



# City Disaster Risk Reduction and Management Office

## External Services





## 1. Request for Conduct of Disaster Awareness and Preparedness Trainings/Drills/Lectures/Seminars

The City Disaster Risk Reduction and Management Office's (CDRRMO) Disaster Awareness and Preparedness Trainings/Drills/Lectures/Seminars are being conducted as requested by citizens and stakeholders in order to have knowledge and prepare with regard to the different hazards that the city may face as well as the conduct of simulation drills in order to be familiarized with the things and actions to be considered when a disaster strikes.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office (CDRRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter approved by the City Mayor or City Administrator to the CDRRMO, detailing the type/topic of seminar/lecture/training/hazard/s for drill as well as the suggested date, time, and venue. The requester/client should also indicate his/her information.	1. Review the completeness of the submitted requirements.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	* Inform the requester if there is/are any deficiency/ies.			
	1.1 Stamp and receive the requirements by signing the receiving the copy with the date and time.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.2 Scan and encode the received document to the incoming files.	None	3 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.3 Submit to the Local Disaster Risk Reduction	None	2 minutes	<i>LDRRM Assistant Or</i>



	and Management Officer.			Clerk CDRRMO
	1.4 Approve and endorse the request to the Administration and Training Division for action.	None	5 minutes	City Government Department Head I (LDRRMO) CDRRMO
	1.5 Verify the schedule and availability of the personnel/team to be deployed as well as prepare the program for the activity.	None	30 minutes	LDRRMO II Or Administration and Training Officer CDRRMO
	1.6 Conduct final assessment, review and scheduling of the approved program.	None	10 minutes	LDRRMO II Or Administration and Training Officer CDRRMO
	1.7 Approve the program, schedule, and deployment.	None	3 minutes	City Government Department Head I (LDRRMO) CDRRMO
	1.8 Coordinate with the client for the final schedule and program of the requested Disaster Awareness and Preparedness Trainings/Drills/Lectures/Seminars to be conducted.	None	5 minutes	LDRRM Assistant Or Clerk CDRRMO
2. Participate in the conduct of the actual training/drill/lecture	2. Conduct the actual activity.	None	*Depends on the activity to be conducted*.	Administration and Training Division CDRRMO



e/seminar.				
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 2 Minutes (excluding actual conduct of the activity)</b>	



## 2. Review and Certification of the Barangay Disaster Risk Reduction and Management Plan (BDRRMP), Contingency Plan, and their Local Disaster Risk Reduction and Management Fund Investment Plan (LDRRMFIP)

The City Disaster Risk Reduction and Management Office's (CDRRMO) conducts review and certification of the BDRRMP and LDRRMFIP in compliance with Republic Act 101210 and in order to have harmony and accuracy in the formulation of such plans and documents.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office (CDRRMO)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	City Barangays	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Barangay Disaster Risk Reduction and Management Committee (CDRRMC) Resolution approving the following (1 Original Copy):  a. Updated Barangay Disaster Risk Reduction Management Plan (BDRRMP);  b. Updated Contingency Plan approving the BDRRMP; and  c. Updated Local Disaster Risk Reduction and Management Fund Investment Plan (LDRRMFIP).		Requesting Client
2. Barangay Development Council (BDC) Resolution approving the following (1 Original Copy):  a. Updated Barangay Disaster Risk Reduction Management Plan (BDRRMP);  b. Updated Contingency Plan approving the BDRRMP; and  c. Updated Local Disaster Risk Reduction and Management Fund Investment Plan (LDRRMFIP).		Requesting Client
3. Sangguniang Barangay (SB)		Requesting Client



<p>Resolution Resolution approving the following (1 Original Copy):</p> <p>a. Updated Barangay Disaster Risk Reduction Management Plan (BDRRMP);</p> <p>b. Updated Contingency Plan approving the BDRRMP; and</p> <p>c. Updated Local Disaster Risk Reduction and Management Fund Investment Plan (LDRRMFIP).</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Review the completeness of the submitted requirements.	None	5 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.1 Stamp and receive the requirements by signing the receiving the copy with the date and time.	None	1 minute	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.2 Scan and encode the received document to the incoming files and endorse to the officer.	None	5 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.3 Review and evaluate the documents submitted and make clarifications if necessary. Check the following: • Completeness,	None	30 minutes	<i>LDRRMO II Or Research and Planning Officer CDRRMO</i>



	<p>validity, and accuracy;</p> <ul style="list-style-type: none"> <li>• Correctness of allocation, programs, projects and activities compliant to RA 10121.</li> </ul>			
	1.4 Provide remarks/findings/actions to be taken with regard to the submitted documents.	None	3 minutes	<i>LDRRMO II Or Research and Planning Officer CDRRMO</i>
	1.5 Submit to the immediate supervisor for further review and evaluation.	None	5 minutes	<i>LDRRMO II Or Research and Planning Officer CDRRMO</i>
	1.6 Further review and evaluation of the Local Disaster Risk Reduction and Management Officer.	None	30 minutes	<i>City Government Department Head I (LDRRMO) CDRRMO</i>
	1.7 If there is/are no revision/s to be taken, prepare, accomplish, and print the certification and affix signature.	None	3 minutes	<i>LDRRMO II Or Research and Planning Officer CDRRMO</i>
	*If there is/are revision/s, call the attention of the barangay to revise and correct the necessary plan/document subject to another			



	review for evaluation.  1.8 Conduct final review and sign the certification.	None	10 minutes	<i>City Government Department Head I (LDRRMO) CDRRMO</i>
2. Receive the certification by signing the receiving copy with the date and time.	2. Release the certification and have it signed by other QRT members.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 34 Minutes</b>	





