



Office of the Mayor
DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
Bacolod City

Mandate: Design, program, coordinate and implement disaster risk reduction and management activities consistent with the national disaster risk reduction & management council's standards and guidelines based on Republic Act 10121 "The Philippine DRRM Act of 2010" and Bacolod City Ordinance 532 s. 2011 "Institutionalizing the DRRM System in the City of Bacolod and Providing Funds Thereof"

Vision: "To build Local Disaster Risk Management and Climate Change Adaptation capabilities with partners, agencies, and Stakeholders, and coordinate response and recovery operations in order to protect the people, environment and economy and ensure a safer and disaster resilient Bacolod City."

Mission: To implement DRRM programs and activities in order to save life, property and build the resilience of Bacolod City constituents from disasters including climate change impacts.

Service Pledge: The Bacolod City DRRMO commit to take the lead in effective and efficient implementation of four thematic areas of disaster risk reduction and management namely: Disaster Prevention & Mitigation, Disaster Preparedness, Disaster Response and Disaster Rehabilitation & Recovery, in order to achieve its Vision, Mission, Goals and Objectives.

EXTERNAL SERVICES

1. Disaster Prevention/Mitigation

Conduct of Geo-Hazard Assessment & Issuance of Indorsement/Certification per C.O. 08-16-776 S. 2016 amending C.O. 335 s. 2003

Office or Division:	Research and Planning Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	Concerned individuals/companies/organizations applying for building permit for construction works on, along or beside esteros, canals and waterways and similar passageways of water, as well as drainage system of Bacolod City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hard copy of the location plan and building/project plan of the concerned project		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit hard copy of the location plan and building/project plan of the concerned project and have it received at DRRMO Admin . office front desk, with corresponding contact information.	1.1 Documents acknowledge receipt	None	3 minutes	Roland Hetrosa – DRRMO Admin. Office Frontline Service
	1.2. Document forwarded to CDRRM Officer for tasking	None	1 hour	Dr. Anna Maria Laarni M. Pornan CDRRM Officer
2. Wait for DRRMO notification for coordinated schedule of conduct of ocular inspection.	2. Informs concerned client thru landline/mobile/ electronic notification of the schedule for ocular inspection	None	10 days	Roland Hetrosa – DRRMO Admin. Office Frontline Service Jose Evram Vera LDRRMO II Research & Planning Section Chief
3. Requesting party accompanies DRRMO in the conduct of ocular inspection	3.1 Actual conduct of ocular inspection	None	1 day	Jose Evram Vera LDRRMO II Research & Planning Section Chief

	3.2 Drafts and finalizes the written indorsement/ certification for approval of the City DRRM Officer	None	9 days	Jose Efram Vera LDRRMO II Research & Planning Section Chief
	3.3 City DRRM Officer signs the written indorsement/ certification	None	1 hour	Dr. Anna Maria Laarni M. Pornan CDRRM Officer
	3.4 Informs concerned client thru landline/mobile/ electronic notification of the availability of written indorsement/certification	None	2 minutes	Roland Hetrosa – DRRMO Admin. Office Frontline Service
	3.5 Releases the written indorsement/ certification	None	2 minutes	
4. Requesting Party acknowledges receipt of the written indorsement/ certification	4. Duly received written indorsement/ certification filed	None	3 minutes	
TOTAL		None	20 days, 2 hours, 10 minutes	

2. Disaster Prevention/Mitigation

Conduct of periodic trimming of nuisance tree branches located in public places that pose hazard to the public-at-large

Office or Division:	Operations and Warning Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Concerned individuals/companies/organizations affected by the hazardous debris in public places
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

