



Municipal Disaster Risk Reduction and Management Office Services

1. Request for Information, Education and Communication (IEC) Materials

The issuance of IEC Materials ensures the requesting party are provided with valuable information relevant to Disaster Risk Reduction and Management.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the Client addressed to the MDRRMO indicating what type of IEC material is needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Receipt of request letter	None	1 minute	MDRRMO Personnel for Administration
2. Wait for action of the request	2.1 Identification of IEC material being requested and coordinate with concerned division for the preparation of IEC material being requested	None	5 minutes	MDRRMO Personnel for Administration
	2.2 Preparation of the IEC material	None	5 minutes	MDRRMO Personnel for Research and Planning
3. Receipt of the requested IEC material	4. Issuance of the requested IEC material	None	1 minute	
TOTAL		None	12 minutes	

2. Request for MDRRM-Relevant Trainings and Seminars

The service ensures that the trainings and seminars conducted will equip participants with the appropriate knowledge and skills that conforms with the standards set by governing agencies as mandated under the Republic Act 10121.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the Client addressed to the Local Chief Executive or MDRRMO indicating what type of Training or Seminar to be conducted		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Receipt of request letter	None	2 minutes	Mayor's Office Front Desk / Receiving Clerk
2. Client will be advised to wait for the approval of the request through phone call or e-mail	2.1 Endorsement of the front desk to the Local Chief Executive or to the authorized official for the approval of the request	None	Within 24 hours	Mayor's Office Front Desk / Receiving Clerk
	2.2 Upon approval, forward the request letter to the MDRRM Office	None	5 minutes	Mayor's Office Staff / Messenger
	2.3 The Training Division of the MDRRM Office will assign a training team to accommodate and inform the client of the schedule and other details of the training / seminar	None	10 minutes	MDRRMO Personnel for Training
3. Client will prepare the programme and venue of the activity	3.1 Assigned training team will prepare the modules and topics to include	None	0 minute (Preparations prior to the activity is excluded)	MDRRMO Training Team
TOTAL		None	1 day and 17 minutes	

3. Request for Emergency Response

A quick response to any emergency shall be delivered to ensure the efficient and timely response of the office and in order to preserve life and guarantee the safety and well-being of the general public.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None (Request done verbally via any electronic communication device)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call thru Hotline numbers of the MDRRMO	1.1 Answer call or incident report asking for the following information and relay the information to the MDRRMO Operation and Warning Division - Nature of Emergency / Type of Incident - Caller's Information - Location of the Incident - Individuals affected and status	None	2 minutes	MDRRMO Personnel on duty
2. Wait for action of the request	2.1 Verify the availability of driver, vehicle, organize the rescuers and preparation of rescue equipment and medical kits	None	3 minutes	MDRRMO Personnel for Operation and Warning
	2.2 Mobilization of the assigned Emergency Response team towards the identified location of the incident	None	5 minutes	MDRRMO Personnel for Operation and Warning
3. Depending on the situation: Wait, assist or answer relevant queries from the	3.1 Arrival at the scene of the incident with each members of the	None	5 minutes	MDRRMO Emergency Response Team

emergency response team	emergency response team performing specific task (First Aiders, Documentation, Traffic Management, Crowd Control, etc.)			
	3.2 If required, Patient loading to ambulance or rescue vehicle; If Patient refuses transfer to nearest hospital, signing of waiver indicating refusal to be transferred	None	15 seconds	MDRRMO Emergency Response Team
4. If eligible, accompany patient	4.1 Patient transport to the nearest hospital	None	15 minutes	MDRRMO Emergency Response Team
TOTAL		None	30 minutes and 15 seconds	

4. Request for MDRRMO Certification

A process of issuing a document available to the general public for any legal purposes that may serve them.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from the Client addressed to the Local Chief Executive or MDRRMO indicating what type of Certification is needed		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Receipt of request letter	None	2 minutes	Mayor's Office Front Desk / Receiving Clerk
2. Client will be advised to wait for the approval of the request through phone call or e-mail	2.1 Endorsement of the front desk to the Local Chief Executive or to the authorized official for the approval of the request	None	Within 24 hours	Mayor's Office Front Desk / Receiving Clerk
	2.2 Upon approval, forward the request letter to the MDRRM Office	None	5 minutes	Mayor's Office Staff / Messenger
	2.3 The Research and Planning Division of the MDRRM Office will identify the type of request and encode/ type the certification then submit it to the MDRRMO	None	10 minutes	MDRRMO Personnel for Research and Planning
	2.4 Verification and signing of certification	None	2 minutes	MDRRMO
3. Receipt of the Certification	3.1 Issuance of MDRRMO Certification	None	2 minutes	MDRRMO Personnel for Research and Planning
TOTAL		None	1 day and 21 minutes	



Calauan Environmental Traffic Operation Unit Services

1. Traffic Citation Ticket and Traffic Violation Redemption

To ensure the correct flow of vehicles traversing the roads, a proper traffic management operation is necessary. Discipline of the motorists as well as the general public is a key to maintain the orderliness of the public roads and places within the municipality. The process enables the apprehended person to process his/her violation with ease.

Office or Division:	Calauan Environmental Traffic Operation Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Traffic Citation Ticket issued by the Apprehending Officer		Apprehending Officer		
2. Violation Fee (Depends on the type of violation)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of Traffic Citation Ticket (TCT)	1.1 Issuance of TCT from apprehending officer and receipt of apprehended license	None	3 minutes	Traffic Enforcer
	1.2 Apprehending officer will surrender apprehended license to Business Permit and Licensing Office (BPLO) or impound motor vehicle at the designated impounding area	None	5 minutes	BPLO Clerk
2. Present TCT to BPLO	2.1 Receipt of TCT	None	1 minute	BPLO Clerk
	2.2 Verification and Encoding of violation	None	3 minutes	BPLO Clerk
3. Receipt of Order of Payment	3.1 Issue order of payment with detail of violation and fines incurred and advise client to pay at the Municipal Treasurer's Office (MTO)	None	1 minute	BPLO Clerk
4. Payment of the corresponding	4.1 Receipt of order of payment and	Violation Fee / Payment	3 minutes	MTO Revenue Collection Clerk

amount of fine / penalty	issuance of official receipt	(varies depending on the type of violation)		
5. Proceed and show official receipt to BPLO to claim apprehended license and/or impounded motor vehicle	5.1 Verification and releasing of license and/or impounded motor vehicle	None	1 minute	BPLO Staff for apprehended license; Traffic Enforcer for impounded motor vehicle
TOTAL		Varies depending on the type of violation	17 minutes	