



**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 smart, 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.

**1. Disaster Prevention/Mitigation**

Request for trimming of nuisance tree branches located in public places that pose hazard to the public at large

|  |   |                         |                        |   |
|--|---|-------------------------|------------------------|---|
| <b>Office or Division:</b>   | Operations and Warning Section  |                         |                        |   |
| <b>Classification:</b>   | Simple  |                         |                        |   |
| <b>Type of Transaction:</b>  | G2C, G2G  |                         |                        |   |
| <b>Who may avail:</b>  | Concerned individuals/companies/organizations affected by the hazardous debris in public places of Bacolod City |                         |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>  |                        |   |
| <p>1 set - Hard copy of written request containing the following information:</p> <ul style="list-style-type: none"> <li>• specific location with landmarks;</li> <li>• its current/prevaling condition;</li> <li>• contact information;</li> <li>• preferably with attached photos for initial assessment</li> </ul> <p>or</p> <p>Electronic copy of written request (the same requirements as that of the hard copy) sent thru DRRMO Official Email Address<br/> <a href="mailto:drmo@bacolodcity.gov.ph">drmo@bacolodcity.gov.ph</a>;<br/> <a href="mailto:drmobacolodcity@yahoo.com">drmobacolodcity@yahoo.com</a></p> |   | <p>Requesting Party</p> |                        |   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Submit hard copy of the letter request addressed to DR. ANNA MARIA LAARNI M.  | 1.1 Acknowledges receipt of the request (stamped received if in hard copy);                                     | None                    | 2 hours                | <i>DRRMO Admin.<br/>Section<br/>Frontline<br/>Service In-Charge</i> |

|   |  |      |            |   |
|---|--|------|------------|---|
| <p>PORNAN –<br/>CDRRM Officer, to<br/>the DRRMO<br/>Admin. Office Front<br/>Desk;</p> <p>or</p> <p>Send electronic<br/>copy of the letter<br/>request thru<br/>DRRMO Official<br/>Email Address:<br/><a href="mailto:drmo@bacolodcity.gov.ph">drmo@bacolodcity.gov.ph</a></p> | <p>Or</p> <p>Acknowledge<br/>receipt by replying<br/>to email</p>  |      |            |   |
|   | <p>1.2 Documents<br/>forwarded to<br/>CDRRM Officer</p>  | None | 5 minutes  | <p><i>Admin. &amp;<br/>Training Section</i></p> <p><i>LDRRMO III</i></p>                    |
|   | <p>1.3 CDRRM Officer<br/>acknowledges and<br/>approves the<br/>request and<br/>forwards the<br/>request to<br/>Operations &amp;<br/>Warning Section<br/>Chief with notations</p>       | None | 2 hours    | <p><i>LDRRMO IV<br/>City DRM<br/>Officer</i></p>  |
|   | <p>1.4 Assigns Emergency<br/>Response Services<br/>(ERS) Team to<br/>conduct actual<br/>ocular inspection to<br/>validate and<br/>determine the<br/>feasibility of the<br/>request</p> | None | 10 minutes | <p><i>LDRRMO II<br/>Operations and<br/>Warning Chief</i></p>                                |
|   | <p>1.5 Conducts actual<br/>ocular inspection</p>   | None | 8 hours    | <p><i>ERS Clearing<br/>Team<br/>Operations and<br/>Warning Section</i></p>                  |
|   | <p>1.6.1 Verbally<br/>recommends for<br/>the approval of<br/>the request</p>   | None | 5 minutes  | <p><i>ERS Clearing<br/>Team Leader</i></p> <p><i>Operations and<br/>Warning Section</i></p> |

