



**Provincial Disaster Risk Reduction and
Management Office
External Services**



Research, Planning, Administration, and Training Services

1. Availing Technical Assistance, and Resource Facilitation Services to discuss Subjects/Topics/Modules on Disaster Risk Reduction and Management

People and communities are vulnerable to disasters because of a lack of information about the hazards; how to prepare for them; and how to reduce the risk of hazards affecting their lives and livelihoods. When their level of awareness is increased, people and communities are more prepared. By harnessing the expertise and resources available through these services, stakeholders can enhance their understanding of disaster risks, develop effective strategies for mitigating and adapting to hazards, and ultimately build more resilient and sustainable communities.

Office or Division:	Research, Planning, Administration, and Training Division			
Classification	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of government agencies, elected officials, private sectors, CSOs, uniformed personnel, students, and other stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for technical assistance: <ul style="list-style-type: none"> Addressed to the Provincial Governor Attention to PDRRM Officer Contains purpose, target date, estimated time of return, type, and number of equipment, tools, and supplies. Signed by an authorized officer. 		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook before entering the office.	1. Give the logbook to the client	None	5 minutes	Administrative Aide IV (Clerk II), Administrative Section
2. Submit a request letter for training at least 5 working days before the target date, depending on the type of activity and logistical requirements. <ul style="list-style-type: none"> In person 	2.1 Receives letter request 2.2 Record the letter request 2.3 Endorsement to Research, Planning, Administration	None	10 minutes	Administrative Aide IV (Clerk II) Administrative Section LDRRM Assistant Research, Planning, Administration and Training Division



<ul style="list-style-type: none"> Via email 	and Training Division			
3. Receives approved request on DRRM subjects	3. Discuss and plan the DRRM subjects with the PDRRMO 3.1 Prepare reply letter or coordinates with the requesting party	None	3 days upon receipt	PDRRMO LDRRMO IV or any assigned personnel Research, Planning, Administration, and Training Division
4. Assist the Resource person on the specified date(s)	4. Deliver the requested DRRM subjects during the specified date of the activity	None	1 day	PDRRMO LDRRMO IV or any assigned personnel Research, Planning, Administration, and Training Division
5. Answer the Training Assessment Form after the discussion/training	5. Consolidate the Resource Person Assessment Form	None	15 minutes	LDRRMO IV, LDRRMO I, LDRRMO Assistant Administration and Training Section
		None	4 days and 30 minutes	

2. Availing of Customized and Specialized Training, Drills, and Simulation Exercises for Disaster Risk Reduction and Management Managers and Practitioners, Emergency Responders, and Other Stakeholders

In the realm of disaster risk reduction and management, the importance of preparedness and effective response cannot be overstated. To enhance the capabilities of disaster risk reduction and management managers and practitioners, emergency responders, and other stakeholders, customized and specialized training, drills, and simulation exercises



have emerged as crucial components. These tailored activities aim to equip individuals and organizations with the necessary skills, knowledge, and experience to effectively navigate and mitigate the complexities associated with disasters.

Customized training programs offer a targeted approach to address the specific needs and challenges faced by disaster risk reduction and management managers and practitioners. These programs are designed to enhance their understanding of disaster risk assessment, planning, and implementation and improve their decision-making abilities during emergencies. By focusing on the unique requirements of each participant, customized training ensures that the learning experience is relevant, practical, and directly applicable to their roles and responsibilities.

Office or Division:	Research, Planning, Administration, and Training Division			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business Entity			
Who may avail:	Personnel of government agencies, elected officials, private sectors, CSOs, uniformed personnel, students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for technical assistance: <ul style="list-style-type: none"> Addressed to the Provincial Governor Attention to PDRRM Officer Contains type of training, target date(s), venue and target participants Signed by an authorized officer 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook before entering the office.	1. Give the logbook to the client	None	5 minutes	<i>Administrative Aide-IV, Administrative Section</i>
2. Submit a request letter for training at least 4 working weeks before the target date, depending on the type of training and logistical requirements <ul style="list-style-type: none"> In person Via email 	2. Receive letter request in person 2.1 Record the letter request 2.2 Endorse to Research, Planning, Administration, and Training Division	None	10 minutes	<i>Administrative Aide-IV, Administrative Section</i>



