



D. Citizen/Client Satisfaction Results											
Finance & Administrative	Customer Satisfaction 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 ARMA and other issuances.	n/a									
Commercial		1. Compliant									
		2. 90%									
		3. 90%									
Engineering		n/a									
Prepared by: <u>ARMEN N. FAMA</u> Date: _____ (P&A Focal Person)											
Recommending Approval: <u>LEONE ANN P. BUTALON</u> Date: _____ Admin. & Gen. Serv. Div. Manager											
<u>LINO T. BASCUG</u> Date: _____ Fin. & Comm. Div. Manager											
<u>DANILO N. ESPERA</u> Date: <u>11-29-24</u> Engineering Div.-Div. Manager											
Approved by: <u>ENGR. ABRAHAM J. DE DIOS, JR.</u> Date: _____ Agency Head											




Prepared by:

CYRIL P. RAMA  
 Local Person \_\_\_\_\_  
 Date

LEONIE ANN P. BUTALON  
 Admin. & Gen. Serv. Div. Manager \_\_\_\_\_  
 Date

Recommending Approval:

LINSEY BASCUG  
 Fin. & Comm. Div. Manager \_\_\_\_\_  
 Date

DANILON ESPERA 11-29-24  
 Engineering Div. Manager \_\_\_\_\_  
 Date

Approved by:

ENGR. ABRAHAM J. DE DIOS, JR.  
 Agency Head \_\_\_\_\_  
 Date




Prepared by:

*[Signature]*  
 CYRINE N. ANITA  
 HR & Facilities Person

Date

*[Signature]*  
 LEONIE ANN DEUTALON  
 Admin. & Gen. Serv. Div. Manager

Date

Recommending Approval:

*[Signature]*  
 LINDY T. BASCUG  
 Fin. & Comm. Div. Manager

Date

*[Signature]*  
 DANILLO N. ESPERA  
 Engineering Div. Manager

11-29-24  
 Date

Approved by:

*[Signature]*  
 ENGR. ABRAHAM J. DE DIOS, JR.  
 Agency Head

Date