

DISASTER RISK REDUCTION AND MANAGEMENT OFFICE CITIZEN CHARTER

CCTV REVIEW

CITIZEN CHARTER

Pasig City Disaster Risk Reduction and Management Office

NAME OF SERVICE: Request to view and/ or copy of CCTV footage

Brief Description of the service

CCTV cameras are located at certain areas within Pasig City. Constituents may request for available footage on areas with CCTV cameras, the IT Section will assist the requestee and provide a copy of the footage following data privacy regulations

Office or Division:	I.T Section, Warning Division, Pasig CDRRMO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Copy of Police report for documentation and proof of legal purpose	Pasig City Police Station or Precint
Minimum of 8GB USB to save a copy of the footage upon approval and completion of requirement	IT Section, Pasig CDRRMO
PNP / BRGY OFFICIAL ASSISTANCE FOR CCTV REVIEW ON SATURDAY AND SUNDAY.	Police personnel or barangay personnel
Summon request from Regional Trial Court (RTC) or Metropolitan trail court (MTC)	RTC or MTC
Photocopy of Valid Government Issued I.D. / Barangay Clearance	

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Fill up forms with complete signatories	Validate the forms and confirm CCTV footage.	N/A	3 MINS	Ms. Stephanie Joy L. Yao – Warning Division Chief
2.	Provide 8 GB USB and required documents to process securing of footage	Verify police report and provide footage if available	N/A	10-15 MINS	Ms. Stephanie Joy L. Yao – Warning Division Chief
	Receive footage	Release footage upon completion of necessary requirements.	N/A	5 MINS	Ms. Stephanie Joy L. Yao – Warning Division Chief
TOTAL:					

- All footage provided are **NOT** for sale, duplicate, uploading in any sites and/ or shown to the general public

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
	2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	3. Email at: mrbyrantwong@outlook.com
	4. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	1. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
	2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	3. Email received from mrbyrantwong@outlook.com will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
How to file a complaint	1. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
	2. Phone Call 8643-000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	3. Email at : mrbyrantwong@outlook.com
	4. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How complaints are processed	1. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
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	4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
Contact Information	
Person in Charge:	MR. BRYANT MERYLL RUIZ Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	mrbyrantwong@outlook.com
Person in Charge:	MS. STEPHANIE JOY L. YAO
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	Pasigcdrmowarning@gmail.com

WARNING DIVISION

CITIZENS CHARTER Pasig City Disaster Risk Reduction and Management Office

Name of the service:

Assistance and response during emergencies/ disaster within the area of responsibility

Brief Description of the service:

Emergencies may occur anytime and calls maybe received thru Pasig CDRRMO hotline number and/ or radio communication. The command communication and control (C3) section monitor calls and coordinate emergency response operations 24/7

Office or Division:	Command Control Communication (C3) Section, Warning Division, Pasig CDRRMO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	ALL

1. Request assistance, medical or trauma, in times of emergency and/ or disaster

Checklist for requirements	Where to Secure
Call the Pasig CDRRMO hotline	Social media, online, city directory
Provide necessary information about the patient and situation such as but not limited to: Caller information: - Name - Contact information Incident: - Kind/ type of incident - Exact address or Location - Time of incident - Involved individual/ parties Patient information: - Name - Chief complains - Contact details - Current status - Assessment or intervention performed (If any)	Caller/ family member/ patient

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
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Call the Pasig CDRRMO Hotline for any emergency and provide all necessary information asked	Call taker will take the call and document and verify all information received	n/a	2 to 3 mins	Ms. Stephanie Joy L. Yao – Warning Division Chief
Answer further queries and verification of the call taker	After verifying information C3 will dispatch emergency response unit according to type of incident	n/a	2 to 3 mins	Ms. Stephanie Joy L. Yao – Warning Division Chief
Upon arrival of the responding unit the caller will guide the responders to the patient or incident if necessary	Emergency response unit will coordinate with C3 upon arrival and request for C3 to facilitate endorsement of client to nearest hospital or facility if necessary	n/a		Ms. Stephanie Joy L. Yao – Warning Division Chief

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	5. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
	6. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	7. Email at: mrbryantwong@outlook.com
	8. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	5. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
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How to file a complaint	5. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
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How complaints are processed	5. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
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Contact Information	
Person in Charge:	MR. BRYANT MERYLL RUIZ Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	mrbyrantwong@outlook.com
Person in Charge:	MS. STEPHANIE JOY L. YAO
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	Pasigcdrmowarning@gmail.com

CCTV REQUEST AND REPAIR

CITIZEN CHARTER Pasig City Disaster Risk Reduction and Management Office

NAME OF SERVICE: Request to repair City-owned Close Circuit Television (CCTV) Cameras

Brief Description of the service

Information technology equipment are also subject to wear and tear, damage to CCTV cameras, fiber cuts, power connections and system upgrading and/ or reprogramming are needed to maintain City-owned cameras for continuing of service

Office or Division:	I.T Section, Warning Division, Pasig CDRRMO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter and/ or technical report from concerned office/ unit/ area	I.T Section, Warning Division, Pasig CDRRMO

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Request letter and/ or technical report from concerned office/ unit/ area	Schedule for ocular inspection	N/A	3 to 5 Working Days	Ms. Stephanie Joy L. Yao – Warning Division Chief

2.		Ocular inspection and submission of technical report	N/A	1HR	Ms. Stephanie Joy L. Yao – Warning Division Chief
3.		Scheduling of repair	N/A	Subject to availability of supplies and equipment	Ms. Stephanie Joy L. Yao – Warning Division Chief
TOTAL:					

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	9. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
	10. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	11. Email at: mrbyrantwong@outlook.com
	12. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	9. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
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	12. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How complaints are processed	9. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
	10. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.

