



I. Mandate:

To protect human safety, properties and activities.

II. Vision:

Safe, adaptive and disaster resilient communities towards sustainable development.

III. Mission:

To prepare the community to anticipate and to respond appropriately as quick as possible to any disaster to ensure zero casualty and minimal damage.

IV. Service Pledge:

We commit to:

1. Ensure safety of the responders and the general public.



V.List of Service:

Municipal Disaster and Risk Reduction Management Office

External Services

Conduct Drills/Trainings/Orientations and Provision of Technical Assistance	5
Provision of Equipment Services	6
Rescue Operation / Paramedic Assistance	7
	8



Municipal Disaster & Risk Reduction Management Office

External services



I. CONDUCT OF TRAININGS/DRILLS/ORIENTATIONS AND PROVISION OF TECHNICAL ASSISTANCE

Prepare the community through providing them Information Education Campaign (IEC), conduct trainings (Basic Life Support, Ropemanship, Emergency Rescue Transfer and others), Drills (Earthquake Drills) and educating them to be resilient in times of calamity or disaster.

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Request letter address to the Local Chief Executive (LCE).		Punong Barangay Office/Office of the LIGA ng mga Barangay/Requesting party noted by the Punong Barangay/Supervisor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook.	1. Give the log book and assist the client.	None	1 Minute	<i>Administrative Aide II</i> MDRRM Office
2. Submit approved request letter.	2. Reception of the forwarded request letter and classification of service/s being requested.	None	2 Minutes	<i>Administrative Aide II</i> MDRRM Office
3. Wait for the assessment of the request and confirmation.	3. Evaluate and schedule the date of training	None	5 Minutes	<i>LDRRMO III</i> MDRRM Office
4. None	4. Inform the requesting entity of the status of their request.	None	1 Minute	<i>LDRRMO III</i> MDRRM Office
TOTAL			9 Minutes	



II. PROVISION OF EQUIPMENT SERVICES

To ferry/transfer patients, materials and others. Provide clearing operation, canal lining and assistance to project implementation.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Request letter address to the Local Chief Executive (LCE)		Punong Barangay Office/Office of the LIGA ng mga Barangay/Requesting party noted by the Punong Barangay/Supervisor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in client's logbook.	1. Give the log book and assist the client.	None	1 Minute	<i>Administrative Aide II</i> MDRRM Office
2. Submit approved request letter.	2. Reception of the forwarded request letter.	None	1 Minute	<i>Administrative Aide II</i> MDRRM Office
3. Wait for the assessment of the request and confirmation.	3. Determine the availability/status of the equipment being requested.	None	3 Minutes	<i>LDRRMO III</i> MDRRM Office
4. None	5. Assignment / designation of manpower (Driver and Operator)	None	2 Minutes	<i>LDRRMO III</i> MDRRM Office
5. None	6. Inform the requesting entity of the status of their request.	(Depending on the type of request)	1 Minute	<i>LDRRMO III</i> MDRRM Office
TOTAL			8 Minutes	



III. RESCUE OPERATION / PARAMEDIC ASSISTANCE

To respond all reported incidents as quick as possible.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident to the MDRRM Office or call the rescue hotline number to report any incident CP #: 0920 825 0862 #: 0929 796 5501	1. Ask the following information and keep a record of it: - Name - Place of Incident - Kind of Incident - Number of casualties/victims - How long the incident happened prior to reporting/calling for assistance - Name of the person who reported	None	3 Minutes	<i>Administrative Aide II</i> MDRRM Office Or <i>H.E.O I</i> MDRRM Office Or <i>LDRRMO III</i> MDRRM Office
2. Wait while the rescue operation is being coordinated.	2. Disseminate report to the Operation and Warning personnel / Kayapa Emergency Response Team (KERT) and prepare	None	2 Minutes	<i>Administrative Aide II</i> MDRRM Office Or <i>H.E.O I</i> MDRRM Office Or



	equipment / materials needed.			<i>LDRRMO III</i> MDRRM Office
3. Wait until the rescue team arrive	2.1 Deploy and Respond	None	Depending on the terrain and location of the incident	<i>Administrative Aide II</i> MDRRM Office Or <i>H.E.O I</i> MDRRM Office Or <i>LDRRMO III</i> MDRRM Office Or <i>Kayapa Emergency Response Team (KERT)</i> Mayor's Office
TOTAL			5 Minutes + Time travel	



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	
How feedback are processed?	
How to file a complaint?	
How complaint are processed?	
Contact information of MDRRMO Kayapa	Hotline #: 0920 825 0862 & 0929 796 5501 FB Page: Mdrmo Kayapa Email Address: kayapamdrmo@gmail.com



VII. LIST OF OFFICE/S

OFFICE	ADDRESS	CONTACT INFORMATION
Municipal Disaster Risk Reduction and Management Office	Pampang, Kayapa, Nueva Vizcaya	Hotline #: 0920 825 0862 & 0929 796 5501