



## ORION WATER DISTRICT

### CERTIFICATION

This is to certify that the **ORION WATER DISTRICT** has received a total of **7126** complaints in FY 2023, as summarized with details and status, as follows:

#### SUMMARY OF COMPLAINTS

Types of Complaints	Total No. of Complaints Received	Total No. of Complaints Resolved	Total No. of Pending Complaints	Percent Resolved (%)	Remarks for pending / unresolved complaints
1. In-House Complaints	7126	7126	0	100%	
2. Contact Center ng Bayan (CCB)	0	0	0	0	
3. Presidential Complaint Center (PCC)	0	0	0	0	
4. Presidential Action Center (PCA)	0	0	0	0	
5. Hotline #8888	0	0	0	0	
<b>TOTAL</b>	<b>7126</b>	<b>7126</b>	<b>0</b>	<b>100%</b>	

Prepared by:

  
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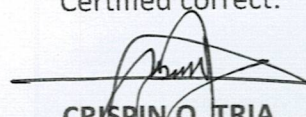
Sr. Industrial Relations Management Officer A  
Commercial Section



**Alexander C. Teodoro**

Project Planning and Development Officer  
Technical Section

Certified correct:

  
**CRISPIN Q. TRIAS**  
General Manager