

**MUNICIPAL DISASTER RISK REDUCTION
AND MANAGEMENT OFFICE
Service Category**

MDRRMO-001| REQUEST FOR TRAINING/CAPACITY BUILDING/SEMINAR

Service Information

Office or Division:	MDRRM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Residents Only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the logbook	Get the necessary information	None	2 minutes	Any Available Staff
Submit request letter for the required training, seminar or drills	Study the request capacity development such as : -topic -date -time -venue	None	10-15 minutes	Diosdado A. Estigoy Jr.
	Coordinate with other partner agencies for the resource speakers or trainers	None	1-2 days	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Coordinate with requesting party for the confirmation/finalization of the training or seminar	None	20 minutes	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Prepare project proposal or project design of the said training or seminar for the needed supplies, meals and venue	None	1-2 days	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Prepare the needed materials and all the details for the training proper	None	1-2 days	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>

MDRRMO-002 | REQUEST FOR EQUIPMENT ASSISTANCE

Service Information

Office or Division:	MDRRM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Residents, Line Agencies, stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the logbook	Get the necessary information	None	2 minutes	Any Available Staff
Submit letter request addressed to the LCE	Receipt of letter request and forward the same to the Mayor's Office	None	1 day	Any Available Staff
	Determination of the availability/ status of the equipment being requested	None	1 hour	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Scheduling of the equipment being requested	None	1 hour	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Assignment/ Designation of Human Resource (Driver and Operator)	None	1-5 minutes	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Inform the requesting entity of the status of their request	None	ASAP	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>

MDRRMO-003 | REQUEST FOR INFORMATION AND EDUCATION MATERIALS

Service Information

Office or Division:	MDRRM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Residents and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the logbook	Get the necessary information	None	2 minutes	Any Available Staff
Submit letter request at the MDRRMO	Receipt of letter request and identification of IEC materials being request	None	2 minutes	Any Available Staff
	Coordinate concerned office for the preparation of IEC materials needed	None	1 day	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Inform the requesting entity of the status of their request	None	1 day	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>

MDRRMO-004| EMERGENCY RESPONSE

Service Information

Office or Division:	MDRRM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	EVERYONE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call Emergency Number	Report to MDRRM Office any untoward incident and all the details below through any means of communication in the locality -what -when -where	None	3-5 minutes	Available Staff on Duty
	Prepositioning of materials, supplies, equipment and other supplies needed for the response	None	1 minute	MDRRMO Staff on duty
	Proceed to the area of concern. Attend to the reported untoward incident/emergency situation	None	ASAP	Any Available Staff
	Application of needed services and	None	ASAP	Any Available Staff

	first aid treatment depending on the severity of the cases. If possible, endorse to agency concern or transfer to the nearest health facility.			
	Documentation	None	1 minute	
	Endorsement to the attending health staff/ facility for proper medication/ care depending on the nature and extent of the damage from the accident	None	ASAP	

MDRRMO-005| REQUEST FOR RESOURCE SPEAKER/ TRAINORS

Service Information

Office or Division:	MDRRM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Everybody			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the logbook	Get the needed information	None	20 minutes	<i>Any available staff</i>
Submit a letter request addressed to the MDRRMO	Receipt of letter request and coordinate with concerned division	None	1 day	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Prepare training materials needed	None	1 day	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Inform the requesting entity of the status of their request	None	1 day	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>

MDRRMO-006| TRAINING REQUEST

Service Information

Office or Division:	MDRRM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Eveybody			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the logbook	Get the needed information	None	2 minutes	Any Available Staff
Submit a letter request address to the LCE attention MDRRMO	Receipt of letter request and classification of training being requested	None	2 minutes	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Review of the training design (in case provided for and coordinate with concerned office or agency)	None	1 day	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Coordinate and endorse to Office or Government Agency concerned	None	1 day	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Prepares training materials needed	None	1 day	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Inform the requesting entity of the status of their request	None	2 minutes	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>

MDRRMO-007| REQUEST FOR PATIENT TRANSPORT (NON-EMERGENCY)

Service Information

Office or Division:	MDRRMO OFFICE			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Residents Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
LETTER Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the logbook	Get the necessary information	None	2 minutes	<i>Any available staff</i>
Submit letter request address to the LCE	Receipt of letter request and forward the same to the Mayor's Office	None	1 day	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Determination of the availability of vehicle being requested	None	2 minutes	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Assignment/ designation of human resource (Driver and Operator)	None	2 minutes	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>
	Inform the requesting party the status of their request	None	2 mins	<i>Diosdado Estigoy Jr Deodilon Villanueva Aldrin Rimas</i>