3. Receive approved requests on DRRM subjects	3. Discuss and plan the DRRM subjects with PDDRMO 3.1 Prepare reply letter or coordinates with the requesting party	None	3 days upon receipt	<i>PDRRMO LDRRMO-IV, LDRRMO-I, Administration and Training Section</i>
	5.1 Prepare the technical and administrative requirements of the training <ul style="list-style-type: none"> • Training/ Activity Design • Purchase Request • Workbook/ Training Materials 	None	6 weeks before the training	<i>LDRRMO-IV, LDRRMO-I, LDRRM Assistant, Administration and Training Section</i>
4. Assist the Training Team on the specified date(s)	4. Deliver the requested DRRM subject during the specified date of the activity	None	1 day	<i>LDRRMO-IV, LDRRMO-I, LDRRM Assistant, Administration and Training Section</i>
5. Answer the Training Assessment Form after the discussion/training	5. Consolidate the Training Assessment Form	None	15 minutes	<i>LDRRMO-IV, LDRRMO-I, LDRRM Assistant</i>

Operations and Warning Services

1. Standby Ambulance/Medic Assistance

Where there is a large gathering of people, such as at an event of a huge proportion, there is always a high possibility of mishaps and accidents. From passing out due to the heat and exhaustion to meeting with an unfortunate accident, anything and everything could happen in such a large area with so many people in attendance. As such, having a number of ambulances on standby, equipped with all the appropriate tools to provide emergency medical support in case of a calamity, is beneficial and essential to the event taking place smoothly and without a glitch. It ensures that the situation is contained immediately and the damage is minimized.

While natural calamities and freak accidents due to weather conditions cannot be predicted, steps can definitely be taken to safeguard ourselves against them or minimize their impact. From unexpected rain, thunder, and storms to other more major climatic



conditions, their impact can be extremely negligible or debilitating, depending on the rest of the factors in place. Having an ambulance present at the event would once again be monumental in helping prevent or reduce casualties and fatalities if they still do occur.

Office or Division:	Operations and Warning Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business Entity			
Who may avail:	Personnel of government agencies, elected officials, private sectors, CSOs, uniformed personnel, students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for technical assistance (Original and/or electronic copy): <ul style="list-style-type: none"> • Addressed to the Provincial Governor • Attention to PDRRM Officer • Contains type of activity, target date(s), venue and number participants • Signed by an authorized officer 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook before entering the office.	1. Give the logbook to the client.	None	5 minutes	<i>Administrative Aide-IV, Administrative Section</i>
2. Submit a request letter for training at least 1 working week before the target date, depending on the type of activity and logistical requirements	2. Receive letter request in person 2.1 Record the letter request	None	5 minutes	<i>Administrative Aide-IV, Administrative Section</i>



<ul style="list-style-type: none"> • In person • Via email 				
	2.2 Endorse to Operations and Warning Division	None	5 minutes	<i>Administrative Officer- IV, Administrative Section</i>
3. Receive approved requests on DRRM subjects	3. Discuss and plan the DRMM subjects with the PDRRMO 3.1 Prepare a reply letter or coordinate with the requesting party	None	3 days upon receipt	<i>PDRRMO LDRRMO-IV, LDRRMO-III, Operations and Warning Section</i>
4. Assist the EMS Team(s)	4. Deliver the requested standby ambulance and medic assistance	None	1 day	<i>LDRRMO-IV, LDRRMO-I, LDRRM Assistant, Operations and Warning Section</i>
	TOTAL	None	4 days and 15 mins	

2. Emergency Response

Emergency situations warranting a response can range from natural disasters to hazardous materials problems and transportation incidents. The actions taken in the initial minutes of an emergency are critical. Response time is vital during emergency response. Extended response time can result from increased and permanent damage, a higher risk likelihood of fatalities, and greater distress involved.

Office or Division:	Operations and Warning Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All citizens in Oriental Mindoro who needs emergency response



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
During the call provide the following information: <ul style="list-style-type: none"> Type of emergency (trauma, medical, fire, flood, drowning, etc.) Place of incident, nearest landmark Number of affected, name, age, sex, address, condition of the patient Name and contact number of the informant/caller 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Hotline (0916-20-1847, 288-2422)	1. Answer emergency calls, assess the case, and coordinate with the responder on duty	None	2 minutes	<i>LDRRMO II, Administrative Assistant III, Operations and Warning Division</i>
2. Wait for the responders	2. Dispatch responder and ambulance 2.1 Record the letter request	None	Area A- 10 minutes (within Calapan City and Poblacion, Baco) Area B- 20 minutes (Calapan City, Baco, Curva, Naujan)	<i>LDRRMO II, Administrative Assistant III, Operations and Warning Division</i>
	2.2 Endorse to Operations and Warning Division	None	5 minutes	<i>LDRRM Assistants, DMOAs on duty, Operations and Warning Division</i>



