



MUNICIPALITY OF TUBIGON

**CITIZEN'S
CHARTER**





**MUNICIPAL DISASTER
RISK REDUCTION AND
MANAGEMENT OFFICE
(MDRRMO)
ADMINISTRATIVE SERVICES**





1. CALAMITY RESPONSE

To putting people safe, prevent disaster and meeting the basic needs of the people until more permanent and sustainable solutions can be found.

| Office or Division: | MDRRMO | | | |
|--|---|-----------------|------------------------|--|
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2C-Government to Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. None | | | | |
| CLIENTS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. .Calls for the nearest Barangay Officials in the Barangay for assistance or call MDRRM Office | Responds to a person's call Interview and call MDRRMO MDRRMO interview the caller for the details of the incident and so to identify who will be involved in the response team | None | 1-3 minutes | Barangay Officials MDRRMO Staff |
| 2. Wait for responders | Deploy Responder to the area | None | 3-5 minutes | MDRRMO, PNP, Task Force, Medical Team, BFP, |
| 3.Keep calm. Participate and cooperate | Assess the situation for danger Attend to the need of the affected individual/s 24/7 Operations | None | Case to case basis | MDRRMO, PNP Task Force, Medical Team, BFP, (TCH) |
| 4. | | | | |
| TOTAL: | | None | More or less 8 minutes | |

2. REQUEST FOR HAZARD CERTIFICATION (HAZARDOUS TREE)

Help and assess in the elimination of hazardous trees in the barangay.

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|---------------------------|--------------------------|-----------------|--|--|
| Office or Division: | MDRRMO | | | |
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2C-Government to Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |



| 1. Hazard Certification from the Barangay | | Barangay where the said tree is located | | |
|---|--|---|--------------------|--------------------|
| CLIENTS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a letter request to the MDRRMO | Receipt letter and coordinate with the MENRO Office for site inspection. | None | 1-3 minutes | MDRRMO Staff |
| 3. Wait for the status of the request | Site inspection conducted by the MDRRMO and MENRO | None | 1 day | MDRRMO & MENRO |
| 3. Wait for the status of the request | Evaluation and issue certification | None | 10 minutes | MDRRMO, MENRO |
| 4. | | | | |
| TOTAL: | | None | 1 day & 13 minutes | |

3. HOSPITAL TRANSFER

Assess individual in medical crisis to be transported from their residence going to the hospital, vice versa, or from Tubigon Community Hospital going to hospitals in Tagbilaran City.

| Office or Division: | MDRRMO | | | |
|---------------------------|--------------------------|-----------------|-----------------|--------------------|
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2C-Government to Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. NONE | | | | |
| CLIENTS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

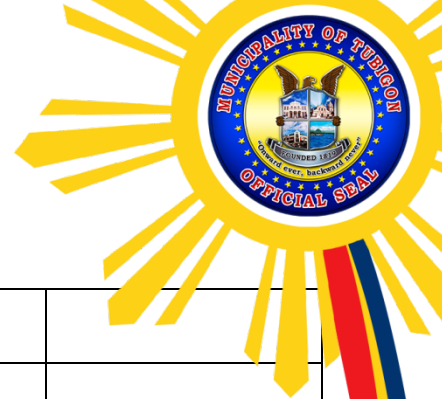


| | | | | |
|-------------------------------------|---|-------------------|-------------|-----------------------|
| 1. Personal request to the LDRRMO | Check the availability of the ambulance Interview the requesting party as to the nature of transfer. | None | 1-3 minutes | MDRRMO Staff |
| 2. Wait on the agreed time and date | Proceed to the agreed place on the agreed time and date. | 750.00 (for fuel) | 3-5 minutes | DRRM Ambulance Driver |
| | | | | |
| | | | | |
| TOTAL: | | None | 8 minutes | |

4. EMERGENCY SITUATION RESPONSE

Anybody in a situation that poses an immediate risk to health, life, property or environment. One who needs urgent interventions to prevent a worsening of the situations, mitigations may not be possible and agencies may only be able to offer palliative care for the aftermath

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|--|---|-----------------|-----------------|--------------------|
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2C-Government to Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.NONE | | | | |
| CLIENTS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Call MDRRMO and asked for assistance. | Received the call and interview the client as to the nature of emergency Call MDRRMO/Hospita | None | 1-3 minutes | MDRRMO Staff |



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| | I | | | |
| 2. Wait for the responder | <p>Ask for the details of the emergency</p> <ul style="list-style-type: none"> • Handle mainly crime-related emergencies • Handled fire-related emergencies and usually possess secondary rescue duties • Handle medical related emergencies | none | 3-5 minutes | <p>DRRM Ambulance Driver/TERSSU PNP</p> <p>Medical Team (TCH)</p> |
| 3. Relax, Keep Calm | Proceed to the place of accident | none | Case to case basis | |
| TOTAL: | | None | 8 minutes | |



5. REQUEST FOR EQUIPMENT ASSISTANCE

Provide assistance to barangays/individuals in need to use the equipment for disaster mitigation purposes.

| Office or Division: | MDRRMO | | | |
|---|---|------------------------|-----------------|--------------------|
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2C-Government to Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.NONE | | | | |
| CLIENTS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 .Submit a letter request address to the LCE | Receipt letter request and forward the same to the Mayors Office for approval | None | 2 -5 minutes | MDRRMO Staff |
| 2 Wait for the status of the request | <ul style="list-style-type: none"> • Determination of the availability /status of the equipment being requested • Scheduling of the equipment being requested • Assignment / designation of Manpower (Driver and Operator) | none | 1-30 minutes | MDRRMO/MEO |



6. REQUEST FOR INFORMATION AND EDUCATION MATERIALS

Disseminate information on hazard areas, what to do before, during and after a disaster, relevant information on natural hazard that will help the public in their preparedness plan.

| Office or Division: | MDRRMO | | | |
|--|--|---------------------------|-----------------|--------------------|
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2C-Government to Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request | | From the requesting party | | |
| CLIENTS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a letter request address to MDRRMO | Receipt letter request and identification/clarification of IEC materials being requested | None | 1-3 minutes | MDRRMO Staff |
| 2. Wait for the status of the request | <ul style="list-style-type: none"> Coordinate concerned Division for the Preparation of IEC materials needed Inform the requesting entity of the status of their request | none | 1-30 minutes | MDRRMO |



7. REQUEST FOR MULTI HAZARD MAPS

Provides barangay/institutions with hazard maps that will be use in their disaster risk reduction and management plan preparation for their respective barangay/institutions.

| Office or Division: | MDRRMO | | | |
|--|--|---------------------------|-----------------|--------------------|
| Classification: | SIMPLE | | | |
| Type of Transaction: | G2C-Government to Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter Request | | From the requesting party | | |
| CLIENTS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 .Submit a letter request address to MDRRMO | Receipt letter request and identification/clarification of IEC materials being requested | None | 1-3 minutes | MDRRMO Staff |
| 2 Wait for the status of the request | <ul style="list-style-type: none"> Coordinate concerned Division for the Preparation of IEC materials needed Inform the requesting entity of the status of their request | none | 1-30 minutes | MDRRMO |