



Center for Governance

(Center)

[2016] PROJECT ACCOMPLISHMENT REPORT

I. Project Information

Project Code: CPRGI

Project Title: Customer Satisfaction Survey for the National Transmission Corporation

Project Start: August 3, 2015

Project End: February 29, 2016

Project Price: 1,147,305.60

Client Organization: National Transmission Corporation

II. Project Team

Project Manager:

Joebert Sayson

Team Members:

Ma. Czarina Krisha De Leon

Maria Paz Miguela Hipolito

Jemima Landong

Aya Caraphina Abraham

Leslie Ramos

Ismael Usman

Angelica Herico

Dianne Manaois

Mary Anne Fajardo

Honeyleen Lollo

Marjorie Fernando

Sherman Valera

Angelito Niño Presentacion Verzosa, Jr.

Evelyn Morales

Supervising Fellow:

Gilbert E. Lumantao

Consultants/ Resource Persons:

Vella Leonor Salazar

Marq Rommel Aljo

III. Project Details

Project Description:

The National Transmission Corporation (TransCo) is a government agency created under Republic Act No. 9136, otherwise known as the Electric Power Industry Reform Act (EPIRA) of 2001. The EPIRA was envisioned to improve the delivery of power supply to consumers by encouraging competition and efficiency in the generation sector as well as ensuring the quality and affordability of electric power supply.

Since March 1, 2003, TransCo operated and managed the power transmission system that links power plants to the electric distribution utilities nationwide. The same law mandated the privatization of TransCo through an outright sale or management concession agreement.

Following a public bidding conducted in December 2007, the TransCo concession was awarded to the National Grid Corporation of the Philippines (NGCP), which eventually secured a congressional franchise to operate the transmission network through Republic Act No. 9511.



Center for Governance

(Center)

[2016] PROJECT ACCOMPLISHMENT REPORT

On January 15, 2009, TransCo turned over the management and operation of its nationwide transmission system to NGCP. Ownership of all transmission assets however, remains with TransCo.

As owner of the transmission assets, the new TransCo is mandated with five key responsibilities:

- Protect national government's interests by ensuring NGCP's compliance with the terms and conditions of the Concession Agreement and the policies of the Department of Energy;
 - Handle all existing cases, including right-of-way and claims which accrued prior to the turnover date;
 - Divest remaining sub-transmission assets to technically and financially qualified electric distributors nationwide;
 - Undertake the operation, maintenance, consultancy and other technical services for the Philippine Economic Zone Authority (PEZA).
 - Administer the Feed-in-Tariff Allowance Fund for renewable energy generators.
- Being true to their mission, TransCo seeks to continually fulfill its commitment of delivering quality services for their stakeholders with an acceptable degree of confidentiality and integrity. With the issuance of the Governance Commission for GOCCs's (GCG) Memorandum Circular to have a third-party customer satisfaction survey as part of the performance evaluation of GOCCs, TransCo recognized an opportunity to further improve their services.

It is in this context that TransCo invited the Development Academy of the Philippines (DAP), with its extensive experience in policy research and technical assistance for Philippine government and international agencies, to present this proposal and provide consultancy services for the conduct of a customer satisfaction survey for TransCo.

It must be noted that DAP has conducted Customer Satisfaction Study for Governance Commission on GOCCs (GCG) and is undertaking the same for other GOCCs.

Project Objective:

The project seeks to determine the level of satisfaction of clients of TransCo. Specifically, the project will:

- 1.Develop a survey methodology and questionnaire to objectively measure satisfaction of the clients; and
- 2.Determine factors affecting the satisfaction and dissatisfaction of the TransCo's clients and translate the observations to recommendations for quality improvement.

Focus Area: Governance

Project Type: Research

Project Beneficiary:

Regional Coverage: National coverage

IV. Project Accomplishments

Key Activities Implemented:

Project team meeting, focus group discussion, tools development, data gathering in the ff. sectors: National Grid Corporation of the Philippines District Offices, Renewable Energy Developers, and Business Locators in Baguio City Economic Zone and Authority of the Freeport Area of Bataan, Presentation of results to the TransCo Executive Committee, Project Closure Meeting

Major Outputs:

Inception report, survey instrument and protocol, analysis plan, encoded survey data and survey findings, presentation materials, final report



Center for Governance

(Center)

[2016] PROJECT ACCOMPLISHMENT REPORT

Lessons Learned:

- Project Manager should level off with Field Supervisors in terms of what is expected of them by the enumerators during field work (e.g. being extra sensitive with expenses in accommodation, guidance, daily reporting and monitoring of target respondents).
- Include technical employees from different departments during FGD to fully capture the effectiveness of the survey when it comes to measuring customer satisfaction.
- Make robust statistical analysis by engaging the statistician during the process of questionnaire design.
- Hire an in-house statistician for PRO so that surveys CSAT surveys like this one may have a uniform, robust, and sound analysis. Moreover, it will reduce the time spent by the team in hiring a statistician.

Attachments

- Certificate of Project Closure

Prepared by:

Joebert D. Sayson
Project Manager

Noted / Approved by:

Imelda C. Caluen
Center Head

05 MAY 2016

Notes:

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