



## **MUNTINLUPA CITY DEPARTMENT OF DISASTER RESILIENCE AND MANAGEMENT**



# **OPERATIONS AND WARNING DIVISION**

## **External Services**



## VII. SERVICE SPECIFICATIONS

### 1. Ambulance Transport Service (Hospital to Home)

- Non-emergency medical transportation from the hospital to client's private residences within the area of responsibility. It provides comfortable, timely and accommodating transportation especially to client with physical restriction or limitation

|   |   |                        |                        |  |
|---|---|------------------------|------------------------|--|
| <b>Office or Division:</b>  | Operations Section  |                        |                        |  |
| <b>Classification:</b>  | Highly Technical  |                        |                        |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government   |                        |                        |  |
| <b>Who may avail:</b>   | General Public  |                        |                        |  |
| <b>Checklist Requirements</b>   |   | <b>Where to Secure</b> |                        |  |
| None  |   | None                   |                        |  |
| <b>Client steps</b>   | <b>Agency Action</b>  | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b>                  |
| 1. Call the Emergency Hotline nos.:<br><b>137-175,</b><br><b>Landline:</b> 373 5165<br><b>Smart:</b> 0921 5427123<br><b>Globe:</b> 0927 2579322 | 1. Receive the dispatch from the Emergency Medical Dispatcher   | None                   | 1 min                  | Emergency Medical Dispatcher (EMD) on duty |
| 2. Provide vital information  | 2. Ask vital information: <ul style="list-style-type: none"> <li>Caller's name, age, address, call back number.</li> <li>Name of patient, Name of hospital and room number patient is admitted, diagnosis, status of bill obligations.</li> <li>Any special considerations</li> <li>Other applicable questions</li> </ul> | None                   | 2 mins                 | EMD on duty                                |



|   |  |             |               |                   |
|---|--|-------------|---------------|-------------------|
| 3. Wait for the arrival of the responding Emergency Medical Team. | 3. Dispatch Emergency Medical Team.            | None        | 5 mins        | EMD on duty       |
| 4. Accompany the patient by relatives or significant others       | 4. Receive the patient                         | None        | 20 mins       | EMS staff on duty |
|   | 5. Transport the patient from hospital to home | None        | 30 mins       | EMS Staff on duty |
|   | 6. Monitor time of arrival at patient's home   | None        | 1 min         | EMD on duty       |
| 5. Receive the call   | 7. Give feedback to the caller                 | None        | 1 min         | EMD on duty       |
| <b>TOTAL</b>  |  | <b>None</b> | <b>1 hour</b> |                   |

## 2. Ambulance Transport Service (Hospital to Hospital)

- Non-emergency medical transportation from the hospital to another facility or hospital within the area of responsibility. It aims to improve the existing management of the patient and maintain the continuity of medical care.

|   |   |                        |                        |  |
|---|---|------------------------|------------------------|--|
| <b>Office or Division:</b>  | Operations Section  |                        |                        |  |
| <b>Classification:</b>  | Highly Technical  |                        |                        |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government |                        |                        |  |
| <b>Who may avail:</b>   | General Public  |                        |                        |  |
| <b>Checklist Requirements</b>   |   | <b>Where to Secure</b> |                        |  |
| None  |   | None                   |                        |  |
| <b>Client steps</b>   | <b>Agency Action</b>  | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b>                  |
| 1. Call the Emergency Hotline nos.:<br><b>137-175,</b><br><b>Landline:</b> 373 5165<br><b>Smart:</b> 0921 5427123<br><b>Globe:</b> 0927 2579322 | 1. Receive the dispatch from the Emergency Medical Dispatcher | None                   | 1 min                  | Emergency Medical Dispatcher (EMD) on duty |





|   |   |             |                |                   |
|---|---|-------------|----------------|-------------------|
| 2. Provide vital information                                      | 2. Ask vital information: <ul style="list-style-type: none"> <li>• Caller's name, age, address, call back number.</li> <li>• Name of patient, Name of hospital and room number patient is admitted, diagnosis, status of bill obligations.</li> <li>• Any special considerations</li> <li>• Other applicable questions</li> </ul> | None        | 2 mins         | EMD on duty       |
| 3. Put on hold as instructed by the EMD                           | 3. Verify to receiving facility if the transport is coordinated. Ask the ff: <ul style="list-style-type: none"> <li>• Full name of receiving doctor</li> </ul>  | None        | 1 min          | EMD on duty       |
| 4. Wait for the arrival of the responding Emergency Medical Team. | 4. If coordinated, dispatch Emergency Medical Team.   | None        | 5 mins         | EMD on duty       |
|   | 5. Receive the patient to the endorsing hospital thru nurse or doctor on duty.  | None        | 20 mins        | EMS staff on duty |
|   | 6. Transport and Endorse the patient to the receiving facility's nurse or doctor on duty  | None        | 15 mins        |                   |
|   | 7. Monitor time of arrival in the hospital.   | None        | 1 min          | EMD on duty       |
| 5. Receive the call   | 8. Give feedback to the caller  | None        | 1 min          | EMD on duty       |
| <b>TOTAL</b>  |   | <b>None</b> | <b>46 mins</b> |                   |



### 3. Animal Rescue assistance

- Assistance for any emergency situation where a dangerous animal poses an immediate and imminent danger to the public.

|   |   |                        |                        |  |
|---|---|------------------------|------------------------|--|
| <b>Office or Division:</b>  | Operations Section  |                        |                        |  |
| <b>Classification:</b>  | Highly Technical  |                        |                        |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government   |                        |                        |  |
| <b>Who may avail:</b>   | General Public  |                        |                        |  |
| <b>Checklist Requirements</b>   |   | <b>Where to Secure</b> |                        |  |
| None  |   | None                   |                        |  |
| <b>Client steps</b>   | <b>Agency Action</b>  | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b>                  |
| 1. Call the Emergency Hotline nos.:<br><b>137-175,</b><br><b>Landline:</b> 373 5165<br><b>Smart:</b> 0921 5427123<br><b>Globe:</b> 0927 2579322 | 1. Receive the dispatch from the Emergency Medical Dispatcher   | None                   | 1 min                  | Emergency Medical Dispatcher (EMD) on duty |
| 2. Provide vital information  | 2. Ask vital information: <ul style="list-style-type: none"> <li>• Caller's name, age, address, call back number.</li> <li>• What type of animal is the threat?</li> <li>• Location of emergency</li> <li>• No. of injuries / casualties</li> <li>• Other applicable questions</li> </ul> | None                   | 2 mins                 | EMD on duty                                |



|  |  |      |         |  |
|--|--|------|---------|--|
| 3. Put on hold as instructed by the EMD. | 3. Dispatch Rescue Squad and additional resources if needed (EMS, PNP, SOCO, BFP, MTMB, CHO, Barangay police, others)  | None | 1 min   | Rescue Squad on duty, EMS personnel on duty                |
| 4. Turn over the patient to the EMS Team | 4. Rescue Squad and Emergency Medical Team will proceed to the scene for assessment if scene is safe and for pre-hospital management. Decide if <b>Stay and Play</b> or <b>Load and Go</b> .   | None | 30 mins | Rescue Squad on duty / EMS personnel on duty               |
|  | 5. Rescue Squad – Team Leader and EMS – Team Leader will relay to EMD relevant information on the ground: <ul style="list-style-type: none"> <li>• For the patients, Hospital of choice or capable hospital for advance coordination</li> <li>• For the animals, coordinate to the City veterinary for proper turn over.</li> <li>• Time of arrival on scene.</li> <li>• Additional resources needed.</li> </ul> | None | 5 mins  | EMS – Team Leader, Rescue Squad – Team Leader, EMD on duty |
|  | 6. Monitor time of arrival in the hospital.  |      | 2 mins  | EMD on duty  |



|                     |  |             |                      |                       |
|---------------------|--|-------------|----------------------|-----------------------|
|                     | 7. Endorse the patient to the appropriate facility: <ul style="list-style-type: none"> <li>• Nearest capable hospital</li> <li>• Hospital of choice</li> <li>• City Veterinary Office or other appropriate facility</li> </ul> | None        | 30 mins              | EMS personnel on duty |
| 3. Receive the call | 8. Give feedback to the caller   | None        | 1 min                | EMD on duty           |
| <b>TOTAL</b>        |  | <b>None</b> | <b>1 hr, 12 mins</b> |                       |

#### 4. Emergency Call assistance (BFP assistance)

- An Emergency Hotline is a centralized post for reporting of emergency cases and incidents, including quick response for emergency rescue cases which require police assistance, firefighting assistance, traffic management assistance and medical assistance.

|   |  |                        |                        |                           |
|---|--|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>  | Warning and Communication Section  |                        |                        |                           |
| <b>Classification:</b>  | Highly Technical   |                        |                        |                           |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government  |                        |                        |                           |
| <b>Who may avail:</b>   | General Public   |                        |                        |                           |
| <b>Checklist Requirements</b>   |  | <b>Where to Secure</b> |                        |                           |
| None  |  | None                   |                        |                           |
| <b>Client steps</b>   | <b>Agency Action</b>   | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b> |
| 1. Call the Emergency Hotline nos.:<br>137-175,<br>Landline: 373 5165<br>Smart: 0921 5427123<br>Globe: 0927 2579322 | 1. Receive the call  | None                   | 1 min                  | Fire personnel on duty    |
| 2. Provide vital information  | 2. Ask vital information: <ul style="list-style-type: none"> <li>• Caller's name, age, gender, address, call back number.</li> </ul> | None                   | 2 mins                 | Fire personnel on duty    |





|   |   |      |         |   |
|---|---|------|---------|---|
|   | <ul style="list-style-type: none"> <li>Details of emergency: location, landmark, time fire started, type of occupancy no. of injuries / casualties and status (if any)</li> </ul>   |      |         |   |
| 3. Put on hold as instructed by the EMD | 3. Dispatch Fire personnel and additional resources needed: <ul style="list-style-type: none"> <li>EMS Team</li> <li>Water Tanker</li> </ul>  | None | 1 min   | Fire personnel on duty / Emergency Medical Dispatcher (EMD) |
| 4. Drop the call after dispatched.      | 4. Once dispatched, Fire personnel on duty will obtain relevant information on the ground: <ul style="list-style-type: none"> <li>Name of the Fire Investigator and Medical responders.</li> <li>Time of arrival on scene.</li> <li>Additional resources needed.</li> </ul> | None | 5 mins  | Fire personnel on duty / (EMD)                              |
|   | 5. Monitor the fire incident: <ul style="list-style-type: none"> <li>status, degree and time of announcement.</li> </ul>  | None | 1 min   | Fire personnel on duty                                      |
| 5. Receive the call                     | 6. Give feedback to the caller  | None | 1 min   | Fire personnel on duty                                      |
| TOTAL                                   |   | None | 11 mins |   |





