



Republic of the Philippines  
 Region IX  
 Province of Zamboanga del Sur  
**MUNICIPALITY OF DUMALINAO**



OFFICE OF THE PROVINCIAL SECRETARY

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**OFFICE OF THE SANGGUNIANG BAYAN** PROVINCE OF ZAMBOANGA DEL SUR

**EXCERPTS FROM THE MINUTES OF THE 85<sup>TH</sup> REGULAR SESSION OF THE 12<sup>TH</sup> SANGGUNIANG BAYAN OF DUMALINAO, ZAMBOANGA DEL SUR, HELD AT SB SESSION HALL ON SEPTEMBER 9, 2024.**

**Present:**

- |                                     |                 |
|-------------------------------------|-----------------|
| <b>HON. WILFREDO L. MALONG, SR.</b> | - Vice Mayor    |
| <b>HON. RONALDO D. ENCABO</b>       | - SB Member     |
| <b>HON. FREDERICK R. BALANDRA</b>   | - SB Member     |
| <b>HON. HERMES B. CABALES</b>       | - SB Member     |
| <b>HON. MA. GEMMA C. ALBISO</b>     | - SB Member     |
| <b>HON. ROMEO G. LIGAN</b>          | - SB Member     |
| <b>HON. JELITO R. PEÑONAL</b>       | - SB Member     |
| <b>HON. JOEL L. FAMOR</b>           | - ABC President |
| <b>HON. JUSTONY G. SULATORIO</b>    | - SKF President |
| <b>HON. ROMEO D. PARILA</b>         | - IPMR          |

**Absent:**

- |                              |                   |
|------------------------------|-------------------|
| <b>HON. ARNOLD L. FLORES</b> | - SB Member – S.L |
| <b>HON. RHOLLY A. LABANG</b> | - SB Member – S.L |

**MUNICIPAL ORDINANCE NO. 2024-09-510**

**AN ORDINANCE INSTITUTIONALIZING A FEEDBACK MECHANISM IN GOVERNMENT SERVICES AND MANAGEMENT VIA ONLINE MEDIA PLATFORM, DROPBOX, AND SURVEY FORM IN THE MUNICIPALITY OF DUMALINAO, PROVINCE OF ZAMBOANGA DEL SUR, AND PROVIDING ADMINISTRATIVE SANCTIONS, PROCEDURES, AND FUNDS FOR THE PURPOSES THEREOF.**

**HON. HERMES B. CABALES**  
*Principal Author*

**HON. RONALDO D. ENCABO and HON. JOEL L. FAMOR**  
*Co-Authors*

**WHEREAS**, the Municipality of Dumalinao recognizes the importance of citizen participation and engagement in governance to ensure transparency, accountability, and the continuous improvement of public services;

SANGGUNIANG BAYAN OF DUMALINAO, ZAMBOANGA DEL SUR

*(Handwritten signatures of the Sangguniang Bayan members)*



**WHEREAS**, the LGU-Dumalinao aims to institutionalize a feedback mechanism to provide an accessible, efficient, and effective platform for citizens to express their opinions, suggestions, and complaints;

**WHEREAS**, it is essential to establish a structured procedure and provide the necessary resources to implement and sustain this feedback mechanism effectively

**WHEREAS**, after careful review and exhaustive deliberation, and after finding the same to be proper and order;

**NOW THEREFORE**, on motion by **HON. HERMES B. CABALES** and severally seconded by the August body;

**BE IT ORDAINED** by the 12th Sangguniang Bayan of Dumalinao in session duly assembled that:

**SECTION I. TITLE.** This Ordinance shall be known as the "Dumalinao Feedback Mechanism Ordinance."

**SECTION II. DECLARATION OF POLICY.** The Municipality of Dumalinao, Zamboanga del Sur, recognizes the importance of community engagement and transparency in governance. It is hereby declared the policy of the municipality to establish an effective feedback mechanism to enhance public participation, improve service delivery, and ensure accountability and responsiveness of local government units.

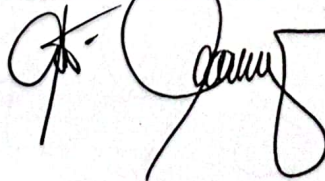
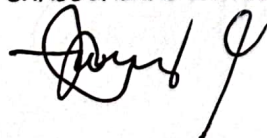
**SECTION III. SCOPE AND LIMITATION.** This Ordinance shall cover all government offices, departments, and agencies of the Municipality of Dumalinao, Zamboanga del Sur.