<p>Hard copy of the written request address to the City DRRM Officer stating the request for trimming services with contact information, preferably with attached photos of the hazard; or</p> <p>Electronic request sent thru DRRMO Official Email Address drmo@bacolodcity.gov.ph</p>		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit hard copy of the letter request to the DRRMO Admin. Office Front Desk;</p> <p>or</p> <p>Send electronic copy of the letter request thru DRRMO Official Email Address: drmo@bacolodcity.gov.ph</p>	<p>1.1 Documents acknowledge receipt</p>	None	3 minutes	<p>Roland Hetrosa – DRRMO Admin. Office Frontline Service</p>
	<p>1.2. Document forwarded to CDRRM Officer for tasking</p>	None	1 hour	<p>Dr. Anna Maria Laarni M. Pornan CDRRM Officer</p>
<p>2. Wait for DRRMO notification for the approval of the request.</p>	<p>2.1 Informs concerned client thru landline/mobile/ electronic notification of the approved request.</p>	None	1 day	<p>Roland Hetrosa – DRRMO Admin. Office Frontline Service</p>
	<p>2.2 Indorses the approved request to the Emergency Response Services (ERS) Team for scheduling of tasks; Coordinates with the concerned barangays prior the operation, as needed</p>	None	2 hours	<p>Roland Hetrosa – DRRMO Admin. Office Frontline Service</p> <p>Joepet Lavada Admin. Aide IV</p> <p>Ed Martin Vivero Heavy Eqpt. Oprtr. II</p>

3.Be present during the conduct of trimming services	3.ERS Team renders trimming services	None	1-2 days	Joepet Lavada Admin. Aide IV Ed Martin Vivero Heavy Eqpt. Oprtr. II ERS Support Team
Total		None	3 days, 3 hours, 3 minutes	

3. Disaster Prevention/Mitigation

Periodic Manual/Mechanical De-clogging of Drainage System and Other Waterways

Office or Division:	Operations and Warning Section			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business Entity			
Who may avail:	Concerned individuals/companies/organizations affected by clogged drainage system and other waterways			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hard copy of the written request address to the City DRRM Officer stating the request for scheduled de-clogging services with contact information, preferably with attached photos; or Electronic request sent thru DRRMO Official Email Address drmo@bacolodcity.gov.ph		Requesting party:		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit hard copy of the letter request to the DRRMO Admin. Office Front Desk; or Send electronic copy of the letter request thru DRRMO Official Email Address: drmo@bacolodcity.gov.ph	1.1 Documents acknowledge receipt	None	3 minutes	Roland Hetrosa – DRRMO Admin. Office Frontline Service
	1.2. Document forwarded to CDRRM Officer for tasking	None	1 hour	Dr. Anna Maria Laarni M. Pornan CDRRM Officer

2. Wait for DRRMO notification for the approval of the request.	2.1 Informs concerned client thru landline/mobile/ electronic notification of the approved request.	None	3 days	Roland Hetrosa – DRRMO Admin. Office Frontline Service
	2.2 Indorses the approved request to the Emergency Response Services (ERS) Team for scheduling of tasks; Coordinates with the concerned barangays prior the operation, as needed	None	2 hours	Roland Hetrosa – DRRMO Admin. Office Frontline Service Joepet Lavada Admin. Aide IV Ed Martin Vivero Heavy Eqpt. Oprtr. II
3.Be present during the conduct of de-clogging services	3.ERS Team renders de-clogging services	None	1-3 days	Joepet Lavada Admin. Aide IV Ed Martin Vivero Heavy Eqpt. Oprtr. II ERS Support Team
Total		None	6 days, 3 hours, 3 minutes	

4. Disaster Preparedness

Conduct of DRRM Capacity-Building Activities (Trainings & Drills)

Office or Division:	Administration and Training Section
Classification:	Complex
Type of Transaction:	G2C – Governemnt to Citizen; G2B – Government to Business Entity; G2G – Government to Government
Who may avail:	<ol style="list-style-type: none"> 1. Barangay DRRM Committee 2. Public and Private Schools and Offices 3. Business Establishments 4. Organized Communities and other People’s Organizations 5. Civil Society organizations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