## 5. Emergency Call assistance (EMS assistance)

- An Emergency Hotline is a centralized post for reporting of emergency cases and incidents, including quick response for emergency rescue cases which require police assistance, firefighting assistance, traffic management assistance and medical assistance.

|   |  |                        |                        |  |
|---|--|------------------------|------------------------|--|
| <b>Office or Division:</b>  | Warning and Communication Section  |                        |                        |  |
| <b>Classification:</b>  | Highly Technical   |                        |                        |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government  |                        |                        |  |
| <b>Who may avail:</b>   | General Public   |                        |                        |  |
| <b>Checklist Requirements</b>   |  | <b>Where to Secure</b> |                        |  |
| None  |  | None                   |                        |  |
| <b>Client steps</b>   | <b>Agency Action</b>   | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b>                  |
| 1. Call the Emergency Hotline nos.:<br><b>137-175,</b><br><b>Landline: 373 5165</b><br><b>Smart: 0921 5427123</b><br><b>Globe: 0927 2579322</b> | 1. Receive the call  | None                   | 1 min                  | Emergency Medical Dispatcher (EMD) on duty |
| 2. Provide vital information  | 2. Ask vital information: <ul style="list-style-type: none"> <li>• Caller's name, age, address, call back number.</li> <li>• Nature of emergency</li> <li>• Location of emergency</li> <li>• No. of injuries / casualties</li> <li>• Other applicable questions</li> </ul> | None                   | 2 mins                 | EMD on duty                                |
| 3. Put on hold as instructed by the EMD. Do not drop the call. If the caller  | 3. Dispatch Emergency Medical personnel and additional resources   | None                   | 1 min                  | EMD on duty                                |



|   |   |      |         |                                 |
|---|---|------|---------|---------------------------------|
| is with the patient and the patient is unresponsive, pulseless and breathless, EMD will instruct how to do <b>CPR</b> over the telephone. | if needed (PNP, SOCO, BFP, MTMB, Barangay police, others)   |      |         |                                 |
| 4. Turn over the patient to the EMS Team.   | 4. Emergency Medical Team will proceed to the scene for assessment and management. Decide if <b>Stay and Play</b> or <b>Load and Go</b> .   | None | 30 mins | Emergency Medical Team on duty  |
|   | 5. EMS Team Leader will relay to EMD relevant information on the ground: <ul style="list-style-type: none"> <li>• Hospital of choice or capable hospital for advance coordination</li> <li>• Time of arrival on scene.</li> <li>• Additional resources needed.</li> </ul> | None | 2 mins  | EMS – Team Leader / EMD on duty |
|   | 6. Monitor time of arrival in the receiving facility.   | None | 1 min   | EMD on duty                     |
|   | 7. Endorse the patient to the appropriate facility: <ul style="list-style-type: none"> <li>• Nearest capable hospital</li> <li>• Hospital of choice</li> <li>• Isolation facility</li> <li>• Swabbing facility</li> </ul>   | None | 30 mins | EMS – Team Leader               |



|                     |  |             |                     |             |
|---------------------|--|-------------|---------------------|-------------|
|                     | <ul style="list-style-type: none"> <li>Dialysis Center</li> <li>Rehab center</li> <li>Social service center</li> </ul> |             |                     |             |
| 5. Receive the call | 8. Give feedback to the caller   | None        | 1 min               | EMD on duty |
| <b>TOTAL</b>        |  | <b>None</b> | <b>1 hr, 8 mins</b> |             |

## 6. Emergency Call assistance (PNP assistance)

- An Emergency Hotline is a centralized post for reporting of emergency cases and incidents, including quick response for emergency rescue cases which require police assistance, firefighting assistance, traffic management assistance and medical assistance.

|   |   |                        |                        |                           |
|---|---|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>  | Warning and Communication Section   |                        |                        |                           |
| <b>Classification:</b>  | Highly Technical  |                        |                        |                           |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government   |                        |                        |                           |
| <b>Who may avail:</b>   | General Public  |                        |                        |                           |
| <b>Checklist Requirements</b>   |   | <b>Where to Secure</b> |                        |                           |
| None  |   | None                   |                        |                           |
| <b>Client steps</b>   | <b>Agency Action</b>  | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b> |
| 1. Call the Emergency Hotline nos.:<br><b>137-175,</b><br><b>Landline: 373 5165</b><br><b>Smart: 0921 5427123</b><br><b>Globe: 0927 2579322</b> | 1. Receive the call   | None                   | 1 min                  | PNP personnel on duty     |
| 2. Provide vital information  | 2. Ask vital information: <ul style="list-style-type: none"> <li>Caller's name, age, gender, address, call back number.</li> <li>Details of emergency: location, landmark, no.</li> </ul> | None                   | 2 mins                 | PNP personnel on duty     |



|   |  |             |                |  |
|---|--|-------------|----------------|--|
|   | of injuries / casualties (if any), identification of deadly weapon (if any)  |             |                |  |
| 3. Put on hold as instructed by the EMD | 3. Dispatch PNP Desk Officer.<br>3.1 Dispatch EMS team (if applicable)   | None        | 1 min          | PNP personnel on duty / Emergency Medical Dispatcher (EMD) |
| 4. Drop the call after dispatched.      | 4. Once dispatched, PNP personnel on duty will obtain relevant information on the ground: <ul style="list-style-type: none"> <li>• Name of the PNP and Medical responders.</li> <li>• Time of arrival on scene.</li> <li>• Additional resources needed.</li> </ul> | None        | 5 mins         | PNP personnel on duty / (EMD)                              |
| 5. Receive the call                     | 5. Give feedback to the caller   | None        | 2 mins         |  |
| <b>TOTAL</b>                            |  | <b>None</b> | <b>11 mins</b> |  |





## 7. Emergency Call assistance (Traffic assistance)

- An Emergency Hotline is a centralized post for reporting of emergency cases and incidents, including quick response for emergency rescue cases which require police assistance, firefighting assistance, traffic management assistance and medical assistance.

|   |   |   |                        |                           |
|---|---|---|------------------------|---------------------------|
| <b>Office or Division:</b>  |   | Warning and Communication Section                             |                        |                           |
| <b>Classification:</b>  |   | Highly Technical  |                        |                           |
| <b>Type of Transaction:</b>   |   | G2C – Government to Citizen<br>G2G – Government to Government |                        |                           |
| <b>Who may avail:</b>   |   | General Public  |                        |                           |
| <b>Checklist Requirements</b>   |   | <b>Where to Secure</b>  |                        |                           |
| None  |   | None  |                        |                           |
| <b>Client steps</b>   | <b>Agency Action</b>  | <b>Fees to be Paid</b>  | <b>Processing Time</b> | <b>Person responsible</b> |
| 1. Call the Emergency Hotline nos.:<br><b>137-175,</b><br><b>Landline:</b> 373 5165<br><b>Smart:</b> 0921 5427123<br><b>Globe:</b> 0927 2579322 | 1. Receive the call   | None  | 1 min                  | Traffic officer on duty   |
| 2. Provide vital information  | 2. Ask vital information: <ul style="list-style-type: none"> <li>• Caller's name, age, gender, address, call back number.</li> <li>• Details of emergency: location, landmark, no. of injuries / casualties, mechanism of injuries and status (if any), vehicle (s) involve (type, no. of vehicles , plate number.</li> </ul> | None  | 2 mins                 | Traffic officer on duty   |





|   |  |             |                |  |
|---|--|-------------|----------------|--|
| 3. Put on hold as instructed by the EMD | 3. Dispatch Traffic Officer and additional resources needed: <ul style="list-style-type: none"> <li>• EMS Team</li> <li>• Wrecker</li> <li>• Whisking</li> </ul>   | None        | 1 min          | Traffic officer on duty / Emergency Medical Dispatcher (EMD) |
| 4. Drop the call after dispatched.      | 4. Once dispatched, Traffic personnel on duty will obtain relevant information on the ground: <ul style="list-style-type: none"> <li>• Name of the Traffic Officer and Medical responders.</li> <li>• Time of arrival on scene.</li> <li>• Additional resources needed.</li> </ul> | None        | 5 mins         | Traffic officer on duty / (EMD)                              |
|   | 5. Responder on the ground will escalate concerns to the Traffic Investigation Unit if necessary.  | None        | 5 mins         | Traffic officer on duty                                      |
| 5. Receive the call                     | 6. Give feedback to the caller   | None        | 2 mins         |  |
| <b>TOTAL</b>                            |  | <b>None</b> | <b>16 mins</b> |  |



