

CALOOCAN CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE



VISION:

Become the premier City Disaster Risk Reduction and Management Office.

MISSION:

1. To instill the culture of resiliency and preparedness in all sectors of the city.
2. To coordinate disaster risk management at the national and local levels in coordination with relevant agencies.
3. To raise awareness on disaster risks and their mitigation/ prevention at all levels.
4. To enhance and strengthen capacities of disaster management authorities at all levels.
5. To support poverty alleviation through grant of relief after a disaster.
6. To provide support in the preparation of the City Risk Reduction and Management Plan.
7. To facilitate effective disaster management through conduct of trainings and relevant exercises.
8. To facilitate exchange of information, experience and expertise.

FRONTLINE SERVICE	PROVISION OF EMERGENCY RESPONSE AND OTHER SERVICES FOR DISASTER MANAGEMENT
STEP 1	Receive calls and collect pertinent information of the incident from the client.
SERVICE PROVIDER/S	- CHARLOTTE V. ALEJANDRIA - FERDINAND B. DACULLO
TIME FRAME	2 - 3 minutes
STEP 2	Dispatch and issue mission order to the responding team.
SERVICE PROVIDER/S	RESCUE TEAM LEADER/ASSISTANT TEAM LEADER
TIME FRAME	Immediate
STEP 3	Render appropriate assistance to the client. (emergency response, disaster management and other related services)
SERVICE PROVIDER/S	CCDRMO RESPONSE TEAM
TIME FRAME	Immediate
STEP 4	Gather information. Document details vital for the incident report.
SERVICE PROVIDER/S	RESCUE TEAM LEADER/ ASSISTANT TEAM LEADER

TIME FRAME	Upon completion of emergency response
REQUIRED FEES	None
FRONTLINE SERVICE	REQUEST FOR DATA, TRAINING AND SERVICES
STEP 1	Receive request letter. Assist client on the subject of inquiry.
SERVICE PROVIDER/S	- JASMIN B. UKOL - SANDY P. CASTRO
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Request Letter(inclusive of type of training, barangay name, total number of participants, tentative schedule of activity)
STEP 2	Verify request. Forward to the appropriate division for disposition.
SERVICE PROVIDER/S	- MARK OLIVER V. REYES - SALVADOR V. CARO
TIME FRAME	5 minutes
STEP 3	Evaluate request for approval: <ul style="list-style-type: none"> • Furnish copy of requested documents. • For training, schedule date of activity.
SERVICE PROVIDER/S	- MARK OLIVER V. REYES - SALVADOR V. CARO
TIME FRAME	10 - 15 minutes depending on the requisites
STEP 4	For training, inform and coordinate with the barangay and other agenciesconcerned on the details of the activity.
SERVICE PROVIDER/S	- MARK OLIVER V. REYES - WINONA G. ONZA
TIME FRAME	Upon approval of request
STEP 5	Organize and prepare CCDRRMO personnel for the requested training.
SERVICE PROVIDER/S	- Dr. JAMES D. LAO, City Disaster Risk Reduction and Management Officer - Mr. ALEX P. NADURATA, Action Officer
REQUIRED FEES	None

FEEDBACK AND COMPLAINTS MECHANISM:

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:	
Email Address:	<i>drmmcaloocan@yahoo.com</i> <i>jameslao222@gmail.com (Dr. James D. Lao)</i> <i>aleckznadurata@yahoo.com (Mr. Alex P. Nadurata)</i>
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