



QUEZON CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

CITIZEN'S CHARTER 2024



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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 s2014

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

SP 2424 s2015

AN ORDINANCE AMENDING ORDINANCE NO. SP-2290, S2014, TO CORRECT THE POSITION TITLES, QUALIFICATION STANDARDS AND SALARY GRADES OF THE TECHNICAL STAFF OF THE QUEZON CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (QCDRRMO), PURSUANT TO JOINT MEMORANDUM CIRCULAR NO.2014-1 AND OTHER PENITENT CIVIL SERVICE COMMISSION CIRCULARS.

SP 3170

AN ORDINANCE AMENDING SECTION 1 OF ORDINANCE NO. SP-2424, S2015, REORGANIZING ITS ORGANIZATIONAL STRUCTURE, CREATING AN ADDITIONAL FIFTY-ONE (51) PLANTILLA POSITIONS AND ABSORBING FOUR (4) PLANTILLA POSITIONS FROM DISASTER CONTROL DIVISION (DCD), DEPARTMENT OF PUBLIC ORDER AND SAFETY (DPOS) TO THE QUEZON CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (QCDRRMO), AND APPROPRIATING FUND THEREFOR.

II. Vision:

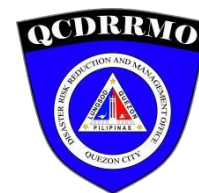
A global model of excellence in Disaster Risk Reduction and Management for its cohesive DRRM system fostering a Sustainable, Future-ready, and Resilient Quezon City

III. Mission:

To operationalize an effective, efficient, and inclusive DRRM system dedicated to Resilience-building in Quezon City communities

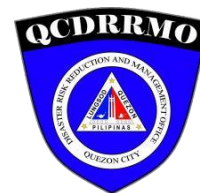
IV. Service Pledge:

- 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;
- Treat everyone with respect, fairness, dignity and non-discrimination;



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Head Office

External Services



1. Administrative and Training Section Services

Office or Division:		Admin and Training Section		
Classification:		Highly Technical		
Type of Transaction:		Request for: DRRM AWARENESS CAMPAIGN AND PROCESS-ESTABLISHING WORKSHOP Choose an item. FIRST RESPONDER Choose an item. TECHNICAL TRAINING Choose an item. NATIONAL ACCREDITED Choose an item. MANAGERS/ DECISION MAKERS Choose an item.		
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) Formal Request Letter (Scheduled at least 3 days ahead of request scheduled date) and provided there were no previous request scheduled on the same datse.		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)	Accept and record letter	None	5 minutes	Receiving Clerk - Special Operations Support Staff
Approval from the Head, QCDRRMO	Assign a Trainer who will handle the request	None	5 minutes	Admin and Training Section Chief – LDRRMO III
Client will coordinate at QCDRRMO	Coordinate to the requesting party for a coordination meeting	None	10 minutes	QCDRRMO Pool of Trainers - Special Operations Support Staff / Local Disaster Risk Reduction and Management Officer 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, Planning and Special Projects

Section 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 Training Section of the QCDRRMO or thru: email at QCDRRMO@quezoncity.gov.ph and/or rp.qcdrrmo@quezoncity.gov.ph Fax: (02)/(08) 710-14-69	Acknowledge receipt and process the request	5 minutes	Front desk Clerk	None	Data Request Form
2		Approve and endorse the request to the Research, Planning and Special Projects 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.	1-3 days Depending on Nature of Data Requested	Research, Planning and Special Projects personnel	None	Accomplished Data Request Form
4	Accomplish Data Request Form and submit to email.	Release the requested data/materials to client thru email.	30 minutes	Research, Planning and Special Projects personnel	None	Release 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 for the approval of request



