

D. Citizens/Client Satisfaction Results

Finance & Administrative	Customer Satisfaction	n/a										
Commercial	1. Compliance with Republic Act No. 11032 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018; 2. Percentage of customer complaints acted upon against received complaints. Complaints through hotline #8888 acted upon within 72 hours. 3. Complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	1. Compliant										
		2. 85%										
		3. 85%										
Engineering		n/a										

Prepared by:  DANLO N. PAMA
 Date _____
 PSE Special Person


LEONIE ANN BUTALON
 Admin. & Gen. Serv. Div. Manager
 Date _____

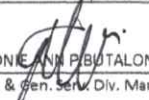
ENR T. BASCUG
 Fin. & Comm. Div. Manager
 Date _____

Recommending Approval:  DANLO N. ESPERA
 OIC-Engineering Div.
 Date _____

Approved by:
 ENGR. ABRAHAM J. DE DIOS, JR.
 Agency Head
 Date 11/14/2022


Prepared by:


 CARLO N. PANIA
 PPS Fiscal Person
 11/17/2022
 Date

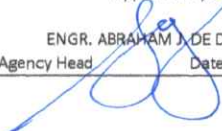

 LEONIE ANN P. BUTALON
 Admin. & Gen. Serv. Div. Manager
 11/14/2022
 Date

Recommending Approval:

 LINDO T. BASCUG
 Fin. & Comm. Div. Manager
 11/15/2022
 Date


 DANILLO N. ESPORA
 OIC-Engineering Div.
 11/15/2022
 Date

Approved by:


 ENGR. ABRAHAM J. DE DIOS, JR.
 Agency Head
 11/16/2022
 Date

