



# **CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE**

## **EXTERNAL SERVICES**



## 1. ISSUANCE OF CERTIFICATION

- a. **AFFECTED BY DISASTER/CALAMITY**
- b. **ATTENDANCE/COMPLETION TO DRRM TRAININGS**
- c. **EMPLOYMENT/ON THE JOB TRAINING CERTIFICATE**
- d. **BDRRMFIP Certification**

- ✓ After the occurrence of disaster, residents of Iriga may request for certification affected by disaster for specific purposes.
- ✓ Employment Certificate/On the Job Training Certificate maybe given to verified employees/volunteers of CDRRMO.
- ✓ For walk-in clients who are required to secure certificate of attendance as their requirement to transact on the other offices.
- ✓ Certificate of Training to renew Trimobile franchise at MTOP office, after they have attended the required training.
- ✓ Permit to Climb- securing permit is a must prior to their climb with local tour guide and contact details.
- ✓ For BDRRMFIP- each barangay shall present their AIP of the following year to the panel per schedule provided by the Review Committee.

### A. AFFECTED BY DISASTER/CALAMITY

<b>Office or Division:</b>	Research and Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Residents of Iriga			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 2 copies of Barangay Certificate attesting residency.		Respective Barangay		
2. Filled-up Request form		CDRRMO		
3. community tax certificate		Barangay or City Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant shall register in the visitor's logbook & filling of request form	1. Review filled-up form	None	2 minutes	<i>Officer of the Day</i> (CDRRM Office)
2. Present required documents	2. Encode and print requested certification	None	3 minutes	<i>CDRRM Staff</i> (CDRRM Office)
3. Processing time, wait for release	3. Review and signature of Division Head	None	2 minutes	<i>LDRRMO III</i> (CDRRM Office)



	3.1 Head of Office shall sign the certificate	None	2 minutes	<i>OIC-CDDRM</i> (CDDRM Office)
4. Claim the certificate	4. OD shall record and release the signed certificate	None	1 minute	<i>CDDRM Staff</i> (CDDRM Office)
<b>TOTAL</b>		None	10 Minutes	

## B. ATTENDANCE/COMPLETION TO DRRM TRAININGS/WORKSHOPS

<b>Office or Division:</b>	Research and Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Barangay Officials, Trainees, Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- filled-up Request form		CDDRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant shall register in the visitor's logbook & filling of request form	1. Review filled-up form	None	2 minutes	<i>Officer of the Day</i> (CDDRM Office)
	1.1 Encode and print requested certification	None	3 minutes	<i>CDDRM Staff</i> (CDDRM Office)
	1.2 Review and signature of Division Head	None	2 minutes	<i>LDDRM III</i> <i>LDDRM II</i> <i>LDDRM I</i> (CDDRM Office)
	1.3 Head of Office shall sign the certificate	None	2 minutes	<i>OIC-CDDRM</i> (CDDRM Office)
2. Claim the Certificate of Completion	2. OD shall record and release the signed certificate	None	1 minute	<i>CDDRM Staff</i> (CDDRM Office)
<b>TOTAL</b>		None	10 minutes	



### C. EMPLOYMENT/ON THE JOB TRAINING CERTIFICATE

<b>Office or Division:</b>	Research and Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Students who undergone OJT, employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- filled-up Request form		CDRRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant shall register in the visitor's logbook & filling of request form	1. Review filled-up form	None	2 minutes	<i>Officer of the Day</i> (CDRRM Office)
	1.1 Encode and print requested certification	None	3 minutes	<i>CDRRM Staff</i> (CDRRM Office)
	1.2 Review and signature of Division Head	None	2 minutes	<i>Division Heads</i> (CDRRM Office)
	1.3 Head of Office shall sign the certificate	None	2 minutes	<i>OIC-CDRRM</i> (CDRRM Office)
2. Claim the Certificate of Employment/OJT	2. OD shall record and release the signed certificate	None	1 minute	<i>CDRRM Staff</i> (CDRRM Office)
<b>TOTAL</b>		None	10 Minutes	

