

4. Office of the City Disaster Risk Reduction and Management Officer

4.1. AVAILMENT OF EMERGENCY RESPONSE SERVICE

ABOUT THE SERVICE:

Any unforeseen or sudden occurrence, especially danger, demanding immediate action by the Sorsogon City Emergency Response Team

CLIENT GROUPS:

The public within the City of Sorsogon

REQUIREMENTS:

SERVICE SCHEDULES:

24/7

TOTAL PROCESSING TIME:

5 minutes queuing and travel time not included)

TOTAL FEES/CHARGES:

None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CDRMO	Transaction Time	Responsible Person
1. Client reports the incident	Receives the incident report, name of caller/informant, contact number and few details surrounding the incident/emergency	1 minute	REYNALDO PICASO Dispatch Officer
	Forward the report to Operation & Warning Division or other concerned agencies.	1-2 minutes	REYNALDO PICASO Dispatch Officer
	Dispatch of Response Team/s	1-2 minutes	NOEL BALDE Dispatch Officer

4.2. AVAILMENT OF TRAINING/TRAINERS/RESOURCE SPEAKERS

ABOUT THE SERVICE:

Are those pre-disaster activities or trainings that will strengthen the capacity and ability of people, organizations and systems, using available skills and resources, to manage adverse conditions, risk or disasters

CLIENT GROUPS:

- Government agencies
- Private sectors
- Schools
- Students

REQUIREMENTS:

- Duly signed Letter Request address to City Mayor, Attention: City DRRM Officer
- Must contain the type of training/Seminar/Activity, number of participants, details of requesting Office (Cellphone Numbers, Address etc.) Venue of the training and, Date & Time.

SERVICE SCHEDULES:

Monday to Friday,
8:00 AM to 5:00 PM

TOTAL PROCESSING TIME:

10 minutes

TOTAL FEES/CHARGES:

None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CDRMO	Transaction Time	Responsible Person
1. Submit a Letter Request	Receive, record and forward the Letter Request to Concerned Person / Division / Unit	2 minutes	HELEN R. JALASCO Admin. Staff
	Evaluate the Letter Request and determine the appropriateness of the Training, Seminar, Topic being requested and inform the Requesting Party of the Status of the request	8 minutes	LUISITO H. MENDOZA JR. CGDH I/ DRRM Officer

4.3. AVAILMENT OF HAZARD MAPS, IEC MATERIALS AND OTHER DATA**ABOUT THE SERVICE:**

Hazard Maps are those maps that highlight areas affected by or are vulnerable to a particular hazard. They are typically created for natural hazards such as earthquakes, volcanoes, landslides, flooding and tsunamis. Hazard maps are essential data useful in determining the level of risks in a certain area and are helpful to the community to be a fully aware of the dangers or threats brought by natural disasters or calamities.

CLIENT GROUPS:

- Government agencies
- Private sectors
- Schools
- Students

REQUIREMENTS:

Accomplished request form

SERVICE SCHEDULES:

Monday to Friday,
8:00 AM to 5:00 PM

TOTAL PROCESSING TIME:

10 minutes

TOTAL FEES/CHARGES:

None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CDRMO	Transaction Time	Responsible Person
1. Submit accomplished form	Receive accomplished request form and forward to the concerned Person / Division / Unit	2 minutes	HELEN R. JALASCO Admin. Staff
	Evaluate the Letter Request and determine the appropriateness of the maps, materials and data being requested	3 minutes	BIM B. DINEROS LDRMO III

4.4. AVAILMENT OF OCULAR INSPECTION AND CERTIFICATION**ABOUT THE SERVICE:**

An ocular inspection can be conducted to determine the level of risk and identify the presence of hazards in a particular area being subjected for developments and constructions both in public and in private projects or undertakings

A Certificate will be issued after inspection and upon cross-checking with the multi-hazard database.

CLIENT GROUPS:

- Government agencies
- Private sectors
- Schools
- Students

REQUIREMENTS:

- Duly signed Letter Request address to the City Mayor, Attention: City DRRM Officer (stating the purpose and the details of requesting Office (Cellphone Numbers, Address, etc.)

SERVICE SCHEDULES:

Monday to Friday,
8:00 AM to 5:00 PM

TOTAL PROCESSING TIME:

10 minutes

TOTAL FEES/CHARGES:

None

PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CDRMO	Transaction Time	Responsible Person
1. Submit Letter Request	Receive letter request and forward it to Planning Division	2 minutes	HELEN R. JALASCO Admin. Staff
	Evaluate the letter request, interview the requesting party (if necessary) and schedule the conduct of inspection	8 minutes	BIM B. DINEROS LDRMO III