	11. Email received from mrbyrantwong@outlook.com will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	12. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
Contact Information	
Person in Charge:	MR. BRYANT MERYLL RUIZ Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	mrbyrantwong@outlook.com
Person in Charge:	MS. STEPHANIE JOY L. YAO
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	Pasigcdrmowarning@gmail.com

FIRE AND RESCUE

CITIZEN CHARTER

Pasig City Disaster Risk Reduction and Management Office

NAME OF SERVICE: Respond to any Emergency to Save Lives, Protect Property and Reduce the adverse effects of all types of Disaster

Emergency: -Fire Incident, Vehicular Accident, Pedestrian Accident, Drowning Incident, Suicide Attempt Incident, Electrocution Incident, collapsed structure incident, Animal Rescue Incident, Hazmat Incident, Active shooting incident, Swift water/ Flood rescue incident, High Rise Emergency Incident, Landslide incident, Confined Space Rescue Incident, Silo Trap Accident, Hazard to life falling tree/post incident, General first aid incident, Mass casualty incident and poisoning incident.

Non-Emergency: - Planned Event, Medical Standby and Flushing Operation.

Brief Description of the service: The Fire and Rescue Unit are mainly taskto Prepare, Prevent, and Respond to all-hazard, incident and event in cooperation with other PCDRRMO units, Barangay and NGO volunteer responder

Office or Division:	Pasig City Fire and Rescue Unit
Classification:	Simple

Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Residents and Non-residents of the City that are in ominous need during emergencies and calamities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. A) Emergency calls received from command center hotline 8643-0000 and/or radio.</p> <p>B) Emergency call from other network.</p> <p>C) Pasig Katext No.: +63908-899-3333</p>	<p>-Command Center duty radio dispatcher, Pasig City Hall</p> <ul style="list-style-type: none"> - Fire and Rescue duty personnel District 1 -Fire and Rescue Base, Red TC Caniogan - San Joaquin Base, Elisco Rd. -Fire and Rescue Boat, Bambang Kalawaan Bridge -Panthom Base, Mega Market, Palatiw <p>District 2 -Falcon Base, BartvilleSubd. Delapaz</p> <ul style="list-style-type: none"> - Request letter to addressed Mayor and/or to PCDRMO Chief <p>HON. VICTOR MA. REGIS N. SOTTO Mayor, City of Pasig Caruncho Ave, Brgy. San Nicholas, Pasig City</p> <p>Or</p> <p>MR. BRYANT Q. WONG, RN, EMT, MPM Chief, Pasig City DRRMO C3, Pasig City Hall, Caruncho Ave,</p>
<p>2. Provide necessary information about the patient and situation such as but not limited to:</p> <p>Caller information:</p> <ul style="list-style-type: none"> - Name - Contact information <p>Incident:</p> <ul style="list-style-type: none"> - Kind/ type of incident - Exact address or Location - Time of incident - Involved individual/ parties <p>Patient information:</p> <ul style="list-style-type: none"> - Name - Chief complains - Contact details - Current status - Assessment or intervention performed (If any) 	<ul style="list-style-type: none"> - Command Center (c3) - Walk-in relative / guardian - Request Letter coming from the Mayor's Office and/or PCDRMO Chief <p>HON. VICTOR MA. REGIS N. SOTTO Mayor, City of Pasig Caruncho Ave, Brgy. San Nicholas, Pasig City</p> <p>Or</p> <p>MR. BRYANT Q. WONG, RN, EMT, MPM Chief, Pasig City DRRMO C3, Pasig City Hall, Caruncho Ave,</p>

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Caller will provide relevant information needed by the response team.</p> <ol style="list-style-type: none"> 1. Nearest Landmark 2. No. of Patient 3. Others: - Fire Hydrant 	<p>For Radio Calls: Information will be verified and reviewed by Radio Dispatcher and immediately deploy Fire and Rescue Responder</p> <p>For Personal/Walk-in Clients:</p>	NONE	Within 2 mins	Mr. Ronald A. Galicia – Operations Division Chief

	-Hazmat -Active Shooter -Electrical Hazard	Information will be verified and reviewed by Duty Personnel and If necessary,involved/concerned party will accompany the Fire and Rescue Responder			
2	Caller/Significant others should wait for the Fire and rescue Team at the area of emergency for proper coordination	Dispatch the nearest Fire and Rescue Unit	NONE	5 to 7mins (Depending on the nature of Emergency) 12mins (Due to gearing up of PPE for covid19 concern)	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:				=7 to 9 minutes for Technical response =14 minutes for Medical/Covid19 related response	

NAME OF SERVICE: Respond to any Emergency to Save Lives, Protect Property and Reduce the adverse effects of all types of Disaster

Non-Emergency: - Planned Event, Medical Standby and Flushing Operation.

