



**CITY DISASTER RISK REDUCTION AND
MANAGEMENT OFFICE**

CITIZEN’S CHARTER



I. Mandate:

REPUBLIC ACT No. 10121

AN ACT STRENGTHENING THE PHILIPPINE DISASTER RISK REDUCTION AND MANAGEMENT SYSTEM, PROVIDING FOR THE NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT FRAMEWORK AND INSTITUTIONALIZING THE NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT PLAN, APPROPRIATING FUNDS THEREFOR AND FOR OTHER PURPOSES.

It shall be the policy of the State to:

(a) Uphold the people’s constitutional rights to life and property by addressing the root causes of vulnerabilities to disasters, strengthening the country’s institutional capacity for disaster risk reduction and management and building the resilience of local communities to disasters including climate change impacts;

(b) Adhere to and adopt the universal norms, principles and standards of humanitarian assistance and the global effort on risk reduction as concrete expression of the country’s commitment to overcome human sufferings due to recurring disasters;

(c) Incorporate internationally accepted principles of disaster risk management in the creation and implementation of national, regional and local sustainable development and poverty reduction strategies, policies, plans and budgets;

(d) Adopt a disaster risk reduction and management approach that is holistic, comprehensive, integrated, and proactive in lessening the socioeconomic and environmental impacts of disasters including climate change, and promote the involvement and participation of all sectors and all stakeholders concerned, at all levels, especially the local community;

(e) Develop, promote, and implement a comprehensive National Disaster Risk Reduction and Management Plan (NDRRMP) that aims to strengthen the capacity of the national government and the local government units (LGUs), together with partner stakeholders, to build the disaster resilience of communities, and’ to institutionalize arrangements and measures for reducing disaster risks, including projected climate risks, and enhancing disaster preparedness and response capabilities at all levels;

(f) Adopt and implement a coherent, comprehensive, integrated, efficient and responsive disaster risk reduction program incorporated in the development plan at



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various levels of government adhering to the principles of good governance such as transparency and accountability within the context of poverty alleviation and environmental protection;

(g) Mainstream disaster risk reduction and climate change in development processes such as policy formulation, socioeconomic development planning, budgeting, and governance, particularly in the areas of environment, agriculture, water, energy, health, education, poverty reduction, land-use and urban planning, and public infrastructure and housing, among others;

(h) Institutionalize the policies, structures, coordination mechanisms and programs with continuing budget appropriation on disaster risk reduction from national down to local levels towards building a disaster-resilient nation and communities;

(i) Mainstream disaster risk reduction into the peace process and conflict resolution approaches in order to minimize loss of lives and damage to property, and ensure that communities in conflict zones can immediately go back to their normal lives during periods of intermittent conflicts;

(j) Ensure that disaster risk reduction and climate change measures are gender responsive, sensitive to indigenous knowledge systems, and respectful of human rights;

(k) Recognize the local risk patterns across the country and strengthen the capacity of LGUs for disaster risk reduction and management through decentralized powers, responsibilities, and resources at the regional and local levels;

(l) Recognize and strengthen the capacities of LGUs and communities in mitigating and preparing for, responding to, and recovering from the impact of disasters;

(m) Engage the participation of civil society organizations (CSOs), the private sector and volunteers in the government’s disaster risk reduction programs towards complementation of resources and effective delivery of services to the Citizenry;

(n) Develop and strengthen the capacities of vulnerable and marginalized groups to mitigate, prepare for, respond to, and recover from the effects of disasters;

(o) Enhance and implement a program where humanitarian aid workers, communities, health professionals, government aid agencies, donors, and the media are educated and trained on how they can actively support breastfeeding before and during a disaster and/or an emergency; and



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(p) Provide maximum care, assistance and services to individuals and families affected by disaster, implement emergency rehabilitation projects to lessen the impact of disaster, and facilitate resumption of normal social and economic activities.

II. Vision:

The Batangas City Disaster Risk Reduction and Management Office seeks to provide an effective approach in disaster management towards the protection of lives, livelihoods and property caused by both natural and human induced hazards through innovation, coordination and partnership, and build a safe, adaptive and resilient Batangas City.

