



PROVINCIAL DISASTER AND RISK REDUCTION MANAGEMENT OFFICE - CAVITE OFFICE OF PUBLIC SAFETY (PDRMO-COPS)



CITIZEN'S CHARTER

VISION

Excellence in DRRM-CCA and Public Safety Services for a One Strong and Competitive Cavite Province.

MISSION

Contribute in making Cavite a better place to live, work and do business through streamline DRRM-CCA and Public Safety Services.

GUIDING PLATFORM

"ONE, STRONG AND COMPETITIVE CAVITE PROVINCE."

FRONTLINE SERVICE :

PROVISION OF NON-EMERGENCY SERVICES INCLUDING MEDICAL STAND-BY, AMBULANCE TRANSPORT, TRAINING ON DRR-CCA, ENVIROMENTAL MANAGEMENT SERVICES, ENVIRONMENTAL CLEAN- UP, SECURITY ASSISTANCE, AND SECURITY ESCORT

STEP	CLIENT	PROVIDER	DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION/ CONTACT NO.
	Sends/submits a request letter	Acknowledgement of request					
1		<ul style="list-style-type: none"> receive the letter with name, date and time 	1 minute	Request letter	none	Mary Ann E. Paraiso <i>Data Controller</i>	Old COA Building, Provincial Capitol Compound, Trece Martires City (046) 419-3354
2		<ul style="list-style-type: none"> attach Request Form on the letter and fill up the necessary information 	3 minutes	Request letter, request form	none		
3		<ul style="list-style-type: none"> record the details in the request log book 	2 minutes	Request logbook	none		
4		<ul style="list-style-type: none"> forward the letter and request form to Public Services Officer III/ Public Relations Officer III 	1 minute	Request letter	none		
		Evaluation of request			none		
5		<ul style="list-style-type: none"> check the Schedule Monitoring Record to verify the availability of schedule and resources 	3 minutes	Request letter, schedule monitoring record		Darianne M. Natividad <i>Public Services Officer III</i> or Claudette Trixia M. Flores <i>Public Relations Officer III</i>	
6		<ul style="list-style-type: none"> fill up the attached Request Form and recommend for approval 	2 minutes	Request letter, request form	none		
7		<ul style="list-style-type: none"> forward the letter and request form to the Department head for approval 	1 minute	Request letter, request form, stamp approved	none		
		Approval					
8		<ul style="list-style-type: none"> sign the letter and the request form 	1 minute	Request letter, request form	none	Cecil D. Miranda <i>Department Head</i>	



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STEP	CLIENT	PROVIDER	DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION/ CONTACT NO.
9		<ul style="list-style-type: none"> record the schedule in the Schedule Monitoring Record Board 	1 minute	Schedule Monitoring Record	none	Darianne M. Natividad <i>Public Services Officer III</i> or Claudette Trixia M. Flores <i>Public Relations Officer III</i>	
10		<ul style="list-style-type: none"> photocopy the approved request letter and the approved request form 	1 minute	Request letter, Request Form, Photocopier	none	Mary Ann E. Paraiso <i>Data Controller</i>	Old COA Building, Provincial Capitol Compound, Trece Martires City (046) 419-3354
11	Received the approved request letter	<ul style="list-style-type: none"> give the copy of the approved request letter 	1 minute	Approved request letter	none	Mary Ann E. Paraiso <i>Data Controller</i>	
		Endorsement of Request to concerned division					
12		<ul style="list-style-type: none"> forward the approved request letter and the request form 	1 minute	Approved request letter, request form	none	Mary Ann E. Paraiso <i>Data Controller</i>	
13		<ul style="list-style-type: none"> fill up the request form and forward to the Division head/ Special Operations Officer II 	1 minute	Approved request letter, request form	none	Nenita Ernat <i>PPD Admin Officer II</i> Eleonor Gatdula <i>PDRRMD Admin Aide I</i> Nadia S. Dela Cruz <i>EPOD Admin Aide I</i>	
14		<ul style="list-style-type: none"> assign personnel who shall render the service on the requested date 	3 minutes	Copy of approved request letter, copy of request form, manpower schedule	none	Feliciano B. Paredes <i>PPD Head</i> Ronnie Trinidad <i>PDRRMD Head</i> Marisel R. Cayetano <i>Special Operations Officer II</i> Rosalito B. Senia <i>EPOD Head</i>	
15		<ul style="list-style-type: none"> Record the schedule of assigned personnel in the logbook 	1 minute	Approved request letter and logbook	none		
16		<ul style="list-style-type: none"> Deliver service on thee requested date 	On the requested date				

Total Duration : 23 minutes