|   |  |      |                               |   |
|---|--|------|-------------------------------|---|
|   | 1.6.2 Verbally recommends for the disapproval of the request due to technical reasons; request letter returns back to the Admin frontline service  | None | 1 hour                        | <i>ERS Clearing Team Leader</i><br><br><i>DRRMO Admin. Office Frontline Service</i> |
| 2. 1 Requesting party acknowledges the schedule of the job to be undertaken by DRRMO ERS Team | 2.1 Verbally informs the requesting party through landline or mobile phone provided and set the schedule of the job to be undertaken in coordination with the requesting party;<br><br><i>(As SOP, inform the concerned barangays of the services to be rendered in their respective AOR for information, if the Barangay Council is not the requesting party)</i> | None | 2 hours                       | <i>ERS Clearing Team</i><br><br><i>Requesting Party</i>                             |
| 2.2 Requesting party acknowledges the disapproval of the request                              | 2.2 Inform the requesting party of the disapproval of the request through landline or mobile phone provided  | None | 5 minutes                     | <i>DRRMO Admin. Office Frontline Service</i>  |
| <b>Total</b>  |  | None | 1 day, 7 hours and 25 minutes |   |

## 2. Disaster Prevention/Mitigation – Request for Manual/Mechanical De-clogging of Drainage System and Other Waterways

|  |  |                         |                        |  |
|--|--|-------------------------|------------------------|--|
| <b>Office or Division:</b>   | Operations and Warning Section   |                         |                        |  |
| <b>Classification:</b>   | Simple   |                         |                        |  |
| <b>Type of Transaction:</b>  | G2C, G2G, G2B  |                         |                        |  |
| <b>Who may avail:</b>  | Concerned individuals/companies/organizations affected by localized flooding due to clogged drainage system and other waterways within Bacolod City                    |                         |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>  |                        |  |
| <p>1 set - Hard copy of the written request containing the following information:</p> <ul style="list-style-type: none"> <li>• specific location with landmarks;</li> <li>• its current/prevaling condition;</li> <li>• contact information;</li> <li>• preferably with attached photos for initial assessment</li> </ul> <p style="text-align: center;">or</p> <p>Electronic copy of written request (the same requirements as that of the hard copy) sent thru DRRMO Official Email Address: <a href="mailto:drmo@bacolodcity.gov.ph">drmo@bacolodcity.gov.ph</a> ; <a href="mailto:drmobacolodcity@yahoo.com">drmobacolodcity@yahoo.com</a></p> |  | <p>Requesting party</p> |                        |  |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                                      |
| <p>1. Submit hard copy of the letter request to the DRRMO Admin. Office Front Desk; or</p> <p>Send electronic copy of the letter request thru DRRMO Official Email Address: <a href="mailto:drmo@bacolodcity.gov.ph">drmo@bacolodcity.gov.ph</a> or <a href="mailto:drmobacolodcity@yahoo.com">drmobacolodcity@yahoo.com</a></p>   | <p>1.1 Acknowledge receipt of the request, stamped received if in hard copy;</p> <p style="text-align: center;">Or</p> <p>Acknowledge receipt by replying to email</p> | None                    | 2 hours                | <p><i>DRRMO Admin. Section Frontline Service In-Charge</i></p> |

|  |   |      |            |   |
|--|---|------|------------|---|
|  | 1.2 Documents forwarded to CDRRM Officer  | None | 5 minutes  | <i>DRRMO Admin. &amp; Training Section</i><br><br><i>LDRRMO III</i> |
|  | 1.3 If approved, CDRRM Officer forwards the request to Operations and Warning Section Chief   | None | 2 hours    | <i>CDRRM Officer</i>  |
|  | 1.4 Assigns Emergency Response Services (ERS) Team to conduct actual ocular inspection to validate and determine the feasibility of the request | None | 10 minutes | <i>LDRRMO II Operations and Warning Chief</i>                       |
|  | 1.5 Conducts actual ocular inspection   | None | 8 hours    | <i>ERS Flood Control Team Operations and Warning Section</i>        |
|  | 1.6 Verbally recommends to the Operations and   | None | 3 minutes  | <i>ERS Flood Control Team Supervisor</i>                            |

