

**CITIZEN'S CHARTER**  
Office of the City Mayor (LDRRMO Division)

Frontline Services/Clients	Procedures	Time	Responsible Person	Requirements	Output	Fees/Charges
1. Receiving communication of  Clients: City employees and other line agencies	1. Receive and recording all incoming communication letters, transmittals, memorandums, etc.	1 – 2 minutes	Maivel Francisco Cris John Hufana Kris Joan Layson  with CDRRMO support staff	-None-	-	-None-
	2. Communication/letters is forwarded to CDRRMO – IV for advice as to course of action.	2 minutes	Maivel Francisco	-None-	-	-None-
2. Conduct trainings, orientation, and education information campaign on DRRM/CCA.  Clients: Barangays, communities, other line agencies	1. Coordinate with the OCD Region IX and other line agencies.  2. Transmit communication letters to concern barangays/communities.  3. Facilitate drills in all critical facilities with other line agencies.	10 – 15 minutes  -  -	Maivel Francisco  Cris John Hufana  Kris Joan Layson  CDRRM Responders	Letter of Request	After Activity Report	-None-

Prepared by:

Cris John V. Hufana  
LDRRMO – II

Approved by:

Jaime J.A. Rivera  
Acting CDRRM Officer

## 24/7 Operation Services

### Step 1

- Call Emergency Hotline for Emergency Request (FAS, EMS, WASAR, MDM)
- 1 minute
- Kris Joan L. Foliente with support staff

### Step 2

- Records and dispatched team
- 1 minute
- Kris Joan L. Foliente with support staff

### Step 3

- Record data of services rendered
- 1 - 2 minutes
- Kris Joan L. Foliente with support staff