



PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE



TECHNICAL ASSISTANCE

- Refers to request for DRRM-CCAM services such as training/lecture on disaster risk reduction and climate change adaptation and mitigation, and information and communication (IEC) campaign on DRRM-CCAM that are pre-scheduled.

Office or Division:	Provincial Disaster Risk Reduction and Management Office - Administrative and Training Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Public		
Technical Assistance Request Form (TARF)		PDRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send letter of request for DRRM-CCAM related technical assistance thru email or walk-in clients	1.1 Receive letter of request for technical assistance	None	2 minutes	Evangeline A. Pescasio/ Mary Ann E. Castro
	1.2 Evaluate request and coordinate with the concerned division/ personnel	None	5 minutes	Ronito S. Hina/ Evangeline Pescasio – A&T Division Verdick P. Idanan – R&P Division Mark Joseph G. Bawalan – O&W Division
	1.3 Record details of request in the Technical Assistance Request Form and Logbook	None	3 minutes	Evangeline A. Pescasio/ Mary Ann E. Castro
	1.4 Recommend for approval	None	2 minutes	Ronito S. Hina/ Evangeline Pescasio
	1.5 Approve request	None	5 minutes	Ms. Eloisa G. Rozul Department Head/ Maria Rhoda T. Periodico Asst. Dept. Head
	1.6 Notify the client of the approval of request	None	10 minutes	Evangeline A. Pescasio/ Mary Ann E. Castro
	1.6 Notify the client of the approval of request	None	10 minutes	Evangeline A. Pescasio/ Mary Ann E. Castro
		TOTAL	30 minutes	



Non- Emergency Response Services

Requests for EPR services such as, but not limited to, ambulance transport, medical stand-by and disinfection that are pre-scheduled.

Office or Division:	Provincial Disaster Risk Reduction and Management Office – Operations and Warning Division			
Classification:	Simple			
Type of Transaction:	External and Internal			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Public		
Non- Emergency Request Form (NERF)		PDRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request thru walk-in/ electronic mail	1.1 Receive letter of request thru the Admin Support Unit	None	2 minutes	Mary Ann E. Castro/ <i>Administrative Staff</i>
	1.2 Evaluate the request; Verify the availability of schedule in the Schedule Monitoring Record (SMR)	None	5 minutes	Mark Joseph G. Bawalan/ <i>Nurses/ Myrna Lontoc</i>
	1.3 Record the details of request in the Non-Emergency Request Form (NERF); Record Schedule in SMR	None	3 minutes	<i>Myrna M. Lontoc/ Administrative Staff</i>
	1.4 Assign Personnel	None	3 minutes	<i>Mark Joseph G. Bawalan/ Nurses</i>
	1.5 Recommend for Approval	None	2 minute	<i>Mark Joseph G. Bawalan/ Nurses</i>
	1.6 Approve request	None	2 minute	<i>Ms. Eloisa G. Rozul Department Head/ Maria Rhoda T. Periodico Asst. Head</i>
2. Notification of the approval of request	2.1 Notify client of the approved request	None	5 minute	<i>Myrna M. Lontoc/ Administrative Staff</i>
	2.2 Endorse the NERF and the letter of request to the concerned personnel	None	2 minutes	<i>Myrna Lontoc/ Administrative Staff</i>
	TOTAL TIME:		24 minutes	