### D. BDRRMFIP Certification

<b>Office or Division:</b>	Research and Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G/G2C – Government to Government/Government to Client			
<b>Who may avail:</b>	Barangay DRRM Committee (BDRRMCs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- 5copies of BDRRMFIP		BDRRMC		
- 1 set of reviewed plan with attachments: > message of the Barangay Captain > barangay profile > Hazard Maps > lists of Vulnerable families per hazard		BDRRMC		



> updated directory of the BDRRMC				
schedule of review		CDRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All barangay shall submit 1 copy of the plan to be presented for initial review and scheduling;	1. OD shall logbook 1.1 initial review of the plan	None	5 minutes	<i>CDRRM Staff</i> (CDRRM Office)
2. Each barangay shall present their BDRRMFIP of the following year on the date scheduled by the Review Committee.	2 presentation Date: the Review Committee shall make their remarks and recommendations to the presenting barangay	None	depending on the presentation of Plans	<i>Review Committee</i>
3. Submission of Revised and approved BDRRMFIP	3 Review 5 copies of approved BDRRMFIP with required attachments	None	5 minutes	<i>LDRRMO III</i> (CDRRM Office)
4. Claim the Certificate of Review	4. Release of Certification of Review	None		<i>CDRRM Staff</i> (CDRRM Office)
<b>TOTAL</b>		None	10 Minutes	



## 2. CALL TAKER ASSISTANCE FOR FIRE INCIDENTS AND POLICE ASSISTANCE

For other emergencies that needs BFP and PNP assistance.

<b>Office or Division:</b>	Operations and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Residents of Iriga City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Information from the caller (to be asked by the call taker)		Caller who needs an assistance		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Caller has to call over emergency hotline numbers	1. Call interrogation and data gathering	None	1 minute	<i>Call Taker on Duty</i> (CDRRM Office)
	1.1 Information will be relayed to the concerned resource	None	1 minute	<i>Call Taker on Duty</i> (CDRRM Office)
	1.2 The call taker will ask the caller if there are any other concerns that needs the call takers help. If non, the call taker will ask the caller to drop the call if the resource asked have arrived	None	1 minute	<i>Call Taker on Duty</i> (CDRRM Office)
<b>TOTAL</b>		None	3 Minutes	



### 3. REQUEST FOR BUILDING EARTHQUAKE EVACUATION PLANNING WORKSHOP/ EARTHQUAKE DRILL/ EMERGENCY PREPAREDNESS

Orientation and information dissemination about above topics.

<b>Office or Division:</b>	Operations and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Residents of Iriga City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Letter request specifying what seminar is needed		Requesting office/ school/ agency/ business establishments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter sent thru email or personal visit at our office	1. Letter received	None	1 minute	<i>Call Taker on Duty</i> (CDRRM Office)
	1.1 Letter will be forwarded to LDRRMO for approval	None	2 minutes	<i>OIC-CDRRMO</i> (CDRRM Office)
	1.2 Letter will be forwarded to Operations and Warning Division Head for booking and confirmation of date	None	3 minutes	<i>LDRRMO II</i> (CDRRM Office)
<b>TOTAL</b>			6 Minutes	



#### 4. REQUEST FOR DRR-CCA DATA AND REPORTS

There is increasing recognition that disaster risk reduction (DRR) should include climate change adaptation (CCA). CCA and DRR have been developed by different communities, but the aim of both is to reduce vulnerability and hazard exposure in order to increase resilience to the potential adverse impacts of climate extremes. Both DRR and CCA require collaborative and coordinated actions. The integration of the two fields provides opportunities to strengthen the common parts and improve the management of present and future hazards and risks. Moreover, it is commonly accepted that development and sustainable goals may be facilitated by integrating CCA into DRR. Just as importantly, the lack of integration of these fields will lead to redundant and conflicting responses.

<b>Office or Division:</b>	Research and Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G/G2C – Government to Government/Government to Client			
<b>Who may avail:</b>	Barangay DRRM Committee (BDRRMCs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Request letter	requestee			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The requesting party shall register in the visitor's logbook	1. OD shall review the Request Letter and shall be forwarded to concerned divisions/sections	None	5 minutes	<i>Carpenter Foreman CDRRM Staff (CDRRM Office)</i>
	1.1 Feed backing and or dialogue with the concerned Division Head	None	depending on the topics and concerns raised	<i>LDRRMO III (CDRRM Office)</i>
2. Claim the requested data	2. Release of available data	None	5 minutes	<i>Division Heads (CDRRM Office)</i>
<b>TOTAL</b>		None	10 minutes	





## 5. REQUEST FOR EARTHQUAKE DRILL

This service offered by the CDRRMO is to provide knowledge and skills regarding emergency preparedness particularly before, during and after earthquake.

