



Republic of the Philippines
Province of Agusan del Sur
MUNICIPALITY OF SAN FRANCISCO



CITIZEN'S CHARTER

Municipal Disaster Risk Reduction and Management Office (MDRRMO)

FRONTLINE SERVICES:

1. EMERGENCY PREPAREDNESS AND RESPONSE
2. COMMUNITY-BASED DRRM TRAININGS AND IEC
3. RISK ASSESSMENT AND PLANNING
4. REHABILITATION AND RECOVERY OPERATIONS
5. SURVEILLANCE AND INCIDENT VERIFICATION
6. SUPPORT TO SPECIAL EVENTS AND MASS GATHERINGS

1. SERVICE: EMERGENCY PREPAREDNESS AND RESPONSE

Service	EMERGENCY PREPAREDNESS AND RESPONSE		
Availability of the Service	24/7 EMERGENCY RESPONSE		
Requirements	VERBAL, CALL OR WRITTEN REQUEST		
Fees	NONE		
Procedures		Processing Time	RESPONSIBLE PERSON/DIVISION
Steps for Customer	Steps by Service Provider		
1. Report the emergency via call, in-person, radio, or written message	Receive and log the emergency request in the incident report logbook or radio log	3 minutes	Operations and Early Warning Division
2. Await response	Validate report, assess urgency, and activate appropriate emergency response protocols	5 minutes	Operations and Early Warning Division
3. Standby or assist response team (if needed)	Mobilize MDRRMO responders, equipment, and coordinate with other agencies if necessary	1 minute	MDRRMO Head / Operations Team
TOTAL TIME		9 minutes	

2. COMMUNITY-BASED DRRM TRAININGS AND IEC

Service	COMMUNITY-BASED DRRM TRAININGS AND IEC		
Availability of the Service	SCHEDULED (REQUEST AT LEAST 2 WEEKS IN ADVANCE)		
Requirements	LETTER REQUEST WITH PREFERRED DATE AND LOCATION		
Fees	None		
Procedures		Processing Time	RESPONSIBLE PERSON/DIVISION
Steps for Customer	Steps by Service Provider		
1. Submit letter request Addressing to Municipal Mayor Thru MDRRMO Head	Receive and log request	5 minutes	Admin and Training Division
2. Wait for schedule confirmation	Coordinate internally for availability of trainers, logistics, and materials	10 minutes	Admin and Training Division
3. Await final confirmation	Confirm training schedule and inform requesting party	1 day	Admin and Training Division
4. Attend scheduled training	Deploy DRRM trainers and conduct community-based training or IEC session	As scheduled	Admin and Training Division / Operations / Research and Planning (as applicable)
TOTAL TIME		1 day	

3. RISK ASSESSMENT AND PLANNING

Service	RISK ASSESSMENT AND PLANNING		
Availability of the Service	MONDAY TO FRIDAY, 8:00 AM – 5:00 PM		
Requirements	LETTER OF REQUEST Include proposed scope (e.g., barangay, facility, or sector to be assessed)		
Fees	NONE		
Procedures		Processing Time	RESPONSIBLE PERSON/DIVISION
Steps for Customer	Steps by Service Provider		
1. Submit letter request Addressing to Municipal Mayor Thru MDRRMO Head	Receive and log incident report	10 minutes	Admin and Training Division
2. Wait for coordination and scheduling	Coordinate schedule of technical meeting or planning session with requestor	1 day	Research and Planning Division
3. Participate in the assessment or planning activity	Provide risk assessment tools, hazard maps, data, and technical inputs	1–2 days	Research and Planning Division
TOTAL TIME		2–3 working days	

4. SURVEILLANCE AND INCIDENT VERIFICATION

Service	SURVEILLANCE AND INCIDENT VERIFICATION		
Availability of the Service	24/7		
Requirements	Blotter Report from the PNP (<i>mandatory for CCTV viewing or request for CCTV footage</i>) Endorsement or Accompaniment by PNP personnel for CCTV review Valid Incident Location and Date/Time		
Fees	NONE		
Procedures		Processing Time	RESPONSIBLE PERSON/DIVISION
Steps for Customer	Steps by Service Provider		
1. Proceed to the nearest Police Station to file a blotter report	Issue official blotter entry for the incident	Depends on PNP process	Philippine National Police (PNP)
2. Go to MDRRMO together with PNP personnel and present the blotter report	Receive blotter report and verify endorsement by the PNP	5 minutes	Operations and Early Warning Division
3. View the CCTV footage in the presence of the PNP	Coordinate and access the relevant CCTV clip	30 minutes	Operations and Early Warning Division
4. For emergency cases (no time for blotter): Request immediate viewing with approval of MDRRMO Head	Secure permission from the MDRRMO Head and proceed to view the CCTV	3 minutes	Operations Division / MDRRMO Head
5. If needed, submit formal request for copy of CCTV clip	Process request in compliance with data privacy policies	As scheduled	CCTV operator/ Operations and MDRRMO Head
TOTAL TIME		45 minutes	

5. REHABILITATION AND RECOVERY OPERATIONS

Service	REHABILITATION AND RECOVERY OPERATIONS		
Availability of the Service	24/7		
Requirements	SITREP/ INCIDENT REPORT FROM BARANGAY OR OFFICE PHOTO DOCUMENTATION		
Fees	NONE		
Procedures		Processing Time	RESPONSIBLE PERSON/DIVISION
Steps for Customer	Steps by Service Provider		
1. Submit incident report to MDRRMO	Receive and log incident report	5 minutes	Operations and Early Warning Division
2. Wait for RDANA deployment	Deploy RDANA team to assess extent of damage and immediate needs	6 hours	Operations and Early Warning Division
3. Wait for analysis of results	Analyze RDANA data and prepare initial Situation Report (SITREP)	6 hours	Research and Planning Division
4. Wait for response mobilization	Based on SITREP, conduct relief distribution or emergency response	2 hours	Admin and Training Division
5. For rehabilitation needs	TAP/Refer to Municipal Engineering Office (MEO) for Program of Work (POW) preparation (e.g., for damaged infrastructure)	Variable (depends on extent)	Research and Planning Division / MEO
6. For social/welfare assistance	TAP/Refer to MSWDO for individual or family assistance (e.g., AICS, food packs)	Variable	Operations and Early Warning Division / MSWDO
TOTAL TIME		24 hours	

6.SUPPORT TO SPECIAL EVENTS AND MASS GATHERINGS

Service	SUPPORT TO SPECIAL EVENTS AND MASS GATHERINGS		
Availability of the Service	Upon request and as scheduled		
Requirements	Official Letter Request at least 5 working days before the event Program of Activities / Schedule of Event Evacuation Route Plan		
Fees	NONE		
Procedures		Processing Time	RESPONSIBLE PERSON/DIVISION
Steps for Customer	Steps by Service Provider		
1. Submit formal request	Acknowledge and evaluate request	5 minutes	Admin and Training Division
2. Coordination meeting (if needed)	Plan deployment of medical/rescue/logistics support	1–2 days	All Divisions (as needed)
3. Receive support during the event	Provide standby responders, medical team, and basic equipment)	6 hours	Research and Planning Division
4. Wait for response mobilization	Based on SITREP, conduct relief distribution or emergency response	Per duration of event	Operations and Early Warning Division
5. Receive feedback and report	Submit after-activity report with observations	1 day after event	Admin and Training / Operations
TOTAL TIME		1-2 days	