Brief Description of the service: The Fire and Rescue Unit are mainly task to Prepare, Prevent, and Respond to all-hazard, incident and event in cooperation with other PCDRRMO units, Barangay and NGO volunteer responder

Office or Division:	Pasig City Fire and Rescue Unit
Classification:	
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Residents and Non-residents of the City that are in need during emergencies and calamities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A) Calls received from command center hotline 8643-0000 and/or radio. B) Call from other network. C) Pasig Katext No.: +63908-899-3333	<ul style="list-style-type: none"> - Command Center duty radio dispatcher, Pasig City Hall - Fire and Rescue duty personnel District 1 -Fire and Rescue Base, Red TC Caniogan -San Joaquin Base, Elisco Rd. -Fire and Rescue Boat, Bambang Kalawaan Bridge -Panthom Base, Mega Market, Palatiw District 2 -Falcon Base, BartvilleSubd. Delapaz <ul style="list-style-type: none"> - Request Letter addressed to: HON. VICTOR MA. REGIS N. SOTTO Mayor, City of Pasig Caruncho Ave, Brgy. San Nicholas, Pasig City Or MR. BRYANT Q. WONG, RN, EMT, MPM Chief, Pasig City DRRMO C3, Pasig City Hall, Caruncho Ave, Barangay San Nicholas, Pasig City

<p>2. Provide necessary information about the patient and situation such as but not limited to:</p> <p>Caller information:</p> <ul style="list-style-type: none"> - Name - Contact information <p>Incident:</p> <ul style="list-style-type: none"> - Kind/ type of incident - Exact address or Location - Time of incident - Involved individual/ parties <p>Patient information:</p> <ul style="list-style-type: none"> - Name - Chief complains - Contact details - Current status - Assessment or intervention performed (If any) 	<ul style="list-style-type: none"> - Command Center (c3) - Walk-in relative / guardian - Letter coming from the Mayor's Office and/or PCDRRMO Chief
<p>3. Letter addressed to:</p> <p>HON. VICTOR MA. REGIS N. SOTTO Mayor, City of Pasig Caruncho Ave, Brgy. San Nicholas, Pasig City</p> <p>Or</p> <p>MR. BRYANT Q. WONG, RN, EMT, MPM Chief, Pasig City DRRMO C3, Pasig City Hall, Caruncho Ave, Barangay San Nicholas, Pasig City</p>	<ul style="list-style-type: none"> - To be produced by the requesting party.

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Caller will provide relevant information needed by the response team.</p> <ol style="list-style-type: none"> 4. Nearest Landmark 5. No. of Patient 6. Others: <ul style="list-style-type: none"> - Fire Hydrant -Hazmat -Active Shooter -ElectricalHazard 	<p>For Radio Calls: Information will be verified and reviewed by Radio Dispatcher and immediately deploy Fire and Rescue Responder</p> <p>For Personal/Walk-in Clients: Information will be verified and reviewed by Duty Personnel and If necessary, involved/concerned party will accompany the Fire and Rescue Responder</p>	NONE	Within 2 mins	Mr. Ronald A. Galicia – Operations Division Chief
	<p>Caller/Significant others should wait for the Fire and rescue Team at the area of emergency for proper coordination</p>	<p>Dispatch the nearest Fire and Rescue Unit</p>	NONE	<p>5 to 7mins (Depending on the nature of Emergency) 12mins (Due to gearing up of PPE for infectious</p>	Mr. Ronald A. Galicia – Operations Division Chief

				diseases concern)	
	<p>Letter addressed to:</p> <p>HON. VICTOR MA. REGIS N. SOTTO Mayor, City of Pasig Caruncho Ave, Brgy. San Nicholas, Pasig City</p> <p>Or</p> <p>MR. BRYANT Q. WONG, RN, EMT, MPM Chief, Pasig City DRRMO C3, Pasig City Hall, Caruncho Ave,</p>	If received by Administration Division, will be endorsed to Duty Fire and Rescue personnel.	NONE	1 to 4 Days (Depending on the nature of event)	
				= 5 days prior to the event.	
TOTAL:					

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
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	15. Email at: mrbyrantwong@outlook.com
	16. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM Chief, Pasig City DRRMO C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	13. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
	14. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
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How to file a complaint	13. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
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	Caruncho Ave, Pasig City
How complaints are processed	13. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
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Contact Information	
Person in Charge:	MR. BRYANT MERYLL RUIZ Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	mrbyrantwong@outlook.com
Person in Charge:	RONALD A. GALICIA
Contact No./s.	09175682026
Email Address:	PCDRRMO.Operations.Division@gmail.com

PASIG EMERGENCY UNIT

CITIZEN CHARTER
Pasig City Disaster Risk Reduction and Management Office

NAME OF SERVICE: Responding to Trauma and Medical Emergencies within AOR and Emergency Response Service during Calamities within AOR

Brief Description of the service: Pasig City DRRMO and CHO provides PRE-HOSPITAL services to our constituents thru Pasig Emergency Unit composed of Registered Nurses and Emergency Medical Technicians (EMT) that provides pre-hospital care to patients and/ victims.

