



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

**CITIZEN'S CHARTER
2020 (1st Edition)**



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I. Mandate:

Republic Act 10121

OTHERWISE KNOWN AS THE “PHILIPPINE DISASTER RISK REDUCTION AND MANAGEMENT ACT OF 2010”

EO 23 s 2010

ORGANIZING THE QUEZON CITY DISASTER RISK REDUCTION AND MANAGEMENT COUNCIL (QCDRRMC), REDEFINING ITS FUNCTIONS, PROVIDING FOR ITS COMPOSITION AND FOR OTHER PURPOSES, PURSUANT TO R.A. No. 10121.

SP 2290

ORDINANCE CREATING THE QUEZON CITY DISASTER RISK REDUCTION and MANAGEMENT OFFICE (QCDRRMO), DEFINING ITS COMPOSITION, APPROPRIATING FUNDS THEREOF AND FOR OTHER PURPOSES.

II. Vision:

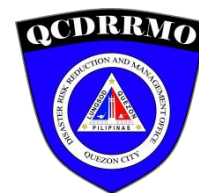
A global model of excellence in Climate Change Adaptation and Disaster Risk Reduction and Management for its integrated DRRM System fostering a sustainable, safe, progressive, adaptive, and resilient Quezon City

III. Mission:

To institutionalize an effective, efficient and outcome based DRRM – CCA with Stakeholders which provides programs aligned with Disaster Preparedness, Prevention and Mitigation, Response, and Recovery and Rehabilitation

IV. Service Pledge:

- To serve with honor, integrity and professionalism;
- Provide adequate information and resolving issues promptly and accurately;
- Provide feedback mechanism and immediately respond to complaints;
- Be timely and prompt in delivering of our services;
- Treating everyone with respect, fairness, dignity and non-discrimination;
- Attend to all requesting parties who are within the premises of the office prior to the end of official working hours and during lunch breaks.

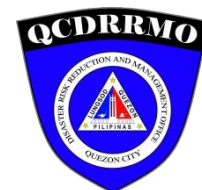


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• Quezon City Initiatives & Programs	
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• Basic First Aid and Basic Life Support	
• CBDRRM Training	
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• Other trainings and services related to DRRM	
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Head Office
Internal and External Services



1. Administrative and Training Section Services

Office or Division:		Admin and Training Section		
Classification:		Highly Technical		
Type of Transaction:		Request for : <ol style="list-style-type: none"> 1. Orientation on Disaster Preparedness 2. Quezon City Initiatives & Programs 3. Earthquake Drill Evaluation 4. Basic First Aid and Basic Life Support 5. CBDRM Training 6. ELSAROC Training 7. Other trainings and services related to DRRM 8. Basic Boat Handling / Water Search and Rescue (WASAR) 		
Who may avail:		Quezon Citizens and other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :		
Request letter or thru our email / (QCDRRMO@quezoncity.gov.ph / qcdrrmo@gmail.com) Formal Request Letter (Scheduled at least 3 days ahead of request scheduled date) and provided there were no previous request scheduled on the same date.		Admin and Training Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will give letter of request for training /seminar or send thru email (QCDRRMO@quezoncity.gov.ph / qcdrrmo@gmail.com)	Accept and record letter	None	5 minutes	<i>Receiving Clerk - Special Operations Support Staff</i>
Approval from the Head, QCDRRMO	Assign a Trainer who will handle the request	None	5 minutes	<i>Admin and Training Section Chief – LDRRMO III</i>
Client will coordinate at QCDRRMO	Coordinate to the requesting party for a coordination meeting	None	10 minutes	<i>QCDRRMO Pool of Trainers - Special Operations Support Staff / Local Disaster Risk Reduction and Management Officer I</i>
Client will facilitate the training / seminar request	Conduct training and submit after activity report	None		<i>Trainer Assigned - Special Operations Support Staff / Local Disaster Risk Reduction and Management Officer I</i>
TOTAL		None	20 Minutes	



2. Research and Planning Section Services

Research and Planning Services

Service:

Request for DRRM-related data and/or materials

Schedule of Availability of Service:

Monday to Friday
8:00 am – 5:00

Who may avail the service:

General Public

What are the requirements:

1. Request
 - Must be in writing
 - Must contain the following:
 - a) Full name and affiliation (e.g. school) of the requesting party
 - b) Purpose
 - c) Contact details including email of the requesting party
 - d) List of specific data and template to be requested
2. Properly accomplished Data Request Form
3. Other documents such as:
 - Survey form/s, if applicable

Processing Time:

3 hours and 40 minutes



Procedure:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit request to the Admin and Finance Section of the QCDRRMO or thru: email at QCDRRMO@quezoncity.gov.ph and/or qcdrrmo.rp@gmail.com Fax: (02)/(08) 710-14-69	Acknowledge receipt and process the request	5 minutes	Frontdesk Clerk	None	None
2		Approve and endorse the request to the Research and Planning Section	5 minutes	Head of the QCDRRMO	None	QCDRRMO Routing Slip
3		Prepare requested documents/materials. If not available, the request will be endorsed to other concerned offices.	3 hours	Research and Planning personnel	None	None
4	Accomplish Data Request Form and submit to email.	Release the requested data/materials to client thru email.	30 minutes	Research and Planning personnel	None	Data Request Form
END OF TRANSACTION						



