

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#5288 within 72 hours. 3. Complaints resolved through the WD customer service unit within this period prescribed by ATR and other issuances.	n/a	n/a								
		1. Compliant	1. compliant								
Commercial	2. 90%	3. 90%	2. no complaint received								
Engineering		n/a	n/a								

Prepared by: LEONIE A. BUSTALON Date: 4/21/15
 Fiscal Person: _____ Admin, Finance & Gen. Serv. Manager: _____
 Date: _____

Approved by:

ENGR. ABEA M. J. DE DIOS, JR.
 Agency Head Date: _____

Recommending Approval: _____
 Date: _____

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