

# **BACCOOR DISASTER RISK REDUCTION & MANAGEMENT OFFICE**

The Bacoor DRRM Department was established pursuant of the mandates of City Ordinance No. 50-2015 with the primary task of being responsible for setting the direction, development, implementation and coordination of disaster risk reduction and management program within the territorial jurisdiction of the City Government of Bacoor.

Ready to serve and transact with you  
as authorized and properly identified personnel  
Contact Numbers: (046) 417-0727 – HOTLINE  
(046) 477-1041 – Staff  
(046) 477-1100 – Chief

Bacoor Command Center Building, Bacoor Government Center,  
Bacoor Boulevard, Barangay Bayanan,  
City of Bacoor

## **CITIZEN's CHARTER SERVICES**

**City of Bacoor, Province of Cavite**

Responsible Department/Unit : **BACCOOR DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**

Service Name : **DISASTER RESPONSE AND MANAGEMENT OPERATIONS**

Service Description : The purpose of this service is to provide Disaster Response and Management Operations as may be required. This service includes Incident Command System, Mass Casualty Incident and Emergency Rescue & Transfer.

Client : Constituents

Maximum Duration of Process : 5 – 15 minutes

Requirements : None

How to Avail Service :

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Used
	Applicant/Client	Frontline Service Unit				
1	Gather pertinent information		Client			
2	Request for disaster response and management operations (thru phone/radio)	Receive request from client by gathering data.	Duty Radio/Telephone Operator	3 – 5 minutes	None	Received Calls Form
3		Dispatch available teams to the scene	Duty Emergency Dispatcher	2 minutes	None	None
4		Coordinate with other concerned agencies	Duty Emergency Dispatcher		None	None
5		Proceed to the scene	Disaster Response Teams	5 – 10 minutes	None	Disaster Report Form
6	Wait for the EMS team to arrive at the scene					

## **CITIZEN's CHARTER SERVICES**

**City of Bacoor, Province of Cavite**

Responsible Department/Unit : **BACCOOR DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**

Service Name : **EMERGENCY MEDICAL SERVICES**

Service Description : The purpose of this service is to provide emergency medical care.

Client : Constituents

Maximum Duration of Process : 9 – 15 minutes

Requirements : Transfer of patients must be coordinated by hospital to hospital before activation of EMS.  
Patients for discharge must be billed out before activation of EMS.

How to Avail Service :

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Used
	Applicant/Client	Frontline Service Unit				
1	Gather pertinent information		Client			
2	Request for EMS (thru phone/radio)	Receive request from client by gathering data.	Duty Radio/Telephone Operator	2 – 3 minutes	None	Received Calls Form
3		Dispatch available teams to the scene	Duty Emergency Dispatcher	2 minutes	None	None
4		Proceed to the scene	Duty EMS Team	5 – 10 minutes	None	EMS Form
5	Wait for the EMS team to arrive at the scene					

## CITIZEN'S CHARTER SERVICES

City of Bacoor, Province of Cavite

Responsible Department/Unit : **BACOODISASTER RISK REDUCTION AND MANAGEMENT OFFICE**

Service Name : **POLICE / FIRE ASSISTANCE**

Service Description : The purpose of this service is to provide immediate PNP/BFP assistance to citizen's in distress.

Client : Constituents and Transients

Maximum Duration of Process : 4 – 8 minutes

Requirements : None

How to Avail Service :

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Used
	Applicant/Client	Frontline Service Unit				
1	Gather pertinent information		Client			
2	Request for assistance (thru phone/radio)	Receive request from client by gathering data and transferring concern to the Emergency Dispatcher	Duty Radio/Telephone Operator	2 – 3 minutes	None	Received Calls Form
3		Coordinate the concern to the appropriate agency	Duty Emergency Dispatcher	5 – 10 minutes	None	None

## CITIZEN's CHARTER SERVICES

### City of Bacoor, Province of Cavite

Responsible Department/Unit	:	<b><u>BACOOR DISASTER RISK REDUCTION AND MANAGEMENT OFFICE</u></b>
Service Name	:	<b><u>STANDBY EMERGENCY MEDICAL SERVICES</u></b>
Service Description	:	The purpose of this service is to provide standby emergency medical services during the conduct of events, especially for those with high risk of accidents, within the territorial jurisdiction of the City of Bacoor.
Client	:	Event Coordinators / Managers
Maximum Duration of Process	:	at least 2 weeks
Requirements	:	Written request addressed to the City Mayor (Attention the City DRRM Officer).
How to Avail Service	:	