|  |   |      |           |  |
|--|---|------|-----------|--|
|  | Warning Chief, the approval/ disapproval of the request   |      |           |  |
|  | 1.6.1 If disapproved due to technical reasons, request letter returns back to the Admin frontline service       | None | 1 hour    | <i>ERS Flood Control Team</i><br><br><i>Operations and Warning Section</i> |
|  | 1.6.1.1 Inform the requesting party of the disapproval of the request through landline or mobile phone provided | None | 3 minutes | <i>DRRMO Admin Frontline Service</i>                                       |
|  | 1.6.2 If approved , verbally inform the requesting party  | None | 3 minutes | <i>DRRMO Admin frontline Service</i>                                       |

|   |   |             |                                   |  |
|---|---|-------------|-----------------------------------|--|
|   | through<br>landline<br>or mobile<br>phone<br>provided   |             |                                   |  |
| 2. Requesting party acknowledges the schedule of the job to be undertaken by DRRMO ERS Team | 2. Set the schedule of the job to be undertaken in coordination with the requesting party;<br><br><i>As SOP, inform the concerned barangays of the services to be rendered in their respective AOR for information, if the Barangay Council is not the requesting party</i> | None        | 2 hours                           | <i>ERS Flood Control Team</i><br><br><i>Operations and Warning Section</i> |
| <b>Total</b>  |   | <b>None</b> | <b>1 day, 7 hours, 24 minutes</b> |  |

### 3. Disaster Preparedness

#### Request for Conduct of DRRM Capacity-Building Activities:

1. Community-Based DRRM Training
2. Disaster Preparedness Training & Drill (Fire, Earthquake, Flood, Tropical Cyclone etc)
3. Building Emergency Evacuation Training
4. Community Emergency Response Training (CERT)
5. Basic Life Support (BLS); Basic First Aid Training
6. Emergency Vehicle Operation Course (EVOC) Training
7. Mental Health Psychosocial Support (MHPSS)  
Training/Orientation  
Camp Coordination and Camp Management Training



|   |  |                        |                        |  |
|---|--|------------------------|------------------------|--|
| <b>Office or Division:</b>  | Administration and Training Section  |                        |                        |  |
| <b>Classification:</b>  | Complex  |                        |                        |  |
| <b>Type of Transaction:</b>   | G2C, G2B, G2G  |                        |                        |  |
| <b>Who may avail:</b>   | <ol style="list-style-type: none"> <li>1. Barangay DRRM Committee</li> <li>2. Public and Private Schools and Offices</li> <li>3. Business Establishments</li> <li>4. Organized Communities and other People's Organizations</li> <li>5. Civil Society Organizations</li> </ol> |                        |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b> |                        |  |
| <p>Hard copy of written request addressed to the City DRRM Officer with the following information:</p> <ul style="list-style-type: none"> <li>• Type or kind of training/drills to be requested</li> <li>• Proposed date, time and venue</li> <li>• Type of participants;</li> <li>• Estimated no. of participants;</li> <li>• Purpose of the training;</li> <li>• Contact Information</li> </ul> <p>Or thru:<br/>Electronic copy of written request (the same requirements as that of the hard copy) sent thru DRRMO Official Email Address<br/><a href="mailto:drmo@bacolodcity.gov.ph">drmo@bacolodcity.gov.ph</a>;<br/><a href="mailto:drmobacolodcity@yahoo.com">drmobacolodcity@yahoo.com</a></p> |  | Requesting Party       |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Submit hard copy of the letter request to the DRRMO Admin. Office Front Desk;<br><br>or<br><br>Send electronic copy of the letter request thru DRRMO Official Email Address:<br><a href="mailto:drmo@bacolodcity.gov.ph">drmo@bacolodcity.gov.ph</a><br><a href="mailto:drmobacolodcity@yahoo.com">drmobacolodcity@yahoo.com</a>   | <p>a. Acknowledge receipt of the request, stamped received if in hard copy;</p> <p>Or</p> <p>Acknowledge receipt by replying to email</p>  | None                   | 2 hours                | DRRMO Admin. Section<br><br>Frontline Service In-Charge                  |
|   | 1.2 Forward the received letter request to the City DRRM Officer   | None                   | 1 hour                 | Admin. & Training Section<br>Frontline Service In-Charge &<br>LDRRMO III |