Office or Division:	Pasig Emergency Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Pasig City Residents that are in need of medical assistance during calamities/ emergencies.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. a.) Receive call from City Disaster Risk Reduction and Management Office (CDRRMO) Hotline (02-8643-0000) and/ or Radio b.) Personal coordination of concerned party at the CDRRMO c.) Receive of call and/ or Radio from different local agencies.	PASIG CITY DRRMO
Provide necessary information about the patient and situation such as but not limited to: Caller information: <ul style="list-style-type: none"> - Name - Contact information Incident: <ul style="list-style-type: none"> - Kind/ type of incident - Exact address or Location - Time of incident - Involved individual/ parties Patient information: <ul style="list-style-type: none"> - Name - Chief complains - Contact details - Current status - Assessment or intervention performed (If any) 	PASIG CITY DRRMO

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Caller contacts C3 hotline or personally coordinates with CDRRMO Caller will provide relevant information needed by the response team.	Pasig C3 will obtain necessary information needed.	NONE	2 mins	Ms. Stephanie Joy L. Yao – Warning Division Chief
2	For Radio/ Telephone Call: Information will be verified and reviewed	Information will be verified and reviewed by Pasig c3.	NONE		Ms. Stephanie Joy L. Yao – Warning Division Chief

	<p>Caller should wait for the verification call and/ or dispatch from the Operator</p> <p>For Personal Coordination:</p> <p>If necessary, involved/ concerned party will accompany ambulance.</p>			2 mins	
3	<p>Caller should expect arrival of Pasig Emergency Unit at the area.</p> <p>Ambulance Nurse will coordinate with the caller/ family/ guardian of the patient/ victim</p>	<p>Team Leader of Pasig Emergency Unit will dispatch the nearest ambulance based on the patient's location.</p>	NONE	Maximum of 10 minutes	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:					

NAME OF SERVICE: For Patient Conduction WITHIN AND OUTSIDE AOR

Brief Description of the service: These services cater to the constituents that are suffering from chronic illnesses but are **NON-URGENT** situation.

Any patient under emergency condition will not fall in this category and will immediately be transported to the **nearest** hospital for medical treatment.

Office or Division:	Pasig Emergency Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Pasig City Residents that are in need of medical assistance during calamities/ emergencies.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. a.) Received call from Hotline (02-8643-0000) b.) Personal Coordination to CDRRMO	PASIG CITY DRRMO
2. Physician/ Nurse from Endorsing Facility (If needed, as per assessment of personnel on duty)	ENDORISING FACILITY/ HOSPITAL
<p>Provide necessary information about the patient and situation such as but not limited to:</p> <p>Caller information:</p> <ul style="list-style-type: none"> - Name - Contact information <p>Incident:</p> <ul style="list-style-type: none"> - Kind/ type of incident - Exact address or Location - Time of incident - Involved individual/ parties 	REQUESTING PARTY

<p>Patient information:</p> <ul style="list-style-type: none"> - Name - Chief complains - Contact details - Current status - Assessment or intervention performed (If any) - 	
<p>3. Request/ Coordination letter from requesting party to CDRRMO:</p>	
<p>4. Additional information</p> <p>a.) For Home to Hospital Patient Conduction</p> <ul style="list-style-type: none"> - Coordination of requesting party to the Hospital of choice within Pasig City and hospitals outside pasig. - CDRRMO Personnel will verify the coordination to the receiving facility. - Waiver of patient/patient relative that City Government of Pasig, Pasig City DRRMO, and Pasig Emergency Unit will not be held liable to whatever will happen to patient during transport. <p>b.) For Hospital to Home Patient Conduction</p> <ul style="list-style-type: none"> - Clearance and/ or discharge form from the hospital. - Signed waiver for patients with HAMA¹, DAMA², THOC³, or DNR^{4*} Forms. - Waiver of patient/patient relative that City Government of Pasig, Pasig City DRRMO, and Pasig Emergency Unit will not be held liable to whatever will happen to patient during transport. <p>c.) For Hospital to Hospital Patient Conduction</p> <ul style="list-style-type: none"> - Coordination between the two (2) hospitals involved and/or between the requesting party and receiving hospital. - CDRRMO personnel will verify coordination and need for a Physician/nurse from endorsing facility before transport. 	<p>HOSPITAL OF CHOICE</p> <p>REQUESTING HOSPITAL</p> <p>HOSPITALS INVOLVED</p> <p>HOSPITAL INVOLVED</p> <p>ENDORING FACILITY/ HOSPITAL</p>

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Caller contacts C3 hotline or personally coordinates with CDRRMO</p> <p>Caller will provide relevant information needed by the response team.</p>	<p>Pasig C3 will obtain necessary information needed.</p>	<p>NONE</p>	<p>2 mins</p>	<p>Ms. Stephanie Joy L. Yao – Warning Division Chief</p>
2	<p>For Radio/ Telephone Call:</p> <p>Information will be verified and reviewed</p> <p>Caller should wait for the verification call and/ or dispatch from the Operator</p> <p>For Personal Coordination:</p> <p>If necessary, involved/ concerned party will accompany the ambulance.</p>	<p>Information will be verified and reviewed by Pasig c3.</p>	<p>NONE</p>	<p>2 mins</p>	<p>Ms. Stephanie Joy L. Yao – Warning Division Chief</p>
3	<p>Caller should expect arrival of Pasig Emergency Unit at the area.</p>	<p>Team Leader of Pasig Emergency</p>	<p>NONE</p>	<p>Maximum of 10 minutes</p>	<p>Mr. Ronald A. Galicia –</p>

	Ambulance Nurse will coordinate with the caller/ family/ guardian of the patient/ victim	Unit will dispatch the nearest ambulance based on the patient's location.			Operations Division Chief
TOTAL:					

