



Local Disaster Risk Reduction and Management Services

Mandate:

Set the direction development, implementation and coordination of disaster risk management programs within the municipality.

VISION:

A disaster – prepared, proactive and resilient Kasibunians.

MISSION:

1. To avoid hazards and mitigate their potential impacts by reducing the vulnerability and exposure of communities to disaster;
2. To establish effective disaster risk reduction and management system and increase the level of awareness of the communities and to reduce risk by enhancing their capabilities to cope with the impacts of all hazards.
3. To provide life preservation and meet the basic subsistence needs of affected population based on acceptable standards during or immediately after a disaster; and
4. To restore and improve facilities, livelihood and living conditions and organizational capacities of the affected population and reduce disaster risks in accordance with the “building back better” principle.

A. Research and Planning Services

Service Description:

All the services under the DRRM Research and Planning Section are specified in section 4 of the IRR of RA 10121 to set direction, development, implementation and coordination of DRRM programs, projects and activities and see to it that DRRM activities are consistent with the national council’s standard and guidelines specially in the formulation of a comprehensive Local Disaster Risk reduction and management Plan (LDRRMP) in accordance with the national, regional and provincial framework and policies on DRRM in close coordination with Local Development Councils (LDCs).

1. Review of the Barangay Disaster Risk Reduction and Management Plan (BDRRM Plan) and issuance of Certification.

The review of the Barangay Disaster Risk Reduction and Management Plan (BDRRM Plan) which was downloaded to local government per NDRRMC Memorandum Order 17, s-2018 issued on January 24, 2018 to ensure the harmonization of goals from the National Government down to the barangays

Office/ Division:	Municipal Mayor's Office-Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Barangay Local Government Unit (BLGU)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<i>For Review:</i>				
Draft of the BDRRM Plan with transmittal letter for review purposes			Barangay	
<i>For the issuance of certification:</i>				
Final Copy of the BDRRM Plan			Barangay	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Provide the logbook	None	5 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>

2. Submit draft BDRRM Plan with transmittal letter	2. Received the draft copy of plan and Inform through written communication partner offices regarding the review of received BDRRM Plan	None	30 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>
	3. Conduct review with the counterparts from the MSWDO, DILG and MPDO	None	1 day and 2 hours	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>
	4. Issue review findings to the concerned Punong Barangay (PBs)	None	10 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>
3. Receive review findings from the MDRRMO and finalize BDRRM Plan.				
4. Submit final copy of BDRRM Plan.	5. Conduct of final review of the BDRRM Plan	None	1 hour	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>
5. Receive Certification of BDRRM Plan Review	6. Issue Certification of Review to concerned barangays	None	5 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>

Total	None	1 day, 3 hour and 50 minutes	
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2. Provision of Technical Assistance in the preparation of BDRRM and Contingency Plans and the Utilization of the 5% LDRRM Fund

Office/ Division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request / Personal Appearance of the requesting party		Barangay		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Provide Logbook	None	5 Minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Submit request addressed to the LCE attention the MDRRMO.	2. Receive request and instruct client to set the schedule	None	15 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>
3. Set 1 day schedule for the conduct of a DRRM orientation seminar and notify the office concerned.	3. Receive Schedule	None	10 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>

4. Attend the DRRM orientation-seminar and receive Certificate of Attendance	3. Conduct of actual coaching/ mentoring or orientation-seminar on DRRM; and	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>
5. Receive certificate of attendance	4. Prepare and issue certificate of attendance	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>
TOTAL		None	2 days and 20 minutes	

3. Provision of Technical Assistance in the preparation of DRRM Plan of Civil Society Organizations (CSOs)/ Private Organizations (POs)/ Educational Institutions

Office/ Division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business G2C-Government to Citizen G2G- Government to Government			
Who may avail:	All CSOs, Pos and Educational Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request / Personal Appearance of the requesting party			CSOs, Pos and Educational Institutions	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Provide Logbook	None	5 Minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng</i>

