

Citizen's Charter

Bulawayo, City of Kings, Leader in Local Governance Excellence, commits itself through various functional areas to;

- ⦿ The provision of a financially sustainable, economically vibrant, healthy, secure, safe, pleasant and attractive city to live and do business in.
- ⦿ The provision of quality, affordable, efficient and accessible services with full participation of all stakeholders in line with government policy.

City's Commitments

- ⦿ The provision of timeous and accurate information.
- ⦿ Being friendly and courteous in all its operations.
- ⦿ Upholding the values of integrity, cooperation, transparency, accountability, honesty, consultation, stability, efficiency, equal opportunities, fairness, responsiveness and environmental friendliness.
- ⦿ Promotion and upholding of its culture of **ubuntu**.

Stakeholder's Role

- ⦿ **The Stakeholders, mindful of their role as partners in the development of the city are committed to;**
- ⦿ Timeously honour all financial obligations.
- ⦿ Ownership, appreciation, protection and preservation of infrastructural facilities and services.
- ⦿ Maintaining a healthy, safe, beautiful and clean environment.
- ⦿ Complying with the city's policies, by-laws and all other relevant statutes.
- ⦿ Fully participate in the City's governance.