



ISO
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CITIZEN'S *Charter*

General Mariano Alvarez Water District
LWUA CCC No. 393 * Tel. No.: (046) 460-4645/460-4176
Blk 4 Lot 1 Brgy. Poblacion 2, Gen. Mariano Alvarez, Cavite
Revised November 2017

MESSAGE FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS

Greetings,

Let me thank and congratulate the GMAWD personnel under the able leadership of General Manager Juliet M. Nacita for coming up with an updated Citizen's Charter.



This updated Citizen's Charter is a tangible proof of the commitment by the officials and employees of the GMA Water District to continuously provide all concerned with the needed information in the rendition of its public service as a frontline service provider as mandated by law.

The aim of the Citizen's Charter, as envisioned by Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007" is primarily to improve efficiency in the delivery of the government service to the public and reduce bureaucratic red tape in transactions, in dealing with concessionaires, creditors and suppliers, as well as the general public and government authorities, as a means of preventing graft and corruption.

It is hoped that all concerned will make use of this updated Citizen's Charter to keep them well informed, not only for their own good but for the general public as well, and make the collective efforts of the GMAWD personnel rewarding and appreciated, with the aims and objectives of the law attained. Nevertheless, we welcome suggestions and recommendations from the transacting public to further improve efficiency in the delivery of our service, in line with GMAWD MOTTO: COMMITTED TO SERVE.

Here's for an improved efficient public service.



A handwritten signature in black ink, appearing to read "I. M. Vaflor-Fabroa".

ATTY. ILUMINADA M. VAFLOR-FABROA, CPA

Chairman

GMAWD Board of Directors

MESSAGE FROM THE GENERAL MANAGER

Greetings from the General Mariano Alvarez Water District!

The GMAWD Management is very glad for we are able to conceptualize a Citizen's Charter which has an earnest desire to improve the service of GMAWD employees in general and GMAWD in particular.



The formulation of GMAWD Citizen's Charter is in response to one of our objectives which is to advance transparency and efficiency in public service towards the Municipality of General Mariano Alvarez, Cavite. The Charter in itself is a model for performance milieu to cut red tape and reduce corruption in government processes. Also, this will provide the concessionaires with accurate information on GMAWD frontline services including the service procedures, fees and pertinent requirements, responsible personnel and the service standards for every transaction.

In the value of unity and public service, let us all continue working together to overcome the challenges that the world of competitiveness in terms of providing safe, clean and potable water has to offer.

Again, congratulations and I am looking forward for the implementation of this Citizens' Charter with a hope of having a better public service delivery as its result.




JULIET M. NACITA
General Manager