				MMO-MDRRMO
2. Submit request addressed to the LCE attention the MDRRMO	2. Receive request and instruct client to set the schedule	None	15 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
3. Set a 1-day schedule for the conduct of orientation-seminar on DRRM and notify the office concerned.	3. Conduct of actual coaching/ mentoring or orientation-seminar on DRRM; and	None	10 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
4. Attend the orientation-seminar on DRRM and receive certificate of attendance	4. Prepare and issue certificate of attendance	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
Total		None	1 day, and 30 minutes	

4. Provision of technical assistance to MDRRMC member agencies and offices

Provision of technical assistance from requests of member agencies and offices.

Office/ Division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)
Classification:	Highly Technical
Type of Transaction:	G2G- Government to Government
Who may avail:	All MDRRMC Members Offices and Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request / Personal Appearance of the requesting party		Client		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Provide Logbook	None	5 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Submit request for meeting	Receive the request letter; Schedule the meeting; and Issue Notice of Meeting to member offices and agencies	None	1 hour	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
3. Attend the meeting	Meeting conducted/ facilitated	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	Prepare documentary requirements in addressing issues and concerns tackled	None	2 days	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
4. Implement measures undertaken set by the MDRRMC	Monitor the implementation of approved measures	None	22 days	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg</i>

				<i>Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
TOTAL		None	25 days, 1 hour and 5 minutes	

5. Conduct of Ocular Inspection and Validation of Disaster Related Reports received.

Office/ Division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client			
	G2G- Government to Government			
Who may avail:	Affected population/ Barangays/ Other line agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Damage Report (Written and/or Verbal)		All barangays		
		Individual/ Concern Citizen		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Provide Logbook	None	5 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Submit Damage Report to MDRRM Operation Center	2. Receive request, coordinate with concerned offices and	None	1 hour	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng</i>

				MMO-MDRRMO
3. Accompany the Validation Team	3. conduct immediate field validation		1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	4. Prepare Inspection and / or Validation Report with recommendation	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
4. Receive Inspection and Validation Report and implement recommendation	5. Address immediate needs	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
Total		None	3 days, 1 hour and 5 minutes	

6. Submission of Report on the Status of Implementation of DRRM programs, projects and activities

Office/ Division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	Governing line agencies (COA, DILG, OCD and DBM)

CHECKLIST REQUIREMENT		WHERE TO SECURE		
Memorandum received from governing line agencies		Client		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue memorandum/ Advisories	1. Receive memorandum/advisories and enter in the logbook	None	10 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	2. Prepare report	None	3 days	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	3. Submit report through email/ personal appearance	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Receive and acknowledge Report	4. Print acknowledgment receipt and file	None	5 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
Total		None	4 days and 15 minutes	

B. ADMINISTRATIVE AND TRAINING SERVICES

Service Description:

All the services under the DRRM Administration and Training section are specified in items 5, 11, 15 & 16, section 4 of the IRR of RA 10121 to institutionalize disaster preparedness and awareness in the locality. One of the Disaster Risk Reduction Management (DRRM) initiatives of this LGU is the institutionalization of disaster preparedness and awareness in the various sectors/ levels in this locality to facilitate and provide the constituents with opportunities to acquire solid foundation of knowledge, values and skills needed to protect and improve the environment and to develop and implement comprehensive management strategies towards community resiliency.