## 8. Emergency Medical Service (Medical / Obstetric / Trauma / Psychiatric)

- A seamless system that provides emergency medical care in a pre-hospital setting

|   |  |                        |                        |  |
|---|--|------------------------|------------------------|--|
| <b>Office or Division:</b>  | Operations Section   |                        |                        |  |
| <b>Classification:</b>  | Highly Technical   |                        |                        |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government  |                        |                        |  |
| <b>Who may avail:</b>   | General Public   |                        |                        |  |
| <b>Checklist Requirements</b>   |  | <b>Where to Secure</b> |                        |  |
| None  |  | None                   |                        |  |
| <b>Client steps</b>   | <b>Agency Action</b>   | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b>                  |
| 1. Call the Emergency Hotline nos.:<br><b>137-175,</b><br><b>Landline:</b> 373 5165<br><b>Smart:</b> 0921 5427123<br><b>Globe:</b> 0927 2579322 | 1. Receive the dispatch from the Emergency Medical Dispatcher  | None                   | 1 min                  | Emergency Medical Dispatcher (EMD) on duty |
| 2. Provide vital information  | 2. Ask vital information: <ul style="list-style-type: none"> <li>• Caller's name, age, address, call back number.</li> <li>• Nature of emergency</li> <li>• Location of emergency</li> <li>• No. of injuries / casualties</li> <li>• Other applicable questions</li> </ul> | None                   | 2 mins                 | EMD on duty                                |



|   |   |      |         |                                  |
|---|---|------|---------|----------------------------------|
| 3. Put on hold as instructed by the EMD. Do not drop the call. If the caller is with the patient and the patient is unresponsive, pulseless and breathless, EMD will instruct how to do CPR over the telephone. | 3. Dispatch Emergency Medical personnel and additional resources if needed (PNP, SOCO, BFP, MTMB, CHO, Barangay police, others)   | None | 1 min   | EMD on duty                      |
| 4. Turn over the patient to the EMS Team.   | 4. Emergency Medical Team will proceed to the scene for assessment and management. Decide if <b>Stay and Play</b> or <b>Load and Go</b> .   | None | 30 mins | EMD on duty                      |
|   | 5. EMS Team Leader will relay to EMD relevant information on the ground: <ul style="list-style-type: none"> <li>• Hospital of choice or capable hospital for advance coordination</li> <li>• Time of arrival on scene.</li> <li>• Additional resources needed.</li> </ul>                                     | None | 5 mins  | EMS – Team Leader<br>EMD on duty |
|   | 6. Monitor time of arrival in the hospital.   |      |         | EMD on duty                      |
|   | 7. Endorse the patient to the appropriate facility: <ul style="list-style-type: none"> <li>• Nearest capable hospital</li> <li>• Hospital of choice</li> <li>• Isolation facility</li> <li>• Swabbing facility</li> <li>• Dialysis Center</li> <li>• Rehab center</li> <li>• Social service center</li> </ul> | None | 30 mins | EMS – Team Leader                |



|                     |                                |             |                      |             |
|---------------------|--------------------------------|-------------|----------------------|-------------|
| 5. Receive the call | 8. Give feedback to the caller | None        | 1 min                | EMD on duty |
| <b>TOTAL</b>        |                                | <b>None</b> | <b>1 hr, 10 mins</b> |             |

## 9. Emergency Medical Service (Mass Casualty Incident)

- Disasters, either man-made or natural, in which local responding agencies and healthcare systems are overwhelmed.

|   |  |                        |                        |  |
|---|--|------------------------|------------------------|--|
| <b>Office or Division:</b>  | Operations Section   |                        |                        |  |
| <b>Classification:</b>  | Highly Technical   |                        |                        |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government  |                        |                        |  |
| <b>Who may avail:</b>   | General Public   |                        |                        |  |
| <b>Checklist Requirements</b>   |  | <b>Where to Secure</b> |                        |  |
| None  |  | None                   |                        |  |
| <b>Client steps</b>   | <b>Agency Action</b>   | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b>                  |
| 1. Call the Emergency Hotline nos.:<br><b>137-175,</b><br><b>Landline:</b> 373 5165<br><b>Smart:</b> 0921 5427123<br><b>Globe:</b> 0927 2579322 | 1. Receive the dispatch from the Emergency Medical Dispatcher  | None                   | 1 min                  | Emergency Medical Dispatcher (EMD) on duty |
| 2. Provide vital information  | 2. Ask vital information: <ul style="list-style-type: none"> <li>Caller's name, age, address, call back number.</li> <li>Nature of emergency</li> <li>Location of emergency</li> <li>No. of injuries / casualties</li> <li>Other applicable questions</li> </ul> | None                   | 2 mins                 | EMD on duty                                |





|   |   |             |                      |                                  |
|---|---|-------------|----------------------|----------------------------------|
| 3. Put on hold as instructed by the EMD.  | 3. Dispatch Emergency Medical personnel and additional resources if needed (PNP, SOCO, BFP, MTMB, CHO, Barangay police, others)   | None        | 1 min                | EMD on duty                      |
| 4. Turn over the patient to the EMS Team. | 4. Emergency Medical Team will proceed to the scene for assessment if scene is safe, proper triaging and pre-hospital management.   | None        | 30 mins              | EMS personnel on duty            |
|   | 5. Triage patients: Red/Yellow/Green/Black Tagging. Decide if <b>Stay and Play</b> or <b>Load and Go</b> .  | None        | 15 mins              | EMS personnel on duty            |
|   | 6. EMS Team Leader will relay to EMD relevant information on the ground: <ul style="list-style-type: none"> <li>• Hospital of choice or capable hospital for advance coordination</li> <li>• Time of arrival on scene.</li> <li>• Additional resources needed.</li> </ul> | None        | 5 mins               | EMS – Team Leader<br>EMD on duty |
|   | 7. Monitor time of arrival in the hospital.   |             |                      | EMD on duty                      |
|   | 8. Endorse the patient to the appropriate facility: <ul style="list-style-type: none"> <li>• Nearest capable hospital</li> <li>• Hospital of choice</li> </ul>  | None        | 30 mins              | EMS personnel on duty            |
| 5. Receive the call                       | 9. Give feedback to the caller  | None        | 1 min                | EMD on duty                      |
| <b>TOTAL</b>                              |   | <b>None</b> | <b>1 hr, 25 mins</b> |                                  |





## 10. Issuance of Situational Report

- A form of status reporting that provides decision-makers and readers a quick understanding of the current situation.

|  |   |                                     |                        |                           |
|--|---|-------------------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>   | 24/7 Operations Center (Operations Section)   |                                     |                        |                           |
| <b>Classification:</b>   | Highly Technical  |                                     |                        |                           |
| <b>Type of Transaction:</b>  | G2C – Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business Entity  |                                     |                        |                           |
| <b>Who may avail:</b>  | Personnel of government agencies, private sector, CSOs and other stakeholders.  |                                     |                        |                           |
| <b>Checklist Requirements</b>  |   | <b>Where to Secure</b>              |                        |                           |
| <ul style="list-style-type: none"> <li>• Response cluster situational report</li> <li>• BDRRMC situational report</li> </ul> |   | Members of Response Cluster, BDRRMC |                        |                           |
| <b>Client steps</b>  | <b>Agency Action</b>  | <b>Fees to be Paid</b>              | <b>Processing Time</b> | <b>Person responsible</b> |
|  | 1. Consolidate the response cluster and BDRRMC situational report.  | None                                | 6hours                 | Opcen shift supervisor    |
|  | 2. Send the consolidated situational report to the local drmm officer for review and approval.  | None                                | 2mins                  | Opcen shift supervisor    |
|  | 3. Review the consolidated situational report.  | None                                | 15mins                 | Local DRRM Officer        |
|  | 4. Revise draft report for final approval.  | None                                | 30mins                 | Opcen shift supervisor    |
|  | 5. Submit the approved situational report accordingly:<br>a. Transmit the copy to the LDRRMC Chairperson for his guidance.<br>b. Send the pdf copy of approved sitrep thru email to the Office of the Civil Defense (OCD)<br>c. File copy of the approved sitrep in the designated file folder. | None                                | 30mins                 | Opcen shift supervisor    |
| <b>TOTAL</b>   |   | <b>None</b>                         | <b>6 hrs, 17 mins</b>  |                           |



## 11. Medical Standby Service (Planned events, Sports events, Holiday events)

- Provision of emergency medical care and first aid for participants and/or spectators in a pre-planned events.

| <b>Office or Division:</b>  | Operations Section   |                  |                 |  |
|---|--|------------------|-----------------|--|
| <b>Classification:</b>  | Highly Technical   |                  |                 |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business Entity |                  |                 |  |
| <b>Who may avail:</b>   | Personnel of local government agencies, private sector, and other stakeholders.                      |                  |                 |  |
| Checklist Requirements  |  | Where to Secure  |                 |  |
| Letter request for provision of medical personnel, transport officer and ambulance: <ul style="list-style-type: none"> <li>Addressed to the City Mayor</li> <li>Attention to Head, Department of Disaster Resilience and Management</li> <li>Contains the following data: Name of event, Name of Organizer, Date of event, No. of pax, Name and contact number of requestor.</li> </ul> |  | Requesting Party |                 |  |
| Client steps  | Agency Action  | Fees to be Paid  | Processing Time | Person responsible                       |
| 1. Submit the letter request to the Office of the Mayor (at least 4 weeks before the target date)   | Agency: Mayor's Office<br>1. Receive the letter request to the approving authority.                  | None             | 1 day           | Records Officer on duty (Mayor's Office) |
|   | Receives letter request via email / online   |                  |                 | Records Officer on duty (DDRM)           |
| 2. Wait for confirmation of request   | Agency: Mayor's Office<br>2. Transmit letter to the DDRM for appropriate action.                     | None             | 2 mins          | Records Officer on duty                  |
|   | 3. Transmit letter request from Admin division to Operations section                                 | None             | 30 mins         | Records officer on duty                  |





|   |   |             |   |   |
|---|---|-------------|---|---|
| 3. Receive call                                     | 4. Evaluate the letter request. Return call requestor for coordination and other concerns.          | None        | 5 mins                                  | EMS – Team Leader on duty / EMS Section Chief |
| 4. Acknowledge the confirmation.                    | 5. Confirm the request. Properly record in calendar of activities                                   | None        | 15 mins                                 | EMS – Team Leader on duty / EMS Section Chief |
| 5. Assist the Medical Team on the specified date(s) | 6. Delivers the EMS assistance as requested during the specified date (s) of the activity or event. | None        | Specified date (s) of activity or event | EMS – Team Leader on duty / EMS Section Chief |
| <b>TOTAL</b>  |   | <b>None</b> | <b>1 day, 52 mins</b>                   |   |

## 12. Provision of Early Warning Advisories (EWA)

- Refers to a significant information about an impending disaster and emergency. It can be disseminated through print, radio broadcast and transmission, social media and other platforms. This ensures people and communities receive warnings in advance of impending hazard events and facilitate timely coordination and information exchange.