|  |  |             |                            |  |
|--|--|-------------|----------------------------|--|
|  | 1.3 CDRRM Officer approves the request   | None        | 2 hours                    | CDRRM Officer<br>LDRRMO IV                       |
|  | 1.4 CDRRMO forwards the request to the Admin. & Training Section   | None        | 5 minutes                  | Admin. & Training Section<br><br>LDRRM Assistant |
| 2. Requesting Party acknowledges the approved request for training | 2. Admin & Training Section confirms the schedule or re-schedule the training with the requesting party through contact information provided | None        | 10 minutes                 | Admin. & Training Section<br><br>LDRRM Assistant |
|  | <b>TOTAL</b>   | <b>None</b> | <b>5 hours, 15 minutes</b> |  |

#### 4. Disaster Preparedness Request for Technical Assistance in the Formulation/Periodic Updating of Barangay Disaster Risk Reduction & Management Plans

|  |   |  |                        |                           |
|--|---|--|------------------------|---------------------------|
| <b>Office or Division:</b>   | Research and Planning Section                         |  |                        |                           |
| <b>Classification:</b>   | Complex   |  |                        |                           |
| <b>Type of Transaction:</b>  | G2G   |  |                        |                           |
| <b>Who may avail:</b>  | 1. Barangay DRRM Committee<br>2. Sangguniang Barangay |  |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>   |                        |                           |
| 1. 1 Hard Copy of 3-Year Barangay DRRM Plan based on DILG's Oplan Listo Enhanced QAS Template<br>2. 1 Hard Copy Technical Guide Notes for DILG's Oplan Listo Enhanced QAS Template<br>3. 1 Set Hard Copy of Barangay Data<br>4. 1 Hard Copy Existing Barangay DRRM Plan as reference |   | 1. DILG Bacolod/Concerned Barangay/DRRMO<br>2. DILG Bacolod/Concerned Barangay/DRRMO<br>3. Concerned Barangay<br>4. Concerned Barangay/DRRMO |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>                                 | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |

|   |   |             |                          |  |
|---|---|-------------|--------------------------|--|
| 1.Walk-in Client bring required documents to the City DRRM Office   | 1. Immediately get through the documents and commence one-on-one coaching and reinforces on other needed documents  | None        | 30 minutes               | <i>Research &amp; Planning Section/Admin. &amp; Training Section</i><br><br>1.LDRRMO II<br>2.Admin. Officer II |
| 2. Client brings the final draft of the Formulated/ Updated Barangay DRRM Plan based on the coaching activities | 2. 1Receives and reviews the final draft BDRRM Plan, and finding completeness advises for its finalization  | None        | 20 minutes               | <i>Research &amp; Planning Section/Admin. &amp; Training Section</i><br><br>1.LDRRMO II<br>2.Admin. Officer II |
|   | 2.2 For Incomplete documents, assist in the final coaching  | None        | 10 minutes               | <i>Research &amp; Planning Section/Admin. &amp; Training Section</i><br><br>1.LDRRMO II<br>2.Admin. Officer II |
| 3. Client undergo technical assistance  | 3. Advises client to prepare the final copy of the 3-Year Barangay DRRM Plan based on DILG's Oplan Listo Enhanced QAS Template for Review of the LDRRM Plan Review Team | None        | 5 minutes                | <i>Research &amp; Planning Section/Admin. &amp; Training Section</i><br><br>1.LDRRMO II<br>2.Admin. Officer II |
| <b>TOTAL</b>  |   | <b>None</b> | <b>1 hour, 5 minutes</b> |  |