1. Provision of capability trainings/orientations

Office/ Division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
	G2B-Government to Business			
Who may avail:	All Barangays, Educational Institutions, CSOs and POs			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter Request / Personal Appearance of the requesting party		All Barangays, Educational Institutions, CSOs and POs		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Provide Logbook	None	5 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng</i>

				MMO-MDRRMO
2. Submit a letter request for trainings/ orientations addressed to the LCE, attention MDRRMO	2. Receive request, discuss terms and conditions regarding the requested training and instruct client to set the schedule	None	30 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
3. Set the schedule for the conduct of training/ orientation being requested	3. Coordinate with other partner agencies for the provision of resource speakers/trainers	None	2 days	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
4. Receive confirmation regarding the schedule of training	4. Coordinate with the requesting party for the confirmation	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	5. Prepare Training Design/Project Proposal of the said Training/orientation and the needed supplies, meals and venue	None	7 days	<i>Gladys T. Lunag Beverly M. Manaois MMO-MDRRMO</i>
5. Attend the Training/Orientation	6. Conduct of Training/Orientation	None	4 days	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois</i>

				<i>Kevin Jae T. Dumangeng</i> MMO-MDRRMO
	7. Prepare and issue certificate of completion	None	1 hour	<i>Gladys T. Lunag</i> <i>Beverly M. Manaois</i> MMO-MDRRMO
6. Receive certificate of attendance/ completion				
Total		None	14 days, 1 hour and 35 minutes	

2. Provision of Technical Assistance relative to the preparation of Training Design/Project Proposals for DRRM Trainings, DRRM-related reports and other documents

Office/ Division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
	G2B-Government to Business			
Who may avail:	All Barangays, Educational Institutions, CSOs and POs			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request		All Barangays, Educational Institutions, CSOs and POs		
2. Draft Training Design/ Proposal				
3. Personal appearance				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Register in the logbook	1. Provide Logbook	None	5 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Present Draft Training Design/ Proposal	2. Review the Draft Training Design/ Proposal	None	15 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>
	3. Conduct coaching/mentoring to the client	None	1 hour	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>
3. Present Draft Training Design/ Proposal for comments and recommendation	4. Review draft training design/project proposal and giving of constructive comments and recommendations	None	30 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois MMO-MDRRMO</i>
4. Finalize the Training Design/Project Proposal for approval				
Total		None	1 hour and 50 minutes	

3. Conduct of IEC on Disaster Risk Assessment (DRRM) and Climate Change Adaptation (CCA)

Office/ Division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government, G2B-Government to Business			
Who may avail:	All Barangays, Educational Institutions, CSOs, POs			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Letter Request 2. Physical appearance/ attendance			All Barangays, Educational Institutions, CSOs, POs	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Provide Logbook	None	5 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Submit request addressed to the LCE attention the MDRRMO	2. Receive request and instruct client to set the schedule	None	15 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
3. Set the schedule for the conduct	3. Prepare necessary modules/ lesson/ learning materials need in the conduct of IEC	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
4. Attend the 1-day IEC	4. Conduct 1-day IEC on DRRM and CCA	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg</i>

				<i>Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	5. Issue Certificate of Attendance to participants	None	1 hour	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
5. Receive Certificate of Attendance				
Total		None	2 days, 1 hour and 20 minutes	

4. Submission of various reports required by governing national agencies

Office/ Division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2B- Government to Business			
Who may avail:	Governing /line agencies (OCD, DILG, PDRRMO,DSWD, NDRRMC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum received from governing line agencies		Governing /line agencies (OCD, DILG, PDRRMO,DSWD, NDRRMC)		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Issue memorandum/ Advisories	1. Receive memorandum/ advisories and enter in the logbook	None	10 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	2. Prepare report	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	3. Submit report through email/ personal appearance	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Receive report and acknowledge report	4. Print acknowledgment receipt and file	None	5 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
Total		None	2 days and 15 minutes	

5. Release of available MDRRMO documents/ records

Office/ Division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)
Classification:	Simple

Type of Transaction:	G2G- Government to Government, G2B-Government to Business G2C-Government to Clients			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request 2. Physical appearance/ attendance		Client		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Provide Logbook	None	5 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Submit request addressed to the LCE attention the MDRRMO	2. Receive request and instruct client to wait for approval	None	1 hour	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
3. Wait for approval of request	3. Prepare requested documents/ records	None	1 day	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
4. Receive document/ record	4. File receiving copy	None	5 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng</i>

