



Message

We dream of Bacolod becoming a Super City with a diversified economy that creates jobs and raises incomes to the extent that all Bacolodnons live a happy, healthy and satisfying life. We want to bring a smile to the faces of people living, visiting and investing in Bacolod – and give new meaning to Bacolod being the “City of Smiles”.



We can do this by leveraging new thinking and new technology to enhance production processes, logistics and service delivery, and by embedding innovation in local governance to create an enabling environment for business, promote human capital development, ensure environmental sustainability, and build trust in Government.

One innovation that is crucial to achieving these goals is modifying and digitalizing procedures to expedite transactions with the City Government and to create short and rapid feedback loops between the City Government and our constituents. Section 6 of Republic Act No. 11302, or the Ease of Doing Business and Efficient Government Service Delivery Act, mandates all government agencies, including local government units, to establish service standards to be known as the Citizen’s Charter to guide constituents through the process of securing permits, requesting information and obtaining social assistance from City Government offices.

Accordingly, we are presenting this Citizen’s Charter that will help constituents track the progress of their transactions with the City Government and ultimately hold us accountable for our actions or lack thereof.

The Citizen’s Charter is a platform that brings the City Government closer to the People, as it embodies our objective of strengthening public trust and confidence in Government. Through this Citizen’s Charter, we hope to build a strong relationship with residents, visitors and investors as we promote inclusive, sustainable and resilient development in Bacolod City.

Join us in this journey of transforming Bacolod into a Super City, a model city for effective local governance, distinguished for its efficiency, economic diversity, and commitment to environmental sustainability and social justice.


HON. ALFREDO ABELARDO B. BENITEZ
City Mayor



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As public servants, we are at the frontline to carry out the call of the State for transparency and the effective and efficient delivery of basic services to our constituents.

Our Citizen's Charter is the framework that will serve as guidelines for our stakeholders as the City Government of Bacolod continues to promote fast, easy and reliable government transactions and to maintain honesty and integrity among elected public officials and employees.



May this publication inspire each of us to bring the government closer to our people, etch our aspiration to make Bacolod a future-ready city and serve the community with dedication and commitment.

A handwritten signature in black ink, which appears to be "El CID M. Familiaran". The signature is stylized and cursive.

HON. EL CID M. FAMILIARAN
Vice Mayor

