



CITY GOVERNMENT OF PANABO

CITIZEN'S CHARTER

2022 (3rd Edition)



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I. MANDATE:

It is hereby declared the policy of the State that the territorial and political subdivisions of the State shall enjoy genuine and meaningful local autonomy to enable them to attain their fullest development as self-reliant communities and make them more effective partners in the attainment of national goals. Toward this end, the State shall provide for a more responsive and accountable local government structure instituted through a system of decentralization whereby local government units shall be given more powers, authority, responsibilities, and resources. The process of decentralization shall proceed from the National Government to the local government units. (Section 2, Republic Act 7160)

II. VISION:

A Progressive, ecological- balanced and peaceful agri-industrial City characterized by a friendly, disciplined, empowered, and self-reliant citizenry led by efficient and effective political leaders under transparent governance with sufficient facilities and services as well as social justice and equality to all Panaboansll

III. MISSION:

The City Shall aim a productive and self-reliant people, communities and cooperatives propelled by an agri-based industrialization the framework of balance and sustainable ecology and stable political towards becoming the leading agri- industrial center of the south producing world class productll

IV. SERVICE PLEDGE:

The City Government of Panabo shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. It assures all applicants or requesting parties who are within the premises of the City Government prior to the end of official working hours and during lunch break shall be attended to. It commits to promote streamlined processes and simplified requirements that reduces bureaucracy and expedite all government services in the service to its community. It shall provide assistance to its public in addressing complaints and issues against erring local government offices and its officials and employees in the interest of good governance.