



**OLONGAPO CITY DISASTER RISK REDUCTION
AND MANAGEMENT OFFICE**

CITIZEN'S CHARTER

2023 (3rd EDITION)



I. Mandate:

Republic Act 10121 also known as the “Philippine Disaster Risk Reduction and Management Act of 2010” and Olongapo City Ordinance No. 40 Series of 2016 mandates the Olongapo City Disaster Risk Reduction and Management Office (OCDRRMO) to take the lead in planning coordinating, and implementing the efforts in Disaster Risk Reduction and Management by educating and training the constituents of Olongapo City.

II. Vision:

A synergetic city distinguished for its remarkable resilience in dealing with natural and human-induced disasters through continuous excellence in disaster risk reduction and management and unselfish service to the people of Olongapo City.

III. Mission:

1. To protect and save lives and properties
2. To undertake security and safety measures for the general public
3. To initiate measures to alleviate the suffering of victims
4. To institutionalize a strong response mechanism

IV. Service Pledge:

The OCDRRMO is committed to:

1. Perform any and all actions aimed at reducing the exposure and vulnerability of elements at risk;
2. Prepare the community to minimize the risk before, during, and after the disaster.
3. **Save lives and prevent unnecessary loss of lives and needless sufferings;**
4. Ensure survival of people being affected by disaster(s);
5. Stabilize incidents as rapidly as possible and reestablish essential services;
6. Restore and rehabilitate disaster-stricken areas and;
7. Bring the populace back to a normal and better life after disaster.



LIST OF SERVICES

Disaster Risk Reduction and Management Office

External Services

Emergency Response:

Ambulance Conduction:

Ambulance / Fire Truck Standby:

Non-Emergency Tree Cutting / Trimming:

Conduct of Technical Assistance Training



EMERGENCY RESPONSE

The DRRMO conducts systematic response to emergency calls with the objective of mitigating the impact of the incident to the people, properties, and the environment.

Office:	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Emergency Hotline: 223-6876 [Landline] 0998-593-7446 [Smart] and state emergency situation.	1. Receive calls and collect relevant information of the incident. a. nature of call b. location [complete address and nearest landmark] c. contact number d. name of caller	None	3 minutes	Emergency Medical Support Representative (Command Center)
	1.1 Dispatch and issue mission order to responding team.	None	3 minutes	Emergency Medical Support Representative (Command Center)
	1.2 Render appropriate assistance to the client.	None	1 day	Division Chief Assistant Chief Emergency Medical Services Head OFRT Team Leader On-Duty (Operations and Warning Division)
TOTAL		None	1 day 6 minutes	



MEDICAL TRANSPORT SERVICE

The DRRMO provides medical transport service and assistance to patients in need of medical transportation for the citizen of Olongapo.

Office:	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		
Request Letter (1 photocopy) EMS Assessment Form/Waiver (1 original) Referral Slip from Hospital *for Medical Facility-to-Medical Facility* (1 photocopy) Discharge Slip or HAMA Slip *for Medical Facility to Residence* (1 photocopy)		Office of the City Mayor DRRMO Medical Facility (e.g. Hospital, Clinic, etc.) Medical Facility (e.g. Hospital, Clinic, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter addressed to the City Mayor at Mayor's Office. [Attn: CDRRM Officer]	1. Receive request letter.	None	3 minutes	Receiving Clerk Office of the City Mayor
	1.1 Refer letter to the CDRRMO.	None	1 day	Receiving Clerk Office of the City Mayor
3. Bring photocopy of request letter (received by Office of the City Mayor) to the DRRMO.	2. Interview client and evaluate request with required documents for approval, and inform client.	None	15 minutes	Emergency Medical Services Head Ambulance Nurse (Operations and Warning Division)
	2.1 If approved, schedule ambulance conduction.	None	5 minutes	Emergency Medical Services Head Ambulance Nurse (Operations and Warning Division)
Total		None	1 day 23 minutes	



EMS / FIRE & RESCUE **STANDBY SERVICES**

The DRRMO provides ambulance, rescue truck and/or fire truck standby on special events to ensure safety of the people and to strengthen partnership among DRRM stakeholders.

Office:	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	
Request Letter (1 photocopy) Assessment Form/Waiver (1 original)			Office of the City Mayor DRRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter, one week before scheduled activity , addressed to the City Mayor at Mayor's Office. [Attn: CDRRM Officer]	1.Receive request letter.	None	3 minutes	Receiving Clerk Office of the City Mayor
	1.1 Refer letter to the CDRRM.	None	1 day	Receiving Clerk Office of the City Mayor
5. Bring or send thru email a photocopy of request letter (received by Office of the City Mayor) to the DRRMO.	2. Verify details of activity to the client and check availability of resources requested and inform client.	None	1 day	DRRM Officer Division Chief Assistant Chief (Operations and Warning Division)
	2.1 If approved, inform Olongapo Fire Rescue Team and set schedule.	None	3 minutes	DRRM Officer Division Chief Assistant Chief (Operations and Warning Division)
Total		None	2 days 6 minutes	



TREE TRIMMING / TREE CUTTING (NON-EMERGENCY)

The DRRMO does tree trimming or tree cutting for public areas as part of DRRM Prevention & Mitigation.

Office:	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		
Request Letter (1 photocopy) DENR Tree Cutting permit *for tree cutting only* (1 photocopy) Photograph of tree(s) to be cut/trimmed (1 original)		Office of the City Mayor DENR Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring required documents to DRRMO.	1. Receive required documents and check for completeness.	None	3 minutes	Division Chief Admin and Training Division
	1.1 Evaluate request, conduct ocular inspection, and inform client if requested service is approved.	None	2 days	Division Chief Assistant Chief OFRT Team Leader On-Duty (Operations & Warning)
	1.2 Set schedule of tree cutting/trimming.	None	5 minutes	Division Chief Assistant Chief OFRT Team Leader On-Duty (Operations & Warning)
Total		None	2 days 8 minutes	



DRRM TECHNICAL SERVICES

OCDRRMO is committed to prepare the community to minimize the risk before, during, and after the disaster, hence, the conduct of technical assistance to the community, responders, members of the CDRRMC, and other LGUs.

Office:	Disaster Risk Reduction and Management Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 photocopy)		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter addressed to the City Mayor at Mayor's Office. [Attn: CDRRM Officer]	1. Receive request letter.	None	3 minutes	Receiving Clerk Office of the City Mayor
	1.1 Refer letter to the CDRRMO.	None	1 day	Receiving Clerk Office of the City Mayor
3. Bring or send thru email a photocopy of request letter (received by Office of the City Mayor) to the DRRMO.	2. Evaluate request for approval of the DRRM Officer, depending on available schedule, and inform client.	None	5 days	DRRM Officer Division Chief (All Division)
	2.1 Set schedule of service requested and inform instructors.	None	5 minutes	Division Chief (All Division)
Total		None	6 days 8 minutes	



COMPLAINTS:

Accomplish the Complaints Form provided and drop in the designated Comment and Suggestion Box in the office.

Queries can also be sent through any of the following:

Email Address: **drmo.olongapo@gmail.com**

Telephone Number: **(047) 223 – 6876**

Cellphone Number: **(+63)998 – 593 – 7446**

Name of Complainant:	
Address:	
Contact Number:	
Email Address:	
Date of Complaint:	
Describe in detail the nature of your complaint:	
Please describe what actions can be taken in order to deal effectively with your concern:	
Signature of Complainant:	