



**Municipal Disaster Risk Reduction and
Management Office**
External Services



1. COMMUNITY RISK ASSESSMENT AND VULNERABILITY ANALYSIS

Community Risk Assessment is a participatory process for assessing hazards, vulnerabilities, risks, ability to cope preparing coping strategies and finally preparing a risk reduction options implementation plan by the local community.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of transaction:	G2C Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Submission of Written/Verbal Request/ Reports and Complaints	None	30 seconds	Clerk
	<ul style="list-style-type: none">Documentations	None	2 minutes	Clerk
	<ul style="list-style-type: none">Conduct Ocular Survey, Assessment and Validation	None	4 hours (depending on the distance of travel)	LDRRMO II
	<ul style="list-style-type: none">Notification to Proper Offices	None	5 minutes	LDRRMO III
	TOTAL	None	4 hours, 7 minutes & 30 seconds	



2. VULNERABILITY AND RISK ASSESSMENT FOR CRITICAL FACILITIES AND INFRASTRUCTURE

The assessments examine infrastructure, vulnerabilities, interdependencies, capability gaps, and consequences of their disruption. Vulnerability assessments, combined with infrastructure planning and assessment capability. This suite of capabilities, methods, and tools support the efficient and effective use of resources to enhance critical infrastructure resilience to all hazards.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of transaction:	G2C Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Submission of Written/Verbal Request/ Reports and Complaints	None	30 seconds	Clerk
	<ul style="list-style-type: none">Documentations	None	2 minutes	Clerk
	<ul style="list-style-type: none">Conduct Ocular Survey, Assessment and Validation	None	4 hours (depending on the distance of travel)	LDRRMO II
	<ul style="list-style-type: none">Notification to Proper Offices	None	5 minutes	LDRRMO III
TOTAL		None	2 hours	



3. CONDUCT OF TRAININGS ON DISASTER PREPAREDNESS AND RESPONSE, SEARCH AND RESCUE AND RETRIEVAL OPERATION

Aims to educate and equip MDRRMO personnel with skills, knowledge and tools related to disaster risk reduction especially in terms of planning, responding and managing rescue operation.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of transaction:	G2C Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Submission of Written/Verbal Request	None	30 seconds	Clerk
	<ul style="list-style-type: none">Log booking and Arranging of Schedules	None	3 minutes	LDRRMO II
	<ul style="list-style-type: none">Preparation of Training Design	None	10 minutes	LDRRMO II
	<ul style="list-style-type: none">Evaluation and Approval	None	10 minutes	LDRRMO III
	<ul style="list-style-type: none">Preparation	None	3 days (depending on the training requested)	LDRRMO II
	TOTAL	None	3 days, 13 minutes & 30 seconds	



4. QUARTERLY SIMULATION EXERCISE

A fully simulated, interactive exercise that tests the capability of an organization or other entity to respond to a simulated emergency, disaster or crisis.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of transaction:	G2C Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Planning and Preparation of the Activity Design	None	1 hour	LDRRMO II
	<ul style="list-style-type: none">Evaluation and Approval	None	5 minutes	LDRRMO III
	<ul style="list-style-type: none">Information and Dissemination	None	5 minutes	Responders
	<ul style="list-style-type: none">Preparation	None	4 hours	Operation Unit
	TOTAL	None	5 hours & 10 minutes	



5. EMERGENCY RESPONSE

Emergency Response includes any systematic response to an unexpected or dangerous occurrence. The goal of an emergency response procedure is to mitigate the impact of the event on people and the environment.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of transaction:	G2C Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Receive phone call/reports/information	None	30 seconds	Responders on duty
	<ul style="list-style-type: none">Validation of report	None	3 minutes	Responders on duty
	<ul style="list-style-type: none">Responding to emergency	None	4 minutes	Driver/ LDRRMO II LDRRMO III
	<ul style="list-style-type: none">Referral	None	4 minutes	Clerk
	<ul style="list-style-type: none">Documentation	None	3 minutes	Clerk
	TOTAL	None	14 minutes & 30 seconds	



6. DISASTER OPERATION

Activities undertaken before, during or after an event happens to help reduce loss of human life, illness or injury to humans, property loss or damage, damage to environment for example activities to mitigate the adverse effects of an event.

