Supplier, shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall remain valid and in full effect from the date the advance payment is received by the Supplier under the Contract and until the Goods are accepted by the PROCURING ENTITY.

Yours truly,

Signature and seal of the Guarantors

---

*[name of bank or financial institution]*

---

*[address]*

---

*[date]*

**CERTIFICATION AS A DOMESTIC BIDDER**

This is to certify that based on the records of this office, (Name of Bidder) is duly registered with the DTI on \_\_\_\_\_.

This further certifies that the articles forming part of the product of (Name of Bidder), which are/is (Specify) \_\_\_\_\_, are substantially composed of articles, materials, or supplies grown, produced or manufactured in the Philippines. (Please encircle the applicable description/s).

This certification is issued upon the request of (Name of Person/Entity) in connection with his intention to participate in the bidding for the (Name of Project) of the National Power Corporation (NPC).

Given this \_\_\_ day of \_\_\_\_\_ 20\_\_ at \_\_\_\_\_, Philippines

\_\_\_\_\_  
Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Department of Trade & Industry

**NATIONAL POWER CORPORATION**  
**Customer Satisfaction Survey (CSS) For CY 2022**  
**Geographical Distribution of Survey Population**

<b>CUSTOMERS</b>	<b>North Luzon</b>	<b>South Luzon</b>	<b>Visayas</b>	<b>Mindanao</b>	<b>TOTAL</b>
<b>1. Missionary Electrification Services</b>	<b>5</b>	<b>34</b>	<b>13</b>	<b>11</b>	<b>63</b>
• Distribution Utilities (DUs)/Electric Cooperatives (ECs)	5	19	11	11	46
• NPPs/QTPs	0	15	2	0	17
<b>2. Watershed Mgmt. Services</b>	<b>18</b>	<b>9</b>	<b>0</b>	<b>8</b>	<b>35</b>
• Local Government Units (LGUs)	9	9	0	6	24
• Non Government Organizations & People's Organizations (NGOs & POs)	9	0	0	2	11
<b>3. Dam Mgmt. Services</b>	<b>24</b>	<b>9</b>	<b>1</b>	<b>0</b>	<b>34</b>
• Local Government Units (LGUs)	17	4	0	0	21
• Government Partners	5	1	0	0	6
• Private Partners	2	4	1	0	7
<b>4. Corporate Services</b>	<b>13</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>24</b>
• ESD-PES	4	4	0	0	8
• MinGen	0	0	0	2	2
• RMS	4	4	1	0	9
• PSALM	5	0	0	0	5
<b>TOTAL</b>	<b>60</b>	<b>60</b>	<b>15</b>	<b>21</b>	<b>156</b>

**NATIONAL POWER CORPORATION  
CORPORATE AFFAIRS GROUP**

**LIST OF NPC CUSTOMERS AND STAKEHOLDERS FOR 2022 CUSTOMER SATISFACTION SURVEY**

	COMPANY NAME	BUSINESS ADDRESS	CONTACT PERSON	POSITION	TELEPHONE NO.	e-MAIL ADDRESS	NPC SERVICES PROVIDED
<b>A. MISSIONARY ELECTRIFICATION SERVICES</b>							
<b>DISTRIBUTION UTILITIES (DUs) / ELECTRIC COOPERATIVES (ECs)</b>							
<b>LUZON</b>							
<b>NORTH LUZON</b>							
1	Aurora Electric Cooperative, Inc. (AURELCO)	Barangay Reserva, Baler, Aurora	Engr. Noel D. Vedad	General Manager	0929-3394045	aurelco1980@yahoo.com	EC-PSA Coordination, Processing and Monitoring
2	Batanes Electric Coop., Inc. (BATANELCO)	National Rd, Kaychanarianan, Basco, 3900 Batanes	Ms. Victoria A. Mata, GM	General Manager	09086784645, 09991864157 (Liz), 09292380369 (Paz Roque)	bataneselco@yahoo.com	EC-PSA Coordination, Processing and Monitoring
3	Isabela 2 Electric Cooperative, Inc. (ISELCO II)	Alibagu, AH26, Ilagan, 3300 Isabela	Mr. David Solomon M. Siquian	General Manager	(078) 323-0013 OGM (Pat); 323-0044,0932 8891885	iselco2@yahoo.com /davesiquian@yahoo.com	EC-PSA Coordination, Processing and Monitoring
4	Kalinga Apayao Electric Cooperative, Inc. (KAELCO)	Bulanao - Paracelis Rd, Tabuk, Kalinga	Engr. Tito R. Lingan	General Manager	0917-8053878; 09397957428; (078) 3754131, (078)8441595	kaelco_ddp@yahoo.com/ kaelco_lsd@yahoo.com	EC-PSA Coordination, Processing and Monitoring
5	LGU-CALAYAN, CAGAYAN	Calayan, Cagayan	Hon. Joseph Llopis	General Manager/ Calayan Mayor	09908883394 (Mayor) or 09988604331 (Catherine Singon - Priv.Sec.)	jl.llopis@yahoo.com; lgucalayan@gmail.com	LGU-PSA Coordination, Processing and Monitoring
<b>SOUTH LUZON</b>							
6	Albay Power & Energy Corporation (APEC)	W, Vinzons St, Old Albay District, Legazpi City, 4500 Albay	Elenita D. Go (GM) /Dennis Millan (Deputy GM)	General Manager	(052)480-2808 (Sec Leda) / HO 702-4608	aleco_ogm@yahoo.com; ledlynlogoc.apec@gmail.com	EC-PSA Coordination, Processing and Monitoring
7	Batangas II Electric Cooperative, Inc. (BATELEC II) (Tingloy Is.)	Antipolo del Norte, Lipa City, 4217 Lipa, Batangas	Engr. Octavious M. Mendoza	General Manager	(043) 757-09-51 (Wena)	admin@batelec2.com.ph	EC-PSA Coordination, Processing and Monitoring
8	Busuanga Island Electric Cooperative, Inc. (BISELCO)	Coron, Palawan	Ms. Ruth L. Gatang	General Manager	0917-813-6787	biselco@yahoo.com	EC-PSA Coordination, Processing and Monitoring
9	Camarines Sur IV Electric Cooperative, Inc. (CASURECO IV)	Gov Jose T. Fuentebella National Hwy, Tigaon, Camarines Sur	Renato Z. San Jose	General Manager	GM 09176532598; (054) 452-3083;452-3715; 453-0191; F452-3085 (sec Josephine)	cs4ec77@yahoo.com	EC-PSA Coordination, Processing and Monitoring
10	Camarines Norte Electric Cooperative, Inc. (CANORECO)	Magallanes Road St, Daet, Camarines Norte	Mr. Zandro R. Gestada	General Manager	0990-9590587; (054)5713796	canoreco_197505@yahoo.com	EC-PSA Coordination, Processing and Monitoring
11	First Catanduanes Electric Cooperative, Inc. (FICELCO)	Poblacion, Claveria, Masbate	Mr. Raul V. Zafe - GM	General Manager	0920-6642575 - geraldine ;0921-989-2087	ficelco01@yahoo.com	EC-PSA Coordination, Processing and Monitoring
12	Lubang Electric Cooperative, Inc. (LUBELCO)	Bato, Catanduanes,	Ms. Precila T. Balbay	General Manager	0918-3068970 GM / 09296603333 / 09183068970 (Riza)	precyballbay@yahoo.com	EC-PSA Coordination, Processing and Monitoring
13	Marinduque Electric Cooperative, Inc. (MARELCO)	Tillik, Lubang, Occidental Mindoro	Engr. Gaudencio M. Sol, Jr.	General Manager	GM0920-900-4701 / 0918-963-7958 / 042-332-2837 (Doris) / Roderick R. Maudos 09989613180	marelco_inc@yahoo.com/gaudenciosoljr@yahoo.com	EC-PSA Coordination, Processing and Monitoring
14	Occidental Mindoro Electric Cooperative, Inc. (OMECCO)	San Jose, Occidental Mindoro	Cesar E. Faeldon	General Manager	CP 09472376587; 043-491-19-81; 491-10-21; fax 491-13-64 (Marts)	admin@omecco.com.ph ; omecco.main@gmail.com	EC-PSA Coordination, Processing and Monitoring
15	Oriental Mindoro Electric Cooperative, Inc. (ORMECCO)	Barangay Sta. Isabel, Calapan City, Province of Oriental Mindoro	Norberto M. Mendoza	Acting General Manager	09299692364 -Ron Michael Fernandez	ormeco_coop@yahoo.com	EC-PSA/LOA Coordination, Processing and Monitoring

ANNEX

	COMPANY NAME	BUSINESS ADDRESS	CONTACT PERSON	POSITION	TELEPHONE NO.	e-MAIL ADDRESS	NPC SERVICES PROVIDED
16	Palawan Electric Cooperative, Inc. (PALECO)	Palawan Prov. Capitol, Fernandez St, Puerto Princesa, 5300 Palawan	Ferdinand Pontillas	General Manager	GM cell# 09177298777; (048)-433-91-44 loc 860 GM: 433-2001; F-4334401 (Vicky); 4335646; npc4345011; Milot Ortega	ricrdgr@yahoo.com	LGU-PSA Coordination, Processing, Monitoring and Safekeeping
17	Quezon II Electric Cooperative, Inc. (QUEZELCO II)	Gumian, Infanta, Quezon	Engr. Von Erwin Azagra	General Manager	0928-394-4160 ; 042-536-43-02/536-3406(Lovely) ; GM 0917 5500686	quezelco2_gumian@yahoo.com	EC-PSA Coordination, Processing and Monitoring
18	Romblon Electric Cooperative, Inc. (ROMELCO)	Capactan Heights, Barangay Capactan, Romblon	Engr. Rene M. Fajilagutan	General Manager	(042) 729-0149 / 0920-900-9426(GM) ; BOP 09272215576	romelcoinc@yahoo.com.ph.	EC-PSA Coordination, Processing, Monitoring and safekeeping
19	Tablas Island Electric Cooperative, Inc. (TIELCO)	Brgy. Bolod, San Pascual, Masbate	Dennis L. Alag (OIC-GM)	General Manager	(042) 567-5171 (Ana); 567-5172 (Melay) ; Fin. Mgr. 09195979355 Vivian O. Gaac; Dennis Alag-09983935368	tielco_electdu@yahoo.com ; vgaac@yahoo.com	EC-PSA Coordination, Processing and Monitoring
20	Ticao Island Electric Cooperative, Inc. (TISELCO)	Tielco Rd. Odiongan, Romblon	Mr. Ricardo P. Largo	General Manager	0919-4892855 ; 09195670892 (willard)	tiselco_ticao055@yahoo.com / dowdee_tiselco@yahoo.com	EC-PSA Coordination, Processing and Monitoring
21	LGU-Cawayan, Masbate	Concepcion, Romblon	Hon. Edgar Condor	General Manager/ Concepcion Mayor	09176281444	zybridge@yahoo.com	LGU-PSA Coordination, Processing and Monitoring
22	LGU-Claveria, Masbate	Cawayan, Masbate	Hon. Froilan V. Andueza	General Manager/ Cawayan Mayor	008-885-1369; 09184077207 (Jose G. Fernando, Coordinator)	jgfernando114@yahoo.com	LGU-PSA Coordination, Processing and Monitoring
23	LGU-Placer, Masbate	Placer, Masbate	Hon. Eusebio Dumoran JR	General Manager/ Placer Mayor	0918-8887766	bongespenilla@yahoo.com	LGU-PSA Coordination, Processing and Monitoring
24	LGU-San Pascual	Burias, San Pascual, Masbate	Hon. Niño Maximino A. Lazaro	General Manager/ San Pascual Mayor	0928-5054920 / 0915-7980626	spief.lgu@gmail.com	LGU-PSA Coordination, Processing and Monitoring
<b>VISAYAS</b>							
25	Antique Electric Cooperative, Inc. (ANTECO)	San Jose de Buenavista, Antique	Engr. Ludovico D. Lim	General Manager	0917-302-5445-GM; 036-540-84-36 (rose); (036)6416360	antecosj@yahoo.com; ambinglim1059@yahoo.com	EC-PSA Coordination, Processing and Monitoring
26	Bantayan Electric Cooperative, Inc. (BANELCO)	Barangay Bantigue, Bantayan, Cebu, National Road, Bantayan, Cebu	Engr. Lee D. Rivera	General Manager	032-4609281; 032-3525205; 032-4609112 (sec. Shiela) ; GM - 09228602984; 09173206219 (Lilibeth)	banelcoonline@yahoo.com	EC-PSA Coordination, Processing and Monitoring
27	Bohol I Electric Cooperative, Inc. (BOHECO I)	Tagbilaran North Road, Tubigon, Bohol	Engr. Dino Nicolas T. Roxas	General Manager	(038) 508-8115 to 16; 237-2205; GM 038-508-80-95 (sec. Rachel - 09177297658)	boheco1control@gmail.com, boheco1_main@yahoo.com	EC-PSA Coordination, Processing and Monitoring
28	Bohol II Electric Cooperative, Inc. (BOHECO II)	Jagna, Bohol	Engr. Eugenio R. Tan	General Manager	(038) 238-22-15/531-81-16 (John) GM09178345308	bohecojagna@yahoo.com; euge.tan@yahoo.com	EC-PSA Coordination, Processing and Monitoring
29	Camotes Electric Cooperative, Inc. (CELCO)	Boro, Camotes Island, Cebu	Emmanuel G. Suarez	General Manager	(032) 497-0272 to 73 / 0910-925-1142; GM 09985622849; 09778063331; BOP 09164504810	camotes_electric_coop@yahoo.com.ph ; mannygsuarez@yahoo.com	EC-PSA Coordination, Processing and Monitoring
30	Iloilo Electric Cooperative, Inc. (ILECO III)	Brgy. Preciosa, Sara, Iloilo City, Iloilo	Conсорcia B. Peñaranda	General Manager	(033) 392-0202; F392-0388; 392-0211,392-0034 (sec Tin) ; GM - 09189370495 ; BOP 09282001595	ileco3@gmail.com	EC-PSA Coordination, Processing and Monitoring

	COMPANY NAME	BUSINESS ADDRESS	CONTACT PERSON	POSITION	TELEPHONE NO.	E-MAIL ADDRESS	NPC SERVICES PROVIDED
31	Northern Samar Electric Cooperative, Inc. (NORSAMELCO)	Brgy. Magsaysay, Bobon, Allen - Cataman Rd, Cataman, 6400 Northern Samar	Editha G. Perfecto	General Manager	09182186730 (sec. Rassel); 0917-7710190; GM CP 09178078024; 09192186730 latest 09192186730	norsamelco77@yahoo.com	EC-PSA Coordination, Processing and Monitoring
32	Samar I Electric Cooperative, Inc. (SAMELCO I)	Brgy. Carayman, Calbayog City, 6710 Samar	GM-Placida P. Balios	General Manager	(055) 209-8211 to 16; (055) 209-2881; 633-8757; (301-12-45); GM09273728126 (Hershel)	samelco_1@yahoo.com or placldly193@yahoo.com	EC-PSA Coordination, Processing and Monitoring
33	Samar II Electric Cooperative, Inc. (SAMELCO II)	54 AH26, Catbalogan City Proper AH26, Catbalogan City Proper, Catbalogan City, Samar	Joey L.Talon, CPA	General Manager	(055) 356-0002; 356-1451; 251-5645; GM 09088723315; 09178879858	samelcotwo@yahoo.com; nic_mendoza@yahoo.com	EC-PSA Coordination, Processing and Monitoring
34	Southern Leyte Electric Cooperative, Inc. (SOLECO)	Maasin City, 6600 Southern Leyte	Jonathan S. Empeño	General Manager	(053) 570-9823 (sec. audrey) GM 09175700147	soleco_inc@yahoo.com	EC-PSA Coordination, Processing and Monitoring
35	Maripipi Multi Purpose Cooperative (MMPC)	Barangay Poblacion, Maripipi Island, 6548	Christy Tabares	General Manager	09975276135 / 09975276135	maripipimpc@yahoo.com.ph	EC-PSA Coordination, Processing and Monitoring
<b>MINDANAO</b>							
36	Basilan Electric Cooperative, Inc. (BASELCO)	7300 Lazaro Dr, Isabela City, Basilan	Dusb H. Durapan, MPA	OIC-General Manager	0917-3048015; (062) 200-7907 ; BOP 09058278310	baselco_inc@yahoo.com	EC-PSA Coordination, Processing and Monitoring
37	Cagayan de Sulu (CASELCO)	Mapun, Tawi-Tawi	Loribelle L. Tan	General Manager	CP# 09479913055; 09778127116;	jhing.tan@yahoo.com daelietan25@gmail.com	EC-PSA Coordination, Processing and Monitoring
38	Davao del Norte Electric Cooperative, Inc. (DANEKO)	Montevista, COMVAL Province	Mario Angelo M. Soto	Acting General Manager	(084) 400-1129; 400-1146 & 26; F/T (084) 655-0441; 091771762	danecoinc.ogm@gmail.com; daneco_coop@yahoo.com	EC-PSA Coordination, Processing and Monitoring
39	Davao del Sur Electric Cooperative, Inc. (DASURECO)	By-Pass Road, Digos City, 8002 Davao del Sur	Ferdinand D. Canastra	OIC-General Manager	(082) 553-35-89 ; 272-77-77; 09189356709 ; Board President Dir. Rodrigo Brabat Sacedor CP#09996817994	dasureco_coop@yahoo.com	EC-PSA Coordination, Processing and Monitoring
40	Dinagat Island Electric Cooperative, Inc. (DIELCO)	San Jose, Caraga, Dinagat Islands, San Jose, Dinagat Islands, 6427 Dinagat Islands	Sergio C. Dagooc	General Manager	0950 396 3912 (Sec.)	dielcodinagat@yahoo.com.ph	EC-PSA Coordination, Processing and Monitoring
41	Siasi Electric Cooperative, Inc. (SIASELCO)	Poblacion, Siasi, Sulu 7412	Altha I. Anuddin	General Manager	GM 09153230503 ; BOP 09266073078 ; 0917 548 3315	aths23@yahoo.com	EC-PSA Coordination, Processing and Monitoring
42	Sultan Kudarat Electric Cooperative, Inc. (SUKELCO)	Isulan-Tacurong City Road, Tacurong, Sultan Kudarat	Claudia A. Pondales	General Manager	064-477-0327; 09218892087 (sec. Tess)	sukelco_1975@yahoo.com.ph	EC-PSA Coordination, Processing and Monitoring
43	Sulu Electric Cooperative, Inc. (SULECO)	Busbus St., Jolo, Sulu	Ms. Peralda T. Jafari	General Manager	GM 0917-634-3198; 0916-218-0045; pres. 09157673119; (085) 341-8911 loc 2124	suleco_coop@yahoo.com	EC-PSA Coordination, Processing and Monitoring
44	Surigao del Norte Electric Cooperative, Inc. (SURNECO)	Espina Street, Surigao City, Surigao del Norte	Engr. Narciso I. Callao, Jr.	General Manager	(086) 826-0429; 826-5456; 826-0449; GM 0920-905-0010	sumeco_surigao@yahoo.com sumeco_surigao@gmail.com	EC-PSA Coordination, Processing and Monitoring
45	Tawi-Tawi Electric Coop. Inc. (TAWELCO)	Tubig Boh, Bongao Taw-Tawi	Engr. Eleno M. Desuyo	Project Supervisor/Acting General Manager	(068)-268-1363; 268-1304; GM 0949-911-7422 & 099-8546-4752; 09178827106; 09265869635	tawelco.inc@gmail.com; taw_elco@yahoo.com	EC-PSA Coordination, Processing and Monitoring
45	Zamboanga City Electric Cooperative, Inc. (ZAMCELCO)	Labuan - Limpapa National Road, Zamboanga, 7000 Zamboanga	Engr. Gannymeda B. Tiu	Acting General Manager	(062) 991-2117; F: (062)9913877; F6930075(sec Marie); 09275363842 (Joy); Frederick Baco: CP No. 0995-8202657;	management@zamcelco.com.ph	EC-PSA Coordination, Processing and Monitoring

