#### MESSAGE

Delivering the best quality of service to our constituents and the public in general must be the goal of each and every member of our organization. When continual improvement becomes a practice, customer satisfaction is effortlessly achieved, and wastage in any form, be it time, money, or effort is practically reduced to minimum, if not eliminated.

Through The Citizen’s Charter, it is hoped that we could realize such aspirations as it is envisioned to help minimize if not eliminate bureaucratic red tape, avert graft and corrupt practices and improve efficiency of delivering government frontline service. When fully implemented, the benefits will be both to the LGU and our constituents as public service delivery cost will be less, vulnerability to graft and corruption is reduced, customers are satisfied.

The availability of a feedback mechanism will trigger optimization of our services, besides offering a basis of assessing the performance of the LGU and its employees; it also engenders people participation as they will know the mandate of the concerned government office, how they can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong.

This updated version of the Citizens Charter reflects our desire to change and improve on how we deliver public service.

Arya Asingan!!!

HON. HEIDEE L. GANIGAN-CHUA

Municipal Mayor