



CITIZENS CHARTER

OTHERWISE KNOWN AS

" ANTI-RED TAPE ACT OF 2007 "

REPUBLIC ACT NO. 9485



AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFORE.

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

FRONTLINE SERVICE: PROVISION OF TECHNICAL ASSISTANCE TO CONDUCT TRAININGS AND SEMINARS ON DISASTER

RISK REDUCTION AND MANAGEMENT, INCLUDING BASIC LIFE SUPPORT WITH CPR, STANDARD FIRST AID,

WASAR, VEHICULAR ACCIDENT WITH EXTRICATION, IEC FOR DISASTER AWARENESS

AND PREPAREDNESS

CPR, STANDARD FIRST AID.

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Submit letter request for the trainings needed	Receive the letter for the approval of the Municipal Mayor	Request letter	NONE	1 day	Grace Buhain	MDRRM Office Lingkod Bayan Bldg. Poblacion, Rosario, Cavite
2. Wait for the approval of the trainings/ seminars requested	Inform the requesting party of the status of their request		NONE		Grace Buhain	MDRRM Office Lingkod Bayan Bldg. Poblacion, Rosario, Cavite
3. Attend trainings / seminar as requested	Conduct trainings/ seminar as requested		NONE	5 hrs.	Manuel C. Pueblo	As assigned per request

FRONTLINE SERVICE: ISSUANCE OF CERTIFICATION FOR DISASTER AND CALAMITY VICTIMS

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Submit needed requirements	Verify the requirements submitted Prepare the verification reports for t approval of the MDRRM Officer	<ul style="list-style-type: none"> · Letter referral from the Municipal Voters ID · Certificate of indigency · Barangay Clearance · Proof of Damage (picture) 	NONE	5 - 8 mins.	<i>Verifying:</i> Grace Buhain <i>Preparing:</i> Antonette Copon	MDRRM Office Lingkod Bayan Bldg. Poblacion, Rosario, Cavite
2. Claim the Certification	Release the certification		NONE	2 mins.	Antonette Copon	MDRRM Office Lingkod Bayan Bldg. Poblacion, Rosario, Cavite

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FRONTLINE SERVICE: EMERGENCY MEDICAL SERVICES (24/7 OPERATION)

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Call the MDRRM Office Hotline - 4320526 / 0945-655-5002 or proceed to MDRRM Office directly	Respond to the call and alert the responder with the equipment to be dispatched	Report / state the place of incident	NONE	3 - 5 mins.	Manuel C. pueblo Antonette Copon Mark Harry David Aladdin Enriquez Grace Buhain Elmer Campuspos Robert Sabalo Jade Caringal Rosden Convento Romeo Gonje	MDRRM Office Lingkod Bayan Bldg. Poblacion, Rosario, Cavite
2. Wait for the Emergency Medical Team to arrive at scene	Emergency Medical Responders proceed to the scene		NONE	5 - 10 mins. upon receipt of call	Zaldy Gutierrez Arlito Abutin Ro-an Borabo	MDRRM Office Lingkod Bayan Bldg. Poblacion, Rosario, Cavite

FRONTLINE SERVICE: TYPHOON AND/OR OTHER CALAMITY ASSISTANCE (24/7 OPERATION)

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					
1. Request for disaster response by calling the MDRRM Office Hotline 4320526/09456555002 or proceed to MDRRM Office directly	Receive request/call from client and gather pertinent information	NONE	NONE	3 - 5 mins.	Manuel C. pueblo Antonette Copon Mark Harry David Aladdin Enriquez Grace Buhain Elmer Campuspos Robert Sabalo Jade Caringal Rosden Convento Romeo Gonje Zaldy Gutierrez Arlito Abutin Ro-an Borabo	MDRRM Office Lingkod Bayan Bldg. Poblacion, Rosario, Cavite
	Dispatch available rescue personnel to the scene	NONE	NONE	2 mins.		
2. Wait for the rescue personnel to arrive at the scene	Proceed to the scene	NONE	NONE	5-10 mins.		