**SECTION IV. DEFINITION OF TERMS.** For the purpose of this Ordinance, the following terms shall be defined as follows:

1. Feedback Mechanism - is a system that allows citizens to provide input regarding municipal services, policies, and other matters.
2. Online Media Platform - refers to the official online platform (Facebook, emails, government portals, and etc.) of the Municipality of Dumalinao where feedback can be submitted.
3. Drop-box - is a physical boxes located at various strategic locations within the municipality where written feedback can be deposited.
4. Survey Form - is a structured questionnaires distributed to citizens to gather their feedback on specific issues.

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SANGGUNIANG BAYAN OF DUMALINAO, ZAMBOANGA DEL SUR



2



**SECTION V. ESTABLISHMENT OF FEEDBACK MECHANISM.** The feedback mechanism of the LGU-Dumalinao shall include, but not be limited to, the following channels:

1. The LGU-Dumalinao shall create a dedicated section on its official website for receiving feedback. This section shall be user-friendly and accessible to all citizens. Feedback submitted through the website shall be monitored daily by the designated personnel.

2. Drop-boxes shall be placed in the municipal hall, public markets, health centers, schools, and other strategic locations. These drop-boxes shall be clearly marked and easily accessible.

3. Survey forms shall be distributed to any person who visited in the different offices and also disseminated periodically during community assemblies, public consultations, and other events.

These channels shall be accessible to all residents of Dumalinao and to any concerned person, which shall be available 24/7.

**SECTION VI. IMPLEMENTATION OF THE FEEDBACK MECHANISM.** The following are the feedback mechanism, to wit:

1. Online Media Platform Setup – the Municipal Information Office shall develop and maintain a dedicated section on the municipal Online Media Platform for feedback submissions. The section shall include a user-friendly interface for submitting feedback, queries, suggestions, and complaints.

2. Dropbox System – the Office of the Human Resource and Management shall secure drop-boxes and installed in strategic locations within the municipality, such as the entrance of the Municipal Hall, respective offices, public markets, and community centers, for the collection of written feedback.

3. Survey Form – a survey form shall be created and hosted on the municipality's website and respective offices. This form shall be designed to gather feedback on various services and programs of the municipal government.

**SECTION VII. PROCEDURES FOR FEEDBACK SUBMISSION.** The feedback submission shall be done in the following manner:

1. Feedback can be submitted via the online media platform, Dropbox, and survey form. Each feedback submission shall include the name, contact information, and a brief description of the issue or suggestion.

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SANGGUNIANG BAYAN OF DUMALINAO, ZAMBOANGA DEL SUR

A series of handwritten signatures in black ink, representing the members of the Sangguniang Bayan of Dumalinao, Zamboanga del Sur. The signatures are written in a cursive style and are positioned below the text of the Sangguniang Bayan.



2. All feedback received shall be logged and categorized based on the nature of the feedback (e.g., suggestion, complaint, inquiry).

3. An automated acknowledgment receipt shall be sent to the submitter upon successful submission of feedback through the website or online survey form. Feedback deposited in Drop-boxes shall be logged and acknowledged manually by designated municipal personnel.

**SECTION VIII. HANDLING AND RESOLUTION OF FEEDBACK PROCEDURE.** The Municipal Information Officer shall serve as the central unit for receiving and logging all feedback submissions. The Feedback Review Committee shall review and categorize feedback based on urgency and nature (e.g., complaints, suggestions, and inquiries) and shall be reported during the flag raising ceremony.

Feedback requiring immediate attention shall be forwarded to the concerned department or office within 24 hours. The concerned department shall respond to the feedback within 15 working days and for complex issues, a resolution timeline of 30 working days shall be set, with regular updates provided to the feedback submitter.

Appropriate actions shall be taken based on the feedback received. This may include policy adjustments, service improvements, or direct responses to the citizens. Quarterly reports on the feedback received, actions taken, and improvements made shall be prepared and published on the municipal website.