### 3. Request for DRRM-related data and/or materials

DRRM-related data and/or materials being requested by citizens and stakeholders in order to provide them with the necessary DRRM-related data and/or materials necessary for their needs, mostly for research, study and academe requirements. Also, it provides them the knowledge as regards to the hazard/s and risk/s a certain geographical location is in.

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<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 Original Copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter approved by the City Mayor or City Administrator to the CDRRMO, detailing the requested DRRM-related data, purpose, and details of the requester (complete name and contact details).	1. Review the completeness of the submitted requirements.	None	5 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	* Inform the requesters if there is/are any deficiency/ies.			
	1.1 Stamp and receive the requirements by signing the receiving the copy with the date and time.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.2 Scan and encode the received document to the incoming files.	None	3 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.3 Submit to the Local Disaster Risk Reduction	None	2 minutes	<i>LDRRM Assistant Or Clerk</i>



	<p>and Management Officer.</p> <p>1.4 Approve and endorse the request to the Research and Planning Division for action.</p> <p>1.5 Prepare requested document/material .</p> <p>*If not available, the request will be endorsed to the concerned office/division and inform the requester/client.</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>30 minutes</p>	<p>CDRRMO</p> <p><i>City Government Department Head I (LDRRMO) CDRRMO</i></p> <p><i>Research and Planning Officer and Research and Planning Staff CDRRMO</i></p>
2. Receive the requested material by signing the receiving copy with the date and time.	2. Release the requested document/material and have it received by the requester/client.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>47 Minutes</b>	

#### 4. Issuance of Faultline Information

As part of the mitigation measures for earthquakes, the City Disaster Risk Reduction and Management Office (CDRRMO) issues a faultline information address to the Office of the Building Official (OBO) to assess if a certain development is within or without the five (5) meter buffer zone of a nearest active fault line. It is also being conducted as requested by citizens and stakeholders in order to provide them with the distance of a certain property and/or development wherein they will be provided with knowledge as regards to the risk/s it faces and will help them to implement the necessary mitigation measures needed.

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<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any proof of ownership: • Copy of Title • Tax Declaration		Client		
2. Site Development Plan (if available)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide details such as name of owner, name of requester/representative, complete address/location of the property using the log book, and submit the requirements.	1. Have the requester sign in the logbook, review the details and information provided in the logbook as well as the submitted requirements.	None	5 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
2. Pin-point the exact location in the Fault Finder Map of DOST-PHIVOLCS website.	2. Verify the exact location pin-pointed by the requester/representative in the Fault Finder Map/Hazard Hunter of DOST-PHIVOLCS website.	None	5 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
3. Wait and receive the signed faultline	3. Accomplish and prepare the Faultline	None	3 minutes	<i>LDRRM Assistant Or</i>



information form together with the attached map generated from the Fault Finder Map of DOST-PHIVOLCS website.	Information Form and generate the map with the exact location pinpointed by the requester/representative from the Fault Finder Map/Hazard Hunter of DOST-PHIVOLCS website.	None	2 minutes	<i>Clerk CDRRMO</i>
	3.1 Print the Faultline Information and map generated from the Fault Finder Map/Hazard Hunter of DOST-PHIVOLCS website.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	3.2 Submit the Faultline Information and map generated to the Immediate Supervisor.	None	5 minutes	<i>City Government Department Head I (LDRRMO) CDRRMO</i>
	3.3 Review and sign the Faultline Information and map generated from the Fault Finder Map.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	3.4 Release the original copy of the signed Faultline Information and Fault Finder/Hazard Hunter Map and have it received			



	by the requesting party.			
	<b>TOTAL:</b>	<b>None</b>	<b>24 Minutes</b>	



## 5. Operations and Warning Services – Disaster Response Services

Disaster Response Services are being conducted in order to address the different emergency, incident or disaster in the City in order to preserve life and property of the citizens.

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call the emergency hotline of the City and provide the following details:	1. Receive the call and ask for the details of the untoward incident or emergency.	None	2 minutes	<i>Call Taker Or Radio Operator CDRRMO</i>
• Incident/Emergency	1.1 Provide the information about the reported incident or emergency to the responders.	None	2 minutes	<i>Call Taker Or Radio Operator CDRRMO</i>
• Complete address or location of the emergency	1.2 Respond to the reported untoward incident or emergency within the 20-minute response time.	None	20 minutes	<i>Assigned Response Team/s (SPARC, CFAU, etc.) CDRRMO</i>
• Nearest landmark				
• Contact information of the requester/caller				
• Nature of emergency/illness (if available)				
• Number of patient/s (if available)				
<b>TOTAL:</b>		<b>None</b>	<b>24 Minutes</b>	