COMPANY NAME	BUSINESS ADDRESS	CONTACT PERSON	POSITION	TELEPHONE NO.	E-MAIL ADDRESS	NPC SERVICES PROVIDED
<b>NEW POWER PROVIDERS/QUALIFIED THIRD PARTIES (NPPs/QTPs)</b>						
<b>SOUTH LUZON</b>						
47	RENESONS	5th Floor, Treston Bldg., University Parkway District, 32 St. cor. C-5 Road, BGC, Taguig City	Gerwyn P. See / Ralph Ranle A. Saura	President & CEO/ Authorized Representative	0927-89603420/9176237356/632-88196174	rdeleon@maseholdings.com NPP-Subsidy Agreement & Payment Processing
48	Palawan Power Generation, Inc. (PPGI)	16th Floor Sagittarius Bldg. 111 HP De La Costa St. Makati City	Josefito V. Abrogar/Joy Ruiz	President/Authorized Representative	0920-9048938 or 0917-8950373 / 8566599	joy_rutiz@palawanpower-ph.com NPP-Subsidy Agreement & Payment Processing
49	Delta P Inc /Calamian Island Power Corp. (CIPC)	GPI Bldg. #55 Bayani Road Fort Bonifacio, Taguig City	Walden H. Tantuico/Rizcel Toledo / Jordan Bacus / Horc Valdez	President/Authorized Representatives	0917-5711859	rjmtolledo@deltap.email / jrsbacus@cipc.email NPP-Subsidy Agreement & Payment Processing
50	DMCI Power Corporation (DMCI Palawan, DMCI Masbate, DMCI Calapan)	3rd Floor Dacon Building, 2281 Pasong Tamo Ext. Ave., Makati City	Nestor Dadivas/Sheila Cortes	President/Authorized Representative	0926-6603683	svcortes@dmcipower.com NPP-Subsidy Agreement & Payment Processing
51	Mindoro Grid Corporation (MGC) -Bansud/Socorro & Bongabong/Roxas	Unit 14C Belvedere Tower San Miguel Ave., Ortigas Center, Pasig City	Leandro R. Atayde Jr./Angel Tufod	President/Authorized Representative	0917-6787958	angelica.tufod@yahoo.com NPP-Subsidy Agreement & Payment Processing
52	Ormin Power Inc. / Ormin Inabasan MHPP	4th Floor Unit 20 Lansbergh Place Bldg., 170 Tomas Morato Ave., Quezon City	Jefferson Y. Yao/Joel delos Reyes	President/Authorized Representative	0932-8588006	joel.delosreyes@opi.ph NPP-Subsidy Agreement & Payment Processing
53	Philippine Hybrid Energy Systems, Inc. (PHESI)	8F, unit 8A, Inoza Tower 40th St., Bonifacio Global Cit. Taguig city	Mr. Francisco Tiu Laurel, Jr / Michael Escalante	President/Authorized Representative	0917-622-8189	Michael.Escalante@berkeley-renewable.com NPP-Subsidy Agreement & Payment Processing
54	Power One Corporation	Unit B06-B, Richmond Plaza San Miguel Ave. cor Lourdes Drive Pasig City	Cristina C. Young/Edith Ticar	President/Authorized Representative	0925-7337001 / 7107378	edita.ticar@yahoo.com NPP-Subsidy Agreement & Payment Processing
55	Power Source Philippines, Inc (Rio Tuba, Malapascua, Liminangcong)	10th Floor Athenaeum Bldg. 160 L.P. Leviste St., Salcedo Village, Makati City	Victor R. Ceniza/Joyce Bartolome	President/Authorized Representative	0917-5226771	joyce.bartolome@powersourcegroup QTP-Subsidy Agreement & Payment Processing
56	S. I. Power Corporation (SIPCOR)	UGF Worldwide Corporate Center, Shaw Blvd., Mandaluyong City	Fe T. Rebancos/Cherry Guimalan	President/Authorized Representative	0998-9607058	cherry.makabenta@powergroup.com.ph NPP-Subsidy Agreement & Payment Processing
57	Sun West Water & Electric Corp. (SUWECO) - STEC and SUWECO - Catanduanes	Centre, Exchange Road, Ortigas Center, 1805, Pasig City	Robert C. Uy/Rey Anthony Pole Toms	Chief Operating Officer/Authorized Representative/s	0928-8678714	anybautista.sunwest@gmail or billinggroup.sunwest@gmail.com NPP-Subsidy Agreement & Payment Processing
58	Occidental Mindoro Consolidated Power Corp. (OMCPC)	Suite 1001 Level 10 Galleria Corporate Center, EDSA cor. Ortigas Ave. Quezon City	Calvin Luther R. Genotiva/Elicar Subang	Chief Operating Officer/Authorized Representative	0948-9268595; 0927-4513409	eosubang@firstbpower.com NPP-Subsidy Agreement & Payment Processing
59	KREC (Kaltimex Rural Energy Corp)	Unit A, 6th Floor Glass Tower Building No. 115 C. Palanca Jr. St. Legaspi Village, Makati City	Rodrigo E. Cabrera/Mary Jean A. Per	President/Authorized Representatives	0998-8488344; 0998-5313521; 8561996	finance@kaltimex-energy.ph NPP-Subsidy Agreement & Payment Processing
60	Sabang Renewable Energy Corp (SREC)	Unit A, 6th Fl. Glass Tower Building, No. 115 C. Palanca Jr., St. Legaspi Village, Makati City	Quintin JOse V. Pastrana	President	09178684617	quintin@wenergyglobe.com NPP-Subsidy Agreement & Payment Processing
61	First Philippine Island Energy Corporation (FPIEC)	6th Floor, Rockwell Business Center Tower 3, Ortigas Avenue, Pasig City	Denardo M. Cuayo / Atty. Martin Lacadao	VP and Project Head	09175625695	dmcuayo@fplec.com.ph NPP-Subsidy Agreement & Payment Processing
<b>VISAYAS</b>						
62	Isla Norte Energy Corporation (INEC)	9th Floor Oakridge II Center 3 Oakridge Business Park, A. S. Fortuna St., Brgy Banilad, Mandaue City, Cebu	Emil Andre M. Garcia/ Arthur Kent Holt	President and CEO / Authorized Representative	(032) 3452429 / (032) 3450502 / 09171883517	arthur.holt@vivant.com.ph NPP-Subsidy Agreement & Payment Processing
63	Camotes Island Power Corporation (CAMPCOR)	Vista Hub Campus Tower 1, Cayetano Blvd., Brgy. Ususan, Taguig City	Jose Rommel C. Orillaza/ Cherry Makabenta	President and CEO / Authorized Representative	0921-692-9428	cherry.makabenta@powergroup.com.ph NPP-Subsidy Agreement & Payment Processing

COMPANY NAME	BUSINESS ADDRESS	CONTACT PERSON	POSITION	TELEPHONE NO.	e-MAIL ADDRESS	NPC SERVICES PROVIDED	
<b>B. WATERSHED MANAGEMENT DEPARTMENT (WMD)</b>							
<b>NORTH LUZON</b>							
<b>LOCAL GOVERNMENT UNITS (LGUs)</b>							
64	Municipal LGU - Itogon	Itogon, Benguet	Amel Bahingawan	Municipal Administrator	09777565958	mayorsofficeitogon@gmail.com	Watershed protection and rehabilitation
65	Municipality of BOKOD	Poblacion, Bokod, Benguet	Thomas K. Wales	Municipal Mayor	09985622181	lgu.bokod@yahoo.com	Watershed protection and rehabilitation
66	Municipality of BUGUIAS	Bugulas, Benguet	Julia Limpayas	MENRO	00638448169		Watershed protection and rehabilitation
67	LGU of Brgy. Conversion	Brgy. Conversion, Pantabangan, Nueva Ecija	Mandito Riprip	Chairman	09353024406		Watershed protection and rehabilitation
68	LGU-Urdaneta City	Urdaneta City, Pangasinan	Alexander Mater	Mun. Agriculturist	09228745961		Watershed protection and rehabilitation
69	LGU, Brgy., San Lorenzo	Brgy. San Lorenzo, Norzagaray, Bulacan	Josephine de Mesa	Chairman	0998-307-2296		Watershed protection and rehabilitation
70	LGU Brgy. Namnama	Alfonso Lista, Ifugao	Juana Concepcion	Barangay Councilor	09386322683		Watershed protection and rehabilitation
71	LGU Brgy. Halag	Aguinaldo, Ifugao	Divina Lachuwan	Barangay Councilor	09261101551		Watershed protection and rehabilitation
72	LGU Basista	Basista, Pangasinan	Gellie Gadia-Saldivar	Senior Environmental Management Specialist	09189107520 / 09065744732	gelliegadia@gmail.com	Watershed protection and rehabilitation
<b>NON-GOVERNMENT ORGANIZATIONS &amp; PEOPLE'S ORGANIZATIONS (INGOs &amp; POs)</b>							
73	KADUSMA (Katutubong Dumagat sa Sierra Madre)	Dumagat Livelihood Center, Sitio Dike, Brgy. San Lorenzo, Norzagaray, Bulacan	Brigido Salonga	Vice President	0907-085-5334		Watershed protection and rehabilitation, livelihood projects/training
74	Municipal Association of Non-Governmental Organizations, Inc. (MANGO)	Bayambang, Pangasinan	Vima Q. Dalupe	President	9608987088	bayambangmangoinc@gmail.com	Watershed protection and rehabilitation, livelihood projects/training
75	San Vicente Agta Tabangnon Tribe (IPs)	San Vicente, Buhi, Camarines Sur	Wilma O. Coronel	Chieftain	09752141919		Livelihood project/training
76	Joroan Tribal Group	Joroan, Tiwi, Albay	Arsenio Condino	Tribal Chieftain	9501942402		Watershed protection and rehabilitation, livelihood projects/training
77	Community Resource Warden - Bantay Watershed Tasks Force (CREW-BWTF), Inc.	Sta. Justina, Buhi, Camarines Sur	Nimfa C. Alina	President, CREW-BWTF, Inc.	9381534950	nimfa.alina@yahoo.com	Watershed protection and rehabilitation, livelihood projects/training
78	Mt. Malaraya-Malepunyo Watershed Protection Council, Inc.	Brgy. Sto. Nino, Lipa City, Batangas	Pedro L. Latorre	President	9353325469		Watershed protection and rehabilitation, livelihood projects/training
79	Karao-Ekip Tribal Regreening Movement (KETRM)	Bokod, Benguet	Constancia Cabangdi	IPO-Adviser/ Member	9194150835		Watershed protection and rehabilitation, livelihood projects/training
80	Sitio Inuman Dumagat Farmers Association (SIDFA)	Sitio Inuman, Brgy. Lorenzo, Norz. Bulacan	Earl Joseph Querol	Coordinator	0936-375-5897		Watershed protection and rehabilitation, livelihood projects/training
81	Samahan ng mga may Palaisdaan sa Lawa ng Lumot (SPLL)	Cavinti, Laguna	Cristito Castro	President	09077730579		Livelihood project/training
<b>SOUTH LUZON</b>							
<b>LOCAL GOVERNMENT UNITS (LGUs)</b>							
82	Buhi Local Government Unit	Municipality of Buhi Province of Camarines Sur	Beethoven Joy Nachor	Human Resource Management Officer V, LGU-Buhi	09088863125	enricogabriel25@gmail.com	Watershed protection and rehabilitation
83	Barangay Kinabuhayan, Dolores, Quezon	Kinabuhayan, Dolores, Quezon	Alexander Hornoroc	Barangay Councilor	09999512687		Technical assistance in rehabilitation projects
84	Barangay LGU - San Bernardo	San Bernardo, Tiwi, Albay	Guillermo Cemechez	Barangay Chairman	09105708451	none	Watershed protection and rehabilitation/Livelihood project/training

	COMPANY NAME	BUSINESS ADDRESS	CONTACT PERSON	POSITION	TELEPHONE NO.	e-MAIL ADDRESS	NPC SERVICES PROVIDED
85	League of Barangay- Tiwi	Tigbi, Tiwi, Albay	Jovito C. Coderes	President	09559083997		Watershed protection and rehabilitation
86	Municipality of Cavinti	Cavinti, Laguna	Milbert L. Oliveros/ Vina Lorraine Orofio	Mayor/ Municipal Agriculturist	09198434013 / 09190027529	m.oliveros@cavinti.gov.ph / rj.tationghart.com	Watershed protection and rehabilitation, livelihood projects/ training
87	Barangay LGU- West Talaongan	Cavinti, Laguna	Manuel A. Dela Roca	Barangay Captain	09397727106		Watershed protection and rehabilitation, livelihood projects/ training
88	Barangay Cansuso, Cavinti	Cavinti, Laguna	Henry Dela Torre	Barangay Chairman	9613453637		Watershed rehabilitation, livelihood project/ training
89	City Environment and Natural Resources Office	Municipal Hall, Sto. Tomas, Batangas	Jemuel Calinawan	CGDH-ICO, City Environment & Natural Resources Office	09498447238		Technical assistance in rehabilitation/ livelihood projects
90	Municipal Planning & Development Office (MPDO), LGU Malinao	Batading, Malinao, Albay	German J. Gonzaga	MPDO Officer	9171492195	mpdcgerman@gmail.com	Watershed protection and rehabilitation
<b>MINDANAO</b>							
<b>LOCAL GOVERNMENT UNITS (LGUs)</b>							
91	Tribal Group - Indigenous People	Sagaran, Talakag, Bukidnon	Datu Elito Guino-ay	IP Representative/ Tribal Leader	09352795418		Watershed rehabilitation
92	LGU Maramag	Anahawon, Maramag, Bukidnon	Concepcion Pacatang	MENRO	09177192048		Watershed protection and rehabilitation
93	LGU Balindong, Lanao del Sur	Balindong, Lanao del Sur	Benjamin M. Bagul / AMERUDIN ABDUL RAHAB	Municipal Mayor	09272188889		Watershed rehabilitation, livelihood projects / training
94	LGU Tugaya, Lanao del Sur	Tugaya, Lanao del Sur	Aham Abdulaziz	Mun. Councilor	09368896817		Watershed rehabilitation, livelihood projects / training
95	Barangay LGU-Cawayan	Cawayan, Lantapan, Bukidnon	Dante Dagatan	Barangay Captain	09366705076		Watershed rehabilitation
96	Barangay LGU- Bagong Silang	Bagong Silang, Maramag, Bukidnon	Richard D. Jayme	Barangay Captain	09755522867		Watershed rehabilitation
<b>NON-GOVERNMENT ORGANIZATIONS &amp; PEOPLE'S ORGANIZATIONS (NGOs &amp; POs)</b>							
97	Pagarliya Youth Organization	MSU, Marawi City, Lanao del Sur	Prof. Johanne Gareth S. Benito	Founding Member/Chief Executive Officer	9109294088		Watershed rehabilitation
98	Fraternal Order of Eagles Sarimanok Chapter MSU	MSU, Marawi City, Lanao del Sur	Ansary Sandigan	Member/Focal Person	9451956940		Watershed rehabilitation
<b>C. DAMS MANAGEMENT DEPARTMENT (DMD)</b>							
<b>NORTH LUZON</b>							
<b>LOCAL GOVERNMENT UNITS (LGUs)</b>							
99	Office of the Civil Defense (OCD) - Region 1	Pagdalagan, San Fernando, La Union	Eugene G. Cabrera	Regional Director	(072) 619-5624	region1@ocd.gov.ph   ocdrc1@yahoo.com	Information and Education Campaign and Dam Discharge Warning Operation for San Roque Dam

