

MESSAGE OF THE GOVERNOR



I am pleased to present the annual report Provincial Government of Cavite (PGC) for the year 2013 embodied in this Local Government Report (LGR).

Public service delivery can only succeed if the internal systems are working properly. It is therefore vital to inculcate accountability and transparency among all officials and employees of the provincial government. This culture is being strengthened through the continuous and now Local Government Unit (LGU)-wide certification under ISO 9001:2008. I am filled with enthusiasm seeing the positive response, not just by the employees of the provincial government but the general public as well upon experiencing the new face of public service delivery of a Quality Management System certified LGU. Furthermore, as an assertion of my unceasing commitment to good governance, I have approved the creation of the Cavite Quality Management Office (CQMO) tasked to oversee the continuous and proper implementation of ISO 9001:2008 Quality Management System.

I likewise believe that improvements are positive results of criticisms. I therefore advocate for an established feed-backing system that will enable the provincial government to hear the sentiments and comments of our clientele. This year, we are able to institutionalize the Clients' Feedback Monitoring System which automatically generates feedback reports and corresponding ratings based on the client's feedback forms encoded online. Complaints are also addressed and investigated within 24 hours upon receipt.

I would also like to take this opportunity to commend the Cavite Provincial Health Office for having gained recognition as the Most Outstanding Provincial Health Office of the country. Likewise, I am also grateful to the Provincial Planning and Development Office (PPDO) and Cavite Office of Public Safety (COPS) for their efforts to develop the Disaster Risk Reduction (DRR) and Climate Change Adaptation (CCA) – Enhanced Provincial Development and Physical Framework Plan (PDPFP), also a first in the Philippines.

With all these accomplishments and recognitions, we can proudly claim that we are on the right track towards becoming a first class and world class province.

We bring back all the glory to our Lord Almighty!

JUANITO VICTOR C. REMULLA, JR.
Governor

