



CITIZEN'S CHARTER LOCAL DISASTER RISK REDUCTION & MANAGEMENT OFFICE

FRONTLINE SERVICE	CLIENT	STEPS & PROCEDURES	TIME	RESPONSIBLE PERSON	REQUIREMENTS
REQUEST FOR TRAINING	General Public	<ol style="list-style-type: none"> 1. Submit a letter request address to LCE attention to MDRRMO. 2. Receipt of letter request and classification of training being requested. 3. Review of the training design (in case provided for), and coordination with concerned Division or Government Agency. 4. Coordinate and endorse to Division or Government Agency concerned. 5. Prepares training materials needed. 6. Inform the requesting entity of the status of their request. 	<p>1-2 minutes</p> <p>2 minutes</p> <p>1 day</p> <p>1 day</p> <p>1 day</p> <p>1 day</p>	<p>Cheryl E. Canitan MDRRMO</p> <p>Cheryl E. Canitan MDRRMO</p> <p>Mark Anthony T. Indino LDRRM Assistant/IT</p> <p>Mark Anthony T. Indino LDRRM Assistant/IT</p> <p>Elizabeth L. Lambo LDRRM Staff</p> <p>Cheryl E. Canitan MDRRMO</p>	Request letter
REQUEST FOR INFORMATION EDUCATION MATERIALS	General Public	<ol style="list-style-type: none"> 1. Submit a letter request address to the MDRRMO 2. Receipt of letter request and identification/classification of IEC materials being needed. 	<p>1-2 minutes</p> <p>2 minutes</p>	<p>Cheryl E. Canitan MDRRMO</p> <p>Cheryl E. Canitan MDRRMO</p>	Request Letter

		<p>3. Coordinate concerned Division or Government Agency for the preparation of IEC materials needed.</p> <p>4. Inform the requesting entity of the status of their request.</p>	<p>1 day</p> <p>1 day</p>	<p>Mark Anthony T. Indino LDRRM Assistant/IT</p> <p>Mark Anthony T. Indino LDRRM Assistant/IT</p>	
REQUEST FOR MULTI- HAZARD MAPS	General Public	<p>1. Submit a letter request address to the MDRRMO</p> <p>2. Receipt of letter request and identification/classification of hazard maps being requested.</p> <p>3. Coordinate concerned Division or Government Agency, Private Sector for the preparation of hazard maps needed.</p> <p>4. Inform the requesting entity of the status of their request.</p>	<p>1-2 minutes</p> <p>2 minutes</p> <p>1 day</p> <p>1 day</p>	<p>Cheryl E. Canitan MDRRMO</p> <p>Cheryl E. Canitan MDRRMO</p> <p>Mark Anthony T. Indino LDRRM Assistant/IT</p> <p>Mark Anthony T. Indino LDRRM Assistant/IT</p>	Request letter
REQUEST FOR EQUIPMENT/ MANPOWER ASSISTANCE	General Public	<p>1. Submit request letter address to LCE</p> <p>2. Receipt of office order from the LCE with regards to the request.</p> <p>3. Endorsement of request to operation manager for deployment.</p> <p>4. Preparation of requested equipment/ manpower for deployment</p>	<p>1-2 minutes</p> <p>2 minutes</p> <p>3 minutes</p> <p>1 day</p>	<p>Mayor's Office</p> <p>Cheryl E. Canitan MDRRMO</p> <p>Cheryl E. Canitan MDRRMO</p> <p>ROMICK YOSORES Operation & Warning</p>	Request letter

REQUEST FOR CCTV PLAYBACK/ VIEWING	General Public	<ol style="list-style-type: none"> 1. Fill up request form 2. Approval of request form 3. Playback and viewing of CCTV recording 	<p>1-2 minutes</p> <p>1-5 minutes</p> <p>1-2 minutes</p>	<p>Mark Anthony T. Indino LDRRM Assistant/IT Mayor's Office/PNP</p> <p>Mark Anthony T. Indino LDRRM Assistant/IT</p>	Request Form
EMERGENCY RESPONSE	General Public	<ol style="list-style-type: none"> 1. Receipt and verification of emergency call 2. Forwarding of report to Operation and Warning Division. 3. Deployment and Response Proper 	<p>1 minute</p> <p>1 minute</p> <p>1 minute</p>	<p>Cheryl E. Canitan MDRRMO Dispatch on duty</p> <p>Dispatch on duty</p>	