	COMPANY NAME	BUSINESS ADDRESS	CONTACT PERSON	POSITION	TELEPHONE NO.	e-MAIL ADDRESS	NPC SERVICES PROVIDED
100	Provincial Disaster Risk Reduction and Management Office (PDRRMO) of Bulacan	Provincial Capitol, Malolos, Bulacan	Felicisima Mungcal	Local DRRM Officer, Bulacan	0932 1821677	bulacan_rescue@yahoo.com	Information and Education Campaign for Angat Dam Operation/Dam Discharge Warning Operation
101	Provincial Disaster Risk Reduction and Management Office (PDRRMO) of Benguet	Provincial Capitol, La Trinidad, Benguet	Christopher P. Mariano	LDRRMO I	09284047568/ 09177541191	pdrmo@benguet.gov.ph	Information and Education Campaign and Dam Discharge Warning Operation for Ambuklao and Binga Dams
102	Municipal Disaster Risk Reduction and Management Office (MDRRMO) in Pangasinan	Municipality of Bayambang, Pangasinan	Ms. Genevieve U. Benebe	MDRRM Officer	09198915054	benebeg@bayambang.gov.ph, genebenebe0803@gmail.com	Information and Education Campaign and Dam Discharge Warning Operation for San Roque Dam
103		Municipality of San Manuel, Pangasinan	Arnold Draculan	MDRRM Officer	0966-847-8721	pangasinan_sanmanuel@yahoo.com	
104		Municipality of Sta. Maria, Pangasinan	Mr. Emilio M. Villalba	MDRRM Officer	0921-858-9033	ldrrmosantamaria@yahoo.com	
105		Municipality of Rosales, Pangasinan	Mr. Christopher Metro	MDRRM Officer	09504420730	mdrrmorosales@gmail.com	
106		Municipality of Tayug, Pangasinan	Mr. Wilfredo C. Calimlim	MDRRM Officer	09506851515	mdrrmc.tayug2016@gmail.com	
107		Municipality of Sto. Tomas, Pangasinan	Mr. Mark C. Mangala	MDRRM Officer	09458338711	mdrrmo.stp2426@gmail.com	
108	Municipal Disaster Risk Reduction and Management Office (MDRRMO) in Bulacan	Municipality of Norzagaray, Bulacan	Jerry Sombillo	MDRRM Officer	09175058636/09052470355	norzagarayrescue2015@gmail.com	Information and Education Campaign and Dam Discharge Warning Operation for Angat Dam
109		Municipality of Bustos Bulacan	Mr. Paul Manding Santos	MDRRM Officer	00333943003		
110		Municipality of Paombong, Bulacan	Mr. Romeo E. Sacdalan	MDRRM Officer	09209785373	mdrrmo.paombong@gmail.com	
111		Municipality of Angat, Bulacan	Ms. Ma. Lourdes A. Alborida	Local DRRM Officer III	09171291151/ 09239263383	mdrrmoangat@yahoo.com	
112		Municipality of Pulilan, Bulacan	Arceli M. Leonardo	MDRRM Officer	09287063968	pulilan.mdrrmo2011@gmail.com	
113		Municipality of Plaridel, Bulacan	Mr. Garino SD. Lopez	Local DRRM Officer	09329796850	plarideldrrmo@gmail.com	
114	Municipal Disaster Risk Reduction and Management Offices (MDRRMOs) in Benguet	Municipality of Bokod, Benguet	Alma Cupido	MDRRM Officer	0949 4196881 (A Cupido) 0910 5274778 (Smart) 0915 0713348 (Globe)	bokodmdrrmcoffice@gmail.com	Information and Education Campaign and Dam Discharge Warning Operation for Ambuklao Dam
115		Municipality of Itogon, Benguet	Cyril L. Batcagan	LDRRMO III	0929 8629895	itogonmdrrmo@gmail.com	
<b>GOVERNMENT PARTNERS</b>							
116	National Irrigation Administration (NIA)-Region I	NIA Region I Office, Bayabas Urdaneta City, Pangasinan	Engr. Gaudencio M. De Vera	Manager, Pangasinan Irrigation Management Office	(075) 632-2775	nia_pimo@yahoo.com	Dams Water Allocation/ Reservoir Management
117	National Irrigation Administration - Region 3	Tambubong, San Rafael Bulacan	Mr. Francis Clara	Water Control Coordinating Unit Head	09326933384	r3.bane-imo@nia.gov.ph	Reservoir management for optimum water utilization
118	Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA)	PAGASA Science Garden Complex, BIR Road, Brgy. Central, Quezon City, Metro Manila 1100	Mr. Roy A. Badilla	Weather Services Chief, Hydro-Meteorology Division	8926-5060 8284-0800	Roypagasa@yahoo.com	Data management and sharing/ Dam Discharge and Warning Operation
119	National Water Resources Board (NWRB)	8th Floor, NIA Building, EDSA, Diliman 1101	Dr. Sevilla D. David, Jr. Ph. D.	Executive Director	8929-2365	nwrphil@gmail.com	Data management and sharing/ Dams Water Allocation/ Reservoir Management
120	Metropolitan Waterworks and Sewerage System	Katipunan Road, Balara, Diliman, Quezon City	Patrick Dizon	Division Manager, Angat/IPO Operation Management Department	09175655385	patrick.dizon@mwss.gov.ph	Reservoir management for optimum water utilization/ Information and Education Campaign

	COMPANY NAME	BUSINESS ADDRESS	CONTACT PERSON	POSITION	TELEPHONE NO.	e-MAIL ADDRESS	NPC SERVICES PROVIDED
<b>PRIVATE PARTNERS</b>							
121	San Roque Power Corporation	Brgy. San Roque, San Manuel, Pangasinan	Mr. Raymund N. Mariano	SVP for Operation & Maintenance	09189230155	raymund.mariano@sanroquepower.ph	Mandatory Dam Safety Inspection for San Roque Dam
122	SN Abotiz Power – Benguet, Inc.	Brgy. Tinongdan, Itogon, Benguet	Mr. Hollis G. Fernandez	AVP- Plant Manager	(02) 8318 9101	hollis.fernandez@snabotiz.com	Mandatory Dam Safety Inspection for Ambuklao and Binga Dams
<b>SOUTH LUZON</b>							
<b>LOCAL GOVERNMENT UNITS (LGUs)</b>							
123	Provincial Disaster Risk Reduction and Management Office (PDRRMO) of Laguna	Provincial Capitol, Sta. Cruz, Laguna	Mr. Ernesto M. Montecillo	PDRRMO/DSWD	(049) 5011120 (049) 8102145 (049) 5011944		Emergency Action Plan for Caliraya and Lumot Dams Operation
124	Municipal Disaster Risk Reduction and Management Office (MDRRMO) in Laguna	Municipality of Pagsanjan	Ms. Mariz A. Salvatierra	Local DRRM Assistant	09190807684	mhariezsalvatierra0826@gmail.com, pagsanjanmdrrmo@gmail.com	Information and Education C and Dam Discharge Warning Operation for Caliraya Dam
125		Municipality of Lumban	Mr. Jobo S. Alonuevo	Planning & Research Deputy, Lumban MDRRMO	09175076078	lumbanmdrrmo@gmail.com	
126		Municipality of Cavinti	Maria Rafaela Valente	MDRRM Officer	09510808861/ 09095420174	mdrrmocavintilaguna@gmail.com	
<b>GOVERNMENT PARTNERS</b>							
127	PSALM Corporation	24th Floor Vertis, North Corporate Center 1, Astra Corner Lux Drives, North Ave, Quezon City, 1105	Engr. Mary Grace I. De Guzman	Acting Division Manager	09174353525	mgideguzman@psalm.gov.ph	Implementation of OMA for the Non-Power Components of Major Dams in Luzon being managed by NPC.
<b>PRIVATE PARTNERS</b>							
128	CBK-Power Company Limited (CBK-PCL)	Kalayaan, Laguna	Mr. Dennis Rosacay	Div. Manager	09175939433	drosacay@cbkpower.com	Mandatory Dam Safety Inspection for Caliraya and Lumot Dams
129	People's Energy Services, Inc.	Brgy. San Pascual, Buhí, Camarines Sur	Atty. Aimee C. Moraña/ Mr. Elmer Martinez	Finance-Admin Manager/ Assistant Manager	09399361620 (Moraña) 09999986988 (Martinez)	pesi_official@yahoo.com	Mandatory Dam Safety Inspection for Buhí-Bant Dam
130	Sorosogon II Electric Cooperative, Inc. (SORECO II)	Buhatan Bridge, Sorsogon City, Sorsogon	Darlene Doctor	Secretary	(056) 211 134	soreco2_msd@yahoo.com	Mandatory Dam Safety Inspection for Cawayan Dam
131	Sunwest Water & Electric Co., Inc.	Unit 1108, West Tower, Philippine Stock Exchange Road, Ortigas Center, Pasig City	Antonette Dilan	Plant Manager	637 4959 09979601183	ditan_antonette@yahoo.com	
<b>VISAYAS</b>							
132	Sta. Clara Power Corporation	Sta. Clara Power Corporation, 2F Highway 54 Plaza 996 Stanford St. Cor. EDSA Mandaluyong City	Raul Borlaza	Plant Manager	09173242235 2349733	info@staclarapower.com	Mandatory Dam Safety Inspection for Loboc Dam
<b>D. CORPORATE</b>							
<b>ENERGY SERVICES - POWER ENGINEERING SERVICES</b>							
<b>NORTH LUZON</b>							
133	National Transmission Corporation	Power Center, Dillman, Quezon City	Mr. Julius F. Barrientos	Manager	89021500 / 09453262782	jbarrientos@transco.ph	Calibration of Instruments
134	Tito and Tet Electrical Supply and Services	Lot 7A Block 4 Meywoods Subdivision, Lawa, Meycauayan, Bulacan	Mr. Tito P. Dampog	Manager	Telefax No. (044) 323-0127	tesselectrical@outlook.com tpdampog2000@yahoo.com	Calibration of Instruments
135	HOM-CDR Marketing & Construction Services Corp.	#16 Road 3, GSIS Hills Subdivision, Brgy. Talipapa, Quezon City	Engr. Harvey Chester M. Manansala	Sales Engineer	Tel. No. +63 (2) 983 2531 / +63 (2) 453 6124	hcmmanansala.homcor@gmail.com	Calibration of Instruments
136	Euro-Asia Energy Source Inc.	2nd Flr. No. 265 Unit N Cortes Bldg. Cor. Sct. Fernandez & Tomas Morato Sts., Brgy. Laging Handa, Quezon City	Mr. Bonifacio Sangalang and Ms. Renelyn Agdeppa	Engineering Manager Engineering Secretary	Tel. No. (+632) 351-8243/ 09382519395	rsagadeppa@euroasia.net.ph	Calibration of Instruments

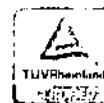
	COMPANY NAME	BUSINESS ADDRESS	CONTACT PERSON	POSITION	TELEPHONE NO.	e-MAIL ADDRESS	NPC SERVICES PROVIDED
<b>SOUTH LUZON</b>							
137	Powertrade Multi-sales and Services Inc.	85 Aurora Ave., Aurora Subdivision, Brgy. Kalayaan, Angono, Rizal, Philippines	Mr. Romeo Siodina	Manager	Tel/Fax: (02) 451-0509/ 425-5319	powertrademultisales@gmail.com rsiodina@yahoo.com	Calibration of Instruments
138	K2J Electrical Services	3054 Espiritu Street Parkview Homes Barangay Sun Valley Paranaque City	Mr. Kerwin B. Pamatnat	General Manager	Tel. No. (02) 339-7387 Cell No: (0919) 245-1179 / (0917) 883-0667	kerwin_pei@yahoo.com	Calibration of Instruments
139	GDA Power Resources Incorporated	Unit 2, Delcon Residences, Don Jesus Blvd, Cupang, Muntinlupa, 1770 Metro Manila	Mr. Allan G. Uy	Vice – President, Sales	Tel. No. +63-2 8809 5009 Mobile: +63-927-470 0579 /+63-967-415 8866	allanuy@gdapower.com.ph	Calibration of instruments
140	Alternative Power Solutions, Inc.	Partaza Compound, South Drive, Brgy. San Antonio, San Pedro, Laguna	Mr. Noris Tiongco		09166194401	rhis09166194401@gmail.com	Calibration of Instruments
<b>MINDANAO GENERATION EXTERNAL CUSTOMERS</b>							
<b>MINDANAO</b>							
141	Power Sector Assets and Liabilities Management (PSALM) Corporation	24th Floor, Vertis North Corporate Center 1, Astra Corner Lux Drives, Vertis North, Mindanao Avenue 1105 Quezon City	Atty. Ma. Ilyn Albito	OIC-General Counsel	8248-4800 / 7902-9000	mialbito@psalm.gov.ph	Transmittal of NPC secured certificates of titles and information/records of NPC landholdings to PSALM
142	National Grid Corporation of the Phil. (NGCP)	Mindanao Regional Control Center - Mindanao System Operations, Camen, Cagayan de Oro City 9000	Mr. Ambrocio R. Rosales	AVP-NGCP, Mindanao	0917791837 / (068) 850-2351	arrosales@ngcp.ph	Updated Plant Maintenance Schedule (GOP) and Plant Shutdown Request
			Rolando C. Villalobos	OIC-Head, Systems Operations, Mindanao	09178791322	rcvillalobos@ngcp.ph	
<b>RESOURCE MANAGEMENT SERVICES (RMS)</b>							
<b>CORPORATE</b>							
<b>NORTH LUZON</b>							
143	San Roque Power Corporation	Brgy. San Roque, San Manuel, Pangasinan	Mr. Raymund N. Mariano	SVP for Operation & Maintenance	09189230155	raymund.mariano@sanroquepower.ph	Meter Reading, Power Bills, Annual Meter Accuracy & Capacity Test, Plant Maintenance Schedule, etc.
144	Team Sual Corporation	Brgy. Pangascasan, Sual Pangasinan	Mr. Ruben H. Licerio	VP - Operations / Station Manager	(02) 8573-5300	ruben.licerio@teamenergy.ph	Meter Reading, Power Bills, Annual Meter Accuracy & Capacity Test, Plant Maintenance Schedule, etc.
145	Luzon Hydro Corporation	Brgy Amilongan, Aliem, Ilocos Sur	Mr. Arnold S. Tandoc	Plant Manager	09985421788	arnold.tandoc@aboltiz.com	Meter Reading, Power Bills, Annual Meter Accuracy & Capacity Test, Plant Maintenance Schedule, etc.
146	Casencan Hydroelectric Power Plant (End of Contract 10 Dec. 2021)	Sitlo Pauan, Brgy. Villarica, Pantabangan, Nueva Ecija	Marlon Labilles	Plant Manager	09171393476		Meter Reading, Power Bills, Annual Meter Accuracy & Capacity Test, Plant Maintenance Schedule, etc.
<b>SOUTH LUZON</b>							
147	Kepeco Ilijan Corporation (End of Contract 05 June 2022)	Brgy. Ilijan, Batangas City	Mr. Ericson Romana	Manager- Performance and Efficiency Department	09052387321	ericson.romana@kepcophillippines.com	Power Bills, Monthly Revenue Meter Reading & Fuel Inventory, Annual Performance Test, Semi-Annual Meter Accuracy Test, Plant Maintenance Schedule to NGCP and KEILCO-MMT Environmental
148	CBK-Power Company Limited (CBK-PCU)	Kalayaan, Laguna	Mr. Roger Quinones Jr.	General Engineering Manager	09175255615	Rquinones@cbkpower.com	Meter Reading, Power Bills, Annual Meter Accuracy & Capacity Test, Plant Maintenance Schedule, etc.

	COMPANY NAME	BUSINESS ADDRESS	CONTACT PERSON	POSITION	TELEPHONE NO.	e-MAIL ADDRESS	NPC SERVICES PROVIDED
149	Shell Philippines Exploration B. V. ISPEX - Malampaya Onshore Gas Plant (End of Contract 05 June 2022)	Plant : Tabangao, Batangas City Head Ofc.: Aslan Star Bldg. 19th Flr, Asean Drive, Filinvest, Corporate city, Alabang, Muntinlupa city	Ms. Colyn Geralde	Commercial Advisor SPEX B.V.	09178031414	Colyn.Geralde@shell.com	Processing of Gas Delivery Bills, Endorsement of Plant Maintenance Schedule to NGCP and Validation of Gas Metering Runs and Gas Chromatographs Monthly Revenue Meter reading, Monthly billings for the Energy & Capacity Fees prior to payment by PSALM, Annual Capacity Testing, Semi-annual accuracy/calibration
150	Team Energy Corporation (Pagbilao)	Isia Grande, Ibabng Polo, Pagbilao, Quezon	Mr. Ariel Buluran	Commercial and Performance Section Manager	09189216441	Ariel.Buluran@teamentery.ph	Revenue Meter Reading, Meter Accuracy Testing, Monthly Power Bills and Capacity Declaration
<b>VISAYAS</b>							
151	EDC - United Leyte (End of Contract 25 July 2022)	Plant Office: EDC Leyte, Tongonan, Ormoc City Head Office: 38th Flr., One Corporate Center Bldg, Julia Vargas cor. Meralco Ave., Ortigas Center, Pasig City	Mr. Renato C. Borja	Head-Dispatch, Optimization & Relation	09178383612	borja.rc@energy.com.ph	Revenue Meter Reading, Meter Accuracy Testing, Monthly Power Bills and Capacity Declaration
<b>POWER SECTOR ASSETS AND LIABILITIES (PSALM) CORPORATION</b>							
<b>NORTH LUZON</b>							
152	Power Sector Assets and Liabilities Management (PSALM) Corporation	24th Floor, Vertis North Corporate Center 1, Astra Corner Lux Drives, Vertis North, Mindanao Avenue 1105 Quezon City	Atty. Frederick R. Tamayo	Manager of Assets Rights and Privatization Department	8248-4800 / 7902-9000	frtamayo@psalm.gov.ph	Transmittal of NPC secured certificates of titles and Information/records of NPC landholdings to PSALM
153	Power Sector Assets and Liabilities Management (PSALM) Corporation	24th Floor, Vertis North Corporate Center 1, Astra Corner Lux Drives, Vertis North, Mindanao Avenue 1105 Quezon City	Atty Glenda Lhea Carlingal	Department Manager IPP/PPA CAD	(632) 7902-9078 / (632) 8248 4800/ 09190833621	psalm.lppacad@gmail.com/lpp-ippa.cad@psalm.gov.ph/ glacarlingal@psalm.gov.ph	Power supply IPPA Monthly / Other Fees to STEAC SPI and Phividec; Review and evaluation of all IPP Power Bills prior to payment by PSALM; Administration of 8 IPP contracts and SPEX Malampaya Gas Supply Purchase
154	Power Sector Assets and Liabilities Management (PSALM) Corporation	24th Floor, Vertis North Corporate Center 1, Astra Corner Lux Drives, Vertis North, Mindanao Avenue 1105 Quezon City	Mr. Abner B. Tolentino	Department Manager Asset Management Department	(032) 902-9000; 739-5235/ 09176191408	abtolentino@psalm.gov.ph/ psalmtd4@yahoo.com	Mandatory Dam Safety Inspection for Agus II, IV & VI and Pulangi IV Dams; Provision of Info/data on PSALM landholdings in Agus-Pulangi HEPPs and non-power components of privatized assets; Preparation of monthly
155	Power Sector Assets and Liabilities Management (PSALM) Corporation	24th Floor, Vertis North Corporate Center 1, Astra Corner Lux Drives, Vertis North, Mindanao Avenue 1105 Quezon City	Mr. Arnold C. Francisco	Vice President Privatization and Asset Management Group	(632) 7902-9000/ 8248-4800 / 09175529800	(632) acfrancisco@psalm.gov.ph	Capacity Nominations and Ancillary Service Nominations
156	Power Sector Assets and Liabilities Management (PSALM) Corporation	24th Floor, Vertis North Corporate Center 1, Astra Corner Lux Drives, Vertis North, Mindanao Avenue 1105 Quezon City	Ms. Joselyn D. Carabuena	Manager of Universal Charge and Accounts Management Department	(02) 7902-9057	PAMD@psalm.gov.ph/jdcarabuena@psalm.gov.ph	Preparation of Monthly Power Bills of 52 Mindanao Power Customers, Debt/Credit Memo, Sales Abstract



**GOVERNANCE COMMISSION**

3 F, Citibank Center 6741 Paseo De Roxas Makati City, Philippines 1226



Management System  
ISO 9001:2015  
Certificate No. 120120001

24 September 2019

**MR. CARLOS G. DOMINGUEZ**  
*DOF Secretary and Chairperson*  
**MR. PIO J. BENAVIDEZ**  
*President and CEO*  
**NATIONAL POWER CORPORATION (NPC)**  
BIR Rd. cor. Quezon Ave., Diliman,  
Quezon City

CFC-19 3113

3: 32

1/24/19

**RE: ENHANCED STANDARD GUIDELINE ON THE CONDUCT OF CUSTOMER SATISFACTION SURVEY**

Dear DOF Secretary Dominguez and PCEO Benavidez,

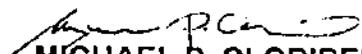
This is to formally transmit a copy of the enhanced standard guideline which will govern the GOCCs in the conduct of the annual customer satisfaction starting 2020. GOCCs are advised to read the guidelines thoroughly; clarifications and concerns on the matter will be addressed during the Technical Panel Meetings.