Service:
Request for Interview or Study Tour

Schedule of Availability of Service:

Monday to Friday
8:00 am – 5:00 pm

Who may avail the service:

General Public

What are the requirements:

1. Request
 - Must be in writing
 - Must contain the following:
 - e) Full name and affiliation (e.g. school) of the requesting party
 - f) Purpose
 - g) Contact details including email of the requesting party
 - h) Proposed time and schedule of interview or study tour
2. Other documents such as:
 - List of guide questions
 - Survey form/s, if applicable

Processing Time:

25 minutes



Procedure:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit request to the Admin and Finance Section of the QCDRRMO or thru: email at QCDRRMO@quezoncity.gov.ph and/or gcdrrmo.rp@gmail.com Fax: (02)/(08) 710-14-69	Acknowledge receipt and process the request	5 minutes	Frontdesk Clerk	None	None
2		Approve and endorse the request to the Research and Planning Section	5 minutes	Head of the QCDRRMO	None	QCDRRMO Routing Slip
3		Coordinate with requesting part on schedule and other logistical needs.	10 minutes	Research and Planning Section personnel	None	None
4	Accomplish Data Request Form and submit to email.	Schedule interview or study tour Due to safety concerns, all interviews or Study Tours will be done via online platforms unless absolutely necessary.	5 minutes	Research and Planning personnel	None	Data Request Form
END OF TRANSACTION						



Service:

Review and Approval of the Barangay Disaster Risk Reduction and Management Plan (BDRRMP)

Schedule of Availability of Service:

Monday to Friday
8:00 am – 5:00 pm

Who may avail the service:

Barangay officials and other authorized individuals

What are the requirements:

1. Proposed Barangay Disaster Risk Reduction and Management Plan (BDRRMP) for the incoming year.
2. One (1) Copy of Approved BDRRMP of the previous year (and the current year, if the request pertains to a review of the amended BDRRMP)
3. Annual report on the utilization of the BDRRM Fund of the previous year with a copy of the inventory of purchased equipment and conducted trainings/seminars charged against the BDRRM Fund
4. Legal instrument adopting the BDRRMP (e.g. Executive Order, Resolution)
5. Legal instrument creating the BDRRM Committee
6. Hazard, Vulnerability and Risk Assessment
7. The HVRA with the evacuation and hazard maps should be updated at least every three (3) years (ie population, recommendations, and community-initiated efforts)

Processing Time:

1 hour



Procedure:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit request to the Admin and Finance Section of the QCDRRMO or thru: email at QCDRRMO@quezoncity.gov.ph and/or qcdrrmo.rp@gmail.com Fax: (02)/(08) 710-14-69	Receive the BDRRMP and attachments or supporting documents and accomplish the BDRRMP Approval Form.	5 minutes	Research and Planning Section personnel	None	BDRRMP Approval Form
2		Review and evaluate the BDRRMP and make clarifications, if necessary. Check the following: <ul style="list-style-type: none"> a. Completeness and validity of supporting documents/requirements b. Correct allocation of programs, projects, and activities under disaster prevention and mitigation, disaster preparedness, disaster response, and disaster recovery and rehabilitation 	20 minutes	Research and Planning Section personnel – 1 st processor	None	BDRRMP Approval Form
		Accomplish the “Remarks and Action Taken” portion of the BDRRMP Approval Form and affix signature over printed name on space provided for “Checked by:”				
		Receive the BDRRMP Approval Form and make final evaluation on validity of BDRRMP's . Affix initials next to the name of the Local Disaster Risk Reduction and Management Officer.	5 minutes	Research and Planning Section Chief	None	BDRRMP Approval Form
3		Affix signature on the BDRRMP.	15 minutes	Head of the QCDRRMO	None	None
4	Receive the approved BDRRMP and sign in the front desk clerk for recordkeeping.	Photocopy documents for recordkeeping and release the approved BDRRMP and supporting documents.	15 minutes	Research and Planning personnel	None	None
END OF TRANSACTION						

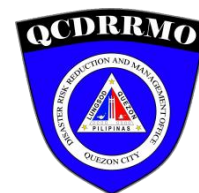


3. Operations and Warning Section Services

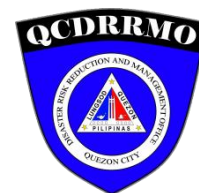
Office or Division:		Operations and Warning Section		
Classification:		Highly Technical		
Type of Transaction:		Request for : 1. Emergency Medical Services (EMS) 2. Search and Rescue (SAR)		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :		
Request letter or phone calls		Operations and Warning Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call thru the emergency hotline	Accept phone call	None	5 minutes	Special Operations Support Staff - Communication Officer
Discussion on Incidents situation and patients Information	Dispatching of EMS / SAR units	None	5 minutes	Special Operations Support Staff – Deputy for Operations
Patients / Incidents assessment providing immediate care	EMS / SAR TEAM assigned	None	10 minutes	Special Operations Support Staff - Team Leader
Patients transfer to the Hospital	EMS / SAR TEAM assigned	None	10 minutes	Special Operations Support Staff - Team Leader
TOTAL		None	30 Minutes	