<p>Hard copy of the written request address to the City DRRM Officer stating type or kind of training/drills to be requested stating the proposed date, time and venue, no. of participants and purpose of the training; or</p> <p>Electronic request sent thru DRRMO Official Email Address drmo@bacolodcity.gov.ph</p>		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit hard copy of the letter request to the DRRMO Admin. Office Front Desk;</p> <p>or</p> <p>Send electronic copy of the letter request thru DRRMO Official Email Address: drmo@bacolodcity.gov.ph</p>	<p>1.1 Documents acknowledge receipt</p>	None	3 minutes	<p>Roland Hetrosa – DRRMO Admin. Office Frontline Service</p>
	<p>1.2. Document forwarded to CDRRM Officer for tasking</p>	None	1 hour	<p>Dr. Anna Maria Laarni M. Pornan CDRRM Officer</p>
<p>2. Wait for DRRMO notification for the approval of the request.</p>	<p>2. Informs concerned client thru landline/mobile/ electronic notification of the approved request.</p>	None	1 day	<p>Roland Hetrosa – DRRMO Admin. Office Frontline Service</p>
<p>3. Coordinates closely with CDRRMO for other training preparations and logistics needed prior the conduct of the schedule training/drill</p>	<p>3. Coordinates closely with requesting party other training preparations and logistics prior the conduct of the schedule training/drill.</p>	None	1 day	<p>Roland Hetrosa – DRRMO Admin. Office Frontline Service</p>
	<p>4. Actual conduct of the training/drill</p>	None	1-3 days	<p>DRRMO Training Team:</p> <p>Dr. Anna Maria Laarni M. Pornan CDRRM Officer</p>

				Eunice T. Ciocon LDRRMO III Jose Efram Vera LDRRMO II Rodolfo A. Jamora, Jr. LDRRM Assistant Bernadeth B. Montelibano Admin. Officer II Other Training Support Staff
	5.Preparation of Certificate of Training (per request)	None	2 days	Jose Efram Vera LDRRMO II
TOTAL		None	7 days, 1 hour, 3 minutes	

1. Disaster Preparedness

Issuance of Certificate of Review for Barangay DRRM Plans; Provision of Technical Assistance in the Formulation and Periodic updating of Barangay DRRM Plans; and Provision of Secretariat Services in the Periodic Review of Barangay DRRM Plans

Office or Division:	Research and Planning Section	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	1. Barangay DRRM Committee 2. Sangguniang Barangay	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. 3-Year Barangay DRRM Plan based on DILG’s Oplan Listo Enhanced QAS Template – 4 sets 2. Technical Guide Notes for DILG’s Oplan Listo Enhanced QAS Template 3. Barangay Data		DILG Bacolod DRRMO Requesting Party

4. Barangay DRRM Plan CY 2020-2022; CY 2023-2025 as reference				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay DRRM Committee Focal Persons personally request for schedule of coaching on the Formulation/ Annual Updating of Barangay DRRM Plans	1. Sets the schedule for group coaching	None	10 minutes	Dr. Anna Maria Laarni M. Pornan CDRRM Officer Jose Efram Vera LDRRMO II Bernadeth B. Montelibano Admin. Officer II Admin. Support Staff
2. Prepares Draft of the Formulated/ Updated Barangay DRRM Plans to be submitted to DRRMO for correction	2. Receives and go over with the draft BDRRM Plan, recommends for submission of additional documents and makes corrections as needed; reinforces additional documents as needed	None	3 days	Jose Efram Vera LDRRMO II Bernadeth B. Montelibano Admin. Officer II
3. Submits final draft of the Formulated/ Updated Barangay DRRM Plans to be submitted back to DRRMO	3. Makes final checking/corrections; Set the schedule for Panel Review	None	30 minutes- 1hour	Bernadeth B. Montelibano Admin. Officer II
4. Attends the Panel Review conducted by the Local DRRM Plan Review Team	4.1 Provides secretariat services in the conduct of for Panel Review by the Local DRRM Plan Review Team; Chairs the Local DRRM Plan Review Team	None	2-3 hours	Jose Efram Vera LDRRMO II Bernadeth B. Montelibano Admin. Officer II Dr. Anna Maria Laarni M. Pornan CDRRM Officer

