



Citizen's Charter

The Citizen's Charter provides a list of services offered by the MDRRMO, including assistance during calamities, accident response, patient transport, medical support to organized activities, barangay DRRM plan review, and conduct of rescue trainings and drills. It outlines procedures, processing time, and responsible personnel for transparency and accountability.

Municipal Disaster Risk Reduction and Management Office

1. Assistance during calamities (monitoring, evacuation, search and rescue, retrieval, provision of relief goods and others)

Service is given to all constituents of the locality who are victims of calamity.

Office or Division:	Mayor's Office - MDRRMO			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Call or Text the MDRRMO Hotline (09176584579) or Radio Frequency (152.820) or go to MDRRM Office located at the Municipal Hall to report/request for needs	1. MDRRMO Hotline/Radio Operator takes note on the details of the call	None	3 Minutes	Hotline/Radio Operator MDRRMO
2. If regards to monitoring, evacuation, search and rescue, retrieval	2. Search and Rescue team proceeds to the area	None	5 Minutes (or may take more time depends on the distance of the area)	MDRRM Search and Rescue Team and Disaster Volunteer groups
3. If regards to relief goods	3. Coordinate with the concerned office (Mayor's	None	4 Hours (Half day or more depends on the	Mayor's Office, MSWDO, MDRRM



MUNICIPAL DISASTER RISK REDUCTION MANAGEMENT OFFICE

Municipal Hall, National Road corner Sgt. LB Perez St., Don Mariano Marcos, Bayombong, Nueva Vizcaya
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	Office and MSWDO) on the needs of the victim/s		availability of relief goods and road situation in the area)	<i>and other concerned offices</i>
			8 Minutes to response	
		TOTAL:	4 Hours, 3 Minutes for provision of relief	

2. Assistance to Accidents and Vehicular Accidents

Service is given to all constituents of the locality and also those passers-by (from other municipalities/regions) who are victims of accidents and vehicular accidents.

Office or Division	Mayor's Office – MDRRMO			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizens			
Who may avail	Clients (all within or outside the municipality)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Call or Text the MDRRMO Hotline (09176584579) or Radio Frequency (152.820) or go to MDRRM Office located at the Municipal Hall to	1. MDRRMO Hotline/Radio Operator takes note on the details of the call	None	3 Minutes	<i>Hotline/Radio Operator</i> MDRRMO



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report/request for needs				
2. Look after the victim (if possible, talk to the victim) while waiting for the rescue team to arrive 2.1 Ask bystanders for help/assistance	2. Search and Rescue Team proceeds to the area	None	5 Minutes (from the time of call) 10 Minutes (for the assessment of victims including the provision of first-aid) 3 Minutes (or more depends on the distance) to transport the victim to the nearest hospital (if needed)	<i>MDRRM Search and Rescue Team and Disaster Volunteer groups</i>
	TOTAL:		21 Minutes	

3. Assistance to patients [(conduction) medical case, OB case, Pedia case, etc.]

Service is given to all constituents of the locality like hospital to hospital transfer, hospital to home, dialysis schedule, etc. or transportation service to any medical facility inside or outside of the municipality or to other provinces or region.

Office or Division	Mayor's Office – MDRRMO
Classification	Highly Technical
Type of Transaction	G2C – Government to Citizens
Who may avail	Clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



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Approved Letter of request		Mayor's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Call or Text the MDRRMO Hotline (09176584579) or Radio Frequency (152.820) or go to MDRRM Office located at the Municipal Hall to report/request for needs	1. MDRRMO Hotline/Radio Operator takes note on the details of the call	None	3 Minutes	Hotline/Radio Operator MDRRMO
Needs to be transported to their home/hospital				
2. Ensure that the patient is ready for transport out of the hospital to avoid delay and waste of time	2. MDRRM Medic Team proceeds to the hospital/home	None	5 Minutes	MDRRM Medic Team MDRRMO
If outside of the municipality/province				
3. Write a letter of request addressed to the Municipal Mayor for approval and for the preparation of travel documents	3. Submit letter of request to Mayor's staff	None	3 Minutes	Mayor's staff Office of the Municipal Mayor
3.1 Follow-up letter of request to Mayor's Office to be given to MDRRMO (be back in 1 hour)	3.1 Upon receipt of the request letter - conduct interview with client with the details of transporting the patient	None	1 Hour, 5 Minutes	Shift Medic Team Leader MDRRMO
	TOTAL:		1 Hour, 16 Minutes	



4. Assistance (medical team) to an Organized Activity

Service is given to all requests made by constituents, organization, institution, etc. to any organized activity (fun-run, motorcade, parade, barangay fiesta, anniversary, concert, family reunion, funeral, etc.) to ensure that medical help is always available when needed for the safety of all attendees.