**5. Disaster Preparedness  
Request Issuance of Certifications on the Incidents/Emergencies  
brought About by Natural Hazards; Issuance of Certification based  
on DENR-MGB Geo-Hazard Assessment**

|  |   |                        |                        |                           |
|--|---|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>   | Administration & Training Section; Research & Planning Section  |                        |                        |                           |
| <b>Classification:</b>   | Simple  |                        |                        |                           |
| <b>Type of Transaction:</b>  | G2C, G2G, G2B   |                        |                        |                           |
| <b>Who may avail:</b>  | All residents/establishments within territorial jurisdiction of Bacolod City affected by Natural Hazards who are applying for government assistance, claims for insurance, and for other business and work-related purposes |                        |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b> |                        |                           |
| <p>For work and business claims:<br/>Letter request addressed to the City DRRM Officer stating the date, time, location and effects of a certain incident with photos if applicable</p> <p>For individuals availment of any form of grants and aids:</p> <ol style="list-style-type: none"> <li>1 copy of original Barangay Certification stating the name, address, date, time, name of incident, location and extent of damage;</li> <li>1 Photocopy of Actual photos of the affected life and damaged property, preferably;</li> <li>Original (for verification purposes) and 1 Photocopy of either of the following Valid IDs (Senior Citizen, PhilSYS, Philhealth, COMELEC Voter, GSIS or SSS UMID, Philippine Passport, LTO Driver's License)</li> </ol> |   | Requesting Party       |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |

|  |  |             |                               |   |
|--|--|-------------|-------------------------------|---|
| 1. Submit hard copy of complete requirements             | 1.1 Receive the complete documents   | None        | 5 minutes                     | <i>DRRMO Admin. Office Frontline Service Staff</i>  |
|  | 1.2 Indorses the complete documents for Issuance of Certification  | None        | 5 minutes                     | <i>DRRMO Admin. Office Frontline Service Staff<br/><br/>Admin. &amp; Training Section<br/>Admin. Officer II; Research &amp; Plans Section<br/>LDRRMO II</i> |
|  | 1.3 Secures soft copy of the documents for file and prepares Certification for approval of the CDRRM Officer | None        | 20 minutes                    | <i>Admin. &amp; Training Section<br/>Admin. Officer II; or<br/>Research &amp; Plans Section<br/>LDRRMO II</i>   |
|  | 1.4 Approves/ signs the Certification  | None        | 3 hours                       | <i>CDRRM Officer</i>  |
| 2. Requesting Party claims the duly issued certification | 2. Release of Certification  | None        | 3 minutes                     | <i>DRRMO Admin. Office Frontline Service Staff</i>  |
|  | <b>TOTAL</b>   | <b>None</b> | <b>3 hours and 33 minutes</b> |   |

**6. Disaster Preparedness  
Request for Technical Assistance in the Organization,  
Mobilization and Accreditation of Community Disaster**

**Volunteers (NDRRMC MC 64 s. 2021; Bacolod City Ordinance 970 s. 2022)**

|                             |   |
|-----------------------------|---|
| <b>Office or Division:</b>  | Administration & Training Section; Research & Planning Section                                    |
| <b>Classification:</b>      | Simple  |
| <b>Type of Transaction:</b> | G2G, G2B  |
| <b>Who may avail:</b>       | All Community Disaster Volunteer Groups operating within territorial jurisdiction of Bacolod City |

| <b>CHECKLIST OF REQUIREMENTS</b> |  | <b>WHERE TO SECURE</b> |  |  |
|----------------------------------|--|------------------------|--|--|
|----------------------------------|--|------------------------|--|--|

|   |                  |  |  |  |
|---|------------------|--|--|--|
| 1. Organization Profile: <ul style="list-style-type: none"> <li>• Name of Organization</li> <li>• Brief History</li> <li>• Directory of Active Members with Addresses and Contact Information</li> <li>• SEC Registration, if any</li> <li>• Certificates of Training</li> <li>• Photo documentation, etc.</li> </ul> | Requesting Party |  |  |  |
|---|------------------|--|--|--|

| <b>CLIENT STEPS</b> | <b>AGENCY ACTIONS</b> | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
|---------------------|-----------------------|------------------------|------------------------|---------------------------|
|---------------------|-----------------------|------------------------|------------------------|---------------------------|