**FOR COMPLIANCE.**

Annex

Very truly yours,

  
**SAMUEL G. DAGPIN, JR.**  
*Chairman*

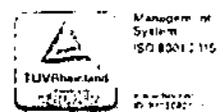
  
**MICHAEL P. CLORIBEL**  
*Commissioner*

  
**MARITES C. DORAL**  
*Commissioner*



**GOVERNANCE COMMISSION**

3/F, Citibank Center 6741 Paseo De Roxas, Makati City, Philippines 1226



24 September 2019

**MR. CARLOS G. DOMINGUEZ**  
*DOF Secretary and Chairperson*  
**MR. PIO J. BENAVIDEZ**  
*President and CEO*  
**NATIONAL POWER CORPORATION (NPC)**  
BIR Rd. cor. Quezon Ave., Diliman,  
Quezon City

CEC-19-3113  
3:30  
1/24/19

**RE: ENHANCED STANDARD GUIDELINE ON THE  
CONDUCT OF CUSTOMER SATISFACTION SURVEY**

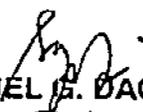
Dear DOF Secretary Dominguez and PCEO Benavidez,

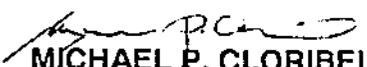
This is to formally transmit a copy of the enhanced standard guideline which will govern the GOCCs in the conduct of the annual customer satisfaction starting 2020. GOCCs are advised to read the guidelines thoroughly; clarifications and concerns on the matter will be addressed during the Technical Panel Meetings.

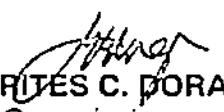
**FOR COMPLIANCE.**

*Annex*

Very truly yours,

  
**SAMUEL E. DAGPIN, JR.**  
*Chairman*

  
**MICHAEL P. CLORIBEL**  
*Commissioner*

  
**MARITES C. DORAL**  
*Commissioner*

**GUIDEBOOK FOR GOCCs**

---

**ENHANCED STANDARD METHODOLOGY FOR  
THE CONDUCT OF THE CUSTOMER  
SATISFACTION SURVEY**

## TABLE OF CONTENTS

<b>DEFINITION OF TERMS</b> .....	<b>1</b>
<b>I. RATIONALE</b> .....	<b>5</b>
<b>II. DATA GATHERING METHODS</b> .....	<b>6</b>
A. METHOD A: INTERCEPT INTERVIEW.....	6
B. METHOD B: TELEPHONE/FACE-TO-FACE INTERVIEW.....	6
C. METHOD C: DOOR-TO-DOOR INTERVIEW.....	6
<b>III. SAMPLING PROCEDURE</b> .....	<b>7</b>
A. FOR INTERCEPT INTERVIEW.....	7
B. FOR TELEPHONE/FACE-TO-FACE INTERVIEW.....	8
C. FOR DOOR-TO-DOOR INTERVIEW.....	9
1. With Customer Listing.....	9
2. Without Customer Listing (General Population).....	10
<b>IV. DATA COLLECTION</b> .....	<b>13</b>
A. RESPONDENT CRITERIA.....	13
B. SAMPLE UNIVERSE.....	13
C. SAMPLE SIZE.....	14
D. FREQUENCY OF DATA COLLECTION.....	15
E. AREA COVERAGE.....	15
<b>V. DATA COLLECTION INSTRUMENT</b> .....	<b>16</b>
<b>VI. DATA COLLECTION QUALITY CONTROL</b> .....	<b>18</b>
A. PRE-TEST.....	18
B. TRAINING.....	18
C. OBSERVATION.....	19
D. SUPERVISION.....	19
E. BACK-CHECKING AND SPOT CHECKING.....	20
<b>VII. DATA PROCESSING</b> .....	<b>22</b>
A. FOR PEN-AND-PAPER INTERVIEW (PAPI).....	22
B. FOR COMPUTER-ASSISTED PERSONAL INTERVIEW (CAPI).....	23
<b>VIII. ANALYSIS PLAN</b> .....	<b>25</b>
<b>IX. PROJECT TEAM</b> .....	<b>26</b>
<b>X. STATUS REPORTS AND DOCUMENTS FOR SUBMISSION</b> .....	<b>30</b>

## DEFINITION OF TERMS

TERMS	DEFINITION
Back-Checking	A quality control procedure involving subsequent re-contacting or revisiting respondents to check whether the interviews were conducted and completed and whether the responses recorded by the interviewer were consistent and accurate
Call Back	Process of calling or visiting a sampled respondent who is initially not available again to complete the survey
Clearing or Debriefing Sessions	Process of reconvening the survey team after the start-off to discuss clarifications, concerns, and challenges encountered during the first few days of data collection and agree on ways to address them moving forward
Code Frames or Codebook	Shows the categories that were formed from responses from open-ended questions; Contains the numeric data equivalents of verbal data which shall be used for the purpose of analysis
Computer-Assisted Personal Interview (CAPI)	A data collection method by an in-person interviewer (i.e. face-to-face interviewing) who uses a digital device (e.g. computer, tablet) to administer the questionnaire and capture the answers of the respondents
Cross-Tabulations	Pertains to the creation of a table showing two or more variables, with the categories of one variable distributed across the rows of the table, while the other variable is distributed down the columns
Customer Type	Pertains to a group or segment of customers classified based on specific characteristics Customer types have been pre-identified in <i>Annex A</i> .
Data Tables	Refers to set of tables which display the survey results  Each tab resembles a spreadsheet with multiple rows and columns, wherein rows contain the answer categories for a given question and columns are the key variables for analysis.
Data Tabulation Specifications or Tab Specs or Tab Plan	Outlines all required tables, statistics and other; acts as a guide for the conversion of data into meaningful forms and results

TERMS	DEFINITION
Disproportionate Sampling	A sampling strategy wherein each subgroup is allocated with equal sample size or number of target respondents
Double-Encoding	<p>A quality control process wherein completed questionnaires are encoded by two different encoders</p> <p>After double-encoding the data separately, the two datasets will be automatically compared, and discrepancies will be verified and corrected accordingly to form a single dataset.</p>
Drop-Out Rate	Refers to the proportion of all eligible sample cases that were lost over the duration of the interview or over the duration of the study
ESOMAR	World Association of Opinion and Marketing Research Professionals (formerly European Society for Opinion and Marketing Research) is a membership organization representing the interests of the data, research and insights profession at an international level. While it started as a European association, ESOMAR is the global association for the industry, with members based in 130 countries. It provides ethical and professional guidance and advocating on behalf of its global membership community.
General Population	Refers to the general public and not a very specific type of population
Geocodes	Refers to a set of geographical coordinates corresponding to a location
Household	Defined in market research as the social unit consisting of a person living alone or a group of persons who sleep in the same housing unit and have a common arrangement in the preparation and consumption of food
Hybrid Data Collection or Mixed Data Collection	Refers to the use of two or more data collection methods
Inception Meeting or Kickoff Meeting	Pertains to the first meeting with the project team and the client of the project to discuss and define the base elements of the project (goals, scope, expectations) and other project planning activities
Kish Grid	<p>A method for selecting members within a household to be interviewed</p> <p>It uses a pre-assigned table of random numbers to find the person to be interviewed.</p>

TERMS	DEFINITION
Kruskal Analysis	<p>A statistical tool for measuring the power of attributes in driving a dependent variable</p> <p>The essential assumption behind the analysis is that variables which exhibit strongly similar patterns of response to some dependent issue (for example overall satisfaction) are causally linked. This analysis approach uses the concept of partial correlations, where the correlation between two variables is obtained when the effects of other variables are removed.</p>
Pen-and-Paper Interview (PAPI)	<p>A data collection method by an in-person interviewer (i.e. face-to-face interviewing) using a printed paper questionnaire where responses are recorded</p>
Pilot Test/Pre-Test	<p>A process implemented to dry-run the research instruments and determine problems that needed to be addressed prior to putting the data collection in full survey operations</p>
Proportionate Sampling	<p>A sampling strategy wherein the sample size or number of target respondents allocated for each subgroup is determined by their number relative to the entire population</p>
Primary Sampling Unit (PSU)	<p>Refers to sampling units that are selected in the first (primary) stage of a multi-stage sample</p>
Sample	<p>Pertains to the sub-population to be studied in order to make an inference to a reference population (a broader population to which the findings from a study are to be generalized)</p>
Sample Size	<p>Refers to the number of population members or cases that are included in the sample</p>
Sample Spots	<p>Refers to areas (usually barangays) that have been sampled and where the survey data collection will be conducted</p>
Spot Check	<p>A quality control procedure that involves going to the data collection area to check if: (1) interviewers did proper sampling; (2) proper skipping was implemented; (3) interviewers are indeed in the area covered by the study; (4) or interviewers are interviewing correctly, among others</p>
Systematic Random Sampling	<p>A type of probability sampling technique where there is an equal chance (probability) for all units within the population to be selected and be included in the sample</p>

TERMS	DEFINITION
Weights/Weighting	Refers to statistical adjustments that are made to survey data after they have been collected in order to improve the accuracy of the survey estimates: (1) to correct for unequal probabilities of selection that often have occurred during sampling; (2) to help compensate for survey nonresponse

## **I. RATIONALE**

Under GCG Memorandum Circular (M.C.) No. 2012-07 or the Code of Corporate Governance, GOCC Governing Boards are required to:

- (a) Ensure integrity and honesty in dealings with customers and operate a highly effective and efficient organization, focused on meeting customer objectives with the aim of providing services which give fair value and consistent quality, reliability and safety in return for the price paid for the same.<sup>1</sup>
- (b) Operate policies of continuous improvement, of both processes and the skills of the staff, to take best advantage of advances in all aspect of society in order to ensure that it continues to add value to its customers' businesses.<sup>2</sup>

To ensure GOCCs are able to satisfy these requirements, the GCG made it mandatory for GOCCs to conduct an annual Customer Satisfaction Survey (CSS) as one of the performance indicators under the Performance Evaluation System (PES)<sup>3</sup>, implemented pursuant to GCG M.C. Nos. 2013-02 (Re-Issued) and 2017-02. The CSS serves as one of the monitoring tools to measure how GOCCs relate with their customers as this provides tangible and verifiable data on how GOCCs deliver their services.

Anchored on the principle of continuous improvement, this enhanced standard methodology is issued to ensure that individual results of the GOCCs' CSS are comparable and can be consolidated to determine the overall customer satisfaction score of the GOCC sector. The enhanced guideline aims to ensure that GOCCs go beyond compliance and utilize the CSS in harnessing and determining vital data and information on customer satisfaction. Thus, the CSS will focus on identifying the overall satisfaction rating by determining how much of a GOCC's customers are satisfied as opposed to dissatisfied, and the factors that lead to both.

---

<sup>1</sup> Section 37, GCG M.C. No. 2012-07

<sup>2</sup> Section 37, GCG M.C. No. 2012-07

<sup>3</sup> Performance Evaluation System Guidebook.

## II. DATA GATHERING METHODS

For purposes of the conduct of the annual CSS, three (3) quantitative data gathering methodologies will be used, which were deemed as the most efficient and effective way of reaching the GOCCs' customers during the survey fieldwork. The data gathering methodologies are as follows:

### A. Method A: Intercept Interview

The objective of the intercept interview is to gather on-site feedback from customers upon transaction with the GOCC. Intercept interviews are done by having trained interviewers positioned in either the office/branch of the GOCCs or the area where they operate, e.g. airports, ports, and train stations.

### B. Method B: Telephone Interview or Face-to-Face Interview

Telephone interview is the most efficient way of reaching customers who do not usually visit the offices/branches of the GOCCs. However, GOCCs may opt to use face-to-face interview depending on the convenience of the respondents.\*

The respondents that will participate in the interview should come from the GOCC's list of clients (individuals, corporations, and non-profit organizations such as social enterprises and cooperatives). In using this methodology, GOCCs are reminded that complete contact information of the possible respondents including names and contact details are required.

### C. Method C: Door-to-Door Interview

Door-to-door interview is most efficient for customers of GOCCs with no contact details available or are not reachable via other means of communication. Thus, the best way to reach its customers is by visiting the respondents' homes. However, this assumes that the communities or areas where the customers reside can be properly identified.

GOCCs with different customer types may use a different data gathering method for each of its customer types (e.g. intercept interview for individual customers and telephone interview for business clients). Note, however, that this is the only instance which allows the use of hybrid data gathering method. **Hybrid data collection is not allowed for the same type of customer.**

In addition, the use of online survey tool/platform or self-accomplishment of the survey questionnaire (e.g. e-mail, postal mail, etc.) as data gathering method may also be used if the GOCC falls in any one of the cases below:

1. Limited budget for the GOCC to conduct personal interviews (i.e. door-to-door, intercept, telephone, face-to-face);
2. Respondents are top executives/managers in which securing an appointment is difficult; and

---

\* It shall be noted, however, that the two data gathering methods cannot be used in combination. For example, if the GOCC/third party decided to use telephone interview, it must be used consistently for all the respondents belonging to the same customer type.

3. The only available means of communication is through e-mail.

However, GOCCs that will use an online survey tool/platform for data gathering should present a comprehensive quality control measure to ensure the validity and reliability of data collected. The implementation of which should be supported by a detailed quality control report.

If the contracted third-party of a GOCC has its own online survey tool/platform, the use of this survey method is allowed, provided that the third-party provider will be able to present and submit a detailed quality control report.

Attached as **Annex A** is the list of data gathering method per GOCC.

In the implementation of the CSS, GOCCs are expected to hire a third-party provider to administer the survey, generate the data, and interpret the result. GOCCs are given the option to self-administer the survey but are reminded to **strictly** follow the guidelines provided below. GOCCs that will conduct the survey in-house should be able to present a comprehensive report on the procedures and processes undertaken during the administration of the survey, including but not limited to the quality control on data gathering (i.e. pre-test and spot checking). Moreover, **quality control/quality assurance (i.e. back-checking and double encoding), data analysis and data interpretation should be undertaken by a third-party** and comprehensive documentation on the matter should be presented as evidence of compliance.

### III. SAMPLING PROCEDURE

#### A. FOR INTERCEPT INTERVIEW

A systematic random sampling shall be utilized following the steps outlines below.

Step 1: Create a list of PSUs

Step 2: Identify the number of PSUs to cover

Step 3: Identify the population and sample size and distribute sample by sampling unit

Step 4: Compute for the sampling interval

Step 5: Determine the schedule of the survey

Step 6: Select the respondents using interval number

In case the GOCC has more than one venue where the survey can be conducted, the first step is to select which PSUs to cover. PSUs could be geographic areas, venues, offices, branches, stations, and other units of the GOCCs which customers frequent to avail of the GOCC's service/s.

Ideally, all PSUs should be covered but in consideration of time and budget constraints, PSUs can be grouped together accordingly to form one bigger

sampling unit (e.g. North Luzon branches, Mindanao branches). Sample size should be allocated proportionately or disproportionately into the PSUs.

Once the PSUs have been identified, the day of the week and the time of the day must be established prior to the conduct of fieldwork. The research schedule will be based on the best judgment of the researcher and should be agreed between the researchers and the GOCCs.

Researchers and GOCCs are reminded of the basic rule of spreading the day and time of the research schedule to ensure that all possible segments of the population are represented and that there is an equal chance for customers to participate in the survey.

The sampling interval number will be used to determine which of the customers will be invited to participate in the survey. For example, if the sampling interval number is 10, then every 10<sup>th</sup> customer will be asked to participate in the survey.

Note that for systematic sampling technique, aside from the sampling interval number, a random start number should also be identified.

In cases when the selected customer does not meet the required recruitment criteria or is not willing to participate in the survey, the field interviewers should continue with the interval scheme in identifying the next customer, until the required customer sample is met.

#### **B. FOR TELEPHONE INTERVIEW OR FACE-TO-FACE INTERVIEW**

The selection of the respondents will be done through the systematic sampling technique using a customer list provided by the GOCC. The customer list must be complete with customer name and correct/updated contact details.