<b>Office or Division:</b>	TRAINING DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G/G2B – Government to Government/Government to Business			
<b>Who may avail:</b>	Business Establishment, Schools and other			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter addressed to the City Mayor thru the Head of Office.		Provided by the applicant/client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant shall register in the Log book and have the letter received by the OD	1. The OD assist the client	None	1 minute	<i>Officer of the Day</i> (CDRRM Office)
2. Letter forwarded to Administrative and Training Division to review the availability of the proposed schedule	2. The OD will forward the letter to the Division Head for review	None	2 minutes	<i>LDRRMO I</i> (CDRRM Office)
3. Letter forwarded to the Head of Office for approval	3. The Head of Office will approve the letter	None	1 minute	<i>OIC-CDRRMO</i> (CDRRM Office)
4. Forwarded to the administrative and Training Division for booking of request and release of approved request letter	4. The Division Head will plot the schedule and discuss other matters.	None	1 minute	<i>LDRRMO I</i> (CDRRM Office)
5. Forwarded to the Officer of the Day for filing	5. The OD will keep the letter for filing.	None	1 minute	<i>Officer of the Day</i> (CDRRM Office)
<b>TOTAL</b>		None	5 Minutes	



## 6. REQUEST FOR INTER-FACILITY TRANSFER

Trauma and medical cases that needs a special equipment and emergency medical technician ambulance assistance.

<b>Office or Division:</b>	Operations and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Residents of Iriga City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Data needed for IFT		Initiating medical facility		
- Referral from the initiating facility for the patient		Initiating facility		
- Advanced call made by the initiating facility		Initiating facility		
- Nurse to accompany the patient en route		Initiating facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call EOC thru hotline/Initiating facility will call EOC	Call interrogation by call taker on duty	None	2 minutes	<i>Call taker on Duty</i> (CDRRM Office)
	Call taker will verify information and gather data needed for IFT from the initiating facility	None	10 minutes	<i>Call taker on Duty</i> (CDRRM Office)
2. The Initiating facility will have to call EOC to confirm if the patient has clearance	EMS will be dispatched by the Call taker	None	2 minutes	<i>Call taker on Duty</i> (CDRRM Office)
	The transfer time will depend on the distance and location of the receiving facility	None		<i>EMS on Duty</i> (CDRRM Office)
<b>TOTAL</b>		None	14 Minutes	



## 7. REQUEST FOR MEDICAL STANDBY OR AMBULANCE STANDBY

Medical standby or ambulance standby may be requested during special events.

<b>Office or Division:</b>	Operations and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Residents of Iriga City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Letter request for the event specifying the date and venue		NA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter to the office or Email	1. Letter will be received	None	1 minute	<i>Officer In Charge</i> (CDRRM Office)
	1.1 Letter will be forwarded to LDRRMO for Approval	None	2 minutes	<i>OIC-CDRRMO</i> (CDRRM Office)
	1.2 Letter will be forwarded to Operations and Warning Division Head for booking and confirmation of date	None	3 minutes	<i>LDRRMO II</i> (CDRRM Office)
<b>TOTAL</b>			6 Minutes	



## 8. REQUEST OF TODA ID LOST/REPLACEMENT

This service offered by the CDRRMO is to provide replacement of lost ID's as part of the requirement in renewal of franchise in MTOP office.

<b>Office or Division:</b>	Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Tricycle Drivers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Attendance from the previous trainings		Provided by the office		
Affidavit of Loss		Police Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant shall register in the Log book and have the letter received by the OD	1. The OD assist the client	None	30 seconds	<i>Officer of the Day</i> (CDRRM Office)
2. Letter forwarded to Administrative and Training Division to review the availability of the proposed schedule	2. The OD will forward the letter to the Division Head for review	None	2 minutes	<i>LDRRMO I</i> (CDRRM Office)
3. Letter forwarded to the Head of Office for approval	3. The Head of Office will approve the letter	None	1 minute	OIC-CDRRMO (CDRRM Office)
4. Forwarded to the administrative and Training Division approved request letter	4. The Division Head will provide replacement	None	1 minute	CDRRMO Staff (CDRRM Office)
5. Forwarded to the Officer of the Day for filing	5. The OD will put in the logbook for certification release.	None	30 seconds	<i>Officer of the Day</i> (CDRRM Office)
<b>TOTAL</b>		None	5 minutes	



## 9. REQUEST FOR TRAINING

This service offered by the CDRRMO is to provide knowledge, skills and training on disaster preparedness of the client/ applicants.

