

D. Citizen/Client Satisfaction Results

Finance & Administrative	Customer Satisfaction 1. Compliance with Republic Act No. 10932 or Ease of Doing Business and Efficient Government Delivery Service Act of 2018; 2. Percentage of customer complaints acted upon against received complaints.	1. Compliant	1. Compliant							
Commercial	2. 85%	3. 97%	2. No complaint received	3. 97%						
Engineering	customer complaints received through the WD customer service unit within the period prescribed by ARTA and other issuances.	n/a	n/a							

Prepared by: [Signature] Date: 4/18/24
 Admin. & Gen. Serv. Div. Manager: [Signature] Date: 04/19/24
 Fin. & Comm. Div. Manager: [Signature] Date: 4/19/24
 Engineering Div. Manager: [Signature] Date: 4/19/24

Approved by:
[Signature]
 ENGR. ABRHAM J. DE DIOS, JR.
 Agency Head