NAME OF SERVICE: Providing Ambulance and Medical Standby

Brief Description of the service: Providing medical outpost/ first aid stations and standby ambulance services to events like sports tournaments, concerts, fiesta and fun runs are some of the planned events this office caters to.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request letter from the City MAYOR's Office	Mayor's Office
2. The following details should be included - Name/ Type of Event: - Date and Time of Event: - Exact Location of Event: - Name of Requesting Party: - Estimated number of attendees: - Contact Person and Number of Coordinator	Requesting Party

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Personal coordination to CDRRMO with formal request letter	Will immediately inform the concern unit	None		
2	Proceed to CDRRMO for final approval and scheduling	Chief, CDRRMO for approval	None		
3	Requesting party receives final approved letter of request	Operations Section for endorsement and schedule	None	1day	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:					

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	17. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
	18. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	19. Email at: mrbyrantwong@outlook.com
	20. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i>

	C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	17. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
	18. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	19. Email received from mrbyrantwong@outlook.com will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
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How to file a complaint	17. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
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	19. Email at :mrbyrantwong@outlook.com
	20. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How complaints are processed	17. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
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	20. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
Contact Information	
Person in Charge:	MR. BRYANT MERYLL RUIZ Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	mrbyrantwong@outlook.com
Person in Charge:	RONALD A. GALICIA
Contact No./s.	09175682026
Email Address:	PCDRRMO.Operations.Division@gmail.com

RED TRAINING CENTER

CITIZEN CHARTER Pasig City Disaster Risk Reduction and Management Office

NAME OF SERVICE: Training Development and Capability Skills Program

Brief Description of the service

PCDRRMO Training Division provides training services to public and private individuals in such subject as Disaster Risk Reduction and Management, including emergency response and capacity building program.

Office or Division:	Pasig City DRRMO – Training Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	<ul style="list-style-type: none"> ● Barangay, Homeowners Association, NGO's, Private Companies and Stakeholders (Pasig Resident) ● Other LGU's and Private Companies or Stakeholders (Non-Pasig Resident)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Submit a hardcopy to RED Training Center or email it to PCDRRMOtrainingdivision@gmail.com
Basic Life Support Training Certificate	DOLE accredited BLS provider Submit a photocopy to RED Training Center or email a scanned copy to PCDRRMOtrainingdivision@gmail.com
First Aid Training Certificate	Authorized First Aid Training provider Submit a photocopy to RED Training Center or email a scanned copy to PCDRRMOtrainingdivision@gmail.com
Medical Certificate	Barangay / City Health Office Submit an original copy to RED Training Center

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquiry via: <ul style="list-style-type: none"> ● Phone – ● Email – ● Walk-in 	Discuss to client the courses offered by Training Division, details about the requirements and available schedule.	None	1 hour	Mr. Ramon Carlos Z. Cayube – Training Division Chief

2	Send a hardcopy of a request letter addressed to the Chief of DRRMO / Send an email of a request letter to PCDRRMOtrainingdivision@gmail.com	Send a copy of letter to the DRRMO Chief and inform client immediately upon approval.	None	8 hours	Mr. Bryant Meryll Ruiz Q. Wong – Chief CDRRMO
3	Submission of requirements and Payment	Will assist to Pasig City Hall for Order of Payment and Official Receipt	(Please see Executive Order no. 9 series of 2012 for the RED training Center Facilities and Short Courses Fee or you may coordinate to Sangguniang Secretariat at Tel. No 641-1111 local 246)	5 Days	Mr. Ramon Carlos Z. Cayube – Training Division Chief
4	Confirmation of training schedule	Preparation for training materials, equipment and facility. Endorsement letter to DRRM Operations Division for a request of instructors if necessary. Conduct and facilitate training.	None		Mr. Ramon Carlos Z. Cayube – Training Division Chief
5	Written and Practical Examination	Delibate / Evaluation for grading. Printing of Certificates.	None	4 hours	Mr. Ramon Carlos Z. Cayube – Training Division Chief
6	Submission of Evaluation form and Closing Ceremony	Awarding of certificates and Submission of Post Activity Report to the DRRM Office.	None	30 mins	Mr. Ramon Carlos Z. Cayube – Training Division Chief
TOTAL:				5 days, 13 hours and 30 mins	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	21. Pasig City Public Information Office Official Facebook Page
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	<p>http://www.pasigcity.gov.ph/</p> <p>22. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333</p> <p>23. Email at: mrbyrantwong@outlook.com</p> <p>24. Letter addressed to:</p> <p>MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City</p>
How feedback is processed	<p>21. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.</p> <p>22. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.</p> <p>23. Email received from mrbyrantwong@outlook.com will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.</p> <p>24. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.</p>
How to file a complaint	<p>21. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/</p> <p>22. Phone Call 8643-000 Command Center Hotline / Pasig Katext No.: +63908-899-3333</p> <p>23. Email at : mrbyrantwong@outlook.com</p> <p>24. Letter addressed to:</p> <p>MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City</p>
How complaints are processed	<p>21. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.</p> <p>22. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.</p> <p>23. Email received from mrbyrantwong@outlook.com will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.</p> <p>24. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.</p>
Contact Information	
Person in Charge:	MR. BRYANT MERYLL RUIZ Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	mrbyrantwong@outlook.com
Person in Charge:	MR. RAMON CARLOS Z. CAYUBE
Contact No./s.	09282912053/09267802600
Email Address:	PCDRRMOtrainingdivision@gmail.com