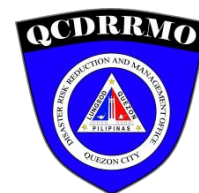
Office or Division:		Operations and Warning Section		
Classification:		Technical		
Type of Transaction:		Request for : 1. Ambulance Transfer / Stand By		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :		
Request letter or phone calls		Operations and Warning Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will give letter of request for Stand By Ambulance	Accept and record letter	None	5 minutes	Special Operations Support Staff – Communication Officer
Coordination to Hospital Patient Status / Fit to travel	Dispatching of EMS	None	5 minutes	Special Operations Support Staff - Deputy for Operations
Patients / Incidents assessment providing immediate care	EMS TEAM assigned	None	10 minutes	Special Operations Support Staff – Team Leader
Patients transfer to the Hospital	EMS / SAR TEAM assigned	None	10 minutes	Special Operations Support Staff – Team Leader
TOTAL		None	30 minutes	



Office or Division:		Operations and Warning Section		
Classification:		Simple		
Type of Transaction:		Request for : 1. CCTV Footages		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :		
Request letter or phone calls		Operations and Warning Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will give letter of request for a copy of CCTV footage	Accept and record letter	None	5 minutes	Special Operations Support Staff - Receiving Clerk
Approval from the Head, QCDRRMO	Assign Emergency Operations Center (EOC) officer assigned to handle the request	None	5 minutes	Local Disaster Risk Reduction and Management Officer II - Operations and Warning Section Chief
Reviewing / Giving of copies of CCTV Footages provided it will not be used for legal purposes	Assign Emergency Operations Center (EOC) officer assigned to handle the request	None	20 minutes	EOC Officer
TOTAL		None	30 Minutes	



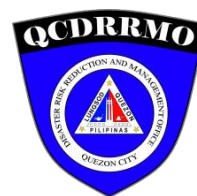
Office or Division:		Operations and Warning Section		
Classification:		Simple		
Type of Transaction:		Request for : 1. Ambulance Conduction Transfer		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :		
Request letter or phone calls		Operations and Warning Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will give letter of request for Stand By Ambulance or thru Email (QCDRRMO@quezoncity.gov.ph / qcdrmo@gmail.com)	Accept and record letter	None	5 minutes	Special Operations Support Staff - Receiving Clerk
Approval from the Head, QCDRRMO	Assign a team to handle the request	None	5 minutes	Local Disaster Risk Reduction and Management Officer II - Operations and Warning Section Chief
Dispatching of Ambulance	EMS / Inspection Team	None	20 minutes	EOC Officer
TOTAL		None	30 Minutes	



Office or Division:		Operations and Warning Section		
Classification:		Technical		
Type of Transaction:		Request for : 1. Inspection of Hazard and Non-Hazard Areas		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :		
Request letter or phone calls		Operations and Warning Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will give letter of request or thru Email (QCDRRMO@quezoncity.gov.ph / qcdrmo@gmail.com)	Accept and record letter	None	5 minutes	Receiving Clerk - Special Operations Support Staff
None	Approves and endorses the request letter to the Operations and Warning Chief	None	5 minutes	Head, QCDRRMO
None	Coordinate with requesting party for pertinent information related to the letter	None	5 minutes	Operation and Warning Section Chief
None	Conducts inspection on site and submit report	None	1 day	QCDRRMO Inspector - Special Operations Support Staff
TOTAL		None	1 day and 15 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru letter, e-mail (QCDRRMO@quezoncity.gov.ph / qcdrmo@gmail.com), suggestion box, or feedback forms provided by the office
How feedbacks are processed	Feedback either positive or negative are processed on a monthly basis and discussed thru the management review meeting to improve the services of the office
How to file a complaint	Thru letter, e-mail (QCDRRMO@quezoncity.gov.ph / qcdrmo@gmail.com) or calls
How complaints are processed	Conducting investigations to verify if the complaints are valid and taking necessary actions
Contact Information of QCDRRMO	988-42-42 Local 8038 QCDRRMO@quezoncity.gov.ph



LIST OF OFFICE		
OFFICE	ADDRESS	CONTACT INFORMATION
Quezon City Disaster Risk Reduction and Management Office	Quezon City Hall Compound, QCDRRMO Building, Kalayaan Avenue, Quezon City	988-42-42 Local 8038 8927-59-14 8928-43-96 QCDRRMO@quezoncity.gov.ph/ qcdrmo@gmail.com