

CITIZEN'S CHARTER

VISION

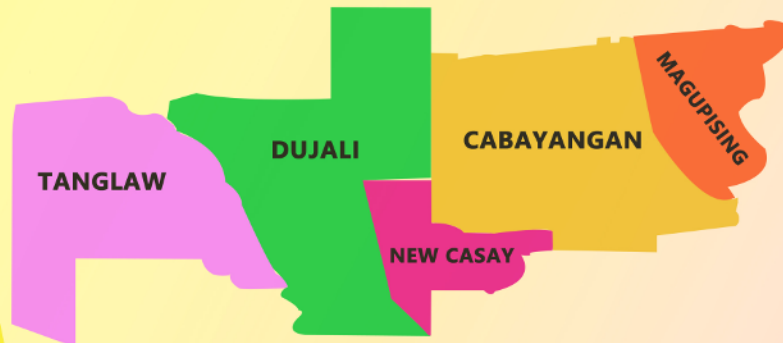
"We envisioned Braulio E. Dujali as an economically viable and agro-commercial center of the province, where peaceful, participative and empowered constituents work in harmony with the competent, transparent and highly responsive leaders."

MISSION

"To converge and harness the resources of the municipality into a mechanism of socio-economic development, that will significantly redound to the benefit and interest of the people."

DEVELOPMENT THRUST

The development direction of this administration is geared towards the pursuance of plans and programs that will intensify infrastructure development and harness local economic drivers to propel the municipality to continue economic advancement that will ultimately provide quality and inclusive social services to all Dujalinians, essentially those living on the fringes of society.



HISTORY

One of the major reasons supporting the creation of the municipality of Braulio E. Dujali is the ardent desire shared by leaders and constituents in numerous barangays belonging to the municipalities of Panabo and Carmen. To rectify an old boundary problem which has hounded these two municipalities for the last thirty(30) years.

The creation of the new municipality is seen as a crucial step in putting an end the inequity and will spur the development of these areas by forming them into the compact, and yet, highly manageable Local Government Unit.

Its creation came into a reality with the joint efforts of the Municipal officials of Carmen and Panabo led by Mayor Gonzalo O. Cuarenta and Mayor Versim Enad, respectively and the support of Governor Prospero S. Amatong and Congressman Rodolfo P. Del Rosario, author of House Bill No. 9272 filed in the House of Congress on April 23,1997, and finally became a law on January 30,1998, by virtue of R.A. 8473, "An Act Creating the Municipality of Braulio E. Dujali in the Province of Davao", ratified by the majority of the registered voters in a plebiscite held on March 7,1998, which was followed by the appointment of the first municipal officials as the first in the history of the Davao Province who took oath of office before the President of the Republic, His Excellency, Fidel V. Ramos.