Office or Division:		Municipal Disaster Risk Reduction & Management Office		
Classification:		Complex		
Type of transaction:		G2C Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Submission of Damage Report	None	30 seconds	Clerk
	<ul style="list-style-type: none">Evaluation of Documents	None	3 minutes	LDRRMO II
	<ul style="list-style-type: none">Conduct of ocular Survey Assessment and Validation	None	4 hours	Clerk
	<ul style="list-style-type: none">Notification to proper Offices	None	3 minutes	LDRRMO III
	<ul style="list-style-type: none">Emergency Meeting	None	2 hours	LDRRMO III
	<ul style="list-style-type: none">Approval of MDRRMC Resolution	None	30 minutes	MDRRMC
	<ul style="list-style-type: none">Adoption of MDRRMC Resolution	None	30 minutes	SB Members
	<ul style="list-style-type: none">Processing of Stockpilling	None	1 day	LDRRMO III
	<ul style="list-style-type: none">Purchase and Hauling of Relief Goods	None	1 day	MSWDO Personnel
	<ul style="list-style-type: none">Re-packing of Relief Goods	None	1 day	MSWDO Personnel
	<ul style="list-style-type: none">Distribution to Affected Areas Families	None	1 hour	MSWDO Personnel
	<ul style="list-style-type: none">Documentation	None	1 hour	MSWDO Personnel
	<ul style="list-style-type: none">Evaluation	None		LDRRMO III
	TOTAL	None	4 days, 9 hours, 6 minutes & 30 seconds	



7. DISTRIBUTION OF RELIEF ASSISTANCE (FOOD AND NON-FOOD) AFFECTED FAMILIES (HOUSEHOLD)

When a disaster strikes, governmental agencies and nongovernmental organizations are mobilized to provide assistance in the form of temporary shelter, food and water, and power. The costs of such operations are normally not borne by the individual disaster victims, but rather by society at large.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Complex			
Type of transaction:	G2C Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Submission of Requirements	None	30 seconds	Clerk
	<ul style="list-style-type: none">Evaluation of Documents	None	3 minutes	Clerk
	<ul style="list-style-type: none">Interview and Assessment	None	10 minutes	Clerk
	<ul style="list-style-type: none">Incident Assessment and Validation	None	4 hours (depending on the distance of travel)	LDRRMO II
	<ul style="list-style-type: none">Approval of the Assistance	None	2 minutes	LCE
	<ul style="list-style-type: none">Distribution of the Relief Assistance	None	20 minutes	MSWDO Personnel
	TOTAL	None	4 hours, 35 minutes & 30 seconds	



8. SAGIP STRANDED PROGRAM with COVID 19 PANDEMIC

This program was design to help our LSI'S and ROF that will be going home they will be assessed by the Province.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Call logs and booking of schedule of LSI and ROF to be fetched	None	30 seconds	Responders
	<ul style="list-style-type: none">Issuance of certificate of Acceptance and Authority to fetch for LSI and ROF	None	3 minutes	Office Clerk
	<ul style="list-style-type: none">Interview and Assessment	None	10 minutes	Office Clerk
	<ul style="list-style-type: none">Issuance of Travel orders and Trip Tickets	None	10 minutes	Office Clerk
	<ul style="list-style-type: none">Approval of certification and documents	None	10 minutes	LDRRMO III
	<ul style="list-style-type: none">Fetching and Transportation of LSI and ROF	None	10 minutes	Driver
	TOTAL	None	43 minutes & 30 seconds	