Office or Division	Mayor's Office – MDRRMO			
Classification	Simple			
Type of Transaction	G2C – Government to Clients			
Who may avail	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request letter		Mayor's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Call or Text the MDRRMO Hotline (09176584579) or Radio Frequency (152.820) or go to MDRRM Office located at the Municipal Hall to ask for requirements for their request	1. MDRRMO Hotline/Radio Operator takes note on the details of the request and inform the client on what to do	None	5 Minutes	Hotline/Radio Operator, MDRRMO Shift Team Leader MDRRMO
2. Write a letter of request addressed to the Municipal Mayor one (1) week before the scheduled activity (date, time, venue, expected participants, etc) for approval, scheduling and his information on the activity. Provide a	2. Mayor's staff receives request letter	None	3 Minutes	Mayor's staff Office of the Municipal Mayor



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contact number to be called				
3. Follow-up letter of request to Mayor's Office to be given to MDRRMO	3. Upon receipt of the request letter; finalize with client the details of the activity	None	5 Minutes	<i>MDRRMO Shift Team Leader MDRRMO</i>
	TOTAL:		13 Minutes	

5. Conduct of Barangay Disaster Risk Reduction and Management Plan Review

Service is being given to the 25 barangays of the municipality as a pre-requisite in the approval of their barangay budget.

Office or Division	Mayor's Office – MDRRMO			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Clients (25 Barangays/Barangay Captain and/or Council)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BDRRM Plan Certification		MDRRM Office through the LRT Secretariat		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Sign in Clients Logbook	1. MDRRMO personnel interviews the client of his/her concern	None	3 Minutes	<i>MDRRMO personnel MDRRMO</i>
2. Barangay official submits draft BDRRM Plan for initial review	2. Initial review of the submitted BDRRM plan and gives feedback to client for their finalization of the plan	None	1 Hour	<i>Secretariat – LRT Review Team</i>



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3. Barangay Official submits final BDRRM Plan (in 5 copies)	3. Accepts the final BDRRM Plan and prepares letter to Local Review Team (LRT) for the schedule of review. Letter is then submitted to the MDRRM Officer and to the Municipal Mayor for signature and their approval of the conduct of review	None	1 Hour	<i>Secretariat – LRT Review Team</i>
4. Wait for the letter from MDRRMO regarding the schedule of review	4. Letter is then forwarded to the barangay to be informed of the schedule of review	None	10 Minutes	<i>MDRRMO personnel MDRRMO</i>
5. The Punong Barangay and the person who prepared the BDRRM Plan will proceed to the MDRRM Office at the scheduled date and time of review	5. Review will be conducted by the LRT of the LGU - after the review, the client will be informed of the findings or lacking data of the plan	None	2 Hours	<i>LRT is composed of MDRRMO – Chairperson MPDO – Vice Chairperson MSWDO - Member</i>
6. The barangay will submit the final plan to the LRT Secretariat	6. The LRT Secretariat will review the final plan if the findings/lacking data were supplied -If the plan was complete, the LRT Secretariat will prepare the LRT Certification for signature of the LRT	None	1 Hour	<i>LRT and LRT Secretariat</i>
7. Received the Certification	7. The LRT Secretariat will issue one copy of BDRRM Plan of the barangay and the certification	None	1 Minute	<i>LRT Secretariat</i>
	TOTAL:		5 Hours, 14 Minutes	



6. Conduct of rescue trainings/simulation exercises (earthquake/fire drill) to barangays/institutions/LGU's/ other organizations

Service is being offered to all barangays/institutions/LGU's/other organizations who wishes to learn different rescue trainings being taught by the skilled trainers/resource persons of MDRRMO Bayombong.

Office or Division	Mayor's Office – MDRRMO			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen			
Who may avail	Clients (25 Barangays/Barangay Captain and/or Council)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request letter		Mayor's Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Sign in Clients Logbook	1. MDRRMO personnel interviews the client of his/her concern	None	3 Minutes	<i>MDRRMO personnel</i> MDRRMO
2. Write a letter of request addressed to the Municipal Mayor 15 (fifteen) days before the scheduled activity (date, time, venue, expected participants, etc) for approval, scheduling and his information on the activity. Provide a contact number to be called	2. Staff from the Mayor's Office receives the request letter	None	15 Days, 1 Minute	<i>Mayor's Office staff</i> Office of the Municipal Mayor



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3. Follow-up letter of request to Mayor's Office to be given to MDRRMO	3. MDRRM personnel upon receipt of the request letter will finalize with client the details of the activity - MDRRM personnel will provide list of resource speakers to the client for them to make a request letter to the Municipal Mayor for their official business/travel and the request for their vehicle	None	30 Minutes	<i>MDRRMO personnel</i> MDRRMO
4. Prepare letter of request to the Municipal Mayor for the official business/travel of the resource speakers and their vehicle	4. Staff from the Mayor's Office receives the request letter	None	1 Minute	<i>Mayor's Office staff</i> Office of the Municipal Mayor
5. Follow-up letter of request to Mayor's Office to be given to MDRRMO	5. MDRRM personnel receives letter for the information of resource speakers	None	1 Day	<i>MDRRMO personnel</i> MDRRMO
6. Prepares all needed supplies for the training	6. Prepare all needed supplies for the training	None	1 Day	<i>MDRRMO Resource speakers</i> MDRRMO
	TOTAL:		17 Days, 35 Minutes	