FEEDBACK AND COMPLAINT PROCEDURE

STEP	WHAT THE CLIENT WILL DO	ACTION BY THE SERVICE PROVIDER	TIME	PERSON RESPONSIBLE
1	PROCEED TO THE PUBLIC ASSISTANCE AND COMPLAINT DESK (PACD), PRESENT FEEDBACK AND COMPLAINT AND FILL UP FEEDBACK AND COMPLAINT FORM	PROVIDE THE CLIENT WITH THE FORM AND ASSIST HIM/HER IN FILLING-UP THE FORM	5 MINUTES	PACD OFFICER HRMO
		RECEIVE THE ACCOMPLISHED FORM AND RECORD THE CLIENT'S NAME AND ADDRESS AND THE DETAILS OF HIS/HER FEEDBACK	3 MINUTES	PACD OFFICER HRMO
		FURNISH THE FEEDBACK, COMPLAINT AND REDRESS COMMITTEE THRU ITS CHAIRMAN THE SAID FEEDBACK FOR APPROPRIATE ACTION	2 MINUTES	PACD OFFICER HRMO
		THE COMMITTEE SHALL FURNISH THE LOCAL CHIEF EXECUTIVE A REPORT ON THE FEEDBACK AND INFORM THE CONCERNED OFFICER/PERSONNEL OF THE FEEDBACK AND ALSO INFORM THE CLIENT OF THE ACTION TAKEN BY THE LGU RELATIVE TO HIS/HER FEEDBACK		FEEDBACK, COMPLAINT AND REDRESS COMMITTEE CHAIRMAN
		RECEIVE THE COMPLAINT, PROVIDE THE FORM AND ASSIST THE CLIENT IN FILLING-UP SAID FORM	5 MINUTES	PACD OFFICER HRMO
		RECORD IN THE LOGBOOK THE NAME AND ADDRESS OF THE CLIENT AND THE NATURE AND DETAILS OF HIS/HER COMPLAINT ADVISE THE CLIENT THAT HE/SHE WILL BE NOTIFIED AND INVITED AND THE PERSONNEL BEING COMPLAINED OF BY THE FEEDBACK, COMPLAINT AND REDRESS COMMITTEE TO PROPERLY HEAR HIS/HER COMPLAINT	3 MINUTES	PACD OFFICER HRMO
		FORWARD THE COMPLAINT TO THE SAID COMMITTEE	3 MINUTES	SECRETARIAT HRMO
		VALIDATE COMPLAINT	5 MINUTES	FEEDBACK, COMPLAINT AND REDRESS COMMITTEE
N.B. DURING THE VALIDATION OF COMPLAINTS, THE CLIENT MAY BE ASKED TO APPEAR BEFORE THE COMMITTEE CHAIR FOR SOME VERIFICATIONS PRIOR TO THE CONDUCT OF HEARING				
		NOTIFY BOTH THE CLIENT AND THE PERSONNEL BEING COMPLAINED OF REGARDING THE DATE, VENUE AND TIME OF HEARING/INVESTIGATION		FEEDBACK, COMPLAINT AND REDRESS COMMITTEE SECRETARIAT HRMO
2	APPEAR ON THE SCHEDULED DATE, TIME AND VENUE OF THE HEARING	RECEIVE THE COMPLAINANT IN THE VENUE AND ADVISE/ORIENT THE TWO PARTIES THE PROCEDURE OF THE INVESTIGATION BEFORE THEY ARE ASKED TO RELATE THE INCIDENT	5 MINUTES	FEEDBACK, COMPLAINT AND REDRESS COMMITTEE SECRETARIAT HRMO
3	CLIENT IS ASKED TO RELATE THE DETAILS OF HIS/HER COMPLAINT	THE COMMITTEE WILL LISTEN TO HIS/HER STATEMENT AND THE SECRETARIAT WILL RECORD ALL THE DETAILS AFTER HEARING THE STATEMENT OF THE TWO PARTIES, THE COMMITTEE WILL GIVE ITS VIEWS AND RESOLVE THE CASE AFTERWARDS		FEEDBACK, COMPLAINT AND REDRESS COMMITTEE SECRETARIAT HRMO
N.B. IF THE AGGRIEVED MAY NOT BE SATISFIED WITH THE INVESTIGATION PROCEEDINGS AND INTENDS TO PURSUE THE CASE AGAINST THE PERSONNEL, THE COMMITTEE THRU THE CHAIR MAY FACILITATE AND INDORSE THE SAME TO APPROPRIATE GOVERNMENT INVESTIGATIVE BODIES				
		THE COMMITTEE WILL FURNISH THE LOCAL CHIEF EXECUTIVE THE REPORT OF THE INVESTIGATION PROCEEDINGS TOGETHER WITH ITS RECOMMENDATION FOR HER APPROPRIATE ACTION, UPON FINDING OF PROBABLE CAUSE, RELATIVE TO THE LAPSE OR IRREGULARITY COMMITTED BY A CERTAIN EMPLOYEE THE COMMITTEE SHALL ALSO FURNISH THE CLIENT A COPY OF THE FINAL REPORT OF HIS/HER CASE AN UPDATED REPORT OF FEEDBACK AND COMPLAINTS SHALL BE POSTED IN CONSPICUOUS PLACES WITHIN THE MUNICIPAL HALL		FEEDBACK, COMPLAINT AND REDRESS COMMITTEE SECRETARIAT-HRMO