



**CITY DISASTER RISK REDUCTION AND  
MANAGEMENT OFFICE**



## EXTERNAL SERVICES

### 1. Request for Disaster Risk Reduction and Management Training/Seminars/Symposia/ Briefing

Service Description: The City Disaster Risk Reduction and Management Office provides/ facilitates training/seminars/symposia and/or briefing to any group or organization either in government or private sector upon request in terms of disaster management.

<b>Office or Division:</b>	<b>City Disaster Risk Reduction and Management Office</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter Indicating contact details (2 original copies)		Person or Agency availing the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office lobby.	1. Instruct the client to proceed to the City Mayors Office.	None	1 minute	<i>Officer of the Day</i>
2. Submit the request letter to the Office of the City Mayor	1. Accept, receive and records the request letter with contact number		1 minute	<i>Officer of the Day– City Mayors Office</i>
	1.1. Forward the request letter to Executive Assistant (EA) in charge for appropriate and immediate action.		To be determined by the CMO	<i>Executive Assistant– City Mayors Office</i>
	1.2. EA take appropriate and immediate action.		To be determined by the CMO	<i>Messenger— City Mayors Office</i>
	1.3. Forward the request letter with action slip to CDRRMO		To be determined by the CMO	<i>Receiving Desk Officer of the Day– CDRRMO</i>
	1.4. Receive request letter with action slip coming from the City Mayors Office.		1 minute	<i>Admin. And Training Officer CDRRMO</i>
1.5. Discuss and recommends approval to the Chief CDRRMO depending on the availability of request.	3 Minutes			
1.6. Approval of the Request		1 minute		<i>Chief CDRRMO</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Coordinate with the requesting party on the confirmation, approval of the details of the request and other logistical requirements will be discussed along with the scheduled request date.		5 Minutes	<i>Admin. And Training Officer</i>



## 2. Request for Technical Assistance on Plan Formulation, DRRM-CCA Research Studies, and Resource Person and Trainers.

Service Description: CDRRMO provides for Technical Assistance or Plan Foundation, Research studies and resource persons and trainees as regards disaster upon request of any group or organization.

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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter Indicating contact details (2 original copies)		Person or Agency availing the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office lobby. 2. Submit the request letter to the Office of the City Mayor.	1. Instruct the client to proceed to the City Mayors Office	None	1 minute	<i>Officer of the Day—City Hall Lobby</i>
	2.1. Accept, receive and record the request letter with contact number.		1 minute	<i>Officer of the Day—City Mayors Office</i>
	2.2. Forward the request letter to Executive Assistant (EA) in charge for appropriate and immediate action.		To be determined by the CMO	<i>Officer of the Day—City Mayors Office</i>
	2.3. EA take appropriate and immediate action.		To be determined by the CMO	<i>Executive Assistant – City Mayors Office</i>
	2.4. Forward the request letter with action slip to CDRRMO		To be determined by the CMO	<i>Messenger—City Mayors Office</i>
	2.5. Receive the request letter with action slip coming from the City Mayors Office.		60 Seconds	<i>Receiving Desk Officer of the Day—CDRRMO</i>
	2.6. Discuss and recommends approval to the Chief CDRRMO depending on the availability of request		3 Minutes	<i>Research and Planning Officer—CDRRMO</i>
2.7. Approval by CDRRMO	1 minute	<i>Chief CDRRMO</i>		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.8. Coordinate with the requesting party on the confirmation, approval or denial of the request. Disaster details and other logistical requirements along with the scheduled request date.	None	5 Minutes	<i>Research and Planning Officer– CDRRMO</i>



### 3. Request for Emergency Medical Services

Service Description: Every constituent of Tuguegarao City may request for emergency medical services to the Chief CDRRMO their telephone call, personal representation or letter request

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<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter Indicating contact details (2 original copies)		Person or Agency availing the service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office lobby. 2. Submit the request letter to the Office of the City Mayor.	1. Instruct the client to proceed to the City Mayors Office	None	1 minute	<i>Officer of the Day</i> – City Hall Lobby
	2.1. Accept, receive and record the request letter with contact number.		1 minute	<i>Officer of the Day</i> – City Mayors Office
	2.2. Forward the request letter to Executive Assistant (EA) in charge for appropriate and immediate action.		To be determined by the CMO	<i>Officer of the Day</i> – City Mayors Office
	2.3. EA take appropriate and immediate action.		To be determined by the CMO	<i>Executive Assistant</i> – City Mayors Office
	2.4. Forward the request letter with action slip to CDRRMO		To be determined by the CMO	<i>Messenger</i> —City Mayors Office
	2.5. Receive the request letter with action slip.		1 minute	<i>Receiving Desk Officer of the Day</i> – CDRRMO
	2.6. Discuss and recommend approval to the Chief CDRRMO depending on the availability of request.		3 Minutes	<i>Operations and Warning Officer</i> – CDRRMO
2.7. Approval of request.	1 minute	<i>Chief CDRRMO</i>		
		5 Minutes	<i>Administration and Training Officer</i> – CDRRMO	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.8. Coordinate with the requesting party on the confirmation, approval or denial of the request. Discuss details and other logistical requirements along with the scheduled date as requested.	None	5 Minutes	Operations and Warning Officer– CDRRMO



#### 4. Vehicular Accidents and Other Emergency Cases

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<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For emergency cases, call the Recue Hotline or Walk– in at the Recue outpost.	1. Accept and receive the call.	None	20 Seconds	<i>Dispatcher of the Day</i>
	2. Gather and record information and details of the request/incident.		2 Minutes	<i>Team on Duty Rescue 111 unit</i>
	3. Dispatch available rescue personnel and recue equipment.		5 Minutes	<i>Team on Duty Rescue 111 unit</i>
	4. Travel from outpost the scene.		5 Minutes	<i>Team on Duty Rescue 111 unit</i>
	5. Perform necessary intervention and complete patient care records.		5 Minutes	<i>Team on Duty Rescue 111 unit</i>
	6. Travel from place of incident to requested location/ facility		5 Minutes	<i>Team on Duty Rescue 111 unit</i>
	7. Endorse patient		60 Seconds	<i>Team on Duty Rescue 111 unit</i>