|                                  |  |   |                        |  |
|----------------------------------|--|---|------------------------|--|
| <b>Office or Division:</b>       | 24/7 Operations Center (Warning section)   |   |                        |  |
| <b>Classification:</b>           | Simple   |   |                        |  |
| <b>Type of Transaction:</b>      | G2G – Government to Government<br>G2C – Government to Citizen<br>G2B – Government to Business Entity             |   |                        |  |
| <b>Who may avail:</b>            | General public   |   |                        |  |
| <b>Checklist Requirements</b>    |  | <b>Where to Secure</b>  |                        |  |
| Advisories from Warning agencies |  | <ul style="list-style-type: none"> <li>PHIVOLCS</li> <li>PAGASA</li> <li>MGB</li> </ul> |                        |  |
| <b>Client steps</b>              | <b>Agency Action</b>   | <b>Fees to be Paid</b>  | <b>Processing Time</b> | <b>Person responsible</b>              |
|                                  | 1. Monitor, analyze and report through the use of Early Warning Systems and gathering data from warning agencies | None  | 1min                   | Warning and communication team on duty |



|              |   |             |               |  |
|--------------|---|-------------|---------------|--|
|              | 2. Prepare early warning advisories for approval  | None        | 5mins         | Warning and communication team on duty |
|              | 3. Review and approve early warning advisories  | None        | 3mins         | Local DRRM Officer                     |
|              | 4. Send the approved early warning advisories to IMRU (Internal Media Relations Unit) for posting on Muntinlupa DRRM Facebook page. | None        | 1min          | IMRU staff on duty                     |
| <b>TOTAL</b> |   | <b>None</b> | <b>10mins</b> |  |

### 13. Request for CCTV Footage

- A document secured from the office to request for closed circuit television footage(s) for any legal and official purposes.

| Office or Division:  | 24/7 Operations Center (Warning section)                                       |                             |                 |   |
|--|--|-----------------------------|-----------------|---|
| Classification:  | Simple   |                             |                 |   |
| Type of Transaction:   | G2C – Government to Citizen<br>G2G – Government to Government                  |                             |                 |   |
| Who may avail:   | General public   |                             |                 |   |
| Checklist Requirements   |  | Where to Secure             |                 |   |
| Approved "PAKAY" <ul style="list-style-type: none"> <li>Contains vital information such as date, time and location of event / incident.</li> </ul> |  | City Administrator's Office |                 |   |
| Client steps   | Agency Action  | Fees to be Paid             | Processing Time | Person responsible                        |
| 1. Submits the approved "PAKAY" in person  | 1. Receives the approved "PAKAY"   | None                        | 1min            | Admin staff                               |
|  | 2. Forward the approved "PAKAY" to the local drmm officer for his information. | None                        | 2mins           | Admin staff                               |
|  | 3. Endorse the approved "PAKAY" to the Operations Center.                      | None                        | 1min            | Opcen shift supervisor / LDRRM Officer II |
|  | 4. Issue claim stub specified the releasing date of CCTV footage.              | None                        | 1min            | Opcen shift supervisor / LDRRM Officer II |



|  |   |      |                |   |
|--|---|------|----------------|---|
|  | 5. Retrieves / Reviews / Processes the requested footage. | None | 1-2 days       | Opcen shift supervisor / LDRRM Officer II |
| 2. Accepts the copy of CCTV footage and signs the acknowledgement receipt. | 6. Release the CCTV footage                               | None | 1 min          | Opcen shift supervisor / LDRRM Officer II |
| TOTAL  |   | None | 2 days, 6 mins |   |





## **TRAINING DIVISION**

### **External Services**



## 1. National Simultaneous Earthquake Drill Assistance

- An NDRRMC event conducted to test the preparedness of the whole of society in times of earthquake.

| <b>Office or Division:</b>   | Training Division  |                 |  |   |
|--|--|-----------------|--|---|
| <b>Classification:</b>   | Highly Technical   |                 |  |   |
| <b>Type of Transaction:</b>  | G2C – Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business Entity   |                 |  |   |
| <b>Who may avail:</b>  | Personnel of local government agencies, private sector, and other stakeholders.  |                 |  |   |
| Checklist Requirements   |  | Where to Secure |  |   |
| None   |  | None            |  |   |
| Client steps   | Agency Action  | Fees to be Paid | Processing Time                              | Person responsible  |
| <b>PRE-NSED Activities</b>   |  |                 |  |   |
| 1. Participate in PRE-NSED activities                                      | 1. Conduct PRE-NSED activities such as IEC dissemination, online-based quiz bee, video presentations and other related activities that would support the program of the Office of the Civil Defense (OCD) thru social media and other platforms. | None            | 2 weeks before the scheduled NSED of the OCD | Training Officers, IMRU Officers                                    |
| 2. Share the information, announcements and engage respective participants | 2. Intensify promotion and awareness of NSED schedule to the community thru social media   | None            | 2 weeks before the scheduled NSED of the OCD | Training Officers, IMRU Officers                                    |
| 3. Attend the coordination meeting   | 3. Conduct coordination meeting for the simulation/scenario with the intended sector assigned per quarter  | None            | 2 hours                                      | Division chief, Heads pf concerned sectors, selected DDRM Personnel |



|   |  |             |                                      |   |
|---|--|-------------|--------------------------------------|---|
| 4.  | 4. Prepare resources: logistics and manpower needed for the simulation/scenario with the intended sector assigned per quarter.                               | None        | 2 hours                              | Logistics section chief, selected DDRM personnel                                  |
| <b>Actual activity</b>  |  |             |                                      |   |
| 5. Participate in the online ceremonial activity of the OCD                                       | 5. Monitor the ceremonial activity   | None        | 1 hour                               | Division chiefs, Training Officers  |
| 6. Simultaneously practice the "duck, cover and hold" on the set time                             | 6. Activate the City-wide siren that indicates the ground shaking  | None        | 1 min                                | All sectors (community, schools, LGU offices and private establishments.          |
| 7. Execute the simulation / scenario  | 7. Simulation / scenario for the intended sector assigned per quarter and evaluate with observance of minimum health protocols based on the IATF guidelines. | None        | 1 hour                               | Assigned sector for the quarter   |
| <b>Post-NSED</b>  |  |             |                                      |   |
| 8. Fill out the self – assessment form of the OCD and the online self-evaluation form of the DDRM | 8. Assist in filling out the form  | None        | 5 minutes                            | Division chiefs, Training Officers, Identified sector heads and selected members. |
| 9. Submit the filled-out assessment form  | 9. Finalize report and send to the concerned personnel and agencies.   | None        | 1 day after the NSED                 | Training division chief   |
| <b>TOTAL</b>  |  | <b>None</b> | <b>2 weeks, 6 hrs, 1 day, 6 mins</b> |   |



## 2. Provision of Resource Person to discuss the following topic: Disaster Preparedness Awareness, Basic Life Support, First Aid, Fire Safety, Enhancement and Capability, Other related DRR topics.

- To raise awareness and capacitate the whole society in disaster management (preparedness, prevention and mitigation, response, recovery and rehabilitation) increasing the people's resilience and decreasing their vulnerabilities.

| <b>Office or Division:</b>  | Training Division  |                  |                 |  |
|---|--|------------------|-----------------|--|
| <b>Classification:</b>  | Highly Technical   |                  |                 |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business Entity |                  |                 |  |
| <b>Who may avail:</b>   | Personnel of local government agencies, private sector, and other stakeholders.                      |                  |                 |  |
| Checklist Requirements  |  | Where to Secure  |                 |  |
| Letter request for provision for provision of Resource Person: <ul style="list-style-type: none"> <li>Addressed to the City Mayor</li> <li>Attention to Head, Department of Disaster Resilience and Management</li> <li>Contains the following data: Type of Training, Name of Organizer, Date (s) of training, Venue, Target no. of participants, and Name and contact number of requestor.</li> </ul> |  | Requesting Party |                 |  |
| Client steps  | Agency Action  | Fees to be Paid  | Processing Time | Person responsible                       |
| 1. Submit the letter request to the Office of the Mayor (at least 4 weeks before the target date)   | Agency: Mayor's Office<br>1. Receive the letter request to the approving authority.                  | None             | 1 day           | Records Officer on duty (Mayor's Office) |
|   | Receives letter request via email / online   |                  |                 | Records Officer on duty (DDRM)           |
| 2. Wait for confirmation of request   | Agency: Mayor's Office<br>2. Transmit letter to the DDRM for appropriate action.                     | None             | 2 mins          | Records Officer on duty                  |





|   |   |      |   |   |
|---|---|------|---|---|
|   | 3. Transmit letter request from Admin division to Training Division   | None | 30 mins                                 | Records officer on duty, Nursing Attendant 1 – DPA, Admin Aide VI - EMS |
| 3. Receive reply letter on the training request           | 4. Evaluate the letter request based on the specific training guidelines and requirements. <ul style="list-style-type: none"> <li>• Prepares Endorsement to DDRM – Admin based on the details of the request especially outside Area of Responsibility.</li> <li>• Call requestor for coordination and other concerns.</li> </ul> | None | 3 days                                  | Training staff  |
| 4. Acknowledge the confirmation.                          | 5. Confirm the request. Properly record in calendar of activities   | None | 15 mins                                 | Training Section Chief  |
|   | 6. Endorsement of Admin Division to CHRMD with attached original letter request.  | None | 1 day                                   | Admin assistant I   |
|   | 7. Prepare Travel Order and other documents.  | None | 10 mins                                 | Admin Officer IV  |
| 5. Assist the Training personnel on the specified date(s) | 8. Delivers the Training assistance as requested during the specified date (s) of the activity or event.  | None | Specified date (s) of activity or event | Training staff (s) on duty  |



|  |  |             |                               |                                    |
|--|--|-------------|-------------------------------|------------------------------------|
| 6. Fill out a Client's Feedback form and drop to the Feedback Box. | 9. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box. | None        | 5 mins                        | Nursing Attendant 1, Admin Aide VI |
| <b>TOTAL</b>   |  | <b>None</b> | <b>5 days, 1 hour, 3 mins</b> |                                    |

### 3. Provision of Training Team to deliver Disaster Preparedness Awareness Training, Basic Life Support Training, First Aid Training, Fire Safety Training, Enhancement and Capability Training, Other related DRR Trainings

- To raise awareness and capacitate the whole society in disaster management (preparedness, prevention and mitigation, response, recovery and rehabilitation) increasing the people's resilience and decreasing their vulnerabilities.