Procedure:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit request to the Admin and Training Section of the QCDRRMO or thru: email at QCDRRMO@quezoncity.gov.ph and/or rp.qcdrrmo@quezoncity.gov.ph Fax: (02)/(08) 710-14-69	Acknowledge receipt and process the request	5 minutes	Frontdesk Clerk	None	Data Request Form
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 party on schedule and other logistical needs.	10 minutes	Research, Planning and Special Projects Section personnel	None	Accomplished Data Request Form
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 Planning and Special Projects 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 their 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 documents to the Research, Planning and Special Projects Section of the QCDRRMO or thru: email at QCDRRMO@quezoncity.gov.ph and/or rp.qcdrrmo@quezoncity.gov.ph Fax: (02)/(08) 710-14-69	Receive the BDRRMP and attachments or supporting documents and accomplish the BDRRMP checklist.	5-10 minutes	Research Planning and Special Projects Section personnel	None	BDRRMP Checklist
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 Planning and Special Projects Section personnel –	None	BDRRMP Checklist
		Accomplish the “Remarks and Action Taken” portion of the BDRRMP Approval Form and affix signature over printed name on space provided for “Checked by:”		Technical Review		
		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.	5-10 minutes	Research Planning and Special Projects Section Chief	None	BDRRMP Checklist and Complete Staff Work Form
3		Affix signature on the BDRRMP.	15 minutes	Head of the QCDRRMO	None	Complete Staff Work Form
4	Receive the approved BDRRMP and sign the BDRRMP checklist in the front desk of RP and SP for recordkeeping.	Photocopy documents for recordkeeping and release the approved BDRRMP and supporting documents.	15 minutes	Research Planning and Special Projects 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 hotlines: 122 89284396 09478859929 09478847498	Accept phone call and email	None	Immediate	Special Operations Support Staff - Communication Officer
Discussion on Incidents situation and patients Information	Dispatching of Emergency Medical Services and Search and Rescue Team units	None	Immediate	Special Operations Support Staff – Deputy on duty for Emergency Medical Services and Search and Rescue
Patients / Incidents assessment providing immediate care	Emergency Medical Services and Search and Rescue Team Response	None	Less than 10 minutes	Special Operations Support Staff – Emergency Medical Services Team Dispatched
Patients transfer to the Hospital	Emergency Medical Services and Search and Rescue Team assigned	None	10 minutes	Special Operations Support Staff - Emergency Medical Services Team Dispatched
TOTAL		None	10 Minutes	



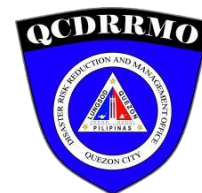
Office or Division:		Operations and Warning Section		
Classification:		Technical		
Type of Transaction:		Request for: 1. Ambulance Transfer / Patient Conduction		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE:		
Request letter 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	Immediate	Special Operations Support Staff – Communication Officer
Coordination to Hospital Patient Status / Fit to travel	Dispatching of Emergency Medical Services	None	Immediate	Special Operations Support Staff - Deputy on duty for Emergency Medical Services
Patients / Incidents assessment providing immediate care	Emergency Medical Services Team assigned	None	5 minutes	Special Operations Support Staff – Emergency Medical Services Team Dispatched
Patients transfer to the Hospital	Emergency Medical Services and Search and Rescue Team assigned	None	5 minutes onwards	Special Operations Support Staff – Emergency Medical Services Team Dispatched
TOTAL		None	10 minutes onwards	



Office or Division:		Operations and Warning Section		
Classification:		Simple		
Type of Transaction:		Request for: 1. Ambulance Stand By/ Event 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	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will give letter of request for Stand by Ambulance or thru Email (QCDRRMO@quezoncity.gov.ph)	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	Operations and Warning Section Chief
Dispatching of Ambulance	Emergency Medical Services Team assigned	None	20 minutes	Special Operations Support Staff - Deputy on duty for Emergency Medical Services
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)	Accept and record letter	None	5 minutes	Special Operations Support Staff Receiving Clerk
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	Special Operations Support Staff QCDRRMO Inspector
TOTAL		None	1 day and 15 minutes	

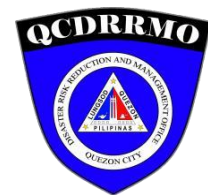


4. Finance and Property Section Services

Office or Division:		Finance and Property Section		
Classification:		Support / Logistical		
Type of Transaction:		Request for: <ol style="list-style-type: none"> 1. Provision of and setting-up of equipment / facilities used in Emergencies (Partition Tents, Chairs, Tables, IMT Facilities, etc.) 2. Supplies (Hygiene Kits, Emergency Go Bag, etc.) 		
Who may avail:		DRRM Council Members / District Action Officers / Barangay Chairpersons <i>(Note that requests are subject to approval by the Chief, Finance and Property Section pursuant to whether or not the incident consists of an emergency situation. For normal situations, our clients may request these equipment to the CGSD for appropriate action.)</i>		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE:		
Letter of request inclusive of duly accomplished FPS Request Form Routing slip from the OIC, QCDRRMO Routing slip from the Emergency Operations Center (EOC)		Finance and Property Section, 2F DRRM Building, Kalayaan Ave., Quezon City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Requirements	Receive and process request communication	None	5 minutes	Communication / Desk Officer - Special Operations Support Staff
None	Approves and endorses the request letter to the Finance and Property Section	None	5 minutes	Head, QCDRRMO
None	Coordinate with requesting party for pertinent information related to the letter	None	5 minutes	Local Disaster Risk Reduction and Management Officer III – Deputy for Administration
	Conduct receiving of logistical request	None	1 Day	Finance and Property Section Chief
TOTAL		None	1 Day and 15 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru letter, e-mail (QCDRRMO@quezoncity.gov.ph), 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) or calls
How complaints are processed	Conducting investigations to verify complaints and taking necessary actions
Contact Information of QCDRRMO	122 89284396 09478859929 09478847498 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	8988-42-42 Local 8038 8927-59-14 8928-43-96 QC 122 QCDRRMO@quezoncity.gov.ph