



MUNICIPALITY OF
BONGABON
NUEVA ECIJÁ

Municipal Disaster Risk Reduction and Management Office Frontline Service

1. DISASTER PREPAREDNESS SERVICES

-Disaster preparedness refers to measures taken to prepare for and reduce the effects of disasters. That is, to predict and, where possible, prevent disasters, mitigate their impact on vulnerable populations, and respond to and effectively cope with their consequences.

-Provision of Training and Orientation Seminars and Knowledge managerial activities on DRRM local level like Earthquake Drill, Community Based Disaster Risk Reduction and Management Training First Aid and Basic Life Support and Water Search and Rescue Training,

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a letter request addressed to the Office of the Mayor thru the MDRRMO and have its hard copy received	Assist and Record/ Log all the details related to the request	None	5 Minutes	MDRRMO Staff/ MDRRMO Administrative and Training Division
2. Send letter request thru MDRRMO email: DRRMOBONGABON@gmail.com	Acknowledged the email and record all the details related to the request	None	1 Minute	MDRRMO Staff/ MDRRMO Administrative and Training Division
	Forward the Request Letter to the Mayor's Office for Approval	None	5 Minutes	MDRRMO Staff/ MDRRMO Administrative and Training Division
	Coordination with the contact person	None	3 Minutes	MDRRMO Staff/ MDRRMO Administrative and Training Division

3. MDRRMO reacts on the request upon the availability of schedule	Coordination with the contact person	None	1 Day	<i>MDRRMO Staff/ MDRRMO Administrative and Training Division</i>
TOTAL:			1 Day, 14 Minutes	



2. DISASTER PREVENTION AND MITIGATION

-Disaster mitigation measures are those that eliminate or reduce the impacts and risks of hazards through proactive measures taken before an emergency or disaster occurs.

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Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a letter request addressed to the Office of the Mayor thru the MDRRMO and have its hard copy received	Assist and Record/ Log all the details related to the request	None	5 Minutes	MDRRMO Staff/ MDRRMO Administrative and Training Division
2. Send letter request thru MDRRMO email – DRRMOBONGABON@gmail.com	Acknowledged the email and record all the details related to the request	None	1 Minute	MDRRMO Staff/ MDRRMO Administrative and Training Division
	Forward the Request Letter to the Mayor's Office for Approval	None	5 Minutes	MDRRMO Staff/ MDRRMO Administrative and Training Division
3. MDRRMO reacts on the request upon the availability of schedule by referring leader	Coordination with the contact person	None	1 Day	MDRRMO Staff/ MDRRMO Administrative and Training Division
4. Team leader fills out dispatch order conducts ocular inspection and make recommendations to the MDRRMO	Coordination with the contact person	None	1 Minute	MDRRMO Staff/ Operation and Warning Division

	Conduct Site Inspection with other offices related to the concern/request	None	1 Day	MDRRMO Staff/ Operation and Warning Division/ And other related implementing offices
5. Upon appreciation of the Team Leader's recommendations, the MDRRMO instruct to act on the request in coordination with requesting party with notification to the barangay officials concerned	Coordination with the contact person and to the barangay officials concerned	None	½ day – 3 days as needed	MDRRMO Staff/ Operation and Warning Division/ Implementing Office related to the request
TOTAL:			5 ½ Days and 15 Minutes	

3. DISASTER RESPONSE SERVICES

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call MDRRMO Emergency Operations Center Hotline at the following contact numbers: Using mobile phones or landlines dial 0936 409 5447	Assist and Record/ Log all the details related to the incident reported	None	5 Minutes	<i>MDRRMO Staff/</i> MDRRMO Operations and Warning Division
2. MDRRMO operations will answer and relay it to the responding unit	The Team Leader dispatch the responding unit and record the incident report	None	2 Minutes	<i>MDRRMO Staff/</i> MDRRMO Operations and Warning Division
3. Responding unit will prepare and respond to the scene and provide necessary actions and care needed	The Responding unit will deliver the necessary intervention based on the incident reported	None	5 minutes average response time depending on the location	Operations and Warning Division/ Rescue Responder
TOTAL:			12 Minutes	



4. DISASTER REHABILITATION AND RECOVERY SERVICES

-The **rehabilitation and recovery** focus are more of rebuilding the affected communities, restoring livelihoods, effectively preventing the recurrence of disasters and harnessing conditions for future development. Thus, managing recovery efforts will require building local capacities, restoring coping mechanisms, empowering communities and determining root causes and vulnerabilities which make the communities disaster- prone.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a letter request addressed to the Office of the Mayor thru the MDRMO and have its hard copy received	Assist and Record/ Log all the details related to the incident reported	None	5 Minutes	MDRRMO Staff/ Operations and Warning Division
2. Send letter request thru MDRMO email – DRRMOBONGABON@gmail.com	Acknowledged the email and record all the details related to the request	None	2 Minutes	MDRRMO Staff/ Operations and Warning Division
3. MDRMO reacts on the request upon the availability of schedule	Coordination with the contact person	None	5 Minutes average response time depending on the location	MDRRMO Staff MDRMO
TOTAL:			1 Day and 10 Minutes	