| Office or Division:  | Training Division  |                  |  |  |
|--|--|------------------|--|--|
| Classification:  | Highly Technical   |                  |  |  |
| Type of Transaction:   | G2C – Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business Entity |                  |  |  |
| Who may avail:   | Personnel of local government agencies, private sector, and other stakeholders.                      |                  |  |  |
| Checklist Requirements   |  | Where to Secure  |  |  |
| Letter request for provision of Training Team:<br><br><ul style="list-style-type: none"><li>• Addressed to the City Mayor</li><li>• Attention to Head, Department of Disaster Resilience and Management</li><li>• Contains the following data: Type of Training, Name of Organizer, Date (s) of training, Venue, Target no. of participants, and Name and contact number of requestor.</li></ul> |  | Requesting Party |  |  |
| Client steps   | Agency Action  |                  |  |  |



| Client steps  | Agency Action  | Fees to be Paid | Processing Time | Person responsible  |
|---|--|-----------------|-----------------|---|
| 1. Submit the letter request to the Office of the Mayor (at least 4 weeks before the target date) | Agency: Mayor's Office<br>1. Receive the letter request to the approving authority.  | None            | 1 day           | Records Officer on duty (Mayor's Office)                                |
|   | Receives letter request via email / online   |                 |                 | Records Officer on duty (DDRM)  |
| 2. Wait for confirmation of request   | Agency: Mayor's Office<br>2. Transmit letter to the DDRM for appropriate action.   | None            | 2 mins          | Records Officer on duty   |
|   | 3. Transmit letter request from Admin division to Training Division  | None            | 30 mins         | Records officer on duty, Nursing Attendant 1 – DPA, Admin Aide VI - EMS |
| 3. Receive reply letter on the training request   | 4. Evaluate the letter request based on the specific training guidelines and requirements. Prepare work program if applicable. <ul style="list-style-type: none"> <li>• Call requestor for coordination and other concerns.</li> <li>• Endorse to DDRM – Admin division for budgetary and personnel processing.</li> </ul> | None            | 3 days          | Training staff  |
| 4. Acknowledge the confirmation.  | 5. Confirm the request. Properly record in calendar of activities  | None            | 15 mins         | Training Division Chief   |
|   | 6. Endorsement of Admin Division to CHRMD with attached original letter request for evaluation and recommendation to the Mayor's Office.   | None            | 1 day           | Admin assistant I   |
|   | 7. If with utilization of budget from LDRRMF,  | None            | 3 weeks         | Training division chief,  |



|  |  |      |   |                                    |
|--|--|------|---|------------------------------------|
|  | process work programs with complete attached budgetary documents.  |      |   | Finance section chief              |
|  | 8. Prepare Travel Order and other documents.   | None | 10 mins                                 | Admin Officer IV                   |
| 5. Assist the Training Team on the specified date(s)               | 9. Delivers the Training assistance as requested during the specified date (s) of the activity or event. | None | Specified date (s) of activity or event | Training Team assigned             |
| 6. Fill out a Client's Feedback form and drop to the Feedback Box. | 10. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box.          | None | 5 mins                                  | Nursing Attendant 1, Admin Aide VI |
| TOTAL  |  | None | 3 weeks, 5 days, 1 hour and 2 mins.     |                                    |





# **RESEARCH AND PLANNING DIVISION**

## **External Services**



## 1. Assistance in research studies of Disaster Risk Reduction and Interviews

- Supports individuals or organization's research studies to meet the needs of the researchers and help improve the implementation of disaster risk reduction programs more effectively, ultimately promoting more sustainable and cost-effective programs.

| <b>Office or Division:</b>  | Research and Planning Division   |                  |                 |  |
|---|--|------------------|-----------------|--|
| <b>Classification:</b>  | Highly Technical   |                  |                 |  |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business Entity |                  |                 |  |
| <b>Who may avail:</b>   | Personnel of local government agencies, private sector, and other stakeholders.                      |                  |                 |  |
| Checklist Requirements  |  | Where to Secure  |                 |  |
| Letter request for assistance in research studies <ul style="list-style-type: none"> <li>• Addressed to the City Mayor</li> <li>• Attention to Head, Department of Disaster Resilience and Management</li> <li>• Contains the following data: Full details of research study and email address of requestor.</li> </ul> |  | Requesting Party |                 |  |
| Client steps  | Agency Action  | Fees to be Paid  | Processing Time | Person responsible                       |
| 1. Submit the letter request to the Office of the Mayor   | Agency: Mayor's Office<br>1. Receive the letter request to the approving authority.                  | None             | 1 day           | Records Officer on duty (Mayor's Office) |
|   | Receives letter request via email / online   |                  |                 | Records Officer on duty (DDRM)           |
|   | Agency: Mayor's Office<br>2. Transmit letter to the DDRM for appropriate action.                     | None             | 2 mins          | Records Officer on duty                  |



|   |  |             |                       |                         |
|---|--|-------------|-----------------------|-------------------------|
|   | 3. Transmit letter request from Admin division to Research and Planning Division               | None        | 30 mins               | Records officer on duty |
| 2. Provide research abstract or platform of relevant information needed for the research studies. | 4. Evaluation of the research studies.   | None        | 1 min                 | Research Officer        |
| 3. Discuss research, information and needed assistance.   | 5. Analyze supplemental data relevant to support research studies.                             | None        | 15 mins               | Research Officer        |
| 4. Confirm results  | 6. Schedule release of data information or recommendation letter.                              | None        | 2 mins                | Research Officer        |
| 5. Receive result via submitted email address.  | 7. Send data information or recommendation letter.   | None        | 2 mins                | Research Officer        |
| 6. Fill out a Client's Feedback form and drop to the Feedback Box.                                | 8. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box. | None        | 5 mins                | Records Officer I       |
| <b>TOTAL</b>  |  | <b>None</b> | <b>1 day, 57 mins</b> |                         |



## 2. Consultation for Hazard and Risk Assessment

- Determines if hazards such as ground shaking and flood are present in a particular land area as requested by the requesting party.

|   |  |                  |                 |  |
|---|--|------------------|-----------------|--|
| Office or Division:   | Research and Planning Division   |                  |                 |  |
| Classification:   | Highly Technical   |                  |                 |  |
| Type of Transaction:  | G2C – Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business Entity |                  |                 |  |
| Who may avail:  | Personnel of local government agencies, private sector, and other stakeholders.                      |                  |                 |  |
| Checklist Requirements  |  | Where to Secure  |                 |  |
| Letter request for Hazard and Risk Assessment:<br><br><ul style="list-style-type: none"><li>• Addressed to the City Mayor</li><li>• Attention to Head, Department of Disaster Resilience and Management</li><li>• Contains the following data: Exact location of area requested and purpose of the request.</li></ul> |  | Requesting Party |                 |  |
| Client steps  | Agency Action  | Fees to be Paid  | Processing Time | Person responsible                       |
| 1. Submit the letter request to the Office of the Mayor   | Agency: Mayor's Office<br>1. Receive the letter request to the approving authority.                  | None             | 1 day           | Records Officer on duty (Mayor's Office) |
|   | Receives letter request via email / online   |                  |                 | Records Officer on duty (DDRM)           |
|   | Agency: Mayor's Office<br>2. Transmit letter to the DDRM for appropriate action.                     | None             | 2 mins          | Records Officer on duty                  |
|   | 3. Transmit letter request from Admin division to Research and Planning Division                     | None             | 30 mins         | Records officer on duty                  |





|   |  |             |                               |                   |
|---|--|-------------|-------------------------------|-------------------|
| 2. Brief explanation of hazards and risk for area of concern. Shows videos, photos or any documents to support the information. | 4. Interview and discuss Hazard, Risk and Vulnerabilities exposure.                            | None        | 15 mins                       | Research Officer  |
| 3. Confirmation of results.   | 5. Verification thru the use of hazard maps and Quantum GIS and the possible impacts.          | None        | 15 mins                       | Research Officer  |
| 4. Receives information   | 6. Brief explanation, information and recommendation.  | None        | 15 mins                       | Research Officer  |
| 5. Fill out a Client's Feedback form and drop to the Feedback Box.  | 7. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box. | None        | 5 mins                        | Records Officer I |
| <b>TOTAL</b>  |  | <b>None</b> | <b>1 day, 1 hour, 22 mins</b> |                   |



### 3. Hazard and Risk Assessment at field site

- Determines if hazards such as ground shaking and flood are present in a particular land area as requested by the requesting party.

| <b>Office or Division:</b>   | Research and Planning Division   |                  |                 |  |
|--|--|------------------|-----------------|--|
| <b>Classification:</b>   | Highly Technical   |                  |                 |  |
| <b>Type of Transaction:</b>  | G2C – Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business Entity |                  |                 |  |
| <b>Who may avail:</b>  | Personnel of local government agencies, private sector, and other stakeholders.                      |                  |                 |  |
| Checklist Requirements   |  | Where to Secure  |                 |  |
| Letter request for Hazard and Risk Assessment: <ul style="list-style-type: none"> <li>• Addressed to the City Mayor</li> <li>• Attention to Head, Department of Disaster Resilience and Management</li> <li>• Contains the following data: Exact location of area requested and purpose of the request, email address of requestor.</li> </ul> |  | Requesting Party |                 |  |
| Client steps   | Agency Action  | Fees to be Paid  | Processing Time | Person responsible                       |
| 1. Submit the letter request to the Office of the Mayor  | Agency: Mayor's Office<br>1. Receive the letter request to the approving authority.                  | None             | 1 day           | Records Officer on duty (Mayor's Office) |
|  | Receives letter request via email / online   |                  |                 | Records Officer on duty (DDRM)           |
|  | Agency: Mayor's Office<br>2. Transmit letter to the DDRM for appropriate action.                     | None             | 2 mins          | Records Officer on duty                  |
|  | 3. Transmit letter request from Admin division to Research and Planning Division                     | None             | 30 mins         | Records officer on duty                  |



|   |   |             |                                |                   |
|---|---|-------------|--------------------------------|-------------------|
| 2. Brief explanation of hazards and risk for area of concern. Shows videos, photos or any documents to support the information. | 4. Interview and discuss Hazard, Risk and Vulnerabilities exposure.   | None        | 15 mins                        | Research Officer  |
| 3. Confirmation of results  | 5. Verification thru the use of hazard maps and Quantum GIS and the possible impacts.   | None        | 15 mins                        | Research Officer  |
| 4. Confirms schedule on the field site inspection.  | 6. Scheduling of field site inspection.   | None        | 2 mins                         | Research Officer  |
| 5. Presence at the location site.   | 7. On-site field inspection<br>7.1 Analyze collected data and prepare report.<br>7.2 Submission of report to LDRRM Officer and City Mayor for signature | None        | 1 day                          | Research Officer  |
| 6. Receive result via submitted email address.  | 8. Scan copy of signed report and send via client's email address.  | None        | 3 mins                         | Research Officer  |
| 7. Fill out a Client's Feedback form and drop to the Feedback Box.  | 9. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box.  | None        | 5 mins                         | Records Officer I |
| <b>TOTAL</b>  |   | <b>None</b> | <b>2 days, 1 hour, 12 mins</b> |                   |





