

CITIZEN'S CHARTER
MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
CY 20_____

- I. DRRMO Clearance / Certificates is issued to individuals needing to be assisted in terms of risk assessment on properties/assistance as to disaster affected individuals

OFFICE OR DIVISION:	MDRRM OFFICE			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2G – GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Certification MSWDO Certification Pictures			Barangay Hall MSWDO Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents to MDRRMO office	Receive the required documents and check for authenticity	None	2 minutes	Edgardo s. Cabahug MDRRMO
Answer brief interview/clarifications as to the status of properties	Give brief interview/clarifications	None	3 minutes	Edgardo s. Cabahug MDRRMO
Wait for a few minutes	Start processing request	None	3 minutes	Fredilyn Recla MDRRMO Staff

	Issue certificate to the client		2 minutes	Edgardo s. Cabahug MDRRMO
--	---------------------------------	--	-----------	------------------------------

CITIZEN'S CHARTER
MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
CY 20_____

Calls for Emergencies (Accident or Medical)

OFFICE OR DIVISION:	MDRRM OFFICE			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2G – GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance Phone Calls		MDRRMO – 24/7 Operation Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client appears or call for ambulance assistance	Responder receive calls, ask for details/verify	None	15 seconds	Kenneth Campos MDRRMO, Emergency Operation Center

Client give initial details	Responders respond to call	None	15 seconds	Responders on duty MDRRMO, Emergency Operation Center
-----------------------------	----------------------------	------	------------	---