	4.2 Prepares the transcript of the Comments and Recommendations of the Local DRRM Plan Review Team for issuance of Certificate of Review; Facilitates the dissemination of duly reviewed 3-Year BDRRM Plan to the members of the Local DRRM Plan review Team	None	3 days	Jose Evram Vera LDRRMO II Admin. Support Staff
	4.3 Calls for the availability and release of BDRRM Plan Certificate of Review thru Group Chat of FB Messenger (Social Media)	None	1 minutes	Jose Evram Vera LDRRMO II Bernadeth B. Montelibano Admin. Officer II
5. Receives the Certificate of Review	5. Releases the Certificate of Review with Photo Documentation	None	3 minutes	Jose Evram Vera LDRRMO II Bernadeth B. Montelibano Admin. Officer II Dr. Anna Maria Laarni M. Pornan CDRRM Officer
TOTAL		None	6 days, 4 hours, 14 minutes	

2. Disaster Preparedness

Issuance of Certifications on the Incidents/Emergencies brought About by Natural Hazards

Office or Division:	Administration & Training Section; Research & Planning Section
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business Entity			
Who may avail:	All residents within territorial jurisdiction of Bacolod City affected by Natural Hazards who are applying for government assistance, claims for insurance, and other business and work-related claims			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For work and business claims:</p> <p>Letter request addressed to the City DRRM Officer stating the date, time, location and effects of a certain incident</p> <p>For availment of any form of grants and aids:</p> <ol style="list-style-type: none"> 1. Barangay Certification stating the name, address, date, time, name of incident, location and its effects; 2. Actual photos of the affected life and damaged property, preferably; 3. Valid IDs, original and photo copy 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit hard copy of complete requirements to the DRRMO Admin. Front Desk	1.1 Receive the complete documents	None	5 minutes	Roland Hetrosa – DRRMO Admin. Office Frontline Service
	1.2 Indorses the complete documents for Issuance of Certification	None	5 minutes	
	1.3 Prepares Certification for approval of the CDRRM Officer	None	5-10 minutes	Bernadeth B. Montelibano Admin. Officer II; or Jose Evram Vera LDRRMO II
	1.4 Approves/signs the Certification	None	3 minutes	Dr. Anna Maria Laarni M. Pornan CDRRM Officer

2. Requesting Party claims the duly issued certification	2. Release of Certification	None	3 minutes	Roland Hetrosa – DRRMO Admin. Office Frontline Service
TOTAL		None	26 minutes	

3. Disaster Preparedness

Issuance of Certificate of Accreditation per C.O. 970 s. 2021; Provision of Technical Assistance in the Organization, Mobilization and Accreditation of Community Disaster Volunteers

Office or Division:	Administration & Training Section; Research & Planning Section			
Classification:	Technical			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business Entity			
Who may avail:	All Community Disaster Volunteer Groups operating within territorial jurisdiction of Bacolod City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent addressed to the City DRRM Officer with attached Organizational Profile			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in inquiry by the Requesting party as to the manner, procedure and documentary requirements needed to get accredited	1. Provision of technical assistance to the requesting party	None	5-18 days	Eunice T. Ciocon LDRRMO III
2. Submit hard copy of complete requirements	2. Receive the complete documents	None	10 minutes	Eunice T. Ciocon LDRRMO III
3. Requesting Party claims Certificate of Accreditation	3. Issuance of Certificate of Accreditation	None	2 days	Eunice T. Ciocon LDRRMO III Dr. Anna Maria Laarni M. Pornan CDRRM Officer
TOTAL		None	20 days, 10 minutes	

4. Disaster/Emergency Response
24/7 Emergency Hotline Services

Office or Division:	Operations and Warning Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business Entity			
Who may avail:	All residents and organizations affected by any incident/emergencies/ calamities within territorial jurisdiction of Bacolod City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Mobile, Landline or Handheld Radio			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Dial Emergency Landline Nos. 4323871-73; Mobile Nos. 0930-243-4706; 0936-940-1591	1. Bacolod 911 Hotline Telecommunicators will get the call	None	1-2 minutes	Bacolod 911 Hotline Telecommunicators On Duty
2.Caller to provide basic information as to regards to the emergency	2. Bacolod 911 Hotline Telecommunicators will record the details of the call and dispatch concerned agencies (BFP, PNP, BTAO, Hospitals etc.) as soon as possible	None	1 minute	
3.Caller awaits for the emergency responders to arrive at the scene				
TOTAL		None	3 minutes	

5. Disaster/Emergency Response
24/7 Emergency Medical Services

Office or Division:	Operations and Warning Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business Entity

