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## 1. INTRODUCTION

The GMA Water District Citizens Charter was formulated in compliance to Republic Act 9485, otherwise known as “An Act to Improve the Efficient Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof” or the Anti-Red Tape Act of 2007. Section I, Rule IV of its Implementing Rules and Regulations (IRR) provides that all offices and agencies are enjoined to undertake on a continuing basis programs to promote customer satisfaction and improve service delivery, and other similar activities for officers and employees of frontline services.

The GMAWD Citizens Charter is a result of active participation of the members of GMAWD Citizen Charter Team (CCT). During the crafting, the CCT team reviewed its existing frontline service procedures and make enhancements thereof, and formulated a “SERVICE PLEDGE” to serve as guide for every transaction in providing services to the clients and stakeholders.

The implementation of the GMAWD Citizens Charter is beneficial to the public. It communicates the information on services the water district provides to the clients and shall describe the step-by-step procedures for availing a particular service, and the guaranteed performance level that the customers may expect for that particular service.