				MMO-MDRRMO
Total		None	1 day, 1 hour and 10 minutes	

C. Operations and Warning Services

Service Description:

All the services under the DRRM Operation and warning section are specified in items Item 9 and 17, section 4 of the IRR of RA 10121 to ensure and facilitate quick response before, during, and after disaster situations. Two of the main duties and function of the local DRRM Office is to conduct continuous disaster monitoring and mobilize instrumentalities and entities of the Local Government Units, CSOs, private groups and organized volunteers, to utilize their facilities and resources for the protection and preservation of life and properties during emergencies in accordance with existing policies and procedures; and take all necessary steps on a continuing basis to maintain, provide, or arrange the provision of or to otherwise make suitably trained and competent personnel for effective civil defense and disaster risk reduction and management in the area

1. Provision of transportation assistance to people in emergency situation

Office or division:	Municipal Mayor's Office-Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of transaction:	G2C- Government to Client			
Who may avail?	All Kasibu residents in emergency needing assistance			
CHECKLIST		WHERE TO SECURE		
Request Letter, Call/ text message		People in emergency situation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON

1. Submit request letter addressed to the LCE thru the MDRRM Officer or call or text MDRRMO Hotline 0977785675	1. Receive request letter/ call/ text message Enter data received in the MDRRM OpCEn Inject Sheet	None	5 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	2. Assess urgency of the request and forward info to Barangay concerned and / or the LCE for approval	None	20 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	3. Inform the requesting party regarding the status of the request	None	5 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Receive approval of request	4. Determine availability of vehicle and driver and issue travel order	None	30 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
3. Receive transportation assistance	5. Transport of people in emergency situation	None	5 hours	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
Total		None	6 hours	

**2.
Provision
of
assistance**

in the distribution of food and non- food items to families/ individuals affected by calamities

Office or division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of transaction:	G2C-Governemnt to Client			
Who may avail:	Families/ individuals affected by calamities			
CHECKLIST		WHERE TO SECURE		
Damage Report including list of affected families Incident Report from barangays Certification from the BFP for fire incidence		Barangay concerned BFP Kasibu, Nueva Vizcaya		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1. Provide logbook	None	5 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Submit damage report to the DRRM Operation Center	2. Receive report and forward the same to the MSWDO	None	20 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	3. Inform concerned barangay regarding the transaction made	None	5 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>

3. Follow-up request from the concerned office				
Total		None	30 minutes	

3.

Provision of 24/7 Emergency Rescue and Response Services

Office or division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of transaction:	G2C-Government to Clients			
Who may avail:	Individuals under trauma and medical emergency and other emergencies			
CHECKLIST		WHERE TO SECURE		
Report received through Call/ text message		Concerned citizen/ Any first responder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Report received through Call/ text message at the MDRRM Operation Center.	1. Personnel on duty proceed to the scene/ location of incidence to conduct rescue operation Category: Poblacion Area Kongkong Valley Malabing Valley Conwap Valley	None	20 minutes 40 minutes 1 hour 1 hour	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	2. Apply first aid	None	10 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg</i>

				<i>Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	3. Transport patient/ victims to the nearest hospital or health facility for proper treatment Category: Poblacion Area Kongkong Valley Malabing Valley Conwap Valley	None	20 minutes 40 minutes 1 hour 1 hour	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
3. Receive first aid and brought to nearest hospital or health facility for treatment	4. Prepare Incident report and forward to concerned agencies	None	30 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
Total		None	2 hours and 40 minutes	

4. Provision of Assistance as standby rescue during large gatherings

Office or division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of transaction:	G2C-Government to Clients G2G-Governemnt to Government			
Who may avail:	MSWDO, CSOs, POs and barangays			
CHECKLIST		WHERE TO SECURE		
Request Letter with approval of the LCE		client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON

1. Register in the logbook	1. Provide logbook	None	5 minutes	Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng <i>MMO-MDRRMO</i>
2. Submit request letter addressed to the LCE , 2 days before the event/ activity	2. Receive approved request letter from the office of the LCE	None	5 minutes	Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng <i>MMO-MDRRMO</i>
3. Received approval of the request	3. Inform the requesting entity of the status of their request	None	5 minutes	Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng <i>MMO-MDRRMO</i>
	4. Coordinate with personnel for scheduling of duty and conduct briefing and prepare travel order of personnel	None	10 minutes	Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng <i>MMO-MDRRMO</i>
4. Received Standby Rescue services	5. Proceed to the area and provide requested service	None	1 hour	Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng <i>MMO-MDRRMO</i>
Total			1 hour and 25 minutes	

5. Provision of updates on status of access roads before, during and after Calamities

Office or division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of transaction:	G2C- Government to client			
Who may avail:	General Public			
CHECKLIST			WHERE TO SECURE	
1. Memorandum from governing agencies 2. Text Message, Social Media to the MDRRMO Hotline Number 09777785675 and social media account Mdrmmo Kasibu			OCD and DILG General Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Request for updates on weather condition before, during, and after calamities thru text messages and social media	1. Receive information enter data/ information in the MDRRM Inject Sheet	None	5 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Receive advisory from the MDRRMO Hotline Number 09777785675 and social media account Mdrmmo Kasibu	2. Inform the general public through diverse mass media/ text messages within the locality	None	10 minute	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
Total		None	15 minutes	

6. Provision of Early Warning Signage

Office or division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Complex			
Type of transaction:	G2G- Government to Government			
Who may avail?	All Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Barangays		
STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	1. Provide logbook	None	5 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Submit request letter addressed to the LCE thru the MDRRMO	2. Receive request letter and forward to the LCE for his information and approval	None	30 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
	3. Conduct ocular inspection of the Hazard prone area; and Prepare Inspection report	None	2 days	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
3. Received signage and install	4. Prepare signage and issue to requesting party.	None	2 days	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng</i>

				MMO-MDRRMO
TOTAL		None	4 days and 35 minutes	

7. Provision of assistance in the clearing operations during emergency situations

Office or division:	Municipal Mayor's Office- Municipal Disaster Risk Reduction and Management Office (MDRRMO)			
Classification:	Simple			
Type of transaction:	G2G- Government to Government			
Who may avail?	All Barangays			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter, Call or text message Incident Report			All barangays	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Register in the logbook	1. Provide logbook	None	5 minutes	<i>Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
2. Submit incident report to the DRRM Operation Center by personal appearance or thru text message or call	2. Receive report and forward the same to the Municipal Engineering Office-Clearing Team	None	20 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>

	3. Inform concerned barangay regarding the transaction made	None	5 minutes	<i>Gladys T. Lunag Heinrick H. Canayan Randy P. Bangleg Beverly M. Manaois Kevin Jae T. Dumangeng MMO-MDRRMO</i>
3. Follow-up request from the concerned office				
Total		None	30 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Contact info: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Designated Personnel manning the Public Assistance and Complaint Desk opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How to complain?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Complaints can be also filed via telephone. Make sure to provide the following information: Name of person being complained</p>

	<p>Incident Evidence</p> <p>For inquiries and follow-ups client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How complaints are processed</p>	<p>The Designated Personnel manning the Public Assistance and Complaint Desk opens the complaint drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will give feedback to the client.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>Contact Information: Public Assistance and Complaints Desk:</p>	<p>0975-565-8265</p>

Human Resource Management Office:	0916-831-4804
Office of the Municipal Mayor:	0997-325-8807
Anti-Red Tape Authority (ARTA):	(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099
Presidential Complaints Center (PCC):	8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621
CSC Contact Center ng Bayan:	09088816565 / 1-6565*