



# **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 preparedness with regard to the different hazards the city may face as well as the conduct of simulation drills in order to be familiarize with the things and actions to be considered when a disaster strike.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office (CDRRMO) - Administration and Training Division			
<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 )		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approved Request Letter from the Local Chief Executive / City Administrators Office 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 contact 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 deficiency.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.1 Receive the requirements by signing to the receiving copy with the date and time.	None	3 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.2 Scan and encode the received document to the Incoming Files.	None	10 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.3 Submit the request letter together with the training design			<i>LDRRM Assistant Or Clerk</i>



	of Disaster Awareness and Preparedness Trainings/Drills/Lectures/Seminar to the Local Disaster Risk Reduction and Management Officer.	None	2 minutes	CDRRMO
	1.4 Approve and endorse the request to the Administration and Training Division for action.	None	10 minutes	<i>Local Disaster Risk Reduction and Management Officer</i> CDRRMO
	1.5 Verify the schedule and availability of the personnel/team to be deployed as well as the program for the activity.	None	5 minutes	<i>LDRRMO II</i> Or <i>Administration and Training Officer</i> Or <i>Administration and Training Staff</i> CDRRMO
	1.6 Final assessment, review and scheduling of the approved	None	3 minutes	<i>LDRRMO II</i> Or <i>Administration and Training Officer</i> CDRRMO
	1.7 Final approval of the program, schedule, and deployment of Local Disaster Risk Reduction and Management Officer for the request.	None	5 minutes	<i>Local Disaster Risk Reduction and Management Officer</i> CDRRMO
	1.8 Coordinate with the requester/client for the final schedule and program of the			<i>LDRRM Assistant</i> Or <i>Clerk</i> CDRRMO



	requested Disaster Awareness and Preparedness Trainings/Drills/L ectures/Seminar s to be conducted.			
	<b>TOTAL:</b>	<b>None</b>	<b>42 Minutes</b>	



## 2. Request for accreditation of Accredited Community Disaster Volunteers (ACDV) of City of San Pedro

The City Disaster Risk Reduction and Management Office's (CDRRMO) accredited different volunteers to an Accredited Community Disaster Volunteers (ACDV) to have a harmonious coordination and communication towards efficient and effective response management during disaster and emergencies.

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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>		
1. Accomplished Volunteer Application Form (CDRRMO Form 2-A and 2-B)		Requested Client		
2. Certification from SEC, CDA, DOLE, DSWD or any authorized agency.		Requested Client		
3. Signed financial statement of the preceding year		Requested Client		
4. Documentation / Certification or proof that DRRM is one of the primary activities of the organization		Requested Client		
5. Documentation / Certification or proof of at least (2) years of DRRM experience.		Requested Client		
6. Proof of physical office, equipped with basic furniture and facilities.		Requested Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving of pertinent transaction documents	1. Review the completeness of the submitted requirements.	None	5 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.1 Receive the requirements by signing to the receiving copy with the date and time.	None	1 minute	<i>LDRRM Assistant Or Clerk CDRRMO</i>
		None	2 minutes	<i>LDRRM Assistant</i>



	1.2 Scan and encode the received documents to the Incoming Files.	None	15 minutes	Or Clerk CDRRMO
	1.3 Submit all pertinent documents by the requestee to the Local Disaster Risk Reduction and Management Officer for verification and recommendation.	None	15 minutes	<i>LDRRM Assistant</i> Or Clerk CDRRMO
	1.4 Endorse all pertinent documents for further review and evaluation to the CDRRMC chairperson for approval and disapproval of application.			<i>Local Disaster Risk Reduction and Management Officer</i> CDRRMO
	<b>TOTAL:</b>	<b>None</b>	<b>38 Minutes</b>	



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

The City Disaster Risk Reduction and Management Office's (CDRRMO) Research and Planning Services - Request for DRRM-related data and/or materials are being conducted as 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 requirement. Also, it provides our citizens the knowledge as regards to the hazard/s and risk/s a certain geographical location is into.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office (CDRRMO) - Research and Planning Division			
<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)		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 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.  * Inform the requester if there is/are deficiency.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	1.1 Stamp and receive the requirements by signing to the receiving 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 the request to the Local Disaster Risk Reduction and Management Officer.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>  <i>Local Disaster</i>