RED TRAINING CENTER SHORT COURSES (Maximum 24 Trainees per Course)

TYPE OF TRAINING	TRAINING PERIOD	COURSE FEE		
		Pasig Resident	Non-Pasig Resident	Private Companies (Pasig Resident)

Basic Search & Rescue Technician Course	5 Days (48 Hours)	Php 1,000.00	Php 3,500.00	Php 2,500.00
Technical Rope Rescue (Operation Level)	3 Days (24 Hours)	1,000.00	2,500.00	2,000.00
Technical Rope Rescue (Technician Level)	3 Days (24 Hours)	1,000.00	2,500.00	2,000.00
Crashed Vehicle Extrication and Rescue Training	3 Days (24 Hours)	1,500.00	3,500.00	2,750.00
Hazardous Materials – First Responders Course	2 Days (16 Hours)	1,500.00	2,500.00	2,500.00
Hazardous Materials – Operational Level	3 Days (24 Hours)	1,500.00	3,200.00	2,750.00
Basic Structural Collapsed Rescue	5 Days (35 Hours)	1,000.00	2,500.00	2,500.00
Small Boat Handling	2 Days (16 Hours)	500.00	1,500.00	1,500.00
Basic Fire Fighting	5 Days (40 Hours)	2,000.00	4,000.00	3,500.00
Urban Search and Rescue	10 Days (100 Hours)	1,500.00	5,500.00	5,000.00
Basic Swimming Course (Level I)	10 Days (32 Hours)	700.00	2,000.00	1,500.00
Basic Water Survival Swimming Course (Level II)	3 Days (21 Hours)	1,000.00	2,000.00	1,500.00
Basic Water Search and Rescue (Level III)	5 Days (36 Hours)	1,000.00	3,000.00	2,500.00
Flood / Swift Water Responders Training	4 Days (28 Hours)	2,000.00	3,000.00	2,500.00

FACILITIES (For other Functions and Special Seminars)

FACILITY	RENTAL FEE		
	Pasig Resident	Non-Pasig Resident	Private Companies (Pasig Resident)
Seminar Hall (30 Pax Capacity)	Php 4,000.00 / First 3 Hours 750.00 / additional per Hour		
Earthquake Simulation Room	50.00 / Individual		
Typhoon Simulation Room	50.00 / Individual		
Firefighting and First Aid Training Room	50.00 / Individual		
Rescue and Escape Section Room	50.00 / Individual		
Smoke Maze	50.00 / Individual		
Fire and Rescue Tech Building	200.00 / Individual		
Board and Lodging (3 Meals)	400.00 / Individual / day (250 Meals& 150 Lodging)		
Fire and Rescue Equipment Rental	200.00 / individual / day		
SHOOTING (TV, Movie / Commercials / Ads)			
Use of RED Training Center Facility, 2 Hours	10,000.00		
Use of RED Training Center Facility, Additional Per Hour	1,000.00		
Use of RED Training Center Facility, Whole Day, 8 Hours /Fixed Rate	20,000.00		
EDUCATIONAL TOUR PACKAGE			
Tour within RED Training Center, Maximum of 50 persons per Batch	30.00 per Head		
Tour within RED Training Center, per Pax	100.00 per Head		

RELIEF SECTION

CITIZEN CHARTER

Pasig City Disaster Risk Reduction and Management Office

NAME OF SERVICE: Distribution of relief goods to victims affected by disasters and/ or calamity

Brief description of the service:

Providing relief goods which directly caters to the disaster affected constituents. Relief Goods include food and non-food items to ensure victims will be taken care of in time of calamities such as Fire, Typhoon and Earthquakes.

Office or Division:	Pasig City DRRMO – Relief Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Citizens of Pasig affected by disaster or calamity

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For immediate needs 1. Validation from City Social Welfare and Development Office (CSWDO)	CSWDO
For non-immediate needs 1. Request letter from affected individual or groups 2. Validation from CSWDO	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	FOR IMMEDIATE CSWDO will gather information and data then forward request to PCDRRMO	- Relief section will transport requested quantity of relief goods and distribute to evacuation areas	none	Within 24 hours upon validation of CSWDO	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:					

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	FOR NON-IMMEDIATE Request letter from individuals/ groups affected by disaster/ calamity with attached CSWD Validation	- Forward/ endorse request letter for approval	none	Within 24 hours upon validation of CSWDO	Mr. Ronald A. Galicia – Operations Division Chief
2	Upon Approval. Requesting party will coordinate with relief section for acceptance and delivery	- Relief section will inform requesting party of approval and prepare the relief goods for release and distribution	none	Within 24 hours upon validation of CSWDO	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:					

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	25. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
	26. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	27. Email at: mrbyrantwong@outlook.com
	28. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM Chief, Pasig City DRRMO C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	25. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
	26. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	27. Email received from mrbyrantwong@outlook.com will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.