The procedure for systematic sampling technique for telephone interviews is as follows:

Step 1: Create a contact list and identify population size

Step 2: Clean, segment, and group customers based on how data is to be analyzed

Step 3: Identify sample size

Step 4: Compute for sampling interval number

Step 5: Select the respondents using interval number

Step 6: Contact respondents for the interview

Researchers should identify a sampling interval number. The sampling interval number will be used to determine which of the customers in the list will be invited to participate in the survey. For example, if the sampling interval number is 10, then every 10<sup>th</sup> customer in the list will be contacted

and invited. In doing so, the customers may get equal chance of getting selected to participate in the interview.

Note that for systematic sampling technique, aside from the sampling interval number, a random start number should also be identified.

In cases when the selected customer does not meet the required recruitment criteria or is not willing to participate in the survey, the interviewers should continue with the interval scheme in identifying the next customer, until the required customer sample is met.

The respondent may be interviewed instantly upon reaching him/her or an appointment may be set with the respondent. In the event that the customer is not available or cannot be reached, a maximum of two (2) callbacks will be made. If at the second callback, the customer is still not available or cannot be reached, the customer should be replaced by calling the next customer in the list, still following the interval scheme.

## **C. FOR DOOR-TO-DOOR INTERVIEW**

### **1. With Customer Listing**

The selection of the respondents will be done through the systematic sampling technique using a customer list provided by the GOCC. The GOCCs should ensure that the customer list is complete with customer name, correct/updated contact details, and addresses.

The conduct of systematic sampling technique for door-to-door interviews with listing shall be guided by the following steps:

**Step 1: Create a contact list and identify population size**

**Step 2: Clean, segment and group customers based on how data is to be analyzed**

**Step 3. Identify sample size**

**Step 4: Compute for sampling interval number**

**Step 5: Select the respondents using interval number**

**Step 6: Contact respondents for the interview**

Researchers should identify a sampling interval number. The sampling interval number will be used to determine which of the customers in the list will be invited to participate in the survey. For example, if the sampling interval number is 10, then every 10th customer in the list will be contacted and invited. In doing so, the customers may get equal chance of getting selected to participate in the interview.

Note that for systematic sampling technique, aside from the sampling interval number, a random start number should also be identified.

In cases when the selected customer does not meet the required recruitment criteria or is not willing to participate in the survey, the interviewers should continue with the interval scheme in identifying the next customer, until the required customer sample is met.

The respondent may be interviewed instantly upon reaching him/her or an appointment may be set with the respondent. In the event that the customer is not available, a maximum of two (2) callbacks will be made. If at the second callback, the customer is still not available, the customer should be replaced by visiting or contacting the next customer in the list, still following the interval scheme.

## 2. Without Customer Listing (General Population)

For door-to-door interviews without listing, a multi stage sampling shall be employed, following the steps below.

Step 1: Select sample cities or municipalities

Step 2: Select sample spots

Step 3: Select sample households

Step 4: Selection of the sample adult using a Kish grid

Within each study area, cities/municipalities will be selected without replacement and with probability proportional to population size.

Once the cities/municipalities have been selected, the required number of spots will be distributed among the sample cities/municipalities. The determination of the number of spots must be roughly proportional to its population size. Each municipality must receive at least one spot.

In each sample city or municipality, the required number of sample spots or barangays will be randomly selected.

Spots or barangays should be classified into urban and rural. The following interval scheme by urbanity is recommended:

a. Interval of five (5) in rural barangays

b. Interval of ten (10) in urban barangays

In each sample spot map, interval sampling will be used to draw five (5) sample households. A starting street corner will be drawn at random. The first sample household will be randomly selected from the households nearest to the starting street corner. Subsequent sample households will be chosen using a fixed interval of nine (9) households in between the sampled ones and every 10<sup>th</sup> household will be sampled for urban spots while a fixed interval of four (4) households and every 5<sup>th</sup> household will be sampled for the rural spots.

In each selected household, a respondent will be randomly chosen among household members who are 18 years of age and older, using the equal

probability sample selection Kish grid. One (1) qualified male or female respondent will be randomly chosen from among all eligible/qualified respondents in the household.

In cases where no qualified respondent, the interval sampling of household will continue until five (5) sample respondents are identified.

The interval scheme indicated above should also be implemented in (a) replacing households; and (b) substitution of respondents.

### **Substitution**

Substitution of respondents (for selected respondents who are not available) will be done only after two (2) valid callbacks. Substitution will be made only with a respondent of the same socio-economic profile as the original one – same age group, socio-economic class, gender, working status and from within the same sample spot.

### **Urban-Rural Classification<sup>5</sup>**

A barangay is classified as urban if it meets any of the following:

1. It has a population size of 5,000 or more;
2. It has at least one establishment with a minimum of 100 employees;
3. It has five or more establishments with 10 to 99 employees, and five or more facilities within the two-kilometer radius from the barangay hall. The establishments include:
  - i. town/city hall or province capitol;
  - ii. church, chapel or mosque with religious service at least once a month;
  - iii. public plaza, park or cemetery;
  - iv. market place or building where trading activities are carried out at least once a week;
  - v. public building like school (elementary, high school, and college), hospital, puericulture or health center, or library;
  - vi. landline telephone system or calling station or cellular phone signal;
  - vii. postal service or public fire-protection service;
  - viii. community waterworks system or public-street sweeper; and
  - ix. seaport in operation.

A barangay which does not satisfy any of the criteria above is classified as rural.

---

<sup>5</sup> The definition is based on the Philippine Statistics Authority's report on the urban population in the country, which provides information on the barangays classified as urban based on the 2003 (new) definition of urban areas. The new definition of urban areas was approved by the National Statistical Coordination Board through Resolution No. 9, series of 2003, on October 13, 2003. It is used in this report for the urban-rural classification of all barangays, except for the barangays in the National Capital Region which were all automatically classified as urban.

#### **IV. DATA COLLECTION**

##### **A. RESPONDENT CRITERIA**

Customers can be categorized as primary or secondary. Primary customers are those with direct economic transactions with the GOCC, while secondary customers are external customers who are or may be affected by the business of the corporation despite not directly engaged with the economic transactions of the GOCC. For this purpose, the survey instrument only covers primary customers.

Of the identified primary customers, the survey respondents should satisfy at least one of the criteria below:

- a. Current/on-going customers of the GOCC;
- b. Has a current/active account with the GOCC; or
- c. Had at least one transaction with the GOCC during the time of visit.

It is also crucial that the respondent criteria are time bound and the respondent/customer should have availed of the services of the GOCC within the year being evaluated.

The final criterion to be followed should be included in the screener portion of the questionnaire and should be clear among the interviewers to ensure that the respondents to be interviewed are eligible and responses will be relevant.

##### **B. SAMPLE UNIVERSE**

For data gathering methodologies which requires a list of customers (i.e. Telephone Interviews, Face-to-Face Interview, Door-to-Door Interview with Customer Listing), the sample universe should be provided to the researchers prior the conduct of the systematic selection.

The sample universe refers to the names of the customers with their telephone numbers (for telephone interviews) and addresses (for face-to-face and door-to-door interviews).

To ensure the confidentiality of the list, the researchers and all their partners should sign a Non-Disclosure and Confidentiality Agreement which contains the following items:

- a. The list should only be used for the purposes of this particular customer satisfaction survey and should not be shared with anyone who is not involved in the project.
- b. The masterlist should only be provided to the researcher who will be doing the systematic selection. All field interviewers should only be provided with the list of customers that they will be contacting.

- a. The list should be disposed of properly or returned to the GOCC. No copies of the list, be it printed or in soft copy formats, should be left with the third-party agency.

In order to eliminate bias, GOCCs should not inform their customers that a customer satisfaction survey will be conducted. Instead, GOCCs should provide a letter to the third party service provider stating the purpose for which the CSS is conducted and providing authority to the third party service provider to collect data on their behalf. The letter will be shown to the respondents before the conduct of interview proper. At the minimum, the official letter must contain the following:

- a. Information about the third-party agency and what they will be conducting;
- b. Purpose of the research;
- c. Invitation of customers to participate in the survey; and
- d. Assurance of confidentiality.

### **C. SAMPLE SIZE**

In practice, market researchers typically use a combination of rules of thumb, area coverage, and understanding of client's needs in terms of analysis and implementation when working out the sample size. Constraints on resources – budget and time – also set the limit on the sample size.

For the purpose of the CSS, the sample size is set depending on number of primary customers *per customer type*. The required sample size per customer type are as follows:

- a. 500 for nationwide coverage → MOE of +/-4.3% at 95% confidence level
- b. 300 for area-specific coverage → MOE of +/-5.6% at 95% confidence level
- c. 100 for customer type with small universe or when the number of the total primary customers is not enough to reach at least a sample size of n=300 for the survey → MOE of +/-9.8% at 95% confidence level

The results should only be read at the total level. No further breakdowns can be made as the sub-segment reads will not be conclusive due to a very small sample size.

- d. Total universe should be targeted as survey respondents for customer types with total primary customers of less than 100.
- e. At least n=100 should be targeted for each sub-segment (e.g. region, age, gender, etc.) for data to be analyzed, if needed → MOE of +/-9.8% at 95% confidence level

Note that the required sample size is considered as the minimum sample size.

To illustrate:

**Sample 1: GOCC A whose business has a nationwide coverage has both individual and business customers. The total number of individual customers is 10,000 and the total number of business entity customers is 8,000.**

*Required minimum sample size:*

Individuals: 500

Business Entities: 500

**Sample 2: GOCC B whose business has a nationwide coverage has both individual and business customers. The total number of individual customers is 10,000 and the total number of business entity customers is 10.**

*Required minimum sample size:*

Individuals: 500

Business Entities: 10

#### **D. FREQUENCY OF DATA COLLECTION**

In order to properly monitor the GOCC's customer satisfaction rating, the CSS has to be conducted annually. However, for GOCCs that observe seasonality (i.e. peak season and lean season), the survey should be conducted for each season as we can expect variations in company operations, customer behavior, among others, which may have an effect on the results of the survey.

Except for intercept data gathering method, GOCCs are allowed to conduct data gathering/survey until January of the succeeding year, provided that the Final Report and other supporting documents are made available by March.

#### **E. AREA COVERAGE**

Primary area coverage for the study depends on where the customers of the GOCCs can be contacted and interviewed. Essentially, it is where the PSUs are located such as geographic areas, venues, offices/branches, stations, and other units where we can get our sample.

## V. DATA COLLECTION INSTRUMENT

The quantitative study will make use of a structured questionnaire, which will ensure consistency all throughout the project and eliminate interviewer bias. This questionnaire ensures:

- More rigid style of interviewing;
- Presence of close-ended and open-ended questions;
- Highly structured way of questioning; and
- Assigned of numerical values to responses.

The length of the interview will be 15 minutes at the maximum, particularly for telephone interviews and intercept interviews, as lengthy interviews often result in higher refusal and drop-out rates.

For door-to-door interviews, a lengthier questionnaire can be accepted but the survey should not exceed 45 minutes.

The actual length of interview will be determined during the pre-test of the questionnaire. Should the questionnaire be longer than 15 minutes, the information coverage will be reviewed and checked for prioritization of questions.

The questionnaire is composed of three (3) sections:

- (a) Screener
- (b) Main questionnaire
  - Transacting with GOCC
  - Overall Satisfaction
  - Execution of Service
- (c) Socio-Demographic Profile

**Questions under the Main Questionnaire are fixed and may not be altered, modified, or deleted.** GOCCs may only add service or product specific questions, under Execution of Service section, without the need to secure prior authorization from the GCG.

A 5-point Likert scale shall be used for the overall satisfaction rating question that determines the level of satisfaction/dissatisfaction of the customers.

<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither Satisfied nor Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
5	4	3	2	1

Explanation of the scale should be read out to the respondents while showing them the showcard of the scale. This should be done before any of the rating

questions are asked. Interviewers should explain the scale repeatedly through the conduct of the survey until the respondent gets used to it. Below are the explanations of each point in the scale:

<p><b>Very satisfied</b></p>	<p>Performance of the GOCC meets and exceeds the needs and expectations, to the benefit, of the customer. The service was provided with few minor problems or none at all. If there were few minor problems, a corrective action might have already taken place which is deemed highly effective.</p>
<p><b>Satisfied</b></p>	<p>Performance of the GOCC meets the minimum expectations of the customer. The service was provided with few minor problems or none at all. If there were few minor problems, a correction action might have already taken place which is deemed highly effective.</p>
<p><b>Neither Satisfied nor Dissatisfied</b></p>	<p>This is the midpoint in which the respondents cannot truly pick a side in the spectrum. However, this does not mean that the respondent has no opinion or does not know. Performance of the GOCC neither meets nor doesn't meet the minimum expectations of the customer.</p>
<p><b>Dissatisfied</b></p>	<p>Performance of the GOCC does not meet the minimum expectations of the customers. There are a number of elements or aspects in the GOCC's customer service that reflects a problem for which the GOCC has not yet identified corrective actions. If there were corrective actions, then the action is perceived by the customer as ineffective or has not been fully implemented to be effective.</p>
<p><b>Very Dissatisfied</b></p>	<p>Performance of the GOCC does not meet most or did not meet any of the expectations of the customers. There are a number of elements or aspects in the GOCC's customer service that reflects a serious problem for which the GOCC has not yet identified corrective actions. If there were corrective actions, then the action is perceived by the customer as very ineffective or has totally been disregarded.</p>

## **VI. DATA COLLECTION QUALITY CONTROL**

To be able to ensure that the data gathered from the CSS is of highest quality possible, the following quality control procedures should be set in place:

### **A. PRE-TEST**

A pre-test shall be conducted to test the instrument in an actual respondent/scenario to:

- a. Ensure clarity and comprehension;
- b. Check for bias;
- c. Assess interview length; and
- d. Anticipate possible issues on field and agree on resolutions prior the training proper.

#### **Documents Needed:**

- a. Survey Instrument
- b. Stimulus Materials

#### **Deliverables to be Submitted:**

- a. Pre-test Results – GOCCs are required to pre-test at least three (3) to five (5) respondents for each customer type, depending on the size of its population/customer base. For GOCCs with a small customer base ( $n < 100$ ), at least one (1) respondent per customer type is acceptable.
- b. Pre-test Report – The report documents the issues, challenges and other insights and relevant observations gathered during the pre-test. It contains document agreements/resolutions agreed upon during the pre-test discussion between the GOCC and third-party service provider.

### **B. TRAINING**

Training is given to team members, specifically the field team to:

- a. Give an overview of the project, its design and objectives;
- b. Train on sampling procedure and selection of respondents;
- c. Brief on the questionnaire administration;
- d. Practice skipping and routing of questions; and
- e. Do mock interviews amongst themselves to familiarize themselves with the questions and to test their comprehension of the instructions.

#### **Documents Needed:**

- a. Survey Instrument

b. Stimulus Materials

c. Training Manual

**Deliverables to be Submitted:**

a. Training Report – The training report documents the issues, challenges and agreements/instructions relayed during the briefing.

**C. OBSERVATION**

Researchers and/or team leaders should observe and conduct start-off within the initial days of fieldwork to monitor if the sampling procedures are well-understood and to check if the questionnaire is implemented properly.

The first set of accomplished questionnaires will also be checked by the team leader or supervisor and/or researcher to check for consistency and proper filling-up of the questionnaires (for PAPI only).

Clearing/debriefing sessions should be conducted, as the need arises, in order to clarify pending questions and provide additional instructions to the field team.

**Documents Needed:**

a. Survey Instrument

b. Stimulus Materials

**Deliverables to be Submitted:**

a. Observation Report

b. Clearing/Debriefing Report

**D. SUPERVISION AND SPOT CHECKING**

**Spot Checking**

Spot checking involves going to the data collection area to check among others if: (1) interviewers did proper sampling; (2) proper skipping was implemented; (3) interviewers are indeed in the area covered by the study; (4) or interviewers are interviewing correctly.

**Supervision**

A field manager will ensure the proper field implementation of study content and distribution and scheduling of visit.

The field manager shall also be responsible for the conduct of training of interviewers, assisted by field supervisors who will supervise the interviewers together with the group leaders.

Supervisors will be tasked to monitor the study full-time. They will observe actual interviews, follow-up and do surprise checks on the research team.

Supervisors will observe at least 30% of the total sample size. They will also ensure that field logistics are received promptly and administered properly

**Deliverables to be Submitted:**

- a. Supervision/Observation/Spot Checking Report
- b. Fieldwork Progress Report

**E. BACK-CHECKING**

Back-checking is the subsequent re-contacting or revisiting respondents to check whether the interviews were conducted and completed and whether the responses recorded by the interviewer were consistent and accurate. As a standard, at least 30% of the total sample size should be back-checked. A combination of phone and in-person back-checking should be done.

**Deliverables to be Submitted:**

- a. Back-Checking Report
- b. For CAPI surveys, report on automated checks which will contain the following information:
  - i. Schedule of Automated Checks Conducted
  - ii. Checking of Administrative Variables to Monitor Data Quality
    - Total Completed Output per Interviewer versus Sample Size
    - Total Output/Productivity per Day
    - LOI Checks
    - Interview Gap between Successive Interviews
    - Areas/Spots Covered per Day
    - Interview Done in Odd Hours
    - Geocodes
    - Duplicate Contact Information
  - iii. Interviewing Issues
    - Audio Recording Problem
    - Administration Problems
    - Non-responses
    - Response Patterns

As part of the ESOMAR codes and guidelines, the identity of the respondents will be kept confidential from the GCG and the GOCCs. If there is a

requirement from the GCG or the GOCC to reveal the identity of the respondents, the consent of the respondents will be sought for. It should be noted that the information on the identity of respondents will only be limited to their addresses/locations. However, if the respondents want to keep their locations/addresses confidential and detached from the survey results, this will be adhered to by the researcher.

## **VII. DATA PROCESSING**

### **A. FOR PEN-AND-PAPER INTERVIEW (PAPI)**

#### **1. Field Editing**

After every data collection day, the field interviewers are to go over their work in order to ensure completeness of data. All accomplished instruments will be submitted to the assigned group supervisor. The group leaders/field supervisors will be the one to check the completed outputs before the field team leaves the location. Field supervisors will conduct a final consistency check on all outputs prior to coding of responses by trained coders.

#### **2. Coding**

Open-ended questions in the questionnaire will be coded, and code frames will be created to facilitate processing of data.

#### **3. Data Encoding/Entry**

Once the questionnaires have been cleared and coded, these will be sent over to the data encoders for data entry.