**SECTION IX. FEEDBACK REVIEW COMMITTEE.** A Feedback Review Committee shall be constituted, composed of the following members:

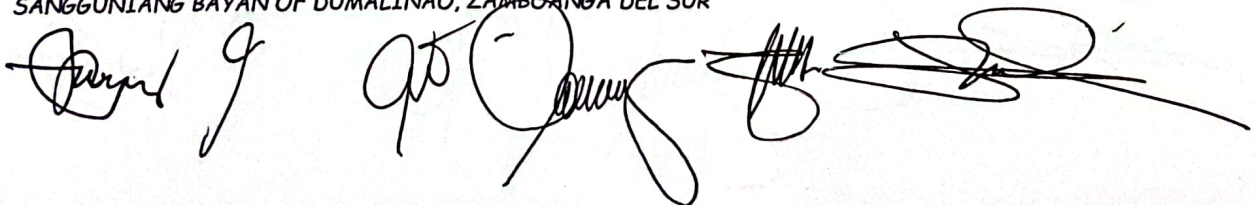
1. Municipal Mayor or his/her designated representative;
2. Municipal Human Resource and Management Officer
3. Municipal Information Officer;
4. Municipal Government Department Heads;
5. Committee Chairman on Rules, Good Government, and Public Accountability;
6. President of DUMLEO/Representative
7. CSO Representative.

**SECTION X. ADMINISTRATIVE SANCTIONS.** The Human Resource Management Office (HRMO) shall monitor compliance and recommend penalties for violations of this ordinance, but not limited to:

1. Failure to act on feedback within the prescribed time frame without justifiable reason shall constitute neglect of duty and may be subject to administrative sanctions; and

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SANGGUNIANG BAYAN OF DUMALINAO, ZAMBOANGA DEL SUR





4



2. Sanctions may include reprimand, suspension, or dismissal, as appropriate, in accordance with the Civil Service Rules and Regulations.

**SECTION XI. FUNDING AND SUPPORT.** An annual budget shall be allocated in the municipality's General Fund specifically for the implementation and maintenance of the feedback mechanism. The budget shall cover expenses related to website development, maintenance of Drop-boxes, surveys, and training of personnel.

The Municipal Information Office, in coordination with the Human Resource Management Office (HRMO), shall conduct regular monitoring and evaluation of the feedback mechanism's effectiveness and efficiency.

**SECTION XII. REPORTING OF THE HUMAN RESOURCE MANAGEMENT OFFICE.** The Office of the Municipal Mayor shall oversee the implementation of this ordinance and ensure that the feedback mechanism is effectively integrated into the municipal governance system.

The Human Resource Management Office (HRMO) shall submit an annual report to the Office of the Municipal Mayor on the status of feedback received, actions taken, and improvements implemented based on community input.

**SECTION XIII. CONFIDENTIALITY AND DATA PRIVACY.** All feedback received shall be treated with confidentiality, and the identity of the sender shall not be disclosed without their consent, except in cases required by law. All personal information collected shall be managed in compliance with the Data Privacy Act of 2012 (Republic Act No. 10173).

**SECTION XIV. INFORMATION CAMPAIGN.** The Municipality of Dumalinao, through the Municipal Information Officer (MIO), shall conduct an information campaign to raise awareness among its constituents about the feedback mechanism in the delivery of government services and management, including instructions on how to submit feedback through various channels.

**SECTION XV. IMPLEMENTING RULES AND REGULATIONS.** The Municipal Mayor, in coordination with the Feedback Review Committee, shall formulate the necessary rules and regulations for the effective implementation of this Ordinance within 60 days from its approval.

**SECTION XVI. SEPARABILITY CLAUSE.** If any provision of this ordinance is declared unconstitutional or invalid by a court of competent jurisdiction, the other provisions not affected thereby shall remain in full force and effect.

**SECTION XVII. REPEALING CLAUSE.** All ordinances, resolutions, executive orders, and other issuances inconsistent with this ordinance are hereby repealed or modified accordingly.

SANGGUNIANG BAYAN OF DUMALINAO, ZAMBOANGA DEL SUR

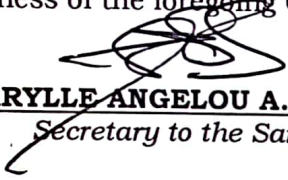





**SECTION XVIII. EFFECTIVITY.** This Ordinance shall take effect upon review and approval.

**ENACTED** this **9TH** day of **SEPTEMBER 2024** at Municipality of Dumalinao, Province of Zamboanga del Sur, Philippines.

**I HEREBY CERTIFY** to the correctness of the foregoing Ordinance.

  
**DARRYLLE ANGELOU A. DALID, MPA, JD**  
*Secretary to the Sanggunian*

Attested by:

  
**WILFREDO L. MALONG, SR.**  
*Vice Mayor - Presiding Officer*

Approved by:

  
**JUNAFIOR S. CERILLES, RMT, MAGD**  
*Municipal Mayor*

Date: 9-18-24

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SANGGUNIANG BAYAN OF DUMALINAO, ZAMBOANGA DEL SUR





6