

SERVICE NAME : **SECURING CITY DATA/INFORMATION**
 Service Information : The office extends help for any government or private individuals, business sector and students that seek plan, data or information regarding the following:

1. City Disaster Risk Reduction and Management Plan
2. Disaster Preparedness and Contingency Plan
3. Local Climate Change Action Plan
4. Public Service Continuity Plan
5. Data/Information such as: Hazard/Risk Maps, vulnerability maps, Disaster Records, Elements at risks, Directory of Vital Installations, Inventories of Evacuation Centers and others

OFFICE	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
CLASSIFICATION	SIMPLE			
TYPES OF TRANSACTION	Government to Government/Citizen			
WHO MAY AVAIL	Any individual gathering/searching for city plan/data/information			
A. SECURING PLAN/DATA/INFORMATION				
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Request letter <i>-address to the City Mayor signifying the intent, needed information and purpose</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive approved request letter from the office of the City Mayor	Provide Registration or log book	NONE	3 minutes	Any CDRRMO staff
2. Inquire & request data/information	Verify data or information availability	NONE	5 Minutes	Any CDRRMO staff
	Access and ask the clients for: Print/ photo copy a hard copy or Copy the e-file to a flash drive or cd	NONE <small>(Note: Clients requesting copies of city maps should pay the amount of 50 pesos at the City Treasurer's Office except for students)</small>	5 Minutes	Any CDRRMO staff
3. Receive a copy of the data/information	Review, verify and release the data/information	NONE	2 Minutes	Engr. Florante G. Galang

SERVICE NAME : **REPAIR/CLEANING OF CLOGGED CANALS/CREEKS, PRUNING OF TREES**
 Service Information : The office extends help for any government or private individuals or groups that request for the above-given services.

B. REQUEST FOR REPAIR/CLEANING OF CLOGGED CANALS/CREEKS, PRUNING OF TREES				
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Request letter <i>-address to the City Mayor signifying the above needed request</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive approved request letter from the office of the City Mayor	Provide Registration or log book	NONE	3 minutes	Any CDRRMO staff

2. When required for inspection, the client is advised to wait for the scheduled inspection and guide the inspector on the	Conduct site inspection on the said request	NONE	1-3 days	Any CDRRMO staff
3. Monitor actual repair/cleaning of clogged canals or creeks, pruning of trees	Carry out repair/cleaning of clogged canals or creeks	NONE	depending on the request	Engr. Florante G. Galang and staff, Engineering Staff

SERVICE NAME : **CONDUCT OF DISASTER DRILLS, BASIC EMERGENCY RESPONSE TRAININGS, IEC ON HAZARDS, VULNERABILITIES AND RISKS, KNOWLEDGE MANAGEMENT ACTIVITIES ON**

Service Information : The office extends services to any government/private institutions, public/private business establishments who request for above given services.

C. REQUEST FOR THE CONDUCT OF DISASTER DRILLS, BASIC EMERGENCY RESPONSE TRAININGS, IEC ON HAZARDS, VULNERABILITIES AND RISKS, KNOWLEDGE MANAGEMENT ACTIVITIES ON DRRM				
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Request letter <i>-address to the City Mayor signifying the above needed request</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive approved request letter from the office of the City Mayor	Provide Registration or log book	NONE	3 minutes	Any CDRRMO staff
2. Coordinate the details of the request	Inquire and discuss the details of the request	NONE	5 minutes - 1 Hr.	Engr. Florante G. Galang and staff
3. Actual conduct of the said request	Carry out the conduct of the said request	NONE	depending on the request	Engr. Florante G. Galang and staff, ERT and BFP