



inclusive growth

Republic of the Philippines
Province of Bohol
MUNICIPALITY OF LOON



VISION: *A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance*

MISSION: *To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for*

CITIZEN'S CHARTER

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (MDRRMO)

Frontline Service 1: CERTIFICATION FOR PASSENGER BOATS

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ACTIVITY OF THE SERVICE PROVIDER					
1	Present filled-out Certification	Sign Certification	1 min	Certification signed by the Pumpboat Operators Association President/ Brgy. Captain	None	LDRRMO	MDRRMO
2	Wait	Photocopy for file	1 min.	Signed Certification by LDRRMO	None	LDRRMO	MDRRMO
3	Accept signed Certification	Release signed Certification	1 min.	None		MDRRMO Staff	-do-

Frontline Service 2: AMBULANCE SERVICE

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ACTIVITY OF THE SERVICE PROVIDER					
1	Express request, or present letter of request	Accept verbal request or read written request	1 min.	Verbal or written request		Rescuer/Radio Operator	MDRRMO/ALAGAD Center
2	Answer interview questions	Interview client as regards date, time and place ambulance is needed , complaints	2 min	Request form, ballpen	None	-do-	-do-
3	Wait	Verify with ALAGAD RESCUE UNIT the availability of driver and ambulance	1 min	None	None	-do-	-do-
4	Wait	Go signal from the Officer –In-charge	1 min	Filled-out request form, ballpen	None	-do-	-do-
5	Accept filled-out request form	Release filled-out request form	1 min	Signed request form	None	Rescuer	-do-
6	Listen	Instruct client to see the Alagad Rescue Unit Driver and the required fees to replenish for fuel	1 min	None	P400 none-for indigents	-do-	-do-
7	See Alagad Rescue Unit Driver and present to him the filled-out request form	Instruct Alagad Rescue Unit Driver to confirm accommodation of request	1 min	Instructions from the Officer In-Charge	None	Head, ALAGAD Rescue Team	-do-

Frontline Service 3: REQUEST FOR EMERGENCY RESCUE

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ACTIVITY OF THE SERVICE PROVIDER					
1	Inform incident of any hazard verbally or by phone	Accept verbal or phone information/report	15 sec.	Verbal or phone report	None	Radio Operator	MDRRMO
2	Answer queries from the rescue unit	Take notes and details of the incident reported (type of incident, families/individuals affected, location) and contact information and ask what sort of assistance they need	2 min	Request form, ballpen	None	-do-	-do-
3	Wait	Verify the availability of driver and vehicle	10 sec.	None	None	Rescuers	-do-
4	Wait	Prepare rescue equipment, medical kits	20 sec.	Rescue equipment/medical kits	None	-do-	-do-
5	Wait	Inform PNP/BFP for additional team support when necessary	3 min.	Relay of information/report of incident	None	PNP/BFP personnel	LGU
6	Wait	Rescue Team mobilizing towards identified site/location of incident	5-20 min	None	None	Rescue Cluster/ Rescue Team	Barangay Location
7	Wait	Arrival to the scene and conduct interview to individuals who have the knowledge of the incident (Brgy. Captain, purok leader or any significant other)	5 min.	Crowd control	None	-do-	-do-
8	Answer relevant questions/queries by the Rescuers	Rescuers apply first aid to the victim/s	2-3 min.	First aid kit	None	-do-	-do-
9	Assist the rescuer/s when necessary	Load the patients to the ambulance/rescue vehicle when necessary	5 sec.	Spine board	None	-do-	site

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ACTIVITY OF THE SERVICE PROVIDER					
10	Accompany patient/s	Bring the patient/s to the nearest hospital	5-20 min	Ambulance/Rescue Vehicle	None	Driver/Rescuer	Hospital

Frontline Service 4: "RESCUE VEHICLE" ASSISTANCE (MULTI-CAB)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	ACTIVITY OF THE SERVICE PROVIDER					
1	Express request, or present letter of request	Accept verbal request, or read written request	1 min	Verbal or written request	None	Radio Operator	MDRRMO
2	Answer interview questions	Fill out request form while interviewing client as regards date, time and place vehicle is needed	2 min	Request form, ballpen	None	-do-	-do-
3	Wait	Verify the availability of driver and vehicle	2 min	None	None	-do-	-do-
4	Wait	Sign filled-out request form	1 min	Filled-out request form, ballpen	None	-do-	-do-
5	Accept filled-out request form	Release filled-out request form	1 min	None	None	-do-	-do-
6	Listen	Instruct client to see the Driver and to prepare trip ticket/money for fuel	2 min	Trip Ticket/Cash	None	-do-	-do-
7	See Driver and present to him the filled-out request form	Instruct Driver to confirm accommodation of request	1 min	Filled-out request form	None	MDRRMO Staff	-do-

For complaints, comments and suggestions please contact:

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