



DISASTER RISK REDUCTION AND MANAGEMENT OFFICE Bacolod City

Design, program, coordinate and implement disaster risk reduction and management activities consistent with the national disaster risk reduction & management council's standards and guidelines

Location: 2nd floor, City Hall Bldg. Luzuriaga – Araneta Street, Bacolod City

Phone number: (034) 432-3879

I. DISASTER PREPAREDNESS SERVICES – REQUEST FOR TRAININGS/ DRILLS/ LECTURES

ABOUT THE SERVICE:

- Community-based disaster risk reduction & management training/orientation/lecture
- Disaster preparedness orientation/lecture/drill
- Basic First Aid and Rescue Training
- Basic Training on Ambulance Operation
- Disaster Risk Reduction- Climate Change Adaptation, Training, Lecture, Orientation
- Gender Sensitivity Orientation in Disaster Situations
- Building Emergency Evacuation Plan (BEEP) Orientation
- Camp Management Orientation

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Make a letter request addressed to the DRRMO Head of Office and have its hard copy received; or Send the request letter thru DRRMO email – drmmobacolodcity@yahoo.com	3 minutes 5 minutes	<i>Jenelyn Sapul Francis Lauren Cordova</i>
2. DRRMO Head acts on the request upon availability of schedule	1 day	Aaron L. Bais – City DRRM Officer

II. DISASTER PREVENTION/MITIGATION SERVICES – FLOOD CONTROL

ABOUT THE SERVICE:

- Weather & Earthquake Monitoring & Warning
- Emergency SMS Bulk Messaging Services
- CCTV Monitoring of Sea Port, River and Major Intersections
- Disaster Preparedness LED Wall Information, Education and Communications (IEC) services

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Make a letter request addressed to the DRRMO Head of Office and have its hard copy received; or Send the request letter thru DRRMO email – drrmobacolodcity@yahoo.com	3 minutes 10 minutes	<i>Jenelyn Sapul</i> <i>Francis Lauren Cordova</i>
2. DRRMO Head acts on the request upon availability of schedule by referring the request to the Team Leader	1 day	Aaron L. Bais – City DRRM Officer
3. Team leader fills out Dispatch Order conducts ocular inspection and make recommendations to the DRRMO	½ day	<i>Rey Validor</i>
Head of Office		
4. Upon appreciation of the Team Leader’s recommendation, the DRRMO Head instruct to act on the request in coordination with the requesting party with notification to the Barangay Officials concerned	½ -2 days as needed	<i>Rey Validor</i> <i>Dondon A. Parandas</i>

III. DISASTER PREVENTION/MITIGATION SERVICES – ISSUANCE OF GEOHAZARD RISK ASSESSMENT CERTIFICATION (PER C.O. 335 S. 2003 AS AMENDED BY C.O. 08-16-776 S. 2016)

ABOUT THE SERVICE:

- Flood Control/Mitigation Services (manual and mechanical de-clogging/clearing/de-silting of drainage and other waterways
- Clearing/Pruning of nuisance tree branches along public roads and parks
- Issuance of Hazard Risk Assessment Certification for socialized housing development; construction of structures near the rivers, creeks and other waterways as per C.O. 335 s. 2003 as amended by C.O. 08-16-776 s. 2016

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Make a letter request with relevant supporting documents addressed to the DRRMO Head of Office and have its hard copy received	3 minutes	<i>Jenelyn Sapul</i>
2. DRRMO Head acts on the request by conducting an ocular inspection of the area.	3 days	Aaron L. Bais – City DRRM Officer
3. DRRMO Head through the Administrative Officer prepares and issues certification	3 hours	Aaron L. Bais – City DRRM Officer <i>Bernadeth B. Montelibano</i>

IV. DISASTER RESPONSE SERVICES

ABOUT THE SERVICE:

- 24/7 911 Bacolod Emergency Dispatch Call Center (Fire, Police, EMS etc.)
- 24/7 Emergency Medical Services
 - Trauma (all physical injuries)
 - Medical (non-trauma cases)
 - OB-Gyne
 - Medical Transport

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Call 911 Bacolod Emergency Dispatch Call Center at the following contact numbers: <ul style="list-style-type: none"> • Using PLDT landline, dial 117 • Using PLDT or Globelines landline, dial 911 (911 Central Office in Manila will answer the call and relay it to 911 Bacolod) • Using Globelines landline, dial 432-3871-73 • Using mobile phone with sufficient load, dial 034-117 or 432-3871-73 	1 minute processing time; 7 minutes average response time depending on the location	911 Bacolod Operator

V. OTHER TECHNICAL SUPPORT SERVICES

ABOUT THE SERVICE:

- Technical assistance extended to strengthen the functionality of the Barangay DRRM Committee (BDRRMC)
- Technical assistance extended to strengthen the functionality of the Community Disaster Volunteers

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Stakeholder submits relevant documents to the Administrative Office	3 minutes	<i>Jenelyn Sapul</i>
2. Administrative Officer scans the documents. If presented complete, issues certification as to its compliance with the provisions of Section 21 of RA 10121. If presented incomplete, technical assistance is being provided, thereafter the documents return to the requesting party for finalization and is again re-submitted for issuance of certification.	7 minutes	<i>Bernadeth B. Montelibano</i>
3. If found incomplete, Administrative Officer renders technical advise on the procedures for completion.	2-10 minutes	<i>Bernadeth B. Montelibano</i>
4. Stakeholder returns with complete document. Administrative Officer issues certification as to its compliance with the provisions of Section 21 of RA 10121.	3 minutes	<i>Bernadeth B. Montelibano</i>

TECHNICAL ASSISTANCE EXTENDED TO STRENGTHEN THE FUNCTIONALITY OF THE COMMUNITY DISASTER VOLUNTEERS (CDVS)

HOW TO AVAIL OF THE SERVICE:		
STEPS	Time Frame	Person/s In Charge
1. Inquiry via landline communication	3-10 minutes	<i>Bernadeth B. Montelibano</i>
2. Walk-in personal inquiry. Technical advise extended.	10-20 minutes	<i>Bernadeth B. Montelibano</i>