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Document Title		CITIZEN'S CHARTER
Office/Department		LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE



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 inclusive growth

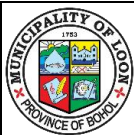
LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

Frontline Service 1: Certification for Passenger Boats

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LDRRMO					
1	<ul style="list-style-type: none"> ▪ Present filled-out certification 	<ul style="list-style-type: none"> ▪ Sign certification 	1 min	Certification signed by President of Pumpboat Operators Asso./ Punong Barangay		LDRRMO	MDRRMO
2	<ul style="list-style-type: none"> ▪ Wait 	<ul style="list-style-type: none"> ▪ Photocopy certification for file 	1 min			LDRRMO	MDRRMO
3	<ul style="list-style-type: none"> ▪ Accept certification 	<ul style="list-style-type: none"> ▪ Release signed certification 	1 min			MDRRMO Staff	
			3 min				

Frontline Service 2: Request for Ambulance Service

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LDRRMO					
1	<ul style="list-style-type: none"> ▪ Express request, or present letter of request 	<ul style="list-style-type: none"> ▪ Accept request 	1 min	Verbal or written request		Rescuer Radio Operator	ALAGAD Center
2	<ul style="list-style-type: none"> ▪ Respond 	<ul style="list-style-type: none"> ▪ Interview client as regards date, time and place ambulance is needed 	2 min	Request form Ballpen		Rescuer Radio Operator	ALAGAD Center
3	<ul style="list-style-type: none"> ▪ Wait 	<ul style="list-style-type: none"> ▪ Verify availability of driver and ambulance 	1 min			Rescuer Radio Operator	ALAGAD Center



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4	▪ Wait	▪ Wait for go signal from in-charge	1 min	Filled-out request form Ballpen		Rescuer Radio Operator	ALAGAD Center
5	▪ Accept filled-out request form	▪ Release filled-out request form	1 min	Signed request form		Rescuer Radio Operator	ALAGAD Center
6	▪ Listen	▪ Instruct client to see ALAGAD Rescue Unit Driver ▪ Provide fee for fuel replenishment	1 min		P400 None for indigents	Rescuer Radio Operator	ALAGAD Center
7	▪ Present filled-out request form to driver	▪ Instruct ALAGAD Rescue Unit Driver to confirm accommodation of request	1 min	Instructions from in-charge		Head, ALAGAD Rescue Team	ALAGAD Center
			8 min				

Frontline Service 3: Request for Emergency Rescue

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LDRRMO					
1	▪ Report emergency situation	▪ Accept verbal or phone report	15 sec	Verbal or phone report		Radio Operator	MDRRMO
2	▪ Respond to queries	▪ Take note of details, i.e., type of incident, persons affected, location, contact information, kind of assistance needed, etc.	2 min	Request form Ballpen		Radio Operator	MDRRMO
3	▪ Wait	▪ Verify availability of driver and vehicle	10 sec			Rescuers	MDRRMO
4	▪ Wait	▪ Prepare rescue equipment, medical kits	20 sec	Rescue equipment Medical kits		Rescuers	MDRRMO
5	▪ Wait	▪ Inform PNP/BFP for additional team support when necessary	3 min	Report of incident		PNP/BFP personnel	LGU
6	▪ Wait	▪ Move towards identified site/location	5-20 min			Rescuers	On-site
7	▪ Wait	▪ Conduct quick interview of knowledgeable persons, i.e. Punong Barangay, Purok Leader, etc.	5 min	Crowd control		Rescuers	On-site
8	▪ Answer relevant questions	▪ Apply first aid to victim/s	2-3 min	First aid kit		Rescuers	On-site



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9	<ul style="list-style-type: none"> Assist the rescuer/s when necessary 	<ul style="list-style-type: none"> Load patients to ambulance or rescue vehicle when necessary 	5 sec	Spine board		Rescuers	On-site
10	<ul style="list-style-type: none"> Accompany patient/s 	<ul style="list-style-type: none"> Bring the patient/s to nearest hospital 	5-20 min	Ambulance/Rescue Vehicle		Driver Rescuers	Hospital
			22-33 min, 50 sec				

Frontline Service 4: Request for Rescue Vehicle Assistance (Multi-cab)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LDRRMO					
1	<ul style="list-style-type: none"> Express request, or present letter of request 	<ul style="list-style-type: none"> Accept request 	1 min	Verbal or written request		Radio Operator	MDRRMO
2	<ul style="list-style-type: none"> Respond to queries 	<ul style="list-style-type: none"> Take note of details, i.e., type of incident, persons affected, location, contact information, kind of assistance needed, etc. 	2 min	Request form Ballpen		Radio Operator	MDRRMO
3	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Verify availability of driver and vehicle 	2 min	Request form Ballpen		Radio Operator	MDRRMO
4	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Sign filled-out request form 	1 min			Radio Operator	MDRRMO
5	<ul style="list-style-type: none"> Accept filled-out request form 	<ul style="list-style-type: none"> Release filled-out request form 	1 min	Filled-out request form		Radio Operator	MDRRMO
6	<ul style="list-style-type: none"> Listen 	<ul style="list-style-type: none"> Instruct client to see driver and to prepare trip ticket/money for fuel 	2 min	Trip Ticket/ Cash		Radio Operator	MDRRMO
7	<ul style="list-style-type: none"> Present filled-out request form to driver 	<ul style="list-style-type: none"> Instruct driver to confirm accommodation of request 	1 min	Filled-out request form		MDRRMO Staff	MDRRMO
			10 min				