	28. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
How to file a complaint	25. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
	26. Phone Call 8643-000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	27. Email at : mrbryantwong@outlook.com
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How complaints are processed	25. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
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	28. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
Contact Information	
Person in Charge:	MR. BRYANT MERYLL RUIZ Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	mrbryantwong@outlook.com
Person in Charge:	RONALD A. GALICIA
Contact No./s.	09175682026
Email Address:	PCDRRMO.Operations.Division@gmail.com

RESEARCH AND PLANNING DIVISION

CITIZENS CHARTER

Office or Division	PCDRRMO – Research and Planning Division
Classification	Complex
Type of Transaction	G2C – Government to Citizens G2B-Government to Business G2G – Government to Government
Who may avail	Residents of Pasig City, All Government Agencies, Barangay BDRRM Committee, Private Institutions, NGO Volunteer Group, Academe, Researchers,

1. Request for copy of DRRM Plan, Contingency Plans, Hazard Maps and other disaster related documents available and for public access.

Checklist for requirements	Where to Secure
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Written request letter addressed to the City Mayor thru the Chief of the Pasig City Disaster Risk Reduction and Management Office	
Scanned or photocopy of at least one valid ID issued by National Agency such as LTO Driver's License, PRC License, SSS ID, GSIS ID, BIR ID, Passport, Student ID, Associations ID etc.	
At least 5 gb. USB or external hard drive	
Email address of requesting party	

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Requesting party to send request letter (personal or via email)	Receive letter and forward to Chief – PCDRMO then re-routed to Research and Planning Division Chief's Office	None	Unknown	Ms. Lulubelle M. Nora- Admin Division Chief
Provide scanned or photocopy of at least one valid ID together with one USB or external hard drive	Assigned staff to provide soft copy of requested document/s to the requesting party	None	5-10 mins. (depending on the size of the file)	Ms. Maricel M. Evangelista- Research and Planning Division Chief

2. Request for the review of the Barangay DRRM Fund Investment Plan.

Checklist for requirements	Where to Secure
Submission of Oplan Listo BDRRM Plan, Annual Utilization Report, Annual Accomplishment Report, Summary of resources, list of attended disaster related seminars, Barangay DRRM related Resolutions, Situation Reports and other related documents that maybe required if necessary.	Barangay

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Concerned Barangay to submit required data and documents in hard and soft copy	Monitor submission and coordinate with concerned barangay for compliance	None	1 week before the approval of Barangay Annual Fund	Ms. Maricel M. Evangelista- Research and Planning Division Chief
Provide two copies of the annual Barangay DRRM Fund Investment Plan	Review the plan as to correctness and forward to the Chief's Office for final review	None	5 mins.	Ms. Maricel M. Evangelista- Research and Planning Division Chief
Receive the signed Barangay DRRM Fund Investment Plan	Release the signed Barangay DRRM Fund	None	5 mins.	Ms. Maricel M. Evangelista- Research and Planning Division Chief

	Investment Plan			
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3. Request for the review of Public and Private School Contingency Plan.

Checklist for requirements	Where to Secure
Submission of School DRRM Plan, Annual Accomplishment Report, Summary of resources, list of attended disaster related seminars and other related documents that maybe required if necessary.	School

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Concerned School to submit required data and documents in hard and soft copy	Monitor submission and coordinate with concerned School for compliance	None	1 week before the approval of Barangay Annual Fund	Ms. Maricel M. Evangelista- Research and Planning Division Chief
Provide soft copy of School Contingency Plans	Review the plan as to correctness and compliance to official template and forward to the Chief's Office for final review	None	1 week	Ms. Maricel M. Evangelista- Research and Planning Division Chief
Receive certificate of review and compliance to City's required template	Release the certification to concerned school	None	5 mins.	Ms. Maricel M. Evangelista- Research and Planning Division Chief

4. Request for recognition as NGO or Private Fire, Rescue and EMS Volunteer Group and other concerns.

Checklist for requirements	Where to Secure
Written request addressed to the City Mayor through Chief of Pasig City DRRMO	NGO
Submission of List of Members, SEC Registration, Summary of Equipment, tools and accessories, List of disaster related trainings attended or Certificate of Competency from BFP.	NGO

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Concerned NGO to submit required data and documents in hard and soft copy	Monitor submission and coordinate with concerned organization for compliance	None	Annually	Ms. Maricel M. Evangelista- Research and Planning Division Chief

Provide soft copy of required documents together with request letter	Prepared endorsement letter for BFP Pasig and forward to Chief of Pasig City DRRMO for signing	None	1 day	Ms. Maricel M. Evangelista- Research and Planning Division Chief
Receive copy of endorsement and directly coordinate at the Office of the Bureau of Fire Protection Pasig City	Release the endorsement to concerned NGO	None	5 mins.	Ms. Maricel M. Evangelista- Research and Planning Division Chief
Furnish the City DRRM Office with a copy of certificate of recognition from Bureau of Fire Protection	Include the NGO or Private Fire, Rescue and EMS Volunteer Group in the list of recognized group's database			

5. Request for technical assistance during workshops related to Research and Planning activities:

Checklist for requirements	Where to Secure
Written request addressed to the City Mayor through Chief of Pasig City DRRMO	
Memorandum or Invitation letter to attend	

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Submit request letter or issue memorandum or Invitation letter to attend	Receive request letter or memorandum or invitation to attend and forward to Chief – PCDRRMO then re-routed to Research and Planning Division Chief's Office	None	unknown	Ms. Lulubelle M. Nora- Admin Division Chief
Follow-up list of attendees and provide details of activities	Prepare related documents, confirm availability and attend or provide lectures, assistance if needed.	None	Upon Schedule	Ms. Maricel M. Evangelista- Research and Planning Division Chief