#### 4. Issuance of Fault Line Certification

- The Philippine Institute of Volcanology and Seismology (PHIVOLCS) recommends avoiding construction within 5 meters on each side of a fault trace, or a total width of 10 meters calling it the “10-meter-wide no-build zone” in the vicinity of a fault
- Determines if any earthquake hazard is present in a particular parcel of land of interest to a stakeholder.

| <b>Office or Division:</b>  | Operations Section   |   |                 |                              |
|---|--|---|-----------------|------------------------------|
| <b>Classification:</b>  | Highly Technical   |   |                 |                              |
| <b>Type of Transaction:</b>   | G2C – Government to Citizen<br>G2G – Government to Government<br>G2B – Government to Business Entity |   |                 |                              |
| <b>Who may avail:</b>   | General public, personnel of local government agencies, private sector, and other stakeholders.      |   |                 |                              |
| Checklist Requirements  |  | Where to Secure   |                 |                              |
| Requestor must submit photocopy of the following documents: <ul style="list-style-type: none"> <li>• Land Title</li> <li>• Tax Declaration certificate</li> <li>• Location or Vicinity Map</li> </ul>   |  | Requesting Party  |                 |                              |
| <ul style="list-style-type: none"> <li>• If the structure is a 3-storey building, submit a <b>Boring Test</b></li> <li>• Barangay Clearance for building permit</li> <li>• Homeowner's association clearance</li> <li>• Authorization letter for the authorized representative</li> </ul> |  | Private<br>Respective Barangay<br>Homeowner's association office<br>Lot Owner |                 |                              |
| <ul style="list-style-type: none"> <li>• Barangay Clearance for building permit</li> </ul> <p><i>Note: Put all the requirements in a long brown folder</i></p>  |  | Respective Barangay   |                 |                              |
| Client steps  | Agency Action  | Fees to be Paid   | Processing Time | Person responsible           |
| 1. Submit the requirements  | 1. Receive and evaluate the completeness of the requirements.  | None  | 2 mins          | Operations personnel on duty |





|   |   |      |         |                              |
|---|---|------|---------|------------------------------|
| 2. Wait for the result of evaluation  | 2. Check the location of property if transected by the fault line or within the five-meter buffer zone via <b>QGIS</b> (Quantum Geographic Information System)  | None | 5 mins  | Operations personnel on duty |
| 3.1 Wait for the result of the actual site inspection.  | 3. Evaluation of the location of property:<br><br>3.1 If it is near the fault line or within the 5-meter buffer zone, the property will be subjected for inspection.  | None | 1 day   | Operations personnel on duty |
| 3.2 Receive the Fault Line Certificate  | 3.2 If it is not transected by fault lines or outside the 5-meter buffer zone, the certificate will be released immediately.  |      | 15 mins |                              |
| 4.1 Wait for the release of the certificate   | 4. Fault Line Inspector will visit the actual site and measure the distance from the location of active fault line.<br><br>4.1 If the actual measurement is not within the 5-meter buffer zone, the certificate will be released immediately. | None | 15 mins | Operations personnel on duty |
| 4.2 Go to PHIVOLCS Office located at PHIVOLCS Building, C.P Garcia Ave., Diliman, Quezon City | 4.2 If the actual measurement falls within the 5-meter buffer zone, requestor will be endorsed to Phivolcs and secure an <b>Earthquake Hazard</b>   |      | 1 day   |                              |



|  |  |             |                                  |                              |
|--|--|-------------|----------------------------------|------------------------------|
|  | <b>Assessment Certificate</b>  |             |                                  |                              |
| 5. Submit the Earthquake Hazard Assessment Certificate             | 5. Receive the Earthquake Hazard Assessment Form issued by Phivolcs.   | None        | 2 mins                           | Operations personnel on duty |
|  | 6. Plot to the Lot / Vicinity Map indicating the 5-meter buffer zone.  | None        | 10 mins                          | Operations personnel on duty |
| 6. Receive the Certificate Report.                                 | 7. Release of <b>Certificate Report</b> indicating that the actual site transected by the fault line and the 5-meter buffer zone for reference prior building the structure. | None        | 15 mins                          |                              |
| 7. Fill out a Client's Feedback form and drop to the Feedback Box. | 8. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box.   | None        | 5 mins                           | Operations personnel on duty |
| <b>TOTAL</b>   |  | <b>None</b> | <b>2 days, 1 hour, 9 minutes</b> |                              |



## **ADMINISTRATIVE DIVISION**

### **External Services**



## 1. Application for Leave of Absence (VL/SL/SPL)

- Omnibus Rules on Leave (CSC MC No. 41, s. 1998) states that appointive officials and employees of the government whether permanent, temporary, or casual, who render work during the prescribed office hours, shall be entitled to 15 days vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sundays, Public Holidays, without limitation as to the number of days of vacation and sick leave that they may accumulate.

| <b>Office or Division:</b>  | Administrative Division  |                 |                       |                      |
|---|--|-----------------|-----------------------|----------------------|
| <b>Classification:</b>  | Complex  |                 |                       |                      |
| <b>Type of Transaction:</b>   | G2G – Government to Government   |                 |                       |                      |
| <b>Who may avail:</b>   | Personnel of DDRM  |                 |                       |                      |
| Checklist Requirements  |  | Where to Secure |                       |                      |
| <ul style="list-style-type: none"> <li>Accomplished CSC Form No. 6 (VL/SL/SPL)</li> </ul> |  | Admin Division  |                       |                      |
| Client steps  | Agency Action  | Fees to be Paid | Processing Time       | Person responsible   |
| 1. Submits approved and accomplished CSC Form No. 6 with initial of immediate supervisor  | 1. Review the completeness of the form and supporting documents (if applicable)                        | None            | 2 mins                | Human Resource staff |
|   | 2. Update and Record of Leave Balance for monitoring   | None            | 2 mins                | Human Resource staff |
|   | 3. Photocopy the approved Leave Form (for File Copy)   | None            | 1 min                 | Human Resource staff |
| 2. Receives supplies / items requested  | 4. Issuance of supplies / items requested  | None            | 20 mins               | Human Resource staff |
|   | 5. Processing and transmittal of endorsement to the City Human Resources Management Department (CHRMd) | None            | 3 hrs                 | Human Resource staff |
|   | 6. Confirmation of the approved Filed Leave  | None            | 2 mins                | Human Resource staff |
| <b>TOTAL</b>  |  | <b>None</b>     | <b>3 hrs, 27 mins</b> |                      |





## 2. Processing of Financial Assistance to Victims of Disasters / Calamities (Quick Response Fund)

- Republic Act (RA) No. 10121 (Philippine Disaster Risk Reduction and Management Act of 2010) granted local government units (LGUs) greater flexibility towards disaster mitigation, preparation, response, recovery and rehabilitation.
- LDRRMF shall cover the thirty percent (30%) lump-sum allocation for Quick Response Fund (QRF) and the seventy percent (70%) allocation for disaster prevention and mitigation, preparedness, response, recovery and rehabilitation.

|  |   |                        |                        |                           |
|--|---|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>   | Administrative Division – Finance Section   |                        |                        |                           |
| <b>Classification:</b>   | Highly Technical  |                        |                        |                           |
| <b>Type of Transaction:</b>  | G2G – Government to Government  |                        |                        |                           |
| <b>Who may avail:</b>  | Affected Local Government Agencies  |                        |                        |                           |
| <b>Checklist Requirements</b>  |   | <b>Where to Secure</b> |                        |                           |
| Letter Request indicating the following details: <ul style="list-style-type: none"> <li>• Addressed to the City Mayor</li> <li>• Thru the Head, Department of Disaster Resilience and Management</li> </ul> Other supporting documents: <ul style="list-style-type: none"> <li>• NDRRMC supporting documents</li> <li>• City, Provincial, Municipal or Barangay Resolution.</li> </ul> |   | Requesting Party       |                        |                           |
| <b>Client steps</b>  | <b>Agency Action</b>  | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b> |
| 1. Submit the letter request with supporting documents from implementing agency / division   | 1. Receive the letter request.  | None                   | 5 mins                 | Records Officer on duty   |
|  | 1.1 Receive letter request via email / online   | None                   | 5 mins                 |                           |
|  | 2. LDRRMF Chair will conduct meeting with the LDRRMF members for the passage of the council resolution. | None                   | 15 mins                | LDRRMF Secretariat        |



|   |   |             |                            |                                    |
|---|---|-------------|----------------------------|------------------------------------|
|   | 3. Endorsement of the resolution to Sangguniang Panlungsod for the proposed fund allocation to the recipient LGU, province or municipal   | None        | 1 day                      | Admin Division Head, Admin Officer |
|   | 4. Passage of the Ordinance for appropriation of the proposed amount to be made available as financial assistance including the reporting mechanism of the recipient or requesting party.<br>4.1 For urgent matter, the LDRRMC Chair will require the presence of LDRRMC members during the public hearing tantamount to the council meeting. | None        | 1 day                      | Sangguniang Panlungsod             |
|   | 5. Review documents, Evaluate, Monitor and Record to the Monitoring system.   | None        | 1 hour                     | Finance section chief              |
| 2. Receive the approved request letter. | 6. Preparation of separate work program for the execution of the turnover of financial assistance.  | None        | 2 days                     | Admin Division Head, Admin Officer |
| <b>TOTAL</b>                            |   | <b>None</b> | <b>4 days, hr, 25 mins</b> |                                    |