A data entry program will be used during data encoding to verify and conduct consistency checks on the encoded data. The data capture program can incorporate validation/cleaning filters to screen valid and invalid answers based on the consistency checking of the questionnaire.

Depending on the complexity of the questionnaire, fifty percent (50%) or one hundred percent (100%) of each data encoder's work will be re-encoded to ensure accuracy of data entry. After double-encoding the data separately, the two datasets will be automatically compared, and discrepancies will be verified and corrected accordingly to form a single dataset.

#### **4. Data Processing**

Once data has reached zero error, data will be prepared for table processing. Data tabulation specifications or tabspecs will be developed by the researcher, for approval of the GOCC, as reference of the data processing team. The tabspecs will include the following key details:

- a. List of tables with table titles and base descriptions;
- b. Segments to be read in the table banners/headers;
- c. Stubs or list of responses;
- d. Formatting of the tables;
- e. Filters/logic checks; and
- f. Weights computation (for disproportionate sampling).

The data table processing will involve descriptive statistics and several cross-tabulations, depending on the data requirements.

All tables will also undergo statistical tests for groups to measure the variance among the existing groups/segments in the sample. This significance testing should be done at 95% confidence level, but may be at 90% confidence level, depending on the questions that we are testing for significance.

## **B. FOR COMPUTER-ASSISTED PERSONAL INTERVIEW (CAPI)**

### **1. Transfer of Data**

Interviewers are instructed to sync or upload data to the server on a daily basis before 10PM to help monitor fieldwork progress every morning.

### **2. Data Extraction**

Interim data shall be extracted and submitted within the first full week of data collection to have an initial review of the data, to check for completeness, accuracy of skipping and logic checks programmed in the survey, and other issues affecting quality of data collection. Data will also be extracted regularly to check for the survey progress and will be forwarded and be used by the quality control team as basis for the spot checking and for the quality control measures highlighted in Part VI: Data Collection Quality Control.

After fieldwork completion, the complete dataset will be extracted for final validation and cleaning prior to processing.

### **3. Data Processing**

Once data has reached zero error, data will be prepared for table processing. Data tabulation specifications or tabspecs will be developed by the researcher, for approval of the GOCC, as reference of the data processing team. The tabspecs will include the following key details:

- a. List of tables with table titles and base descriptions;
- b. Segments to be read in the table banners/headers;
- c. Stubs or list of responses;
- d. Formatting of the tables;
- e. Filters/logic checks; and
- f. Weights computation (for disproportionate sampling).

The data table processing will involve descriptive statistics and several cross-tabulations, depending on the data requirements.

All tables will also undergo statistical tests for groups to measure the variance among the existing groups/segments in the sample. This significance testing should be done at 95% confidence level, but may be

at 90% confidence level, depending on the questions that we are testing for significance.

## VIII. ANALYSIS PLAN

The analysis plan will serve as the basis for the preparation of the Final Report. The results shall be analyzed looking into the following segments, as may be applicable:

- Total
- By Customer Type
  - General Public/Individual Customers
  - Businesses/Organizations
- By Area (depending on the sample area coverage)
  - Total Luzon
  - Total Visayas
  - Total Mindanao
- By Region or Key City
- By Type of Service Aailed
- By Rating
- Drivers of Satisfaction (derived importance)

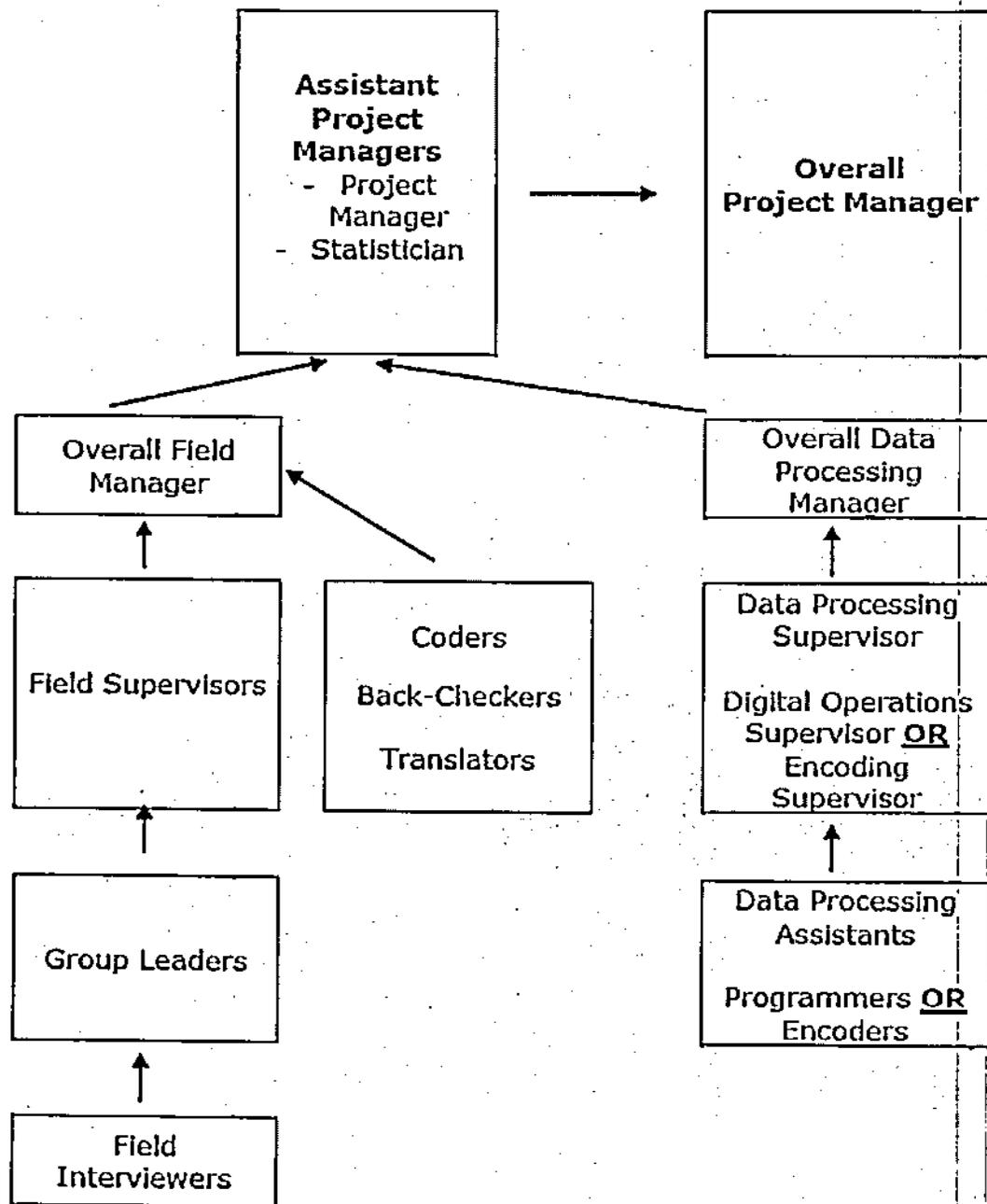
Depending on customer type, the following demographic segmentation may also be looked into:

- General Public/Individual Customers
  - Gender
  - Age/Age Group
  - Working Status
  - Educational Attainment
  - Civil Status
- Businesses/Organizations
  - Type of Business
  - Industry
  - Products
  - Business Size
  - Number of Employees
  - Revenue
  - Year of Establishment
  - Position in the Organization (respondent)
  - Years in the Organization (respondent)
  - Decision-Making Role in the Organization (respondent)

The above segments should only be read if sample size allows or if sub-segments are  $n \geq 100$ . If the GOCC's total sample size is  $n < 100$ , it can only be read at a total level.

## IX. PROJECT TEAM

The third-party service provider to be contracted by the GOCC is recommended to follow the structure below, to promote an organized and efficient working environment.



The table below provides the minimum prescribed task per project team member:

Position	Number	Task
Overall Project Manager	1	<p>Oversees all activities of the study from start to finish ensuring that project objectives are realized</p> <p>Monitors the operational details of the survey and work closely with field and data processing departments in meeting client expectations</p> <p>Should be present in major meetings and trainings</p> <p>Should approve the questionnaire, tabulation specifications and report draft</p> <p>Presents the findings to the GOCC</p>
Assistant Project Manager Statistician/Assistant Project Manager	2	<p>Assist the Overall Project Manager in monitoring the survey and following through to completion</p> <p>Should be present in all meetings and trainings</p> <p>Prepares the fieldwork materials (i.e. questionnaire and other stimulus), data specs, and report</p> <p>Conducts statistical analysis on the data</p>
Field Manager	1	<p>Oversees all fieldwork activities of the study from start to finish ensuring that project objectives are realized</p> <p>Monitors the field operational details of the survey and work closely with research and data processing department in meeting client expectations</p>
Data Processing Manager	1	<p>Oversees all data processing activities of the study from start to finish ensuring that project objectives are realized</p> <p>Monitors the data processing operational details of the survey and work closely with research and field department in meeting client expectations</p>

<b>Position</b>	<b>Number</b>	<b>Task</b>
Field Supervisors	Depends on Area Coverage; At Least 1 per Major Area	Supervise during field activities (recruitment, interviews, etc.)
Data Processing Supervisors	2	Assists the Data Processing Manager in data processing related activities (programming, finalization of the script, checking of data completion, data processing and data cleaning)
Programmers/Scripters (including checker)	2	Programs the survey instruments into a survey link or an encoding script
Data Processing Assistants (including checker)	2	Checks completion, process the data
Group Leaders	At Least 1 for Every 5 Interviewers	Assists the field supervisors in field monitoring
Field Interviewers	Depends on the Sample Size; Maximum Number of Interviews per Interviewer should only be 15% of the Total Sample	Conducts the interviews/data collection
Coders	Depends on the Number of Questions to be Coded	Codes verbatim responses
Field Quality Checkers/Back-Checkers	Depends on the Sample Size; Should be able to Back-Check at least 30% of the Total Sample Size	Checks quality and validity of the interviews/outputs

For GOCCs conducting the survey internally, the following tasks should be assigned **exclusively** to a person, at the minimum:

Position	Task
Project Manager	Oversees all activities of the study from start to finish ensuring that project objectives are realized Prepares the fieldwork materials (i.e. questionnaire and other stimulus) and data specs Conducts statistical analysis on the data Responsible for analysis and report preparation Presents results
Assistant Project Manager	Assists the Project Manager in the implementation of the survey
Field Interviewers	Conducts the interview/data collection
Data Encoder	Encodes completed questionnaires
Data Processor/Tabulator	Processes/tabulates the encoded data
Quality Checker	Checks quality and validity of the interviews/outputs

**X. STATUS REPORTS AND DOCUMENTS FOR SUBMISSION**

As a monitoring mechanism, GOCCs are required to submit a status report on the CSS activity as part of the Quarterly Monitoring Report for its annual Performance Scorecard. Accordingly, the following documents are required to be submitted to support status update as reported:

<b>Activity</b>	<b>Document for Submission</b>	<b>Due Date</b>
Pre-test	Survey Instrument Stimulus Materials Pre-Test Results Pre-Test Report	Quarterly Monitoring Report
Training	Survey Instrument Stimulus Materials Training Manual Training Report	Quarterly Monitoring Report
Project Kick-off/Start-off	Survey Instrument Stimulus Materials Observation Report Clearing/Debriefing Report	Quarterly Monitoring Report
Project Implementation	Supervision/Observation Report Fieldwork Progress Report	Quarterly Monitoring Report
Back-checking and Spot-checking	Back-Checking and Spot Checking Report	Quarterly Monitoring Report
Data Processing	Spot Checking Report for Data Processing Data Quality Control Report	Annual Accomplishment Report
Analysis	Final Report	Annual Accomplishment Report

The following analyses are the **minimum** required information to be presented in the Final Report:

- a. Data Gathering Methodology (i.e. sampling procedure, total primary customers, sample size used, survey methodology, frequency of data collection)
- b. Percentage of Satisfied Customers using Top 2 Box (Very Satisfied and Satisfied)
- c. Averaging of the Overall Satisfaction Rating
- d. Comparison of Current Year Ratings versus Previous Year Ratings

- e. Crosstabs of the Reasons for Overall Satisfaction Rating against Type of Raters (Positive and Negative) to Determine Top Reasons for Satisfaction and Top Reasons for Dissatisfaction

f. **Deriving Importance**<sup>9</sup>

*Correlation*

Derived importance may be determined by correlating the satisfaction levels of each attribute (independent variable) with the overall satisfaction rating (dependent variable), as well as other critical performance metrics. The higher the correlation, the higher the influence a particular attribute has on overall satisfaction, and hence, the more important it is.

*Kruskal Analysis*

The **Modified Kruskal Analysis**, a tool for measuring the power of attributes in driving a dependent variable, may also be used to determine derived importance. The assumption behind the Kruskal Analysis is that variables which exhibit strongly similar patterns of response to some dependent variable, such as overall satisfaction, are causally linked to them.

The analysis approach uses the concept of *partial correlations*, where the correlation between two variables is obtained when the effects of other variables are removed. The key argument for using such procedure would reduce the impact of collinear variables and provide more robust estimates.

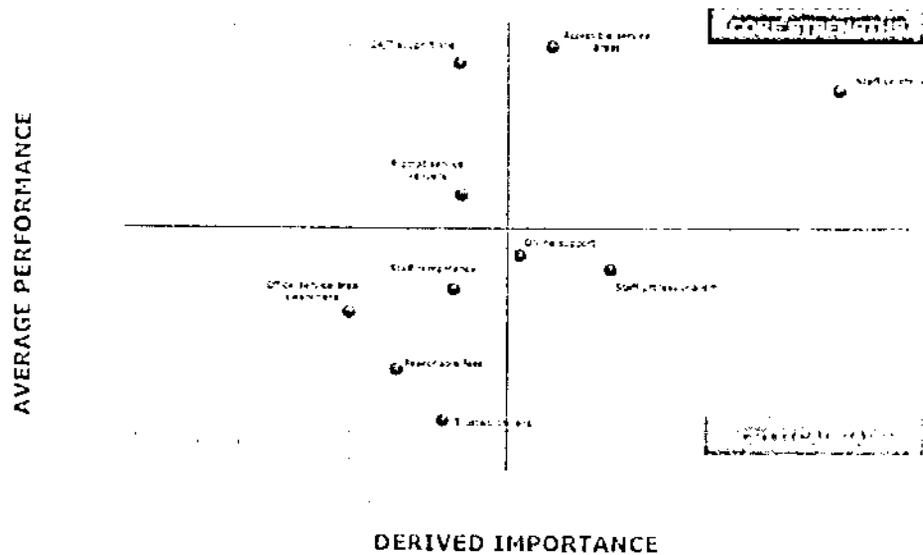
g. **Plotting in a Scatter Diagram**

To determine where attributes will fall under, derived importance score per attribute (coefficient percentage of each variable) can be plotted against satisfaction score per attribute (either mean rating or percentage giving it a high rating) in a scatter diagram. The scatter diagram will be divided/sectioned by getting and crossing the mean scores of each of your axis. See illustration below:

Attributes	Derived Importance	Average Performance Score
Staff Courtesy	19	4.83
Prompt Service Delivery	9	4.52
24/7 Support Line	9	4.91
Online Support	10	4.34
Staff Competency	9	4.24
Office/Service Area Cleanliness	6	4.17
Trustworthiness	8	3.85
Reasonable Fees	7	4

<sup>9</sup> Not applicable to customer types with sample size of  $n \leq 30$ .

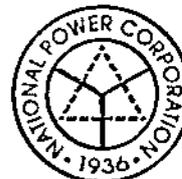
Attributes	Derived Importance	Average Performance Score
Accessible Service Areas	11	4.96
Staff Professionalism	13	4.3
Mean	10	4.41



There will be four boxes in this scatter diagram, where attributes will be plotted:

- Important and high rated → **CORE STRENGTHS** to **maintain and communicate**
- Important but low rated → **CRITICAL GAPS** to **focus on for improvement**
- Not important but high rated → **SECONDARY ATTRIBUTES** to **maintain and support**
- Not important and low rated → **LOW IMPACT ATTRIBUTES** to **monitor**

GOCC	Target Respondent	Methodology
National Housing Authority (NHA)	Relocatees	Telephone or Face-to-face
	Community Associations	Telephone or Face-to-face
	LGUs	Telephone or Face-to-face
National Irrigation Administration (NIA)	Farmers	Telephone or Face-to-face
National Power Corporation (NPC)	Small Power Utilities Group (SPUG)	Telephone or Face-to-face
	Watershed and Dam Communities	Telephone or Face-to-Face
	New Power Producers (NPP)	Telephone or Face-to-face
	Main Grid	Telephone or Face-to-face
National Tobacco Administration (NTA)	Farmers	Telephone or Face-to-face
	Industry Stakeholders (Local Traders, Exporters, Importers, Transhippers, Manufacturers)	Telephone or Face-to-Face
National Transmission Corporation (TRANSCO)	Utility Management Department (UMD) Customers	Face-to-face
	UMD Locators	Telephone or Face-to-Face
	NGCP	Telephone or Face-to-face
	Renewable Energy Developers	Telephone or Face-to-Face
Natural Resources Development Corporation (NRDC)	Business Customers	Telephone or Face-to-face
Nayong Pilipino Foundation (NPF)	Visitors	Intercept
	Concessionaires	Telephone or Face-to-Face
Northern Foods Corporation (NFC)	Farmers	Telephone or Face-to-face
	Commercial Clients	Telephone or Face-to-face



**CUSTOMER SATISFACTION SURVEY  
NATIONAL POWER CORPORATION (NPC)  
(FOR CORPORATE CUSTOMERS)**

QUESTIONNAIRE  
NUMBER

RESPONDENT INFORMATION			
Respondent Name		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
RECRUITER/INTERVIEWER INFORMATION			
Interviewer Name		Date of Interview	
Interviewer ID		Time of Interview	
QUALITY CONTROL CHECKS AND VALIDATIONS			
Witnessed/Validated by		Edited by	
Witness/Validation Date:		Date of Editing	
Signature		Signature	
Quality Checked by		Data Punched by	
Quality Check Date		Data Punch Date	
Signature		Signature	
Observed by (IA)		Cleared by (IA)	
Observation Date		Clearing Date	
Signature		Signature	
Back-checked by			
Backcheck Date			
Signature			

Annex

**INTRODUCTION**

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **NATIONAL POWER CORPORATION (NPC)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the NPC improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

I am \_\_\_\_\_ from [RESEARCH AGENCY, a market research company]. I will be your enumerator for today.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the [RESEARCH AGENCY/GOCC] to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the [RESEARCH AGENCY/GOCC].