9. COVID 19 OPERATIONS

Health Emergency-Pandemic Preparedness, Prevention and Response Operation.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Processing of COVID-19 documents for purchase and liquidation	None	30 seconds	Office Clerk
	<ul style="list-style-type: none">Transport of Covid-19 related patients from home isolation to hospital, form hospital to isolation and back to their homes	None	4 hours	Responders/ Driver
	<ul style="list-style-type: none">Transport of Covid 19 cadaver and burying	None	4 hours	Responders/ Driver
	<ul style="list-style-type: none">Processing and issuance of burial Assistance of Covid 19 related deaths	None	1 day	Office Clerk
	<ul style="list-style-type: none">Documentation	None	10 minutes	Office Clerk
	<ul style="list-style-type: none">Approval of documents	None	30 seconds	LDRRMO III
	TOTAL	None	1 day, 8 hours & 11 minutes	



10. CONSTRUCTION OR REHABILITATION OF DAMAGED INFRASTRUCTURE, FACILITIES AND EVACUATION CENTER

These measures rebuild essential infrastructure, institutions, and services and restore the means of production destroyed or made non-operational by a disaster.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Submission of Written and Verbal Request	None	30 seconds	Office Clerk
	<ul style="list-style-type: none">Evaluation and Assessment of the request	None	30 minutes	LDRRMO III
	<ul style="list-style-type: none">Notification to the proper offices	None	30 minutes	LDRRMO III
	<ul style="list-style-type: none">Site inspection and investigation and conduct survey	None	1 day	Project Engineer
	<ul style="list-style-type: none">Preparation of Program of Works and Detailed Engineering Design	None	5 days	Project Engineer
	<ul style="list-style-type: none">Approval of program of works and detailed engineering design	None	30 seconds	Municipal Mayor
	TOTAL	None	6 days, 9 hours & 1 minute	



11. ISSUANCE OF RECOMMENDATION TO PDRMO/ OFFICE OF THE PROVINCIAL GOVERNOR FOR ANY ASSISTANCE

The Assistance to Individuals in Crisis Situation (AICS) is part of the DSWD's protective services for the poor, marginalized, and vulnerable or disadvantaged individuals and technical assistance and resource augmentation support to local government units (LGUs) and other partners.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Submission of Requirements/ Damage Report	None	30 seconds	Office Clerk
	<ul style="list-style-type: none">Evaluation of Documents	None	3 minutes	Office Clerk
	<ul style="list-style-type: none">Interview and Assessment	None	10 minutes	Office Clerk
	<ul style="list-style-type: none">Issuance of Recommendation	None	10 minutes	LDRRMO III
	TOTAL	None	23 minutes & 30 seconds	



12. PROVISION OF FINANCIAL ASSISTANCE/NON-FOOD ITEMS TO THE VICTIMS OF INCIDENT NOT COVERED BY THE DECLARATION OF STATE OF CALAMITY

Assistance in a form of cash and construction materials to augment for the renovation and reconstruction of their house who are victims of small incidents like fire, flood, and landslide not covered on the criteria for the declaration of state of calamity.

Office or Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of transaction:	G2C Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">Proof of Validity (Documents, another pre-existing certification from third-party government/non-government organization)		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESONSIBLE
1. Present proof of validity	<ul style="list-style-type: none">Submission of Requirements	None	30 seconds	Office Clerk
	<ul style="list-style-type: none">Evaluation of Documents	None	3 minutes	Office Clerk
	<ul style="list-style-type: none">Interview and Assessment	None	10 minutes	Office Clerk
	<ul style="list-style-type: none">Incident Assessment and Validation	None	4 hours (depending on the distance of travel)	LDRRMO II
	<ul style="list-style-type: none">Approval of the Assistance	None	2 minutes	LCE
	<ul style="list-style-type: none">Distribution of the Relief Assistance	None	20 minutes	MSWDO Personnel
	TOTAL	None	4 hours, 35 minutes & 30 seconds	