### 3. Processing of LDRRM Fund Request – Regular Budget (Other City Offices)

- Republic Act (RA) No. 10121 (Philippine Disaster Risk Reduction and Management Act of 2010) granted local government units (LGUs) greater flexibility towards disaster mitigation, preparation, response, recovery and rehabilitation.
- LDRRMF shall cover the thirty percent (30%) lump-sum allocation for Quick Response Fund (QRF) and the seventy percent (70%) allocation for disaster prevention and mitigation, preparedness, response, recovery and rehabilitation.

| <b>Office or Division:</b>  |   | Administrative Division – Finance Section |                 |                         |
|---|---|---|-----------------|-------------------------|
| <b>Classification:</b>  |   | Highly Technical                          |                 |                         |
| <b>Type of Transaction:</b>   |   | G2G – Government to Government            |                 |                         |
| <b>Who may avail:</b>   |   | Local Government Agencies                 |                 |                         |
| Checklist Requirements  |   | Where to Secure                           |                 |                         |
| Letter Request indicating the following details: <ul style="list-style-type: none"> <li>• Addressed to the City Mayor</li> <li>• Thru the Head, Department of Disaster Resilience and Management</li> <li>• Recommending approval: Head, Department of Disaster Resilience and Management.</li> </ul> |   | Requesting Party                          |                 |                         |
| <ul style="list-style-type: none"> <li>• AIP Reference code and account code.</li> <li>• Attached supporting documents</li> </ul>   |   | DDRM – Admin Division                     |                 |                         |
| Client steps  | Agency Action                                 | Fees to be Paid                           | Processing Time | Person responsible      |
| 1. Submit the letter request with supporting documents from implementing agency / division  | 1. Receive the letter request.                | None                                      | 5 mins          | Records Officer on duty |
|   | 1.1 Receive letter request via email / online | None                                      | 5 mins          |                         |





|   |   |      |                               |  |
|---|---|------|-------------------------------|--|
|   | 2. Review and evaluate completeness of requirements and qualification of request based on <b>Joint Memorandum Circular 2013-1</b> (Allocation and Utilization of the Local and Disaster and Risk Reduction and Management Fund) | None | 1 day                         | Admin Division Head, Finance section chief |
|   | 3. If incomplete requirements or ineligible programs or projects, refer back to requesting party.   | None |                               | Finance section chief                      |
|   | 4. If complete requirements and eligible program or project, for signature of recommending approval of the Local DRRM Officer   | None | 1 hour                        | Records Officer on duty                    |
|   | 5. Review, Monitor and Record to the Monitoring system.   | None | 1 hour                        | Finance section chief                      |
| 2. Receive the approved request letter. | 6. Endorse the approved documents to the requesting party or implementing agency for processing.  | None | 1 day                         | Records Officer on duty                    |
| <b>TOTAL</b>                            |   | None | <b>2 days, 2 hrs, 10 mins</b> |  |





#### 4. Processing of LDRRM Fund Request – Special Trust Fund (External)

- The unexpended LDRRMF shall accrue to a Special Trust Fund solely for the purpose of supporting disaster risk reduction and management activities of the Local Disaster Risk Reduction and Management Council (LDRRMC) within the next five (5) years.

|   |   |                        |                        |                           |
|---|---|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>  | Administrative Division – Finance Section     |                        |                        |                           |
| <b>Classification:</b>  | Highly Technical                              |                        |                        |                           |
| <b>Type of Transaction:</b>   | G2G – Government to Government                |                        |                        |                           |
| <b>Who may avail:</b>   | Local Government Agencies                     |                        |                        |                           |
| <b>Checklist Requirements</b>   |   | <b>Where to Secure</b> |                        |                           |
| Letter Request indicating the following details: <ul style="list-style-type: none"> <li>Addressed to the City Mayor</li> <li>Thru the Head, Department of Disaster Resilience and Management</li> <li>Recommending approval: Head, Department of Disaster Resilience and Management.</li> </ul> |   | Requesting Party       |                        |                           |
| <ul style="list-style-type: none"> <li>STF Ordinance No.</li> <li>Photocopy of Ordinance</li> <li>Attached supporting documents</li> </ul>  |   | DDRM – Admin Division  |                        |                           |
| <b>Client steps</b>   | <b>Agency Action</b>                          | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b> |
| 1. Submit the letter request with supporting documents from implementing agency / division  | 1. Receive the letter request.                | None                   | 5 mins                 | Records Officer on duty   |
|   | 1.1 Receive letter request via email / online | None                   | 5 mins                 |                           |



|   |   |      |                               |  |
|---|---|------|-------------------------------|--|
|   | 2. Review and evaluate completeness of requirements and qualification of request based on <b>Joint Memorandum Circular 2013-1</b> (Allocation and Utilization of the Local and Disaster and Risk Reduction and Management Fund) | None | 1 day                         | Admin Division Head, Finance section chief |
|   | 3. If incomplete requirements or ineligible programs or projects, refer back to requesting party.   | None |                               | Finance section chief                      |
|   | 4. If complete requirements and eligible program or project, for signature of recommending approval of the local drmm officer   | None | 1 hour                        | Records Officer on duty                    |
|   | 5. Review, Monitor and Record to the Monitoring system.   | None | 1 hour                        | Finance section chief                      |
| 2. Receive the approved request letter. | 6. Endorse the approved documents to the requesting party or implementing agency for processing.  | None | 1 day                         | Records Officer on duty                    |
| <b>TOTAL</b>                            |   | None | <b>2 days, 2 hrs, 10 mins</b> |  |



# **ADMINISTRATIVE DIVISION**

## **Internal Services**



## 1. Processing of LDRRM Fund Request – Regular Budget

- Republic Act (RA) No. 10121 (Philippine Disaster Risk Reduction and Management Act of 2010) granted local government units (LGUs) greater flexibility towards disaster mitigation, preparation, response, recovery and rehabilitation.
- LDRRMF shall cover the thirty percent (30%) lump-sum allocation for Quick Response Fund (QRF) and the seventy percent (70%) allocation for disaster prevention and mitigation, preparedness, response, recovery and rehabilitation.

|   |   |                        |                        |                           |
|---|---|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>  | Administrative Division – Finance Section     |                        |                        |                           |
| <b>Classification:</b>  | Highly Technical                              |                        |                        |                           |
| <b>Type of Transaction:</b>   | G2G – Government to Government                |                        |                        |                           |
| <b>Who may avail:</b>   | Local Government Agencies                     |                        |                        |                           |
| <b>Checklist Requirements</b>   |   | <b>Where to Secure</b> |                        |                           |
| Letter Request indicating the following details: <ul style="list-style-type: none"><li>• Addressed to the City Mayor</li><li>• Thru the Head, Department of Disaster Resilience and Management</li><li>• Recommending approval: Head, Department of Disaster Resilience and Management.</li></ul> |   | Requesting Party       |                        |                           |
| <ul style="list-style-type: none"><li>• AIP Reference code and account code.</li><li>• Attached supporting documents</li></ul>  |   |                        |                        |                           |
| <b>Client steps</b>   | <b>Agency Action</b>                          | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b> |
| 1. Submit the letter request with supporting documents from implementing agency / division  | 1. Receive the letter request.                | None                   | 5 mins                 | Records Officer on duty   |
|   | 1.1 Receive letter request via email / online | None                   | 5 mins                 |                           |





| Client steps | Agency Action  | Fees to be Paid | Processing Time | Person responsible                         |
|--------------|--|-----------------|-----------------|--|
|              | 2. Review and evaluate completeness of requirements and qualification of request based on Joint Memorandum Circular 2013-1 (Allocation and Utilization of the Local and Disaster and Risk Reduction and Management Fund) | None            | 1 day           | Admin Division Head, Finance section chief |
|              | 3. If incomplete requirements or ineligible programs or projects, refer back to requesting party.  | None            |                 | Finance section chief                      |
|              | 4. If complete requirements and eligible program or project, for signature of recommending approval of the local drmm officer  | None            | 1 hour          | Records Officer on duty                    |
|              | 5. Review, Monitor and Record to the Monitoring system.  | None            | 1 hour          | Finance section chief                      |
|              | 6. Transmit documents to GSO for review of the amount, unit etc. by the inspector, attachment of quotation and approval of the head, GSO   | None            | 1 hour          | Liaison Officer - DDRM                     |
|              | 7. Transmit documents from GSO – Mayor's Office for the approval of the City Mayor.  | None            | 7 days          | Liaison Officer - GSO                      |
|              | 8. Transmit documents from City Mayor – Budget Office for attachment of BCCN   | None            | 1 day           | Liaison Officer – Mayor's Office           |
|              | 9. Transmit documents from Budget Office to BAC for attachment of BAC Resolution   | None            | 2 days          | Liaison Officer – Budget Office            |
|              | 10. Transmit documents from BAC – GSO for allocation of  | None            | 7 days          | Liaison Officer - GSO                      |



|  |   |             |                                 |  |
|--|---|-------------|---------------------------------|--|
|  | PR No., inspection of goods and supplies if delivered.  |             |                                 |  |
|  | 11. Transmit documents from GSO to DDRM for attachment of OBR                                 | None        | 1 day                           | Liaison Officer - GSO                              |
|  | 12. Transmit documents from DDRM to Accounting Office for processing of Disbursement voucher. | None        | 3 days                          | Liaison Officer - DDRM                             |
|  | 13. Transmit documents from Accounting Office – Treasury Office for the processing of check.  | None        | 2 days                          | Liaison Officer - Accounting                       |
|  | 14. Transmit documents from Treasury Office to Office of the City Administrator.              | None        | 3 days                          | Liaison Officer – Treasury Office                  |
|  | 15. Transmit documents from the Office of the City Administrator – Treasury Office            | None        | 2 days                          | Liaison Officer – Office of the City Administrator |
| 2. Claim the payment for program, project implementation | 16. Release of payment  | None        | 1 day                           | Treasury Office personnel                          |
| <b>TOTAL</b>   |   | <b>None</b> | <b>1 month, 1 hour, 10 mins</b> |  |