**SCREENER**

S1. Are you or any of your close family/relatives working with NPC? *[SA]*

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s have you availed or regularly avail from NPC? What else? Anything else? *[MA]*

	CODE	
[SERVICE A]	1	Proceed to Q1
[SERVICE B]	2	
[SERVICE C]	3	
[SERVICE D]	4	
None of the above	99	Close interview

**NOTE TO GOCC:** List all possible services that may be availed.

S3. How would you describe your role in your company when it comes to dealing with NPC?

	CODE	
I am the owner/primary decision-maker in the company	1	Proceed to Q1
I am the primary person-in-charge of dealing / transacting with NPC	2	Proceed to Q1
I do not have any say or involvement when it comes NPC	3	ASK FOR THE ELIGIBLE RESPONDENT

## MAIN QUESTIONNAIRE

### PART I. TRANSACTING WITH NPC

Q1. How long have you been availing services from NPC?

NO. OF YEARS: \_\_\_\_\_  
NO. OF MONTHS: \_\_\_\_\_

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with NPC last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram etc.)	8
Others, pls. specify	9

Q3. Where do you most often get information about NPC and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

### PART II. OVERALL SATISFACTION

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied are you with the service provided by NPC? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate NPC on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with NPC? What else? Any other reasons?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

---



---



---



---

**PART III. EXECUTION OF SERVICE**

Q6. Now, we will talk about the different aspects of NPC's services. Using this rating scale where 5 means strongly agree (SA), 4 means agree (A), 3 means neither agree nor disagree (Neither), 2 means disagree (D) and 1 means strongly disagree (SD), please rate how much you agree or disagree with the different aspects of the services availed from NPC. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

For Q6, present showcard while asking level of agreement per attribute. Do not include N/A in the showcard.

	SA	A	Neither	D	SD	N/A
<b>Staff</b>						
NPC's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99
are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
delivers services within prescribed timeframe	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
conveys trust and confidence	5	4	3	2	1	99
<b><u>Products and Services</u></b>						
Process for submitting service request is simple and easy	5	4	3	2	1	99
Documentary requirements are reasonable	5	4	3	2	1	99
Forms are simple and easy to fill out	5	4	3	2	1	99
Service Requests are processed/completed within a reasonable amount of time	5	4	3	2	1	99
Terms and conditions (e.g., payment terms, quotation, penalties) are clear, well-defined, and reasonable	5	4	3	2	1	99
Agreed upon timeline and schedule for services (i.e. equipment testing and/or on-site monitoring, delivery of results) are met	5	4	3	2	1	99
Delivered services and output are quality, accurate, and complete	5	4	3	2	1	99
Documents issued (e.g., calibration report/s & certificate/s, monitoring report/s & test results) are free from defects or typographical errors	5	4	3	2	1	99
Payments are easy and convenient to make	5	4	3	2	1	99
Fees and charges are reasonable and appropriate to the degree of complexity of services availed	5	4	3	2	1	99
<b><u>Information and Communication</u></b> Information from NPC is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<b><u>Information and Communication (Website)</u></b> NPC's website...						
is available and accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
is user-friendly and easy to navigate	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99
<b><u>Complaints Handling and Records Keeping</u></b>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<b><u>Facilities (NPC Offices)</u></b>						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office is accessible and convenient to customers	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., security measures in place)	5	4	3	2	1	99
Office has priority lane for senior citizens, PWDs, pregnant women	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of NPC's services? What else? Anything else?  
**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

---



---



---



---

### SOCIO DEMOGRAPHIC PROFILE

<b>NAME OF ORGANIZATION</b>	<b>COMPLETE ADDRESS OF ORGANIZATION</b>				
<b>YEAR ORGANIZATION ESTABLISHED:</b> _____	<b>TYPE OF OWNERSHIP</b>				
	Foreign      1				
	Domestic    2				
<b>NUMBER OF EMPLOYEES</b> Actual _____	<b>ASSET VALUES (SHOWCARD)</b>				
1 to 99 (Micro / Small)      1	Micro / Small (R15,000,000 or less)      1				
100 to 199 (Medium)      2	Medium (R15,000,001 – R100,000,000)    2				
200 and up (Enterprise)    3	Enterprise (R100,000,001 and above)    3				
<b>POSITION IN THE ORGANIZATION</b>	<b>YEARS IN THE ORGANIZATION</b>				
<b>ACTUAL POSITION:</b> _____	<b>ACTUAL NO. OF YEARS:</b> _____				
<b>DEPARTMENT:</b> _____					
Owner / Head of the office or association    1	Less than a year	1	16 – 20 years	6	
Manager/Keeper/Supervisor                    2	1 – 2 years	2	21 – 25 years	7	
Operations Staff                                    3	3 – 5 years	3	More than 25 years	8	
Admin Staff                                         4	6 – 10 years	4	Don't know/refused	9	
Others, pls. specify _____                5	11 – 15 years	5			
Don't know/refused                              9					
<b>CONTACT DETAILS</b>	<b>DECISION-MAKING ROLE IN THE ORGANIZATION</b>				
Landline:	I alone decide for the organization				1
Cellphone:	I share with someone else the decision-making process for the organization				2
E-mail:					
Office landline:	I do not have any say when it comes to the decision-making process for the organization				3
Other contact info:					

I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the <b>ESOMAR Code of Conduct</b> with a person unknown to me.	Interviewers' Signature	Supervisor's Signature
--	-------------------------	------------------------



**CUSTOMER SATISFACTION SURVEY  
NATIONAL POWER CORPORATION (NPC)**

**[FOR NEW POWER PRODUCERS (NPPs)/QUALIFIED THIRD PARTIES (QTPs)]**

QUESTIONNAIRE  
NUMBER

RESPONDENT INFORMATION			
Respondent Name		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
RECRUITER/INTERVIEWER INFORMATION			
Interviewer Name		Date of Interview	
Interviewer ID		Time of Interview	
QUALITY CONTROL CHECKS AND VALIDATIONS			
Witnessed/Validated by		Edited by	
Witness/Validation Date:		Date of Editing	
Signature		Signature	
Quality Checked by		Data Punched by	
Quality Check Date		Data Punch Date	
Signature		Signature	
Observed by (IA)		Cleared by (IA)	
Observation Date		Clearing Date	
Signature		Signature	
Back-checked by			
Backcheck Date			
Signature			

**INTRODUCTION**

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **NATIONAL POWER CORPORATION (NPC)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the NPC improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

I am \_\_\_\_\_ from [RESEARCH AGENCY, a market research company]. I will be your enumerator for today.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the [RESEARCH AGENCY/GOCC] to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the [RESEARCH AGENCY/GOCC].

**SCREENER**

S1. Are you or any of your close family/relatives working with NPC? [SA]

	CODE	ROUTE
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s have you availed or regularly avail from NPC? What else? Anything else? [MA]

	CODE	
[SERVICE A]	1	Proceed to Q1
[SERVICE B]	2	
[SERVICE C]	3	
[SERVICE D]	4	
None of the above	99	Close interview

**NOTE TO GOCC:** List all possible services that may be availed.

S3. How would you describe your role in your company when it comes to dealing with NPC?

	CODE	
I am the owner/primary decision-maker in the company	1	Proceed to Q1
I am the primary person-in-charge of dealing / transacting with NPC	2	Proceed to Q1
I do not have any say or involvement when it comes NPC	3	ASK FOR THE ELIGIBLE RESPONDENT

## MAIN QUESTIONNAIRE

### PART I. TRANSACTING WITH NPC

Q1. How long have you been availing services from NPC?

NO. OF YEARS: \_\_\_\_\_

NO. OF MONTHS: \_\_\_\_\_

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with NPC last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram etc.)	8
Others, pls. specify	9

Q3. Where do you most often get information about NPC and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify )	4
Conferences	5
Tex/SMS	6
Bulletins	7
Others (Specify )	8

### PART II. OVERALL SATISFACTION

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied are you with the service provided by NPC? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate NPC on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with NPC? What else? Any other reasons?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

---



---



---



---

### PART III. EXECUTION OF SERVICE

Q6. Now, we will talk about the different aspects of NPC's services. Using this rating scale where 5 means strongly agree (SA), 4 means agree (A), 3 means neither agree nor disagree (Neither), 2 means disagree (D) and 1 means strongly disagree (SD), please rate how much you agree or disagree with the different aspects of the services availed from NPC. Let's start with... [READ OUT ATTRIBUTES].  
[SA per attribute]

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

For Q6, present showcard while asking level of agreement per attribute. Do not include N/A in the showcard.

	SA	A	Neither	D	SD	N/A
<b>Staff</b>						
NPC's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99
are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
delivers services within prescribed timeframe	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
conveys trust and confidence	5	4	3	2	1	99
<b><u>UC Subsidy Processing</u></b>						
Requirements are properly disseminated	5	4	3	2	1	99
Filing of application is systematic and easy	5	4	3	2	1	99
Documentary requirements are reasonable	5	4	3	2	1	99
All transactions are properly documented	5	4	3	2	1	99
Funds are released on time	5	4	3	2	1	99
Documents issued are free from defects or typographical errors	5	4	3	2	1	99
Subsidy reports are easily accessible	5	4	3	2	1	99
<b><u>Information and Communication</u></b> Information from NPC is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<b><u>Information and Communication (Website)</u></b> NPC's website...						
is available and accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
is user-friendly and easy to navigate	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99
<b><u>Complaints Handling and Records Keeping</u></b>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<b><u>Facilities (NPC Offices)</u></b>						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office is accessible and convenient to customers	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., security measures in place)	5	4	3	2	1	99
Office has priority lane for senior citizens, PWDs, pregnant women	5	4	3	2	1	99

**Q7. What are your suggestions for the improvement of NPC's services? What else? Anything else?**

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

---



---



---

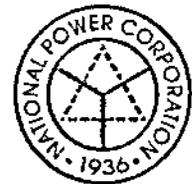


---

## SOCIO DEMOGRAPHIC PROFILE

<b>NAME OF ORGANIZATION</b>	<b>COMPLETE ADDRESS OF ORGANIZATION</b>				
<b>YEAR ORGANIZATION ESTABLISHED:</b> _____	<b>TYPE OF OWNERSHIP</b>				
<b>NUMBER OF EMPLOYEES</b> Actual _____ 1 to 99 (Micro / Small)            1 100 to 199 (Medium)                2 200 and up (Enterprise)            3	Foreign            1				
	Domestic        2				
	<b>ASSET VALUES (SHOWCARD)</b>				
	Micro / Small (R15,000,000 or less)            1				
	Medium (R15,000,001 – R100,000,000)        2				
	Enterprise (R100,000,001 and above)        3				
<b>POSITION IN THE ORGANIZATION</b>	<b>YEARS IN THE ORGANIZATION</b>				
<b>ACTUAL POSITION:</b> _____	<b>ACTUAL NO. OF YEARS:</b> _____				
<b>DEPARTMENT:</b> _____					
Owner / Head of the office or association    1	Less than a year	1	16 – 20 years	6	
Manager/Keeper/Supervisor                    2	1 – 2 years	2	21 – 25 years	7	
Operations Staff                                    3	3 – 5 years	3	More than 25 years	8	
Admin Staff                                         4	6 – 10 years	4	Don't know/refused	9	
Others, pls. specify _____ 5	11 – 15 years	5			
Don't know/refused                                9					
<b>CONTACT DETAILS</b>	<b>DECISION-MAKING ROLE IN THE ORGANIZATION</b>				
Landline:	I alone decide for the organization				1
Cellphone:	I share with someone else the decision-making process for the organization				2
E-mail:					
Office landline:	I do not have any say when it comes to the decision-making process for the organization				3
Other contact info:					

I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the <b>ESOMAR Code of Conduct</b> with a person unknown to me.	Interviewers' Signature	Supervisor's Signature
--	-------------------------	------------------------



**CUSTOMER SATISFACTION SURVEY  
NATIONAL POWER CORPORATION (NPC)  
[FOR SMALL POWER UTILITIES GROUP (SPUG) CUSTOMERS]**

QUESTIONNAIRE NUMBER
-------------------------

RESPONDENT INFORMATION			
Respondent Name		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
RECRUITER/INTERVIEWER INFORMATION			
Interviewer Name		Date of Interview	
Interviewer ID		Time of Interview	
QUALITY CONTROL CHECKS AND VALIDATIONS			
Witnessed/Validated by		Edited by	
Witness/Validation Date:		Date of Editing	
Signature		Signature	
Quality Checked by		Data Punched by	
Quality Check Date		Data Punch Date	
Signature		Signature	
Observed by (IA)		Cleared by (IA)	
Observation Date		Clearing Date	
Signature		Signature	
Back-checked by			
Backcheck Date			
Signature			

## **INTRODUCTION**

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **NATIONAL POWER CORPORATION (NPC)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the NPC improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

I am \_\_\_\_\_ from [RESEARCH AGENCY, a market research company]. I will be your enumerator for today.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the [RESEARCH AGENCY/GOCC] to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the [RESEARCH AGENCY/GOCC].

## **SCREENER**

S1. Are you or any of your close family/relatives working with NPC? [SA]

	<b>CODE</b>	<b>ROUTE</b>
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s have you availed or regularly avail from NPC? What else? Anything else? [MA]

	<b>CODE</b>	
[SERVICE A]	1	Proceed to Q1
[SERVICE B]	2	
[SERVICE C]	3	
[SERVICE D]	4	
None of the above	99	Close interview

**NOTE TO GOCC:** List all possible services that may be availed.

S3. How would you describe your role in your company when it comes to dealing with NPC?

	<b>CODE</b>	
I am the owner/primary decision-maker in the company	1	Proceed to Q1
I am the primary person-in-charge of dealing / transacting with NPC	2	Proceed to Q1
I do not have any say or involvement when it comes NPC	3	ASK FOR THE ELIGIBLE RESPONDENT

## MAIN QUESTIONNAIRE

### PART I. TRANSACTING WITH NPC

Q1. How long have you been availing services from NPC?

NO. OF YEARS: \_\_\_\_\_  
NO. OF MONTHS: \_\_\_\_\_

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with NPC last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	8
Others, pls. specify	9

Q3. Where do you most often get information about NPC and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify )	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify )	8

### PART II. OVERALL SATISFACTION

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied are you with the service provided by NPC? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate NPC on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with NPC? What else? Any other reasons?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

---



---



---



---

**PART III. EXECUTION OF SERVICE**

Q6. Now, we will talk about the different aspects of NPC's services. Using this rating scale where 5 means strongly agree (SA), 4 means agree (A), 3 means neither agree nor disagree (Neither), 2 means disagree (D) and 1 means strongly disagree (SD), please rate how much you agree or disagree with the different aspects of the services availed from NPC. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

For Q6, present showcard while asking level of agreement per attribute. Do not include N/A in the showcard.

	SA	A	Neither	D	SD	N/A
<b>Staff</b> NPC's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99
are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
delivers services within prescribed timeframe	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
conveys trust and confidence	5	4	3	2	1	99
<b><u>Products and Services (General)</u></b>						
Products and services are delivered according to agreed schedule	5	4	3	2	1	99
Products and services delivered conforms to agreed specifications, terms and conditions	5	4	3	2	1	99
Billing statements are accurate	5	4	3	2	1	99
Billing statements are issued on time	5	4	3	2	1	99
<b><u>Electricity</u></b>						
Energy services are consistently stable	5	4	3	2	1	99
Energy facilities (i.e., electric posts, transformers) are well monitored and maintained	5	4	3	2	1	99
Energy facilities (i.e., electric posts, transformers) are reliable and sufficient to serve wide scope of areas	5	4	3	2	1	99
Repairs in cases of service interruptions are prompt	5	4	3	2	1	99
<b><u>Information and Communication</u></b> Information from NPC is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<b><u>Information and Communication (Website)</u></b> NPC's website...						
is available and accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
is user-friendly and easy to navigate	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
<b><u>Complaints Handling and Records Keeping</u></b>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<b><u>Facilities (NPC Offices)</u></b>						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office is accessible and convenient to customers	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., security measures in place)	5	4	3	2	1	99
Office has priority lane for senior citizens, PWDs, pregnant women	5	4	3	2	1	99

Q7. What are your suggestions for the improvement of NPC's services? What else? Anything else?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

---



---



---



---

## SOCIO DEMOGRAPHIC PROFILE

<b>NAME OF ORGANIZATION</b>	<b>COMPLETE ADDRESS OF ORGANIZATION</b>				
<b>YEAR ORGANIZATION ESTABLISHED:</b> _____	<b>TYPE OF OWNERSHIP</b>				
<b>NUMBER OF EMPLOYEES</b> Actual _____ 1 to 99 (Micro / Small)            1 100 to 199 (Medium)                2 200 and up (Enterprise)            3	Foreign            1				
	Domestic        2				
	<b>ASSET VALUES (SHOWCARD)</b>				
	Micro / Small (R15,000,000 or less)            1				
	Medium (R15,000,001 – R100,000,000)        2				
	Enterprise (R100,000,001 and above)        3				
<b>POSITION IN THE ORGANIZATION</b>	<b>YEARS IN THE ORGANIZATION</b>				
<b>ACTUAL POSITION:</b> _____	<b>ACTUAL NO. OF YEARS:</b> _____				
<b>DEPARTMENT:</b> _____					
Owner / Head of the office or association    1	Less than a year	1	16 – 20 years	6	
Manager/Keeper/Supervisor                    2	1 – 2 years	2	21 – 25 years	7	
Operations Staff                                    3	3 – 5 years	3	More than 25 years	8	
Admin Staff                                         4	6 – 10 years	4	Don't know/refused	9	
Others, pls. specify _____                5	11 – 15 years	5			
Don't know/refused                               9					
<b>CONTACT DETAILS</b>	<b>DECISION-MAKING ROLE IN THE ORGANIZATION</b>				
Landline:	I alone decide for the organization				1
Cellphone:	I share with someone else the decision-making process for the organization				2
E-mail:					
Office landline:	I do not have any say when it comes to the decision-making process for the organization				3
Other contact info:					

<p>I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the <b>ESOMAR Code of Conduct</b> with a person unknown to me.</p>	<p>Interviewers' Signature</p>	<p>Supervisor's Signature</p>
---	--------------------------------	-------------------------------



**CUSTOMER SATISFACTION SURVEY  
NATIONAL POWER CORPORATION (NPC)  
(FOR WATERSHED AND DAM COMMUNITIES)**

QUESTIONNAIRE NUMBER
-------------------------

RESPONDENT INFORMATION			
Respondent Name		Time Start (in 24:00)	
Respondent Address		Time End (in 24:00)	
Respondent Phone Number (House)		Respondent Phone Number (Mobile)	
RECRUITER/INTERVIEWER INFORMATION			
Interviewer Name		Date of Interview	
Interviewer ID		Time of Interview	
QUALITY CONTROL CHECKS AND VALIDATIONS			
Witnessed/Validated by		Edited by	
Witness/Validation Date:		Date of Editing	
Signature		Signature	
Quality Checked by		Data Punched by	
Quality Check Date		Data Punch Date	
Signature		Signature	
Observed by (IA)		Cleared by (IA)	
Observation Date		Clearing Date	
Signature		Signature	
Back-checked by			
Backcheck Date			
Signature			

## **INTRODUCTION**

As part of the government's initiative to deepen citizen participation in government processes, particularly in the delivery of products and/or services, we are conducting this survey to gauge customer satisfaction on the services of the **NATIONAL POWER CORPORATION (NPC)**. We would appreciate if you could spare a few minutes of your time to participate in our survey. Your insights will greatly help the NPC improve its product and/or service delivery and meet your expectations to serve you better in the future. Please be assured that all answers provided will be kept in strictest confidentiality.