Who may avail:		All residents and organizations affected by any incident/emergencies/ calamities within territorial jurisdiction of Bacolod City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mobile, Landline or Handheld Radio		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Dial Emergency Landline Nos. 4323871-73; Mobile Nos. 0930-243-4706; 0936-940-1591	1. Bacolod 911 Hotline Telecommunicator s will get the call	None	1-2 minutes	Bacolod 911 Hotline Telecommunicators On Duty
2.Caller to provide basic information as to regards to the medical emergency	2. Bacolod 911 Hotline Telecommunicator s will record the details of the call and Dispatch DRRMO EMS Team	None	1 minute	
3.Caller awaits for the emergency responders to arrive at the scene	3.1 Emergency Medical Services (EMS) Team arrives at the scene	None	7 minutes	EMS Team on Duty
	3.2 EMS Team brought victims to medical facility/ies; or 3.3 EMS Team performs Basic First Aid/Basic Life Support to Victims that need not to be transported to medical facilities	None	3-10 minutes	
TOTAL		None	20 minutes	

6. Disaster/Emergency Response

24/7 Emergency Response Services (Clearing of roads from debris due to weather disturbances, search, rescue, recovery and emergency evacuation services)

Office or Division:	Operations and Warning Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business Entity			
Who may avail:	All residents and organizations affected by any incident/emergencies/ calamities within territorial jurisdiction of Bacolod City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Mobile, Landline or Handheld Radio			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Dial Emergency Landline Nos. 4323871-73; Mobile Nos. 0930-243-4706; 0936-940-1591	1.Bacolod 911 Hotline Telecommunicator s will get the call	None	1-2 minutes	Bacolod 911 Hotline Telecommunicators On Duty
2.Caller to provide basic information as to regards to the nature of emergency	2. Bacolod 911 Hotline Telecommunicator s will record the details of the call and dispatch DRRMO ERS Team and other Community Disaster Volunteers as needed	None	1 minute	
3.Caller awaits for the emergency responders to arrive at the scene	3.1 Emergency Response Services (EMS) Team arrives at the scene to perform emergency response services:	None	7 minutes	ERS Team on Duty
	3.2 For clearing of roads from debris:		4 hours to 2 days	

	3.3 For search, rescue and evacuation		2-8 hours	
TOTAL		None	2 days, 8 hours, 10 minutes	

7. Disaster Recovery/Rehabilitation

Generated Post Damage Needs Assessment (PDNA) reports as needed in times of major disasters (assess population, lifeline facilities, urban use, critical facilities, natural resources)

Office or Division:	City DRRM Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Agency-members of Bacolod City Disaster Risk Reduction & Management Council			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or written request in hard or soft copy		DRRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbally request soft or hard copy of consolidated PDNA to the DRRMO Head	1. DRRMO acknowledges the verbal or written report	None	7 days	Dr. Anna Maria Laarni M. Pornan CDRRM Officer Eunice T. Ciocon LDRRMO III Jose Efram Vera LDRRMO II Bernadeth B. Montelibano Admin. Officer II
	2.DRRMO furnishes the requesting party, consolidated PDNA either in hard copy or if in soft copy, to be sent via email or			

	via Facebook Messenger			
Total		None	7 days	

INTERNAL SERVICES

1. Communication Management (Incoming)

All Inter-Office Memoranda issued by the City DRRM Officer

Office or Division:	Administration and Training Section			
Classification:	Simple			
Type of Transaction:	G2G - for services whose client is another government agency, government employee or official			
Who may avail:	All Sections of Bacolod City DRRMO			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Inter-Office Memoranda	1.1 Receive and record the Inter-Office Memoranda	None	5 minutes	Roland Hetroso Front Desk in Charge
	1.2 Reproduce document and disseminates to officers/Personnel concerned	None	20 minutes	
Total		None	25 minutes	

2. Communication Management (Outgoing)

All Outgoing Communications from the City DRRM Officer

Office or Division:	Administration and Training Section			
Classification:	Simple			
Type of Transaction:	G2C G2B G2G - for services whose client is another government agency, government employee or official			
Who may avail:	All Sections of Bacolod City DRRMO			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit documents	1.1 Receive and record the Outgoing Communication	None	5 minutes	Roland Hetrosa Front Desk in Charge All Admin. Support Staff and Drivers
	1.2 Facilitates dissemination to addressee	None	20 minutes	
Total		None	25 minutes	