<b>Office or Division:</b>	Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter addressed to the City Mayor thru the Head of Office.		Provided by the applicant/client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant shall register in the Log book and have the letter received by the OD	1. Give the logbook to the client	None	30 seconds	Officer of the Day (CDRMM Office)
2. Letter forwarded to Administrative and Training Division to review the availability of the proposed schedule	2. The OD will forward the letter to the Division Head for review	None	2 minutes	LDRRMO I (CDRMM Office)
3. Letter forwarded to the Head of Office for approval	3. The Head of Office will approve the letter	None	1 minute	OIC-CDRRMO (CDRMM Office)
4. Forwarded to the administrative and Training Division for booking of request and release of approved request letter	4. The Division Head will plot the schedule and discuss other matters.	None	1 minute	LDRRMO I (CDRMM Office)
5. Forwarded to the Officer of the Day for filing	5. The OD will keep the letter for filing.	None	30 seconds	Officer of the Day (CDRMM Office)
<b>TOTAL</b>		None	5 Minutes	



## 10. REQUEST FOR TRAINING CERTIFICATES

To provide certification to those who undergone the trainings conducted by CDRRMO Officer.

<b>Office or Division:</b>	Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Applicants who undergone training from CDRRMO.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Attendance sheet from previous conducted training.		Provided by the office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant shall register in the Log book and have the information received by the OD	1. Give the logbook to the client	None	30 seconds	<i>Officer of the Day</i> (CDRRM Office)
2. Information relayed/forwarded to Administrative and Training Division to review attendance from the previous trainings conducted.	2. The OD will forward the information to the Division Head/Officer for review	None	2 minutes	<i>LDRRMO I</i> <i>CDRRMO Staff</i> (CDRRM Office)
3. The applicant will be provided with the certifications specific for his/her training.	3. The Training Officer will process the production of certificates.	None	2 minutes	<i>CDRRMO Staff</i> (CDRRM Office)
4. Certificate will be forwarded to the Head of Office for approval and signature	4. The Head of Office will approve the sign the approved training	None	1 minute	<i>OIC-CDRRMO</i> (CDRRM Office)
5. Forwarded to the Officer of the Day for filing	5. The OD will put in the logbook for certification release.	None	30 seconds	<i>Officer of the Day</i> (CDRRM Office)
<b>TOTAL</b>		None	6 Minutes	



## 11. RESPONDING TO EMERGENCY & RELATED CALLS

- ✓ Trauma, medical and Obstetrical cases who will need an immediate ambulance assistance with emergency medical technicians.
- ✓ Emergent transfer of patient from a scene to the nearest medical facility.

<b>Office or Division:</b>	Operations and Warning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Residents of Iriga			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Data from the Caller		EMERGENCY OPERATIONS CENTER		
- (to be asked by the call taker)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Caller will Dial 299-9911 or mobile number hotline numbers	1. Call interrogation by the calltaker	None	2 minutes	<i>Call taker on duty (CDRRM Office)</i>
	1.1 Data forwarded to the EMS en route	None	5 minutes	<i>Call taker on duty (CDRRM Office)</i>
2. Caller will be asked to drop call if ambulance is already there and no assistance from the calltaker is needed	2. Assessment and treatment on-scene. Advanced call is also done by the call takers	None	10 minutes	<i>EMS on Duty (CDRRM Office)</i>
	2.1 En route to the receiving facility	None	5 minutes	<i>EMS on Duty (CDRRM Office)</i>
	2.2 Endorsement of the patient to the nearest hospital	None	5 minutes	<i>EMS on Duty (CDRRM Office)</i>
<b>TOTAL</b>		None	27 Minutes	