6. Request for Drill Evaluators:

Checklist for requirements	Where to Secure
Written request addressed to the City Mayor through Chief of Pasig City DRRMO	

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Submit request letter	Receive request letter and forward to Chief – PCDRRMO then re-routed to Research and Planning Division Chief's Office	None	Unknown	Ms. Lulubelle M. Nora- Admin Division Chief
Follow-up list of evaluators and provide details of drill activity	Confirm schedule and attend drill as evaluator.	None	Upon Schedule	Ms. Maricel M. Evangelista- Research and Planning Division Chief
Conduct the drill based on scheduled time and date	Act as Evaluator on how the drill was conducted and issue evaluation report and certificate to the requesting party	None	Upon schedule	Ms. Maricel M. Evangelista- Research and Planning Division Chief

6. Request for Incident Management team deployment during Event:

Checklist for requirements	Where to Secure
Written request addressed to Chief of Pasig City DRRMO	
Issuance of memorandum	

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Submit request letter or issue memorandum	Receive request letter/memorandum and forward to Chief – PCDRRMO then re-routed to Research and Planning Division Chief's Office	None	5 mins.	Ms. Lulubelle M. Nora- Admin Division Chief
Follow-up name of Incident Management Team and provide specific details of the event	Prepare Event Action Plan and mobilize resources depending on the nature of event	None	Upon Schedule	Ms. Maricel M. Evangelista- Research and Planning Division Chief
Conduct the event based on scheduled time and date	Deployed appropriate members of the incident Management team	None	Upon schedule	Ms. Maricel M. Evangelista- Research and Planning Division Chief

	and ensure the safety of the responders and the general public			
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Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
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How feedback is processed	29. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
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Contact Information	
Person in Charge:	MR. BRYANT MERYLL RUIZ Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	mrbryantwong@outlook.com

Person in Charge:	MS. MARICEL M. EVANGELISTA
Contact No./s.	Phone Call 8643-0000 Local 306
Email Address:	researchandplanningdivision@gmail.com

TRAINING FOR COMMUNITY

CITIZEN CHARTER

Pasig City Disaster Risk Reduction and Management Office

NAME OF SERVICE: Training Development and Capability Skills Program

Brief Description of the service

PCDRRMO Training Division provides training services to public and private individuals in such subject as Disaster Risk Reduction and Management, including emergency response and capacity building program.

Office or Division:	Pasig City DRRMO – Training Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	<ul style="list-style-type: none"> ● Barangay, Homeowners Association, NGO's, Private Companies and Stakeholders (Pasig Resident) ● Other LGU's and Private Companies or Stakeholders (Non-Pasig Resident)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Submit a hardcopy to RED Training Center or email it to PCDRRMOtrainingdivision@gmail.com
Medical Certificate	Barangay / City Health Office Submit an original copy to RED Training Center

- | | |
|-----------------------|--------|
| 1. Basic Life Support | 1 Day |
| 2. Standard First Aid | 2 Days |
| 3. DRRM 101 | 1 Day |

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquiry via: <ul style="list-style-type: none"> ● Phone – ● Email – ● Walk-in 	Discuss to client the courses offered by Training Division, details about the requirements and available schedule.	None	1 hour	Mr. Ramon Carlos Z. Cayube – Training Division Chief
2	Send a hardcopy of a request letter addressed to the Chief of DRRMO /	Send a copy of letter to the DRRMO Chief and	None	8 hours	Mr. Bryant Meryll Ruiz Q. Wong – Chief CDRRMO

	Send an email of a request letter to PCDRRMotrainingdivision@gmail.com	inform client immediately upon approval.			
	Confirmation of training schedule	Preparation for training materials, equipment and facility. Endorsement letter to DRRM Operations Division for a request of instructors if necessary. Conduct and facilitate training.	None P 30.00 for Basic Life Support Training Certificate under the Philippine Heart Association		Mr. Ramon Carlos Z. Cayube – Training Division Chief
4	Written and Practical Examination	Evaluation for grading. Printing of Certificates.	None	4 hours	Mr. Ramon Carlos Z. Cayube – Training Division Chief
5	Submission of Evaluation form and Closing Ceremony	Awarding of certificates and Submission of Post Activity Report to the DRRM Office.	None	30 mins	Mr. Ramon Carlos Z. Cayube – Training Division Chief
TOTAL:				13 hours and 30 mins	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	33. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
	34. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	35. Email at: mrbyrantwong@outlook.com
	36. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	33. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
	34. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	35. Email received from mrbyrantwong@outlook.com will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.

	36. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
How to file a complaint	33. Pasig City Public Information Office Official Facebook Page http://www.pasigcity.gov.ph/
	34. Phone Call 8643-000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	35. Email at : mrbyrantwong@outlook.com
	36. Letter addressed to: MR. BRYANT Q. WONG, RN, EMT, MPM <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How complaints are processed	33. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
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	36. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
Contact Information	
Person in Charge:	MR. BRYANT MERYLL RUIZ Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	mrbyrantwong@outlook.com
Person in Charge:	MR. RAMON CARLOS Z. CAYUBE
Contact No./s.	09282912053/09267802600
Email Address:	PCDRRMOTrainingdivision@gmail.com