



LDRRM OFFICE

Frontline Services



Service 1. Emergency Response/Rescue

To cater the needs of the community for optimum health by providing first aid/immediate response and as stated in Local Government Code of 1991 Section 16.

Office or Division:	MDRRMO
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All (Residents of the Municipality)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call to MDRRMO hotline - 09398129676	Respond to the phone call and triage the case of the patient		5 minutes	<i>Team Leader</i>
Wait for the ambulance	Rescuers/EMTs will go to patient's house/location of incident Rescuer will perform first aid as needed Rescuers/EMT will transport patient to Hospital.		10 minutes (depending on the location) 15 minutes (depending on the point of origin to hospital facility)	<i>Rescuer/EMTs</i>
Patient/folk will sign waiver after assessing using the PCR (Patient Care Record)	Patient will be assessed using the PCR (Patient Care Record) and sign waiver			
Folk will sign the trip ticket	Let folk sign the trip ticket		1 minute	<i>Ambulance Driver</i>



	Endorse patient to Hospital's triage officer		1 minute	<i>Rescuer/EMT</i>
	Transfer patient from stretcher to bed		1 minute	



Service 2. Service Vehicles to be used as per request by the client as approved from the Mayor's office.

Office or Division:	MDRRMO
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter Request	Mayor's Office
Routing Slip	Mayor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Log Book	Give the Log Book to the client	None	2 minutes	<i>Clerk</i>
Give the Letter Request with Routing slip signed by the LCE	Receive the letter request and routing slip	None	2 minutes	<i>Clerk</i>
Wait for the scheduled vehicular service as stated in the approved letter request	Log in to the Calendar of Activities the scheduled request	None	1 minute	<i>Clerk</i>



Service 3. Training/ Orientation to Schools and Barangays

As stated in RA 10121, Sec 12 Par 4 - Organize and conduct training, orientation, and knowledge management activities on disaster risk reduction and management at the local level

Office or Division:	MDRRMO
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All (Schools, Barangays. Etc.)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter Request	Mayor's Office
Routing Slip	Mayor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Log Book	Give the Log Book to the client	None	2 minutes	<i>Clerk</i>
Give the Letter Request with Routing slip signed by the LCE	Receive the letter request and routing slip	None	2 minutes	<i>Clerk</i>
Wait for the scheduled Orientation as stated in the approved letter request	Log in to the Calendar of Activities the scheduled request	None	1 minute	<i>Clerk</i>



Service 4. Conduct of Clearing Operations

As stated in RA 10121, Sec 12 Par 9 - Identify, assess and manage the hazards, vulnerabilities and risks that may occur in their locality

Office or Division:	MDRRMO
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All (Schools, Barangays. Etc.)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter Request	Mayor's Office
Routing Slip	Mayor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client Log Book	Give the Log Book to the client	None	2 minutes	<i>Clerk</i>
Give the Letter Request with Routing slip signed by the LCE	Receive the letter request and routing slip	None	2 minutes	<i>Clerk</i>
Wait for the scheduled clearing operation as stated in the approved letter request	Log in to the Calendar of Activities the scheduled request	None	1 minute	<i>Clerk</i>