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Used
	Applicant/Client	Frontline Service Unit				
1	Submit written request to the Office of the Mayor		Client			
2	Secure a copy of the approved written request		Client			
3	Proceed to the Bacoor DRRM Office with the approved request for confirmation of schedule	Receive a copy of the approved written request and endorse it to the Administration and Training Division	Duty Reception Clerk	3 – 5 minutes	None	None
4		Verify availability of the schedule	Administration and Training Division Staff	3 – 5 minutes	None	None
5		Confirm the schedule and inform concerned personnel	Administration and Training Division Staff	3 – 5 minutes	None	None

## **CITIZEN's CHARTER SERVICES**

**City of Bacoor, Province of Cavite**

Responsible Department/Unit : **BACCOOR DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**

Service Name : **TRAFFIC INFORMATION ASSISTANCE**

Service Description : The purpose of this service is to provide immediate and accurate information regarding traffic situations within the territorial jurisdiction of the City of Bacoor.

Client : Constituents and Transients

Maximum Duration of Process : 4 – 6 minutes

Requirements : None

How to Avail Service :

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Used
	Applicant/Client	Frontline Service Unit				
1	Gather pertinent information		Client			
2	Request for traffic information (thru phone/radio)	Receive request from client by gathering data and transferring concern to the Emergency Dispatcher	Duty Radio/Telephone Operator	2 – 3 minutes	None	Received Calls Form
3		Provide accurate traffic information	Duty Emergency Dispatcher	2 – 3 minutes	None	None

## CITIZEN's CHARTER SERVICES

### City of Bacoor, Province of Cavite

Responsible Department/Unit	:	<b><u>BACCOOR DISASTER RISK REDUCTION AND MANAGEMENT OFFICE</u></b>
Service Name	:	<b><u>TRAININGS AND SEMINARS</u></b>
Service Description	:	The purpose of this service is to provide trainings and seminars on Disaster Risk Reduction and Management, including Basic First Aid, CPR, Weather Hazards, and Building Emergency Evacuation Planning.
Client	:	Barangay Officials, Homeowners Associations, Schools, Private Establishments and Companies
Maximum Duration of Process	:	at least 2 weeks
Requirements	:	Written request addressed to the City Mayor (Attention the City DRRM Officer).
How to Avail Service	:	

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Used
	Applicant/Client	Frontline Service Unit				
1	Submit written request to the Office of the Mayor		Client			
2	Secure a copy of the approved written request		Client			
3	Proceed to the Bacoor DRRM Office with the approved request for confirmation of schedule	Receive a copy of the approved written request and endorse it to the Administration and Training Division	Duty Reception Clerk	3 – 5 minutes	None	None
4		Verify availability of the schedule	Administration and Training Division Staff	3 – 5 minutes	None	None
5		Confirm the schedule and inform concerned personnel	Administration and Training Division Staff	3 – 5 minutes	None	None

## **CITIZEN’S CHARTER SERVICES**

**City of Bacoor, Province of Cavite**

Responsible Department/Unit : **BACCOOR DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**

Service Name : **UTILITIES COMPLAINTS ASSISTANCE**

Service Description : The purpose of this service is to assists the constituents of Bacoor in forwarding complaints to our utility providers.

Client : Constituents

Maximum Duration of Process : 7 – 13 minutes

Requirements : None

How to Avail Service :

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Used
	Applicant/Client	Frontline Service Unit				
1	Gather pertinent information		Client			
2	Request for utilities complaints assistance (thru phone/radio)	Receive request from client by gathering data and transferring concern to the Emergency Dispatcher	Duty Radio/Telephone Operator	2 – 3 minutes	None	Received Calls Form
3		Coordinate the complaint to the concerned agency/company	Duty Emergency Dispatcher	5 – 10 minutes	None	None



## CITIZEN's CHARTER SERVICES

City of Bacoor, Province of Cavite

Responsible Department/Unit : **BACOOOR DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**

Service Name : **WEATHER MONITORING AND ADVISORY**

Service Description : The purpose of this service is to provide immediate and accurate weather advisory for all constituents of Bacoor as well as to issue warnings to flood prone areas regarding the impending danger caused by weather hazards.

Client : Constituents

Maximum Duration of Process : 4 – 6 minutes

Requirements : None

How to Avail Service :

Step	Action/s to be Taken		Office / Person Responsible	Time to Complete (w/ complete requirements)	Fees	Form/s Used
	Applicant/Client	Frontline Service Unit				
1	Gather pertinent information		Client			
2	Request for weather advisory (thru phone/radio/walk-in)	Receive request from client by gathering data and transferring concern to the Emergency Dispatcher	Duty Radio/Telephone Operator	2 – 3 minutes	None	Received Calls Form
3		Provide accurate weather advisory	Duty Emergency Dispatcher	2 – 3 minutes	None	None