Emergency Response Services

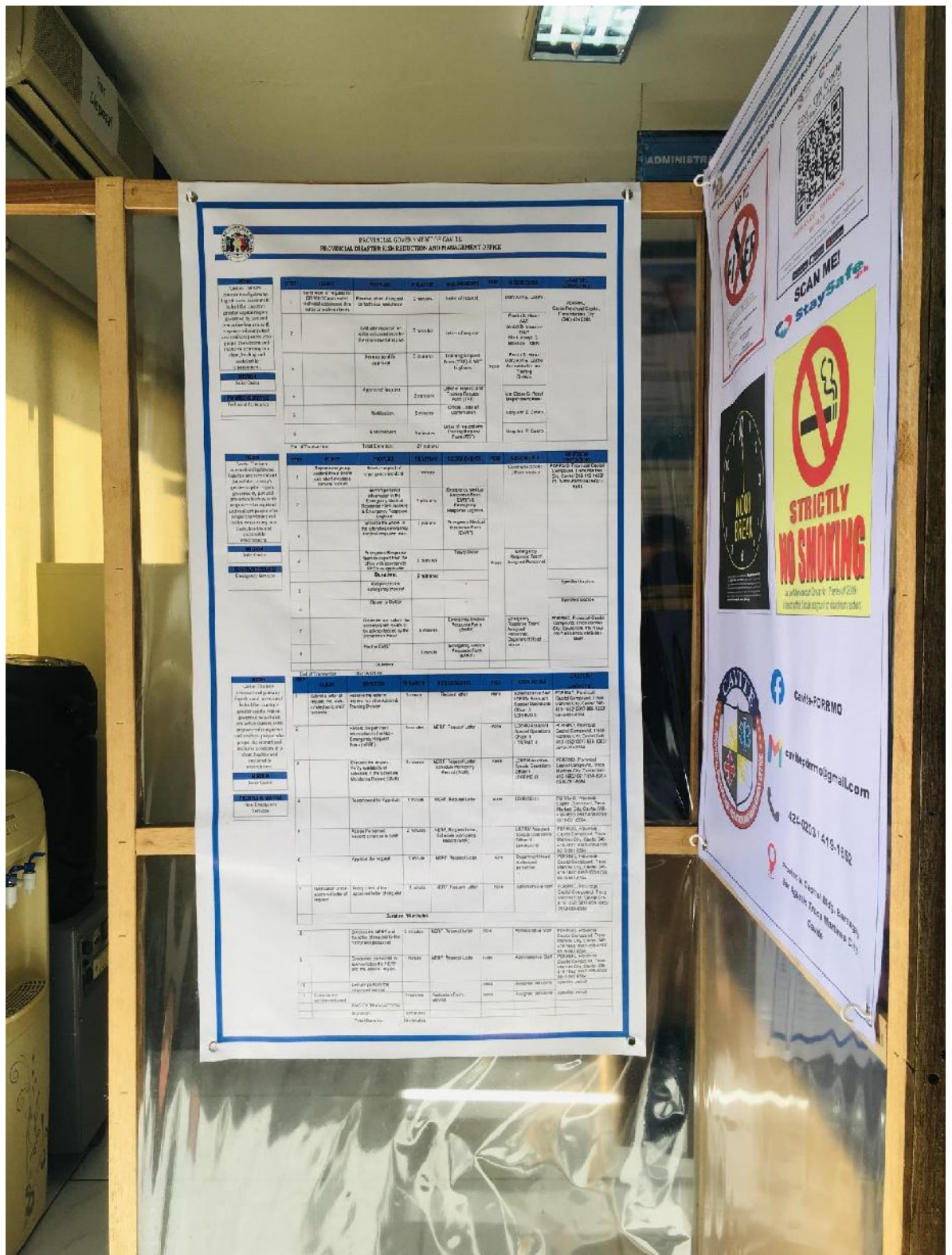
- Refers to request for EPR services to address sudden crisis that must be dealt with urgency.

Office or Division:	Provincial Disaster Risk Reduction and Management Office – Operations and Warning Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens; Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reported Emergency Incident		Public		
Emergency Medical Response Form (EMRF)		PDRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report emergency incident thru phone call/ short message service/ walk-in	1.1 Receive report of emergency incident from the informant	None	1 minute	<i>Communications Officer on duty</i>
	1.2 Record the details of emergency incident in the Emergency Medical Response Form (EMRF) & Emergency Response Logbook	None	3 minutes	
	1.3 Endorse the EMRF to the attending emergency response team	None	1 minute	<i>Communications Officer on duty</i>
	1.4 Dispatch Emergency Response Team with appropriate PPE's and necessary equipment	None	5 minutes	<i>Nurse/ Emergency Response Team/ Assigned Personnel</i>
	1.5 Respond to the emergency incident	None	N/A	
	1.6 Return to Operations Center	None	N/A	
	TOTAL TIME:		10 minutes	



PROOF OF POSTING

The Office's Citizen's Charter is posted at the entrance of the office.





COMMUNICATION PLAN (COMPLAN)

The Communication Plan/Procedure of the PDRRMO is included in its crafted Public Service Continuity Plan (PSCP). This provides guidelines on how to effectively communicate updates, instructions and policy guidelines relative to the four (4) thematic areas indicated in Disaster Risk Reduction and Management (DRRM) namely (1) Mitigation; (2) Preparedness; (3) Response; (4) Rehabilitation and Recovery.

Moreover, this Communication Plan intends to:

1. Continuously promote the services of the Provincial Disaster Risk Reduction and Management Office (PDRRMO).
2. Establish networks and strengthen linkages with the different stakeholders within the Province, CALABARZON Region, National and International partners.
3. Provide accurate, relevant and timely emergency information for a more prepared actions and response, thus, reduced adverse impacts to life and property.
4. Sustain integrity and reputation of the Office with its internal stakeholders and external clients.

In addition to the posted PDRRMO Citizen's Charter, other communication channels to convey information include:

1. Official Facebook Page – Cavite-PDRRMO
2. Official email account
3. Short Message Services (SMS), Messenger, Group Chats
4. Calls via landline and cellphone lines
5. Printed IEC Materials such as flyers, tarpaulins, billboards
6. Capacity Development activities such as trainings, workshops, seminars, drills and exercises.

CONTACT INFORMATION

Office	Address	Contact Information
Provincial Disaster Risk Reduction and Management Office (PDRRMO)	2 nd Floor, Cavite Provincial Capitol Building, Trece Martires City	Landline: (046) 424 0203 cavitepdrmo@gmail.com
PDRRMO Operations Center	PDRRMO Operations & Warning, Cavite Provincial Capitol Compound, Trece Martires City	Landline: (046) 419 1652 Globe: 09178588263 Smart: 09190616584