## 2. Processing of LDRRM Fund Request – Special Trust Fund (Internal)

- The unexpended LDRRMF shall accrue to a Special Trust Fund solely for the purpose of supporting disaster risk reduction and management activities of the Local Disaster Risk Reduction and Management Council (LDRRMC) within the next five (5) years.

|   |   |                        |                        |                           |
|---|---|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>  | Administrative Division – Finance Section     |                        |                        |                           |
| <b>Classification:</b>  | Highly Technical                              |                        |                        |                           |
| <b>Type of Transaction:</b>   | G2G – Government to Government                |                        |                        |                           |
| <b>Who may avail:</b>   | Local Government Agencies                     |                        |                        |                           |
| <b>Checklist Requirements</b>   |   | <b>Where to Secure</b> |                        |                           |
| Letter Request indicating the following details: <ul style="list-style-type: none"> <li>Addressed to the City Mayor</li> <li>Thru the Head, Department of Disaster Resilience and Management</li> <li>Recommending approval: Head, Department of Disaster Resilience and Management.</li> </ul> |   | Requesting Party       |                        |                           |
| <ul style="list-style-type: none"> <li>STF Ordinance No.</li> <li>Photocopy of Ordinance</li> <li>Attached supporting documents</li> </ul>  |   | DDRM – Admin Division  |                        |                           |
| <b>Client steps</b>   | <b>Agency Action</b>                          | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b> |
| 1. Submit the letter request with supporting documents from implementing agency / division  | 1. Receive the letter request.                | None                   | 5 mins                 | Records Officer on duty   |
|   | 1.1 Receive letter request via email / online | None                   | 5 mins                 |                           |



| Client steps | Agency Action   | Fees to be Paid | Processing Time | Person responsible                         |
|--------------|---|-----------------|-----------------|--|
|              | 2. Review and evaluate completeness of requirements and qualification of request based on <b>Joint Memorandum Circular 2013-1</b> (Allocation and Utilization of the Local and Disaster and Risk Reduction and Management Fund) | None            | 1 day           | Admin Division Head, Finance section chief |
|              | 3. If incomplete requirements or ineligible programs or projects, refer back to requesting party.   | None            |                 | Finance section chief                      |
|              | 4. If complete requirements and eligible program or project, for signature of recommending approval of the local drmm officer   | None            | 1 hour          | Records Officer on duty                    |
|              | 5. Review, Monitor and Record to the Monitoring system.   | None            | 1 hour          | Finance section chief                      |
|              | 6. Transmit documents to GSO for review of the amount, unit etc. by the inspector, attachment of quotation and approval of the head, GSO  | None            | 1 hour          | Liaison Officer - DDRM                     |
|              | 7. Transmit documents from GSO – Mayor's Office for the approval of the City Mayor.   | None            | 7 days          | Liaison Officer - GSO                      |



|  |  |      |        |                                     |
|--|--|------|--------|-------------------------------------|
|  | 8. Transmit documents from Mayor's Office – GSO for allocation of PR No., inspection of goods and supplies if delivered. | None | 1 day  | Liaison Officer – Mayor's Office    |
|  | 9. Transmit documents from GSO to Accounting Office for processing of Disbursement voucher and Charging.                 | None | 3 days | Liaison Officer - DDRM              |
|  | 10. Transmit documents from Accounting Office to Treasury Office for attachment of Certificate of Availability of Funds. | None | 3 days | Liaison Officer – Accounting Office |
|  | 11. Transmit documents from Treasury to BAC for attachment of BAC Resolution / BAC process / NOA / NTP                   | None | 2 days | Liaison Officer – Treasury Office   |
|  | 12. P.O for signature of Head of the Procurement Entity and supplier.  |      |        |                                     |
|  | 13. Delivery and Inspection of supplies or equipment.  |      |        |                                     |
|  | 14. Preparation of MR / Requisition Issuance Slip  |      |        |                                     |
|  | 15. Transmit documents from BAC to Accounting Office for processing of Disbursement voucher.                             | None | 3 days | Liaison Officer - BAC               |
|  | 16. Transmit documents from Accounting Office –  | None | 2 days | Liaison Officer - Accounting        |



|   |  |             |                                |  |
|---|--|-------------|--------------------------------|--|
|   | Treasury Office for the audit and processing of check.   |             |                                |  |
|   | 17. Transmit documents from Treasury Office to Office of the City Administrator.                       | None        | 3 days                         | Liaison Officer – Treasury Office                  |
|   | 18. Transmit documents from the Office of the City Administrator – Treasury Office                     | None        | 2 days                         | Liaison Officer – Office of the City Administrator |
| 2. Claim the payment or check for program, project implementation | 19. Accounting office to advise for release of payment or check for program or project implementation. | None        | 1 day                          | Treasury Office personnel                          |
| <b>TOTAL</b>  |  | <b>None</b> | <b>28 days, 3 hrs, 10 mins</b> |  |



### 3. Repair and Maintenance of Vehicles, Facilities and Equipment

- Administrative division is mandated to provide administrative and logistical support to the entire organization.

| Office or Division:   | Administrative Division – Finance Section          |                  |                                     |                                     |
|---|--|------------------|-------------------------------------|-------------------------------------|
| Classification:   | Highly Technical                                   |                  |                                     |                                     |
| Type of Transaction:  | G2G – Government to Government                     |                  |                                     |                                     |
| Who may avail:  | Personnel of DDRM                                  |                  |                                     |                                     |
| Checklist Requirements  |  | Where to Secure  |                                     |                                     |
| <ul style="list-style-type: none"> <li>Repair and Maintenance Request Form</li> </ul> |  | Requesting Party |                                     |                                     |
| Client steps  | Agency Action                                      | Fees to be Paid  | Processing Time                     | Person responsible                  |
| 1. Submits Repair and Maintenance Request Form  | 1. Receives Repair and Maintenance Request Form    | None             | 5 mins                              | Records Officer on duty             |
|   | 2. Refer request to Admin Support Team             | None             | 15 mins                             | Admin Support Team                  |
|   | 3. Assign Inspection Team                          | None             | 10 mins                             | Admin Support Team                  |
|   | 4. Inspection of vehicle, facilities and equipment | None             | 1 day                               | Admin Support Team                  |
| 2. Prepare Purchase Request, Scope of Work  | 5. Request procurement of materials                | None             | 7 days                              | Admin Support Team                  |
|   | 6. Start of Work                                   | None             | 7 days (Depends on work to be done) | Admin Support Team                  |
| 3. Join in the conduct of inspection  | 7. Inspection and Acceptance                       | None             | 1 day                               | Technical and Inspection Team (GSO) |
| TOTAL   |  | None             | 16 days, 30 mins                    |                                     |



#### 4. Requisition and Issuance of Inventory Items

- Administrative division is mandated to provide administrative and logistical support to the entire organization.

|   |   |                        |                         |                           |
|---|---|------------------------|-------------------------|---------------------------|
| <b>Office or Division:</b>  | Administrative Division – Finance Section   |                        |                         |                           |
| <b>Classification:</b>  | Simple  |                        |                         |                           |
| <b>Type of Transaction:</b>   | G2G – Government to Government  |                        |                         |                           |
| <b>Who may avail:</b>   | Personnel of DDRM   |                        |                         |                           |
| <b>Checklist Requirements</b>   |   | <b>Where to Secure</b> |                         |                           |
| <ul style="list-style-type: none"> <li>Requisition and Issuance Slip</li> </ul> |   | Requesting Party       |                         |                           |
| <b>Client steps</b>   | <b>Agency Action</b>  | <b>Fees to be Paid</b> | <b>Processing Time</b>  | <b>Person responsible</b> |
| 1. Submits Requisition and Issuance Slip  | 1. Receives Requisition and Issuance Slip   | None                   | 10 mins                 | Records Officer on duty   |
|   | 2. Determination of the appropriateness of the request and approval                     | None                   | 1 hour                  | Property Custodian        |
|   | 3. Verification of stock availability and Issuance of supplies / items                  | None                   | 20 mins                 | Property Custodian        |
| 2. Receives supplies / items requested  | 4. Issuance of supplies / items requested   | None                   | 20 mins                 | Property Custodian        |
|   | 5. Files the RIS Form and preparation of RSMI (Report of Supplies and Materials Issued) | None                   | 20 mins                 | Property Custodian        |
|   | 6. Signs the RSMI   | None                   | 10 mins                 | Property Custodian        |
|   | 7. File all the record  | None                   | 10 mins                 | Property Custodian        |
| <b>TOTAL</b>  |   | <b>None</b>            | <b>2 hours, 30 mins</b> |                           |





## 5. Vehicle Request

- Administrative division is mandated to provide administrative and logistical support to the entire organization.

|  |   |                        |                        |                           |
|--|---|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>   | Administrative Division – Finance Section   |                        |                        |                           |
| <b>Classification:</b>   | Simple  |                        |                        |                           |
| <b>Type of Transaction:</b>  | G2G – Government to Government  |                        |                        |                           |
| <b>Who may avail:</b>  | Personnel of DDRM   |                        |                        |                           |
| <b>Checklist Requirements</b>  |   | <b>Where to Secure</b> |                        |                           |
| <ul style="list-style-type: none"> <li>Vehicle request form duly signed by the requesting party</li> </ul> |   | Requesting Party       |                        |                           |
| <b>Client steps</b>  | <b>Agency Action</b>  | <b>Fees to be Paid</b> | <b>Processing Time</b> | <b>Person responsible</b> |
| 1. Submits Vehicle Request Form  | 1. Receives Vehicle Request Form & Evaluates request  | None                   | 5 mins                 | Records Officer on duty   |
|  | 2. Recommends approval / non-approval to Transportation Officer   | None                   | 5 mins                 | Transportation Officer    |
|  | 3. Return Vehicle Request Form with status (approved or disapproved) for coordination with requesting party | None                   | 10 mins                | Transportation Officer    |
|  | 4. If approved, assign appropriate vehicle and driver   | None                   | 15 mins                | Transportation Officer    |
|  | 5. Record schedule in the Transportation Monitoring Logbook   | None                   | 5 minutes              | Transportation Officer    |
|  | 6. File Vehicle Request Form  | None                   | 5 minutes              | Transportation Officer    |
| <b>TOTAL</b>   |   | <b>None</b>            | <b>45 mins</b>         |                           |