



MUNICIPAL RISK REDUCTION AND DISASTER MANAGEMENT OFFICE

External Services



1. EMERGENCY RESPONSE

Design, program, coordinate and implement disaster risk reduction and management activities consistent with the national Disaster Risk Reduction and Management Council's Standards and Guidelines

Office or Division:		Municipal Mayor - Municipal Disaster Risk Reduction Management Office		
Classification:		Simple		
Type of Transaction:		GOVERNMENT TO CLIENT		
Who may avail:		All residents of Santol and non-residents needing emergency services within the area of responsibility of Santol.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the MDRMO hotline 0917-7302412 (G) 0947-8640176 (S)	1.1 Receive the emergency call	None	2 minutes	LDRRMO II Administrative Aide I MDRRM Office
None	1.2 Inquire the name of informant/caller, place of incident and other details			
None	1.3 Assess the veracity & seriousness of the reported incident			
None	1.4 Deployment of required responder/s	None	2 minutes	LDRRMO II Administrative Aide I MDRRM Office
None	1.5 Deployment and response proper	None	3 minutes	Emergency Response Team MDRRM Office
None	1.6 Provide feedback on the arrival of the responder/s	None	2 minutes	LDRRMO II Administrative Aide I MDRRM Office
	Total	None	9 minutes	



2. REQUEST FOR TRAININGS/DRILL/LECTURES

Design, program, coordinate and implement disaster risk reduction and management activities consistent with the national Disaster Risk Reduction and Management Council's Standards and Guidelines

Office or Division:	Municipal Mayor - Municipal Disaster Risk Reduction Management Office			
Classification:	Simple			
Type of Transaction:	GOVERNMENT TO CLIENT			
Who may avail:	All residents of Santol and non-residents needing emergency services within the area of responsibility of Santol.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the Municipal Mayor (attention to Gerone F. Navaera, LDRRMO II)	1.1 Receive request letter	None	5 minutes	<i>Administrative Aide I</i> MDRRM Office
None	1.2 Classification and assessment of training required 1.3 Act on the request upon availability of schedule	None	1 hour	<i>LDRRMO II</i> MDRRM Office
None	1.4 Review of training design (in case provided for) and coordination with concerned government agency/ies	None	1 day	<i>LDRRM Office Admin. And Training Staff</i> MDRRM Office
None	1.5 Prepare training materials needed if necessary	None	1 day	<i>LDRRM Office Admin. And Training Staff</i> MDRRM Office
2. Receive feedback of the status of the request	1. Inform the requesting entity of the status of their request	None	5 minutes	<i>LDRRM Office Admin. And Training Staff</i> MDRRM Office
	Total	None	2 days and 70 minutes	



3. REQUEST FOR EDUCATION INFORMATION CAMPAIGN (IEC) MATERIALS

Design, program, coordinate and implement disaster risk reduction and management activities consistent with the national Disaster Risk Reduction and Management Council's Standards and Guidelines

Office or Division:		Municipal - Mayor Municipal Disaster Risk Reduction Management Office		
Classification:		Simple		
Type of Transaction:		GOVERNMENT TO CLIENT		
Who may avail:		All residents of Santol and non-residents needing emergency services within the area of responsibility of Santol.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter addressed to the Municipal Mayor (attention to Gerone F. Navaera, LDRRMO II)	1.1 Receive request letter	None	5 minutes	<i>Administrative Aide I</i> MDRRM Office
None	1.2 Identification/classification of IEC materials being requested	None	1 day	<i>LDRRM Officer Research and Planning Staff</i> MDRRM Office
None	1.3 Coordination with concerned department for the preparation of IEC materials needed	None		
2. Receive feedback of the status of the request	1. Inform the requesting entity of the status of their request	None	1 day	<i>LDRRM Officer Research and Planning Staff</i> MDRRM Office
	Total	None	2 days and 5 minutes	



4. REQUEST FOR VEHICLE ASSISTANCE

Design, program, coordinate and implement disaster risk reduction and management activities consistent with the national Disaster Risk Reduction and Management Council's Standards and Guidelines

Office or Division:		Municipal Mayor - Municipal Disaster Risk Reduction Management Office		
Classification:		Simple		
Type of Transaction:		GOVERNMENT TO CLIENT		
Who may avail:		All residents of Santol and non-residents needing emergency services within the area of responsibility of Santol.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Call the MDRRMO hotline 0917-7302412 (G) 0947-8640176 (S)	1.1 Receive the call 1.2 Inquire the name of caller, address and other details	None	2 minutes*	<i>LDRRMO II</i> MDRRM Office <i>Administrative Aide I</i> MDRRM Office
None	1.3 Coordinate to the concerned department/section	None	5 minutes	<i>LDRRMO II</i> MDRRM Office <i>Operations and Warning Staff</i> MDRRM Office
None	1.4 Determine the availability of the vehicle being requested	None	5 minutes	
2. Receive feedback of the status of the request	1. Inform the requesting entity of the status of their request		5 minutes	<i>LDRRMO II</i> MDRRM Office <i>Operations and Warning Staff</i> MDRRM Office
TOTAL		None	15 minutes	