III. Mission:

The Batangas City Disaster Risk Reduction Management Office aims to advance policy, reduce disaster risks, manage and analyze the casual factors of disaster, reduce exposure to hazards, lessen vulnerability of people and property, wise management of land and the environment, and improved preparedness in developing and implementing best practices in disaster risk reduction and mitigation program.

The office aims to continue the development, minimize the risk and vulnerabilities, limit the adverse impact of hazards, ensure the safety and security of Batangueños, and to enhance the contributions of City Disaster Risk Reduction and Management Office, in a more cost-effective, systematic and sustainable manner, towards the protection of lives, livelihoods and property, through enhanced capabilities and cooperation in the field of disaster risk reduction.

IV. Service Pledge

We commit to:

- To ensure the deployment of manpower should be sufficient and effective during the onset of calamity and emergencies
- To ensure the safety and security of the volunteer responder.
- To strengthen the capacity of the BDRRMC and CDRRMC in responding to emergencies.
- To minimize the risk of the populace living along high risk/dangerous area.



- To assess the extent of damage and provide programs and services for the affected families
- To assist of the families affected by disaster and attend to their basic needs.
- To bring back into normal living condition the situation of the affected families and eventually uplift their living situation

V. List of Services

- 1) Assistance/Response to Emergency Cases (Regular Emergency)
- 2) Assistance/Response to Emergency Cases (Mass Casualty Incident)
- 3) Assistance for Medical Conduction (Patient Transport)
- 4) Transportation of Government Agencies/Employees to Verde Island for Official Transactions
- 5) Drills, Simulation Drills and Staff Exercises
- 6) Checking of BDRRM AIP, Barangay DRRM and Contingency Plans
- 7) Risk Assessment within Batangas City Area of Responsibility
- 8) Risk Area Certification
- 9) Emergency Clearing of Uprooted Trees
- 10) DRRM-related Trainings, Orientations, Workshops and Capacity Building Activities
- 11) Assistance for Filing of Insurance Claims for Accredited Community Disaster Volunteers
- 12) Issuance of Certification to Fire Victims

1. ASSISTANCE/RESPONSE TO EMERGENCY CASES (REGULAR EMERGENCIES)	
CDRRMO provides medical and first aid services during emergencies and incidents	
Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public
Checklist of Requirements	Where to Secure

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Phone call/ distressed radio message/ social media reports from concerned client		Provided by requesting individual		
Information regarding incident				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client calls	1.1 Receive calls	None	1 min	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
2. Provide information/ request through phone call, two-way radio, social media platform	2.1 Verify information regarding the distress call	None	3 mins.	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
3. Await agency action	3.1 Dispatch needed Response Vehicle to the scene -or- Coordinate the appropriate agencies for additional support or resources	None	2-10 mins	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
	3.2 Conduct triage and provide First Aid and necessary care to patient.		5-45 mins	
4. Patient may sign consent form if they refuse to be transported to hospital	4.1 Transport patient to hospital, if necessary		5-10 mins	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
	4.2 Coordinate concerned individual, barangay, or agency and immediate family members of victim for post-emergency care		5 mins	
Total:		None	1hr and 14 mins	



2. ASSISTANCE/RESPONSE TO EMERGENCY CASES (MASS CASUALTY INCIDENTS) CDRRMO provides medical and first aid services during emergencies and incidents	
Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements	Where to Secure
Phone call/ distressed radio message/ social media reports from concerned client Information regarding incident	Provided by requesting individual

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client calls	1.1 Receive calls	None	1 min	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
2. Provide information/ request through phone call, two-way radio, social media platform	2.1 Verify information regarding the distress call	None	3 mins.	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
3. Await agency action	3.1 Dispatch needed Response Vehicle to the scene	None	2-10 mins	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I,



	3.2 Coordinate the appropriate agencies for additional support and resources		3 mins	Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
	3.3 Conduct triage and provide First Aid and necessary care to patients		5 mins – 5 hours	
4 Patient may sign consent form if they refuse to be transported to hospital	4.1 Transport patient to hospital, if necessary		5-10 mins	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
	4.2 Coordinate concerned individual, barangay, or agency and immediate family members of victim for post-emergency care		5 mins	
Total:		None	1hr and 4 mins	