	<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>2 minutes</p> <p>30 minutes</p>	<p><i>Risk Reduction and Management Officer</i> LDRRMO</p> <p><i>LDRRM Assistant Or Clerk</i> CDRRMO</p>
2. Receive the Certification by signing the receiving copy with the date and time.	2. Release the requested document/material and have it received by the requester/client through signing the receiving copy with date and time.	None	2 minutes	<i>LDRRM Assistant Or Clerk</i> CDRRMO
	<b>TOTAL:</b>	<b>None</b>	<b>46 Minutes</b>	





#### 4. Issuance of Faultline Information

The City Disaster Risk Reduction and Management Office's (CDRRMO), as part of the mitigation measure for earthquake, issues a Faultline Information address to the Office of Building Official (OBO) in order to assess if a certain development is within or without the five (5) meter buffer zone of a nearest active fault line. Research and Planning Services - Issuance of Faultline Information 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>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. Any proof of ownership <ul style="list-style-type: none"><li>• Photocopy of Land Title (1 Copy)</li><li>• Photocopy of Tax Declaration (1 Copy)</li></ul>		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. Review the details provided in the log book and verify the information as well as the submitted requirements.	None	5 minutes	<i>LDRRM Assistant</i> Or <i>Clerk</i> CDRRMO
2. Pin point the exact location in the Fault Finder Map of DOST- PHIVOLCS Site.	2. Verify the exact location pin- pointed by the requester/ representative in the Fault Finder Map of DOST- PHIVOLCS Site.	None	3 minutes	<i>LDRRM Assistant</i> Or <i>Clerk</i> CDRRMO



3. Wait for the signed Faultline Information Form together with the attached map generated from the Fault Finder Map of DOST-PHIVOLCS Site.	3. Accomplish and prepare the Faultline Information Form and generated the map with the exact location pin- pointed by the requester/ representative from the Fault Finder Map of DOST-PHIVOLCS Site.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	3.1 Print the Faultline Information and map generated from the Fault Finder Map of DOST-PHIVOLCS Site.	None	1 minute	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	3.2 Submit the Faultline Information and map generated from the Fault Finder Map of DOST-PHIVOLCS Site to the Immediate Supervisor.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	3.3 Review and sign the Faultline Information and map generated from the Fault Finder Map of DOST-PHIVOLCS Site to the Immediate	None	5 minutes	<i>Local Disaster Risk Reduction and Management Officer CDRRMO</i>



	Supervisor.			
4. Receive the requested document.	4. Release the original copy of the signed Faultline Information and Fault Finder Map and have it received by the requester/representative through signing the receiving copy with date and time.	None	2 minutes	<i>LDRRM Assistant Or Clerk CDRRMO</i>
	<b>TOTAL:</b>	<b>None</b>	<b>20 Minutes</b>	



## 5. Disaster Response Services

The City Disaster Risk Reduction and Management Office's (CDRRMO) Operations and Warning 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 city's citizens.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office (CDRRMO) - Operations and Warning Division			
<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:  Details: <ul style="list-style-type: none"> <li>• Incident/ Emergency</li> <li>• Complete Address or location of the emergency</li> <li>• Contact information of the requester/ caller.</li> </ul>	1. Receive the call and ask for the details of the untoward incident or emergency.  Details: <ul style="list-style-type: none"> <li>- Incident/ Emergency</li> <li>- Complete Address or location of the emergency</li> <li>- Contact information of the requester/ caller.</li> </ul>	None	2 minutes	<i>Call Taker Or Radio Operator CDRRMO</i>
	1.1 Provide the information about the reported untoward incident or emergency	None	2 minutes	<i>Call Taker Or Radio Operator CDRRMO</i>
	1.2 Respond to	None	20 minutes	



	the reported untoward incident or emergency within the 20-minute response time.			<i>San Pedro Aktibo Rescue Crew (SPARC) or assigned response team</i>
	<b>TOTAL:</b>	<b>None</b>	<b>24 Minutes</b>	