3. Receive first aid treatment	3. Assessment of patient -Give first aid treatment (for emergency cases)	None	20 minutes	<i>LDRRM Assistants, DMOAs on duty, Operations and Warning Division</i>
4. Go to the nearest hospital (if further medical attention is needed) *For emergency and life-threatening request cases	4. Endorse to the nearest hospital (if further medical attention is needed)	None	5 minutes	<i>LDRRMO-IV, LDRRMO-I, LDRRM Assistant, Operations and Warning Section</i>
	TOTAL	None	32 minutes, Area A-10 mins, Area B-20 mins	

3. Provision logistics support by lending rescue equipment, tools, and supplies.

Nowadays, life is becoming more complex together with the growing population, development of technology, and increasing risks. Hence, authorized people have to take more powerful measures to struggle against natural, weather, and technological disasters. When disasters occur, it is vital to rescue a large number of people in the shortest period of time and provide essential needs with appropriate methods. But all these activities depend on having good teams, sufficient equipment, tools, supplies, and correct practice knowledge to effectively implement the disaster management plans and execute rescue operations.

Office or Division:	Administrative Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government G2B- Government to Business Entity
Who may avail:	Personnel of government agencies, elected officials, private sectors, CSOs, uniformed personnel, students and other stakeholders



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for technical assistance: (Original and/or electronic copy) <ul style="list-style-type: none"> Addressed to the Provincial Governor Attention to PDRRM Officer Contains purpose, target date, and the estimated time of return, type, and number of equipment, tools, and supplies. Signed by an authorized officer 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to the Client Logbook before entering the office.	1. Give the logbook to the client	None	5 minutes	<i>Administrative Aide-IV, Administrative Section</i>
2. Submits a request letter for training at least 2 days before the target date, depending on the type of activity and logistical requirements <ul style="list-style-type: none"> In person 2.1 Verbal Request states the following: <ul style="list-style-type: none"> Contains purpose, target date, and the estimated time of return, 	2. Receive letter request in person 2.1 Record the letter request 2.2 Give the request form	None	10 minutes	<i>Administrative Aide-IV, Administrative Officer IV, Administrative Aide IV (Storekeeper), Administrative Section</i>



type, and number of equipment, tools, and supplies. 2.2 Fill out the form for rescue equipment, tools, and supplies				
3. Get the requested rescue equipment, tools, and supplies	4. Provide the requested equipment, tools, and supplies.	None	10 minutes	<i>Administrative Aide IV (Storekeeper), Administrative Section</i>
	TOTAL	None	25 minutes	



**Provincial Disaster Risk Reduction and
Management Office
Internal Services**



General Administration Services

1. Processing of Payroll for Permanent and Non-Permanent Staff

Processing of salaries and wages of permanent and non-permanent staff of the Provincial Disaster Risk Reduction and Management Office.

Office or Division:	Administrative Section			
Classification	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for technical assistance: <ul style="list-style-type: none"> • Signed DTR (Original) • Accomplishment Report (3 Original copies) • Attachments (2 copies of Approved Travel Order and Certificate of Appearance authenticated by HR) • Signed by the Department Head/Authorized Officer. 		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Print the DTR, prepare the Accomplishment Report, and sign the same.	1. Verify the correctness of DTR as to the undertime, absences, and/or day-offs (if any).	None	15 minutes	<i>Administrative Aide IV (Clerk II)</i> <i>Administrative Officer IV</i> <i>Administrative Section</i>
2. Submit DTR to the Admin Section together with the original signed accomplishment report, authenticated certificate of appearance, and authenticated	2. Check the completeness of the submitted documents.	None	10 minutes	<i>Administrative Aide IV (Clerk II)</i> <i>Administrative Officer IV</i> <i>Administrative Section</i>



approved travel order (if any)				
	<p>2.1 Print the Payroll Sheet and forward it to PGDH for signature.</p> <p>2.2 Forward the Payroll Sheet to HR and to EA (GO Charging) for further processing.</p>	None	10 minutes	<i>Administrative Aide IV (Clerk II)</i> <i>Administrative Officer IV</i> <i>Administrative Section</i>
3. Monitor updates of payroll through the Payroll System and Document Tracking System.	3. Wait for the payroll to be marked as "Cash Ready" on the Payroll System.	None	Processing time may vary based on the update from the payroll system	<i>Administrative Aide IV (Clerk II)</i> <i>Administrative Officer IV</i> <i>Administrative Section</i>
	TOTAL	None	35 minutes	