



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

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

## **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

### List of Services

#### External Services

##### Administrative and Training Section Services

Availability of Service:

Days : Monday – Friday

Hours : 8:00 AM – 5:00 PM hours,

Who may avail of this service : Quezon City Constituents / Other interested requesting parties.

Documentary Requirements : Request letter or thru our email (qcdrmo@gmail.com)

How to avail of the service : 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.

- |  |         |
|--|---------|
| 1. Disaster Preparedness                                 | 3 hours |
| 2. Quezon City Initiatives & Programs                    | 3 hours |
| 3. Earthquake Drill Evaluation                           | 1 hour  |
| 4. Basic First Aid and Basic Life Support                | 1 day   |
| 5. CBDRRM Training                                       | 3 days  |
| 6. ELSAROC Training                                      | 5 days  |
| 7. Other trainings and services related to DRRM          | 3 hours |
| 8. Basic Boat Handling / Water Search and Rescue (WASAR) | 1 day   |

Step	Applicant/Client	Service provider	Duration of activity	Person in charge	Fees	Form
1	Client will give letter of request for training /seminar	Accept and record letter	5 minutes	Clerk	None	Logbook
2	Approval from the Head, QCDRRMO	Assign a Trainer who will handle the request	5 minutes	Admin and Training Section Chief	None	
3	Client will coordinate at QCDRRMO	Coordinate to the requesting party for a coordination meeting	10 minutes	Pool of Trainers QCDRRMO	None	
4	Client will facilitate the training / seminar request	Conduct training and submit after activity report		Trainer Assigned	None	
<b>Total</b>			<b>20 minutes</b>			
<b>END OF TRANSACTION</b>						

## Research and Planning Section Services

Availability of Service:

Days : Monday - Friday

Hours : 8:00 AM – 5:00 PM hours

Who may avail of this service: Quezon City Constituents / Other interested requesting parties

Documentary Requirements : Request letter or thru our email (qcdrmo@gmail.com)

How to avail of the service : Formal Request Letter

- |  |         |
|--|---------|
| 1. Educational Visit Bench Marking / Lakbay Aral | 2 hours |
| 2. Request for Interview                         | 1 hour  |
| 3. Research Materials                            | 1 hour  |
| 4. Information Education Campaign                | 1 hour  |

Step	Applicant/Client	Service provider	Duration of activity	Person in charge	Fees	Form
1	Client will give letter of request for interview or related research materials	Accept and record letter	5 minutes	Clerk	None	Logbook
2	Approval from the Head, QCDRRMO		5 minutes	Research and Planning Section Chief	None	
3	Providing requested documents		10 minutes	Pool of Trainers QCRRMO	None	
<b>Total</b>			<b>20 minutes</b>			
<b>END OF TRANSACTION</b>						

Operations and Warning Section Services

Availability of Service:

Days : Monday - Sunday

Hours : 24 hours

Who may avail of this service: Quezon City Constituents / Other interested requesting parties

Documentary Requirements : Request letter or phone calls

How to avail of the service : Formal Request Letter or phone calls

- |                                  |                          |
|----------------------------------|--------------------------|
| 1. Emergency Medical Services    | Depends on the Situation |
| 2. Search and Rescue             | Depends on the Situation |
| 3. Ambulance Transfer / Stand By | Depends on the Situation |
| 4. Request for CCTV Footages     | 1 hour                   |
| 5. Request for inspection        | 1 hour                   |

**EMS and SAR Operations Process**

Step	Applicant/Client	Service provider	Duration of activity	Person in charge	Fees	Form
1	Call thru the emergency hotline	Accept phone call	5 minutes	Communication Officer	None	Logbook
2	Discussion on Incidents situation and patients Information	Dispatching of EMS / SAR units	5 minutes	Deputy for Operations	None	Dispatch Forms
3	Patients / Incidents assessment providing immediate care	EMS / SAR TEAM assigned	10 minutes	Team Leader	None	Patients Profile
4	Patients transfer to the Hospital	EMS / SAR TEAM assigned	10 minutes	Team Leader	None	Patients endorsement
<b>Total</b>			<b>30 minutes</b>			
<b>END OF TRANSACTION</b>						

### Conduction and Inspections Process

Step	Applicant/Client	Service provider	Duration of activity	Person in charge	Fees	Form
1	Client will give letter of request for Stand By Ambulance	Accept and record letter	5 minutes	Clerk	None	Logbook
2	Approval from the Head, QCDDRRMO	Assign a team to handle the request	5 minutes	Operations and Warning Section Chief	None	
3	Dispatching of Ambulance	EMS / Inspection Team	5 minutes	Deputy for Operations	None	Dispatch Form
<b>Total</b>			<b>20 minutes</b>			
<b>END OF TRANSACTION</b>						

### Ambulance Transfer Process

Step	Applicant/Client	Service provider	Duration of activity	Person in charge	Fees	Form
1	Client will give letter of request for Stand By Ambulance	Accept and record letter	5 minutes	Clerk	None	Logbook
2	Coordination to Hospital Patient Status / Fit to travel	Dispatching of EMS	5 minutes	Deputy for Operations	None	Dispatch Forms
3	Patients / Incidents assessment providing immediate care	EMS TEAM assigned	10 minutes	Team Leader	None	Patients Profile
4	Patients transfer to the Hospital	EMS / SAR TEAM assigned	10 minutes	Team Leader	None	Patients endorsement
<b>Total</b>			<b>30 minutes</b>			
<b>END OF TRANSACTION</b>						

### CCTV Footage Process

<b>Step</b>	<b>Applicant/Client</b>	<b>Service provider</b>	<b>Duration of activity</b>	<b>Person in charge</b>	<b>Fees</b>	<b>Form</b>
1	Client will give letter of request for a copy of CCTV footage	Accept and record letter	5 minutes	Clerk	None	Logbook
2	Approval from the Head, QCDRRMO	Assign OEC officer assigned to handle the request	5 minutes	Operations and Warning Section Chief	None	CCTV footage request form
3	Reviewing / Giving of copies of CCTV Footages provided it will not be used for legal purposes	Assign OEC officer assigned to handle the request	20 minutes	EOC officer	None	
<b>Total</b>			<b>30 minutes</b>			
<b>END OF TRANSACTION</b>						

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Thru letter, E mail, 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 or calls
How complaints are processed	Conducting investigations to verify if the complaints are valid and taking necessary actions
Contact Information of CCB, PCC, ARTA	



Office	Address	Contact Information
QCDRRM Office	DRRM Building Kalayaan Avenue Diliman Quezon City	988 – 4242 loc. 8038
Regional Evacuation Center		
Satellite Office	Pearl Drive	