3. ASSISTANCE FOR MEDICAL CONDUCTION (PATIENT TRANSPORT)

The CDRRMO provides patient transport upon request

Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements	Where to Secure
Request letter / Information Receive phone call from concerned client	Provided by requesting individual

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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request letter -or- Coordinate through phone call, radio, social media platform	1.1 Receive request letter -or- Receive calls, validate message on social media platform	None	3 mins	CDRRMO (All employees)
2. Provide information through phone call, two-way radio, social media platform	2.1 Review submitted request/ information	None	1 day	CDRRMO (CGDH I, LDRRM Officer II)
3. Await Agency Action	3.1 Conduct patient assessment 3.2 If transporting to/from hospital, confirm hospital admission/ discharge or clearance from the hospital	None	30 mins 1 hour	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
4. Coordinate with agency regarding suitable date for conduction	4.1 Schedule date for conduction -or- 4.2 If ambulance is unavailable during the scheduled date, coordinate with other council member for additional assistance, as necessary	None	5 mins 5 mins	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
Total:		None	1 day, 1 hr, 43 minutes	

4. TRANSPORTATION OF GOVERNMENT AGENCIES/EMPLOYEES TO VERDE ISLAND FOR OFFICIAL TRANSACTIONS	
The CDRRMO provides transport for government agencies / employees to Verde Island for official transactions	
Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Simple
Types of Transaction:	G2G - Government to Government Agency/Employee
Who may avail:	Government Agency/Employee
Checklist of Requirements	Where to Secure
Request letter / Information Fuel	Provided by the requesting party

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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Submit request letter -or- Coordinate through phone call, radio, social media platform	1.1 Receive request letter -or- Receive calls, validate message on social media platform	None	3 mins	CDRRMO (All employees)
3. Provide information through phone call, two-way radio, social media platform	2.1 Review submitted request/ information	None	1 day	CDRRMO (CGDH I, LDRRM Officer II)
3. Await agency action	3.1 Check the availability/status of water asset/s 3.2 Analyze the weather forecast on requested date of travel	None	3 hours 10 mins	Administration and Training Division (Warehouseman) Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
4 Provide fuel for trip	4.1 Coordinate requesting agency and schedule trip	None	2 mins	(Julius Malantic) Operations and Warning Division
Total:		None	1 day, 3 hrs, 15 mins	

5. DRILLS, SIMULATION DRILLS AND STAFF EXERCISES	
The CDRRMO regularly assists the public, schools, businesses and other government agencies in conducting regular drills, simulations and exercises	
Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen G2B - Government to Business Owners G2G - Government to Government Agency
Who may avail:	General Public, Schools, Businesses, Other Government Agencies

Checklist of Requirements		Where to Secure		
Request letter		Provided by requesting party		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request letter	1.1 Receive request letter	None	1 min	Administration and Training Division (Admin Aide II)

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2. Provide additional information	2.1 Review of submitted request letter and approval of request	None	1 day	(Rodrigo Dela Roca) CDRRMO
	2.2 Coordination with the council members for additional assistance, as necessary		6 hrs	Research and Planning Division (LDRRM Officer II, LDRRM Officer I, LDRRM Assistant
	2.3 Coordinate requesting agency and schedule drill / simulation exercise		5 mins	
Total:		None	1 day, 6 hrs, 6 mins	

6. CHECKING OF BDRRM AIP, BARANGAY DRRM AND CONTINGENCY PLANS

The CDRRMO monitors and assists the Barangays in the creation of their BDRRM AIP, DRRM Plan and Contingency Plans

Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Highly Technical
Types of Transaction:	G2G – Government to Government Agency
Who may avail:	Barangay Disaster Risk Reduction and Management Committee

Checklist of Requirements		Where to Secure		
Request Letter Barangay Plan		Provided by requesting party		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Walk in client -or- Receive written request	1.1 Attend to the client and endorse to personnel responsible	None	1 min	Administration and Training Division (Admin Aide II)
2. Provide initial information / Present plan for checking and updating	2.1 Check, discuss and update the plans provided by the client	None	15 days	Research and Planning Division (LDRRM Officer I, LDRRM Assistant, R&P Personnel)
3. Client adjusts plan based on comments	3.1 Final Review of draft plan	None	1 day	Research and Planning Division (LDRRM Officer II, LDRRM Assistant) CDRRMO (CGDH I)
	3.2 Approves final draft of updated plan		20 mins.	