|  |  |      |            |   |
|--|--|------|------------|---|
| 1. Walk-in inquiry by the Requesting party as to the manner, procedure and documentary requirements needed to get accredited;<br><br>or<br><br>With prior scheduled appointment, Requesting Party visits the office for technical assistance to get accredited | 1. Whenever the Responsible Officer is available, immediately provide technical assistance to the requesting party;<br><br>or<br><br>Immediately provides technical assistance | None | 30 minutes | <i>Admin. &amp; Training Section<br/>LDRRMO III</i> |
|--|--|------|------------|---|

|   |  |      |            |   |
|---|--|------|------------|---|
| 2. Present the hard copy of initial or complete documents | 2. Evaluates the documents initially presented | None | 10 minutes | <i>Admin. &amp; Training Section<br/>LDRRMO III</i> |
|---|--|------|------------|---|

|   |   |             |                   |   |
|---|---|-------------|-------------------|---|
|   | and further provides technical assistance   |             |                   |   |
| 3. Requesting Party acknowledges the technical assistance especially on the completion of documents for Accreditation | 3. Recommends for the preparation of Letter of Intent for Accreditation addressed to DR. ANNA MARIA LAARNI M. PORNAN – LDRRMO IV/City DRRM Officer, Bacolod | None        | 5 minutes         | <i>Admin. &amp; Training Section LDRRMO III</i> |
| <b>TOTAL</b>  |   | <b>None</b> | <b>45 minutes</b> |   |

## 7. Disaster/Emergency Response

- Request for 24/7 Emergency 911 Hotline Services
- Request for Emergency Medical/Rescue Services

|  |  |                        |                        |   |
|--|--|------------------------|------------------------|---|
| <b>Office or Division:</b>   | <b>Operations and Warning Section</b>  |                        |                        |   |
| <b>Classification:</b>   | Simple   |                        |                        |   |
| <b>Type of Transaction:</b>  | G2C, G2G, G2B  |                        |                        |   |
| <b>Who may avail:</b>  | All individuals/organizations affected by any incident/emergencies/ calamities within territorial jurisdiction of Bacolod City |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  |                        | <b>WHERE TO SECURE</b> |   |
| Mobile, Landline or Handheld Radio   |  |                        | Requesting Party       |   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                             |
| 1. Dial Emergency Landline Nos. 4323871-73; Mobile Nos. 0930-243-4706; 0936-940-1591 | 1. Bacolod 911 Hotline Tele-communicators will get the call  | None                   | 15 seconds             | <i>Bacolod 911 Hotline Tele-communicators On Duty</i> |
| 2. Caller to provide basic information as  | 2.1 Bacolod 911 Hotline Tele-  | None                   | 45 seconds             | <i>Bacolod 911 Hotline Tele-</i>                      |

|  |  |             |                  |   |
|--|--|-------------|------------------|---|
| to regards to the emergency  | communicators will record the details of the call in the Call Log                                |             |                  | <i>communicators On Duty</i>  |
|  | 2.2 Dispatch concerned/affiliated agencies (BFP, PNP, BTAO, Rescue Services) as soon as possible | None        | 15 seconds       | <i>Bacolod 911 Hotline Tele-communicators On Duty</i>                 |
| 3. Caller awaits for the emergency responders to arrive at the scene | 3. Emergency responders arrive at the scene of the incident                                      | None        | 5 minutes        | <i>Emergency Responders from BFP, PNP, BTAO, Rescue Services etc.</i> |
| <b>TOTAL</b>   |  | <b>None</b> | <b>6 minutes</b> |   |

## 8. Disaster/Emergency Response

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

|                                    |  |                        |
|------------------------------------|--|------------------------|
| <b>Office or Division:</b>         | Operations and Warning Section   |                        |
| <b>Classification:</b>             | Simple   |                        |
| <b>Type of Transaction:</b>        | G2C, G2G, G2B  |                        |
| <b>Who may avail:</b>              | All residents and organizations affected by any incident/emergencies/ calamities within territorial jurisdiction of Bacolod City |                        |
| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b> |
| Mobile, Landline or Handheld Radio |  | Requesting Party       |



| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEE<br/>TO BE<br/>PAID</b> | <b>PROCESSING<br/>TIME</b> | <b>PERSON<br/>RESPONSIBLE</b>  |
|---|--|-------------------------------|----------------------------|--|
| 1. Dial Emergency<br>Landline Nos.<br>4323871-73;<br>Mobile Nos. 0930-<br>243-4706; 0936-<br>940-1591 | 1. Bacolod 911 Hotline<br>Telecommunicators<br>will get the call   | None                          | 15 seconds                 | <i>Bacolod 911<br/>Hotline Tele-<br/>Communicators<br/>On Duty</i>   |
| 2. Caller to provide<br>primary<br>information on the<br>nature of<br>emergency                       | 2.1 Bacolod 911<br>Hotline Tele-<br>communicators will<br>record the details<br>of the call                                  | None                          | 45 seconds                 | <i>Bacolod 911<br/>Hotline Tele-<br/>Communicators<br/>On Duty</i>   |
|   | 2.2 Dispatch<br>Emergency<br>responders  | None                          | 15 seconds                 | <i>Bacolod 911<br/>Hotline Tele-<br/>Communicators<br/>On Duty</i><br><br><i>DRRMO ERS<br/>Team</i><br><br><i>Affiliated<br/>Community<br/>Disaster<br/>Volunteers</i><br><br><i>LDRRMO II</i> |
| 3. Caller awaits for<br>the emergency<br>responders to<br>arrive at the<br>scene                      | 3.1 Emergency<br>Response<br>Services (EMS)<br>Team arrives at<br>the scene to<br>perform<br>emergency<br>response services: | None                          | 6 minutes                  | <i>ERS Team on<br/>Duty</i><br><br><i>Affiliated<br/>Community<br/>Disaster<br/>Volunteers</i>   |
|   | 3.1.1 For clearing of<br>roads from<br>debris:   | None                          | 5 hours                    | <i>ERS –Clearing<br/>Team</i>  |

|              |   |             |  |   |
|--------------|---|-------------|--|---|
|              | 3.1.2 For search, rescue and emergency evacuation | None        | 7 hours                                | <i>Bacolod 911 Hotline Tele-Communicators On Duty</i><br><br><i>DRRMO ERS Team</i><br><br><i>Affiliated Community Disaster Volunteers</i><br><br><i>LDRRMO II</i> |
| <b>TOTAL</b> |   | <b>None</b> | <b>12 hours, 7 minutes, 15 seconds</b> |   |

#### FEEDBACKS AND COMPLAINTS

| <b>FEEDBACK AND COMPLAINTS MECHANISM</b> |  |
|--|--|
| 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 <a href="mailto:drrmo@bacolodcity.gov.ph">drrmo@bacolodcity.gov.ph</a> and <a href="mailto:drrmobacolodcity@yahoo.com">drrmobacolodcity@yahoo.com</a> |

### LIST OF OFFICES

|                                     | Address   | Contact Information  |
|-------------------------------------|---|--|
| DRRMO BACOLOD ADMINISTRATIVE OFFICE | Regional Evacuation Center II, Hernaez Ext.- Sardonyx Sts., Barangay Taculing, Bacolod City | Telephone Nos.<br>432-3879; 466-8519<br><br>Email:<br><a href="mailto:drrmo@bacolodcity.gov.ph">drrmo@bacolodcity.gov.ph</a><br><a href="mailto:drrmobacolodcity@gmail.com">drrmobacolodcity@gmail.com</a><br><a href="mailto:drrmobacolodcity@yahoo.com">drrmobacolodcity@yahoo.com</a> |
| 24/7 DISASTER OPERATION CENTER      | Regional Evacuation Center II, Hernaez Ext.- Sardonyx Sts., Barangay Taculing, Bacolod City | Telephone No. 445-7826   |
| DRRMO EMS/ERS Team                  | Regional Evacuation Center II, Hernaez Ext.- Sardonyx Sts., Barangay Taculing, Bacolod City | Hotline Numbers<br>432-3871-73<br><br>Mobile Hotline Nos.<br>09302434706;<br>09369401591   |