



# MANILA DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

## CITIZEN'S CHARTER 2019 (1<sup>st</sup> Edition)



## **I. Mandate**

The Manila Disaster Risk Reduction and Management Office (MDRRMO) is the lead implementor of R.A. 10121 or the National Disaster Risk Reduction Management Framework in the City of Manila. Its prime initiative, to usher the City into a state of modern disaster preparedness, resiliency and heightened public safety.

## **II. Vision:**

We shall be an effective and capable office working together with other government agencies, private entities and non-government organizations providing a timely response and fast recovery from all hazards-related emergencies and incidents towards a disaster resilient city.

## **III. Mission**

To provide efficient, effective and responsive disaster risk reduction program to promote disaster awareness and preparedness through seminars, trainings, and workshops with strong participation of the various stakeholders and community of Manila.

## **IV. Service Pledge:**

DESIGN, PROGRAM, COORDINATE AND IMPLEMENT Disaster Risk Reduction and Management Activities consistent with the National Disaster Risk Reduction and Management Council's standards and guidelines.



## LIST OF SERVICES

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## **Central Office**

**Delpan Satellite Office**  
**Baseco Evacuation Center**



## 1. DISASTER PREPAREDNESS SERVICES

Request for Trainings/Drills/Lectures

<b>Office or Division:</b>	Manila Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUS, GOCCs and other government office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Citizen's Charter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a letter request addressed to the DRRMO Head of Office and have its hard copy received	DRRMO Head reacts on the request upon availability of schedule	NONE	5 minutes	Zairra Balingit-DRRMO Admin Staff
2. send the request letter thru DRRMO email-officialmaniladdrmo@gmail.com		NONE	3 minutes	Beverly Molina-Acting Operation Officer
		1 day		
	TOTAL	None	1 day & 8 mins.	



## 2. DISASTER PREPAREDNESS SERVICES

Provision of Technical Assistance for Organization and Functionality of Barangay DRRM Committee and Issuance of Certification for Utilization of Barangay DRRM Fund

<b>Office or Division:</b>	Manila Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen's			
<b>Who may avail:</b>	All residents of Manila needing emergency services within the area responsibility of Manila			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written request for Disaster Preparedness and Disaster Prevention/Mitigation services				
2. Emergency Call by way of landline, mobile and handheld radio communication to 911/C4 Emergency Dispatch Call Center for Disaster Response services				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit relevant documents to the Administrative Office	Administrative Officer scans the documents. If presented complete, issues certification as to its compliance with the provisions of Section 21 of RA 10121. If presented incomplete, technical assistance is being provided, thereafter the documents return to the requesting party for finalization and is again resubmitted for issuance of certification.	<b>NONE</b>	3 minutes	Rodolfo Tecson Jr.
		<b>NONE</b>	5 minutes	Ana Carolina Lipata- Admin Staff
	<b>TOTAL</b>	<b>None</b>	8 minutes	



## 2. DISASTER PREVENTION/MITIGATION SERVICES

- Flood Control/Mitigation Services (manual and mechanical de-clogging/clearing/de-silting of drainage and other waterways.
- Pruning of nuisance tree branches along public roads and parks
- Issuance of Certification that construction of structure near the rivers, creeks and other waterways are not in a flood-prone area and cannot cause flooding nor contribute to flooding.

<b>Office or Division:</b>	Manila Disaster Risk Reduction and Management Office			
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<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written request for Disaster Preparedness and Disaster Prevention/Mitigation services				
2. Emergency Call by way of landline, mobile and handheld radio communication to 911/C4 Emergency Dispatch Call Center for Disaster Response services				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a letter request addressed to the DRRMO Head of Office and have its hard copy received.  2. Send the request letter thru DRRMO email-officialmaniladrrmo@gmail.com	1. DRRMO Head acts on the request upon availability of schedule by referring the request to the Team Leader 2. Team Leader fills out Dispatch Order conducts ocular inspection and make recommendations to the DRRMO Head Office.	<b>NONE</b>	3 minutes	Zairra Balingit-Admin Staff
	3. Upon appreciation of the Team Leader's recommendation, the DRRMO Head instruct to act on the request in coordination with the requesting party with notification to the Barangay Officials concerned.	<b>NONE</b>	1 day	Beverly Molina-Acting Operation Officer
		<b>NONE</b>	½ day	Beverly Molina-Acting Operation Officer
			½ -2 days as needed	
	<b>TOTAL</b>	<b>None</b>		



### 3. DISASTER RESPONSE SERVICES

<b>Office or Division:</b>	Manila Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	All residents of Manila needing emergency services within the area responsibility of Manila			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written request for Disaster Preparedness and Disaster Prevention/Mitigation services				
2. Emergency Call by way of landline, mobile and handheld radio communication to 911/C4 Emergency Dispatch Call Center for Disaster Response services				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call 911 Emergency Dispatch Call Center at the following contact numbers: <ul style="list-style-type: none"> <li>Using PLDT or Globelines landline, dial 911 (911 central Office in Manila will answer the call and relay it to 911 Manila)</li> <li>Using mobile phone with sufficient load dial, 093266223 22</li> </ul>		<b>NONE</b>	1 minute processing time; 7 minutes average response time depending on the location	Jun-ar Del Castillo-Radio Operator





## List of Offices

<b>FEEDBACK MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at designated drop box in front of the City Public Relations & Information Office (Central/Head Office)
How feedbacks are processed	<p>Everyday Manila DRRM Office read all compliant and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p>
How to file complaint	<p>The Admin Staff read the complaints of citizens or other government agencies on a daily basis and evaluate each complaints.</p> <p>The Admin and Training Officer shall start to evaluate the complaints.</p> <p>The Admin and Training Officer will create a report after evaluate and shall submit it to the Head office for appropriate action.</p> <p>The Admin Staff will give the feedback to the clients for inquiries and follow-ups, client may contact the following mobile phone number: 09326622322</p>
Contact Information of Manila DRRMO, email address and facebook page	Email add: <a href="mailto:officialmaniladrrmo@gmail.com">officialmaniladrrmo@gmail.com</a> , Facebook page: Manila DRRM Office @sagipmanila

Central/Head Office	Rm. 449 4 <sup>th</sup> Floor, Manila City Hall
Delpan Satellite Office	Delpan St. Tondo, Manila
Baseco Evacuation Center	Unit 3 No. 88 B2, P3 Port Area, Manila