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4. Client finalizes plan, including Barangay Resolution approving plan	4.1 Approval of chairpersons of four thematic areas and City Mayor 4.2 Issue Certification that plan was completed	None	1-3 days 5 mins	Department of Interior and Local Government / City Engineer’s Office / City Social Welfare and Development Office / City Planning and Development Office / City Mayor’s Office CDRRMO (CGDH I)
Total:			19 days, 26 mins	

7. RISK ASSESSMENT WITHIN BATANGAS CITY AREA OF RESPONSIBILITY

CDRRMO regularly conducts inspections of areas in Batangas City, and identifies hazards and risk areas

Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners G2C - Government to Citizen G2G – Government to Government
Who may avail:	General Public, Business Owners, Schools, Other Government Agencies

Checklist of Requirements		Where to Secure		
Request letter / Call		Provided by requesting party		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit request letter -or- Coordinate through phone call, radio, social media platform	1.1 Receive request letter -or- Receive calls, validate message on social media platform	None	3 mins	Administration and Training Division (Admin Aide II) Research and Planning Division (LDRRM Officer II, LDRRM Officer I, LDRRM Assistant, R&P Personnel)
2. Provide initial information	2.1 Review the request letter and approval of request 2.2 Coordination with council members for	None	1 day 6 hrs	CDRRMO (CGDH I) Research and Planning Division (LDRRM Officer II, LDRRM Officer I, LDRRM



	additional assistance, as necessary		5 mins	Assistant, R&P Personnel)
	2.3 Coordinate requesting party and schedule risk assessment			
	Total:	None	1 day, 6 hrs, 8 mins	

8. RISK AREA CERTIFICATION	
CDRRMO inspects risk areas and provides certification upon the request of the client	
Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Highly Technical
Types of Transaction:	G2B - Government to Business Owners G2C - Government to Citizen G2G – Government to Government
Who may avail:	General Public, Business Owners, Schools, Other Government Agencies

Checklist of Requirements		Where to Secure		
Risk Assessment report		CDRRMO / CEO / CENRO / City Assessor’s Office / CHO / Barangay		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for Risk Area Certification	1.1 Attend to the client and endorse to personnel responsible	None	1 min	Administration and Training Division (Admin Aide II) Research and Planning Division (LDRRM Officer II, LDRRM Officer I, LDRRM Assistant, R&P Personnel)
2. Provide information	2.1 Review the risk assessment results	None	1 day	Research and Planning Division (LDRRM Officer II, LDRRM Officer I, LDRRM Assistant, R&P Personnel)
	2.2 If further risk assessment is needed by a specialized agency, coordination with mandated higher agency for proper risk assessment		10 days	
	2.3 Compose report with findings and recommendations		1 day	
			10 mins	



	2.4 Approve report and Issuance of Certification			CDRRMO (CGDH I)
Total:		None	12 days, 11 mins	

9. EMERGENCY CLEARING OF UPROOTED TREES
 During emergencies, the CDRRMO, in coordination with other agencies such as GSD and City Agricultural Office / City Veterinary Office, may perform emergency clearing of trees which are considered as an imminent danger and a high risk to the public.

Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen G2B - Government to Business Owners G2G - Government to Government Agency
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Call emergency hotline and provide initial information	1.1 Verify the report	None	5 mins	Operations and Warning Division (LDRRM Officer II, Driver I, Lifeguard I, Electrician II, Elec. & Comm. Equipment Tech. I, EMS Personnel)
	1.2 Assess the situation		10 mins – 1 hr	
	1.3 If the agency needs additional equipment / manpower, coordinate other council members for assistance		1 day	
	1.4 Coordinate requesting party and schedule emergency clearing		1 hr	

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		Total:	1 day, 2 hrs, 5 mins	

10. DRRM-RELATED TRAININGS, ORIENTATIONS, WORKSHOPS, AND OTHER CAPACITY BUILDING ACTIVITIES

CDRRMO provides trainings, orientations and capacity building activities in relation to disaster risk reduction and management for the City Government as well as the general public.

Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Complex
Types of Transaction:	G2C - Government to Citizen G2B - Government to Business Owners G2G - Government to Government Agency
Who may avail:	General Public, Schools, Business Owners, Other Government Agencies

Checklist of Requirements		Where to Secure		
Request letter		Provided by requesting party		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request letter	1.1 Receive request letter	None	1 min	Administration and Training Division (Admin Aide II)
2. Provide initial information	2.1 Review the request letter and approval of request	None	1 day	CDRRMO (CGDH I)
	2.2 Coordination with council members / barangays / suppliers / instructors for capacity building requirements, if necessary		1-3 days	
	2.3 Coordinate requesting party and schedule capacity building activity		5 mins	
Total:		None	4 days, 6 mins	



11. ASSISTANCE FOR FILING OF INSURANCE CLAIMS FOR ACCREDITED COMMUNITY DISASTER VOLUNTEERS

Batangas City provides accident, death and total disability insurance for Accredited Community Disaster Volunteers in partnership with Fortune Life. If a volunteer perishes during the period covered, the CDRRMO assists them in filing the insurance claim.

Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Immediate family member of the accredited community disaster volunteer

Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Attending Physician’s Statement Form (if Death occurred in hospital) or Barangay Certification (if Death occurred at home) Death Certificate Birth Certificate Police Report (if death occurred through accident) Copy of Valid IDs of Insured and beneficiaries 		<ul style="list-style-type: none"> Attending Physician / Barangay Hospital Local City Registrar’s Office / PSA Local Police Station Government-issued IDs 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sign in the visitor’s logbook in the reception desk	1.1 Attend to the client and endorse to personnel responsible	None	1 min	Administration and Training Division (Admin Aide II)
2. Provide information and required documentation	2.1 Conduct Interview with the client and complete Claimant’s Statement Form	None	1 hr	Administration and Training Division (Communication Equipt. Operator I)
	2.2 Check the master list of insured volunteers and verify documents		15 mins	
	2.3 Certify that client is included in master list of insured volunteers		15 mins	
	2.4 Coordinate with the Insurance Company through phone call and advice the client to proceed with filing of claims		10 mins	
Total:		None	1 hr, 41 mins	

12. ISSUANCE OF CERTIFICATION TO FIRE VICTIMS

Certification to Fire Victims is a certificate issued confirming that based on all available records, the requesting party is one of the victims of a fire incident which occurred at a certain area on the stated date. It may be used as a supporting document when requesting for relief or financial assistance from other



agencies.	
Office or Division:	City Disaster Risk Reduction and Management Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Certificate of residency • Certification of Incident 		<ul style="list-style-type: none"> • Barangay Hall • Bureau of Fire Protection – Batangas City Fire Station • Barangay Hall 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sign in the visitor’s logbook in the reception desk	1.1 Attend to the client and endorse to personnel responsible	None	5 min	Administration and Training Division (Admin Aide II)
2. Provide initial information and submit required documents	2.1 Review the required documents	None	1 day	Administration and Training Division (LDRRM Officer I, LDRRM Assistant)
	2.2 Approval and Issuance of Certification		5 mins	CDRRMO (CGDH I)
Total:		None	1 day, 10 mins	

VI. Feedback and Complaints

The Feedback System of the CDRRMO

The Disaster Risk Reduction and management programs will be sustained and improved by soliciting feedback to the citizen through interview and complaint evaluation.



Implementing the feedback system of the CDRRMO will entail the following elements:

- 1) Soliciting the comments of client through a feedback form to be distributed during the program proper of every activity (during trainings, symposium etc.)
- 2) Interview to clients collated, review, forwarded to DRRMO, and advised for enhancement of programs services.

To supplement this mechanism, the CDRRMO is making available contact points with different modalities (landline, mobile phone, and email) to serve as complaint hotlines for clients. Clients are advised to contact Mr. Rodrigo D. Dela Roca at (043) 984-4300, (043)727-2768, and cdrmmobatangas@yahoo.com.ph and official facebook account at www.facebook.com/DOCBatangasCity

Thank You and Stay Safe!