I am \_\_\_\_\_ from [RESEARCH AGENCY, a market research company]. I will be your enumerator for today.

Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission. By filling out the survey form, you are giving consent to the [RESEARCH AGENCY/GOCC] to process all the provided information. As the data subject, you have the right to access and ask for changing or deleting your personal data, which will be kept by the [RESEARCH AGENCY/GOCC].

## **SCREENER**

S1. Are you or any of your close family/relatives working with NPC? *[SA]*

	<b>CODE</b>	<b>ROUTE</b>
Yes	1	Close interview
No	2	Proceed to S2

S2. Which of the following service/s have you availed or regularly avail from NPC? What else? Anything else? *[MA]*

	<b>CODE</b>	
[SERVICE A]	1	Proceed to Q1
[SERVICE B]	2	
[SERVICE C]	3	
[SERVICE D]	4	
None of the above	99	Close interview

**NOTE TO GOCC:** List all possible services that may be availed.

## MAIN QUESTIONNAIRE

### PART I. TRANSACTING WITH NPC

Q1. How long have you been availing services from NPC?

NO. OF YEARS: \_\_\_\_\_  
NO. OF MONTHS: \_\_\_\_\_

	CODE
Less than a year	1
1 – 2 years	2
3 – 5 years	3
6 – 10 years	4
More than 10 years	5
Don't know/refused	9

Q2. Thinking about all your dealings/transactions with NPC last [SPECIFY YEAR], in what ways did you transact with them? [MA]

	CODE
Office visit	1
Phone call	2
Mail delivery	3
Send text / SMS message	4
Online	
Visit website	5
Send email	6
Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype, etc.)	7
Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram etc.)	8
Others, pls. specify _____	9

Q3. Where do you most often get information about NPC and its services? [SA]

	CODE
Information desk	1
Website	2
Phone/Hotline	3
Social media (Specify _____)	4
Conferences	5
Text/SMS	6
Bulletins	7
Others (Specify _____)	8

### PART II. OVERALL SATISFACTION

**NOTE TO INTERVIEWER:** For Q4, present showcard below while asking satisfaction/dissatisfaction rating questions. Do not include N/A in the showcard.

Q4. Overall, how satisfied or dissatisfied are you with the service provided by NPC? Please use this rating scale where 5 means very satisfied, 4 means satisfied, 3 means neither satisfied nor dissatisfied, 2 means dissatisfied and 1 means very dissatisfied. How would you rate NPC on the overall? [SA]

SHOWCARD	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
Overall Satisfaction Rating	5	4	3	2	1

Q5. Why do you say that you are [RESPONSE in Q4] with NPC? What else? Any other reasons?

**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

---



---



---



---

**PART III. EXECUTION OF SERVICE**

Q6. Now, we will talk about the different aspects of NPC's services. Using this rating scale where 5 means strongly agree (SA), 4 means agree (A), 3 means neither agree nor disagree (Neither), 2 means disagree (D) and 1 means strongly disagree (SD), please rate how much you agree or disagree with the different aspects of the services availed from NPC. Let's start with... [READ OUT ATTRIBUTES]. [SA per attribute]

**NOTE TO INTERVIEWER:** Read attributes one at a time and wait for the respondent's answer. Do not leave any blanks. If the attribute is not applicable or the respondent says "Don't Know" even after probing, mark as N/A.

For Q6, present showcard while asking level of agreement per attribute. Do not include N/A in the showcard.

	SA	A	Neither	D	SD	N/A
<b>Staff</b>						
NPC's staff...						
treats customers with respect	5	4	3	2	1	99
strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	5	4	3	2	1	99
are knowledgeable and competent or skilled in delivering the needed services	5	4	3	2	1	99
provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	5	4	3	2	1	99
addresses queries/concerns in a prompt manner	5	4	3	2	1	99
demonstrates willingness to assist customers	5	4	3	2	1	99
is easy to contact	5	4	3	2	1	99
delivers services within prescribed timeframe	5	4	3	2	1	99
appears neat, well-dressed, and professional	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
conveys trust and confidence	5	4	3	2	1	99
<b><u>Corporate Social Responsibility</u></b>						
Consultations are conducted prior to the implementation of programs/projects	5	4	3	2	1	99
Consultations are conducted in an orderly manner	5	4	3	2	1	99
Programs and services provide adequate knowledge to participants/beneficiaries	5	4	3	2	1	99
Programs and services are accessible to all	5	4	3	2	1	99
Projects implemented help in providing livelihood to the community	5	4	3	2	1	99
Projects implemented benefit the community positively	5	4	3	2	1	99
Projects implemented help in improving quality of life	5	4	3	2	1	99
Programs have lasting impact on the lives of the beneficiaries	5	4	3	2	1	99
<b><u>Information and Communication</u></b> Information from NPC is...						
easy to obtain	5	4	3	2	1	99
clear and relevant	5	4	3	2	1	99
<b><u>Information and Communication (Website)</u></b> NPC's website...						
is available and accessible (e.g., no downtime, loads easily)	5	4	3	2	1	99
is user-friendly and easy to navigate	5	4	3	2	1	99
contains the information needed	5	4	3	2	1	99
is useful and reliable when doing desired transaction	5	4	3	2	1	99
is secured	5	4	3	2	1	99

	SA	A	Neither	D	SD	N/A
<b><u>Complaints Handling and Records Keeping</u></b>						
Filing of complaints is easy and systematic	5	4	3	2	1	99
Complaints are resolved within prescribed timeframe	5	4	3	2	1	99
Resolutions to complaints are satisfactory/acceptable	5	4	3	2	1	99
Files/records are accurate and updated	5	4	3	2	1	99
<b><u>Facilities (NPC Offices)</u></b>						
Utilizes up-to-date and modern procedures, facilities, and resources	5	4	3	2	1	99
Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)	5	4	3	2	1	99
Office is accessible and convenient to customers	5	4	3	2	1	99
Office premises are clean, orderly and well-maintained	5	4	3	2	1	99
Office premises are well-ventilated and have good lighting	5	4	3	2	1	99
Office premises are safe and secure (e.g., security measures in place)	5	4	3	2	1	99
Office has priority lane for senior citizens, PWDs, pregnant women	5	4	3	2	1	99

**Q7. What are your suggestions for the improvement of NPC's services? What else? Anything else?**  
**NOTE TO INTERVIEWER: ASK SPONTANEOUSLY. PROBE UNTIL RESPONDENT SAYS NONE.**

---



---



---



---

## SOCIO DEMOGRAPHIC PROFILE

<b>GENDER</b>	Male	1	Female	2	<b>NATIONALITY</b> _____	
<b>CIVIL STATUS</b>	Single	1	Separated	3	<b>WORKING STATUS</b> Working 1 Studying 2 Working/Studying 3 Not working/not studying 4	
	Married	2	Widow/ Widower	4		
<b>RESPONDENT AGE GROUP</b> Actual _____					<b>IF WORKING: OCCUPATION</b> _____	
18 – 25	1	36 – 40	4	56 – 60		9
26 - 30	2	41 – 45	5	61 – 65		10
31 – 35	3	46 – 50	6	Above 65		11
		51 – 55	7			
<b>EDUCATIONAL ATTAINMENT</b>					<b>CONTACT DETAILS</b>	
No formal education	1	Some vocational		6	Landline: _____	
Some elementary	2	Completed vocational		7	Cellphone: _____	
Completed elementary	3	Some college		8	E-mail: _____	
Some high school	4	Completed college		9	Office landline: _____	
Completed high school	5	Post graduate		10	Other contact info: _____	

<p>I declare that this interview has been carried out strictly in accordance with your specification and has been conducted within the <b>ESOMAR Code of Conduct</b> with a person unknown to me.</p>	<p>Interviewers' Signature</p>	<p>Supervisor's Signature</p>
---	--------------------------------	-------------------------------



Management System  
 ISO 9001:2015

ANNEX E

17 January 2022

**MR. CARLOS G. DOMINGUEZ**  
 Chairman and DOF Secretary  
**MR. DONATO D. MARCOS**  
 Office-in-Charge  
**NATIONAL POWER CORPORATION (NPC)**  
 BIR Road cor., Quezon Avenue  
 Diliman, Quezon City

CEO-22-0173

12:07 1/25/2022

**RE: DEADLINE FOR SUBMISSION OF 2021 PES MONITORING REPORT  
 AND APPLICABILITY OF CSS ADDITIONAL GUIDELINES FOR 2022**

Dear Secretary Dominguez and OIC Marcos,

Under GCG Memorandum Circular (M.C) No. 2017-02,<sup>1</sup> GOCCs are to accomplish the requisite Quarterly Monitoring Reports for the calendar year detailing its progress in accomplishing its performance targets and submit the same to the GCG within thirty (30) calendar days from the close of each quarter. However, in view of the recent surge in cases of COVID-19 and to enable GOCCs to submit complete and substantiated reports under the circumstances, the Governance Commission extends the deadline of submission of the GOCC's 4<sup>th</sup> Quarter (Annual) Monitoring Report for 2021 and supporting documents therefor to 28 February 2022.

In addition, considering the COVID-19 pandemic is still causing uncertainties in the capacity of the GOCCs to fully comply with the requirements of the Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey, the Governance Commission again EXTENDS the applicability of the "Additional Guidelines in the Conduct of the Customer Satisfaction Survey (CSS) for 2020 in the GOCC Sector"<sup>2</sup> to the conduct of the CSS for 2022. Actions undertaken for the conduct of the CSS for 2022 shall be stated by the GOCC in its Quarterly Monitoring Reports to the Governance Commission.

Finally, we remind the GOCC that submissions shall be made through a formal letter signed by the chief executive officer (CEO), compliance officer, corporate secretary, or other officer with written authorization and may be submitted to the Governance Commission electronically through [feedback@gcg.gov.ph](mailto:feedback@gcg.gov.ph).

**FOR INFORMATION AND COMPLIANCE.**

Very truly yours,

Digitally signed by  
 CHAIRMAN SAMUEL G. DAGPIN, JR.

Annex

Digitally signed by  
 COMMISSIONER MICHAEL P. CLONIBEL

Digitally signed by  
 COMMISSIONER MARITES C. DORAL

<sup>1</sup> Interim Performance Evaluation System (PES) for the GOCC Sector dated 30 June 2017.  
<sup>2</sup> Notice to All GCG Stakeholders dated 14 August 2020, available at <https://gcg.gov.ph>.



## **NOTICE TO ALL GCG STAKEHOLDERS**

**SUBJECT : ADDITIONAL GUIDELINES IN THE CONDUCT OF THE CUSTOMER SATISFACTION SURVEY (CSS) FOR 2021 IN THE GOCC SECTOR**

**DATE : 26 FEBRUARY 2021**

---

Considering that the COVID-19 pandemic is still ongoing and is still causing uncertainties in the capacity of the GOCCs to fully comply with the requirements of the *Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey*, the Governance Commission hereby **EXTENDS** the applicability of the previously issued Notice to All GCG Stakeholders dated 14 August 2020 with subject "*Additional Guidelines in the Conduct of the Customer Satisfaction Survey (CSS) for 2020 in the GOCC Sector*" to the conduct of the CSS for 2021.

For other queries and concerns, the GCG may be reached through e-mail at [feedback@gcg.gov.ph](mailto:feedback@gcg.gov.ph).

**FOR INFORMATION AND GUIDANCE.**

Digitally signed by:  
**CHAIRMAN SAMUEL G. DAGPIN, JR.**

Digitally signed by:  
**COMMISSIONER MICHAEL P. CLORIBEL**

Digitally signed by:  
**COMMISSIONER MARITES C. DORAL**



## **NOTICE TO ALL GCG STAKEHOLDERS**

**SUBJECT : ADDITIONAL GUIDELINES IN THE CONDUCT OF THE CUSTOMER SATISFACTION SURVEY (CSS) FOR 2020 IN THE GOCC SECTOR**

**DATE : 14 AUGUST 2020**

---

In view of the circumstances brought about by the COVID-19 pandemic, and further considering the safety of the customers and the difficulties that may be encountered during this time relative to the conduct of the intercept or face-to-face methods of interview, the GCG hereby issues the following additional guidelines applicable for the conduct of the Customer Satisfaction Survey (CSS) for 2020:

1. GOCCs required to observe seasonality (i.e. peak season and lean season) in the conduct of the survey may otherwise opt to conduct the survey only once, instead of the required bi-annual conduct of the CSS.
2. Where telephone interviews are among the methodologies identified for a customer segment, GOCCs are strongly advised to elect to utilize such methodology instead of the allowed alternative (i.e. face-to-face, intercept).
3. In cases where the GOCC has contact information on its customer segment identified solely for intercept or face-to-face interview, it may proceed to utilize the telephone interview methodology so as not to exclude such customer segment as respondents in the CSS, subject to compliance with the Data Privacy Act.
4. While the CSS Guidebook does not require the recording of telephone interviews with the respondent, as well as submission of the same as an attachment to the Final Report, the procedure undertaken to corroborate the consistency and accuracy of the telephone interview must however be detailed in the Back-Checking Report which the GOCCs are required to submit as part of its Quarterly Monitoring Report. Through back-checking, a project team member other than the original interviewer/enumerator shall re-contact the respondent to check the quality and validity of the interviews/outputs.

It shall be the task of the interviewer/enumerator to fill-out the questionnaires in surveys conducted through telephone interview. Considering the mode employed, the signature of the respondents shall be dispensed with. Similarly, the Spot-Checking and Back-Checking Reports must detail that the respondents are correctly identified and that their answers are accurately reflected. In using telephone methodology, GOCCs are therefore reminded that complete contact information of the possible respondents including names and contact details should be provided to the researcher, subject to ESOMAR codes and guidelines.

5. Under Data Collection Instrument (Item V) in the CSS Guidebook, the actual length of telephone interviews is limited to 15 minutes at the maximum, as lengthy interviews often result in higher refusal and drop-out rates. The same shall be determined during the pre-testing activity, and should the questionnaire be longer than 15 minutes, the information coverage will be reviewed and checked for prioritization of questions. However, please note that questions under the main questionnaires are fixed and may not be altered, modified or deleted.
6. GOCCs that proceed to survey their customers through the intercept or face-to-face methods are enjoined to ensure that their respective survey providers shall follow the health protocols (e.g. physical distancing, wearing of face masks and face shields, hygiene practices, etc.) prescribed by the Department of Health (DOH), Inter-Agency Task Force (IATF) for the Management of Emerging Infectious Diseases, and other relevant bodies in the conduct of the CSS.
7. The Enhanced Standard Methodology also allows the use of online survey tool/platform or self-accomplishment of the survey questionnaires in the following cases:
  - a. Limited budget for the GOCC to conduct personal interviews (i.e. door-to-door, intercept, telephone, face-to-face);
  - b. Respondents are top executives/managers in which securing an appointment is difficult; and
  - c. The only available means of communication is through email.
8. The Enhanced Standard Methodology does not allow the use of hybrid data collection for the same customer segment; so GOCCs cannot use methodologies other than what was initially chosen any time during the duration of data collection.
9. For customer segments identified for intercept or face-to-face interview, which cannot otherwise be subjected to other survey methods such as telephone or online interviews, GOCCs may seek approval from the GCG for exclusion of such customer segment in the conduct of the CSS for 2020.
10. For GOCCs whose operations have been adversely affected by the pandemic, hence, also encountering significant decrease in the total number of customers (population) during the year, such GOCCs may adjust the minimum sample size, which shall be based on the adjusted projections of the total population for 2020 (per customer segment), provided, that the required confidence level and margin of error indicated in the Enhanced Standard Methodology will be maintained.
11. The Enhanced Standard Methodology also allows the conduct of data gathering/survey until January of the succeeding year, except for intercept data gathering method, *provided*, that the Final Report and other supporting documents are made available by March; and *provided further*, that customers are informed that the scope of services being covered by the survey are services rendered in 2020.

12. GOCCs shall report the actions they have undertaken, or have opted to undertake, for the conduct of the CSS for 2020 in their 3<sup>rd</sup> Quarter Monitoring Report, to be submitted to the GCG and uploaded in the GOCC's website within thirty (30) calendar days from the close of the quarter.

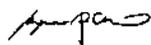
For other queries and concerns, the GCG may be reached through e-mail at [feedback@gcg.gov.ph](mailto:feedback@gcg.gov.ph).

**FOR INFORMATION AND GUIDANCE.**



Digitally signed by  
Dagpin Samuel  
Gallemit Jr

**SAMUEL G. DAGPIN, JR.**  
*Chairman*

 Digitally signed by  
Cloribel Michael  
Paquera

**MICHAEL P. CLORIBEL**  
*Commissioner*

 Digitally signed  
by Doral  
Marites Cruz

**MARITES C. DORAL**  
*Commissioner*