3. Procurement of Goods and Services

Procurement of goods and services through Procurement Service (PS) - Department of Budget and Management (DBM) and those below Php50,000.00 not available at PS-DBM

Office or Division:	Administration and Training Section			
Classification:	Complex			
Type of Transaction:	G2G - for services whose client is another government agency, government employee or official			
Who may avail:	All Sections of Bacolod City DRRMO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Procurement Management Plan (PPMP) for Common Supplies and Programs. Activities and Projects 2. Purchase Request (PR), Purchase Order and Requisition and Issuance Slip (RIS) 3. Actual and Verbal Canvass		Administrative Section		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-users submit Proposed PPMP to the Administrative Section	1. Receives approved PPMP 2. Consolidates PPMP into APP 3. Prepares/Submit Agency Procurement Request (APR) to DBM; or to the Bids and Awards Committee (BAC)			Dr. Anna Maria Laarni M. Pornan CDRRM Officer Eunice T. Ciocon LDRRMO III Bernadeth B. Montelibano Admin. Officer Admin. & Logistics Support Staff

	<p>4. Receives delivered items</p> <p>5. Inspects items delivered</p> <p>6. Records/Updates delivered items/supplies in Electronic New Government Accounting System (e-NGAS)</p> <p>7. Release/Issues items to end-users</p> <p>8. Records/ Updates issuance Records eNGAS</p> <p>10. Prepares Payment Voucher</p>			
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4. Inclusion of Rehabilitation/Recovery Programs, Projects and Activities in the DRRM Fund Annual investment Plan (DRRMF AIP)

Office or Division:	City DRRM Office			
Classification:	Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Agency-members of Bacolod City Disaster Risk Reduction & Management Council			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Proposal		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Project Proposal	1. DRRMO as Secretariat of the Bacolod City DRRM Council	None	15 days	Dr. Anna Maria Laarni M. Pornan CDRRM Officer

	receives the Project Proposal			
2. Proponent justifies the Project Proposal	2.1 Project Proposal is being presented and deliberated for inclusion in the Regular Quarterly Meeting	None	3 hours	Dr. Anna Maria Laarni M. Pornan CDRRM Officer
	2.2 Project Proposal included in the duly approved annual DRRM Fund AIP	None	5 days	Dr. Anna Maria Laarni M. Pornan CDRRM Officer Eunice T. Ciocon LDRRMO III Bernadeth B. Montelibano Admin. Officer
Total		None	20 days, 3 hours	

FEEDBACKS AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms & drop them at the designated drop boxes located in front at the Administrative Office.
How feedbacks are processed	Feedback is gathered and processed by the Administrative Office at the end of every quarter during the regular DRRMO Officers Meeting. Commendable feedbacks are being celebrated and comments and suggestions are well noted for improvement.
How to file a complaint	Accomplish the Client Complaint Form & drop it at the designated drop box at the Administrative Office.
How complaints are processed	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Head of Office (who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Send your feedbacks at Drrmo Bacolod City Facebook Messenger; or email at drmo@bacolodcity.gov.ph and drmobacolodcity@gmail.com

LIST OF OFFICES

	Address	Contact Information
DRRMO BACOLOD ADMINISTRATIVE OFFICE	2F City Hall Building cor. Araneta-Luzuriaga Sts., Bacolod City	Telephone No. 432-3879 Email: drmo@bacolodcity.gov.ph drmobacolodcity@gmail.com drmobacolodcity@yahoo.com
24/7 DISASTER OPERATION CENTER	2F City Hall Building cor. Araneta-Luzuriaga Sts., Bacolod City	Telephone No. 445-7826
DRRMO EMS/ERS Team	Regional Evacuation Center II Pk. Sunrise, Brgy. Taculing, Bacolod City (beside DPWH Bacolod Engineering Office)	Hotline Numbers 432-3871-73 Mobile Hotline Nos. 09302434706; 09369401591