



**City Disaster Risk Reduction and Management Office**



<b>REQUEST FOR ASSISTANCE DURING EMERGENCY CASES</b>				
Services provided for the general public in case for emergency catering adjunct initial emergency medical treatment on site.				
Office or Division:	<b>CITY MAYORS OFFICE- CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE</b>			
Classification:	SIMPLE			
Types of Transaction:				
Who may avail:	GENERAL PUBLIC			
<b>Checklist of Requirements</b>			Where to Secure	
Received phone call/ distressed radio message/ social media reports from concerned client				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Client call	1.1 Receive calls	No fees required wait	0-1 min	Disaster Operation Center Dispatch
2. Provide initial information	2.1 Check and verify the caller's identity.  2.2 Check and verify the authenticity of the report			
3. Anticipate the arrival of the emergency response team	3.1 Dispatch Emergency Response Team needed.  3.2 Provide necessary first aid to patient.  3.3 Coordinate with the immediate		2-9 mins	



	family members			
	3.4 Transport patient to health care facility accordingly.			
Total:			2-10 minutes	

<b>REQUEST FOR THE CONDUCTION OF DRILLS (EARTHQUAKE DRILL OR FIRE DRILL)</b>				
Services provided for the general public as part of Disaster Preparedness in order to raise the level of awareness towards natural and human-induced disaster.				
Office or Division:	<b>CITY MAYORS OFFICE- CITY DISASTER RISK REDUCTION OF MANAGEMENT OFFICE</b>			
Classification:	SIMPLE			
Types of Transaction:				
Who may avail:	GENERAL PUBLIC			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Duly filled request letter addressed to  CDRRMC Chairperson				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit to request letter to City Mayors Office	1.1 Receive request letter		0-1 min	
2. Provide initial information	1.2 Assessment of filled request letter			



3. Wait for approval	1.3 Coordination with the council member  1.4 Sends reply for the request letter through follow up via phone call for scheduling.	No fees required	4 hours	CDRRMO Planning Section
Total:			4 hours	

<b>REQUEST FOR THE CONDUCTION OF CAPACITY BUILDING ACTIVITIES</b>				
Services provided for the public as part of Disaster Preparedness in order to raise the level of awareness towards natural and human-induced disasters.				
Office or Division:	<b>CITY MAYORS OFFICE- CITY DISASTER RISK REDUCTION OF MANAGEMENT OFFICE</b>			
Classification:	SIMPLE			
Types of Transaction:				
Who may avail:	GENERAL PUBLIC			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Duly filled request letter addressed to  CDRRMC Chairperson				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit to request letter to City Mayors Office	1.1 Receive request letter		0-1 min	
2. Provide initial information	2.1 Assessment of filled request letter			



3. Wait for approval	3.1 Coordination with the council member  3.2 Sends reply for the request letter through follow via phone call for scheduling.	No fees required	4 hours	CDRRMO Administrative and Training Section
Total:			4 hours	

**REQUEST FOR TREE MANAGEMENT SERVICES**

Services provided to public in order to mitigate the impact of Natural Hazards.

Office or Division:	<b>CITY MAYORS OFFICE- CITY DISASTER RISK REDUCTION OF MANAGEMENT OFFICE</b>			
Classification:	SIMPLE			
Types of Transaction:				
Who may avail:	GENERAL PUBLIC			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Duly filled request letter addressed to CDRRMC Chairperson.				
2. Assessment of hazards duly attested by BDRRMC Chairperson				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit to request letter to City Mayors Office	1.1 Receive request letter	No fees required	0-1 min	CDRRMO Planning Section under Risk Assessment
2. Provide initial information	2.1 Assessment of filled request letter			



3. Wait for approval	3.1 Coordinate concerned client for schedule of tree service	2-3 mins
Total:		2-3 minutes

**CHECKING AND UPDATING OF PLANS**

Services provided to public in order assist in the checking and updating of their plans (Barangay Disaster Risk Reduction and Management Plans and Contingency Plans for the Worst Case Scenario of Event)

Office or Division:	<b>CITY MAYORS OFFICE- CITY DISASTER RISK REDUCTION OF MANAGEMENT OFFICE</b>
Classification:	SIMPLE
Types of Transaction:	
Who may avail:	GENERAL PUBLIC

Checklist of Requirements		Where to Secure		
<b>1. Appointment schedule with the CDRRMO Research and Planning Section</b>				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Create and appointment schedule via phone call or via social media	1.1 Receive and approve the appointment	No fees required	0-4 min	CDRRMO Planning Section under Risk Assessment
2. Provide the data needed and the previous plan for checking and updating	1.2 Check and analyze the data provided		30 minutes to 1 hour and 30 minutes	
	1.3 Coordinate with the concerned barangay regarding the changes to be done with their plan			



Total:		30 minutes to 1 hour and 30 minutes	
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