



**MUNICIPAL GOVERNMENT OF EL NIDO-OFFICE
OF THE MUNICIPAL DISASTER RISK
REDUCTION AND MANAGEMENT**

CITIZEN'S CHARTER



CITIZEN'S CHARTER

I. Mandate

The implementing rules and regulations of the Republic Act 10121, also known as "An act strengthening the Philippine Disaster Risk Reduction and Management System, providing for the National Disaster Risk Reduction and Management Framework and Institutionalizing the National Disaster Risk Reduction and Management Plan, appropriating funds therefor and for other purposes .

II. Vision

MDRRMO a proactive and capable Disaster Risk Reduction and Management Agency serving the needs of every El Nidonian in Disaster Prevention and Mitigation, Preparedness, Response Planning, Rehabilitation and Recovery.

III. Mission

MDRRMO provide excellent, humanitarian services before (Prevention and Mitigation, Preparedness), during (Response) and after (Rehabilitation and Recovery) disasters and emergencies thereby achieving minimal pecuniary costs and damage to properties in the Municipality of El Nido as caused by natural and man-made hazard.

IV. Service Pledge

We commit to:

- To serve with honor, integrity, and professionalism;
- Be timely and prompt in delivering our services;
- Provide adequate information and resolving issues promptly and accurately;
- Treating everyone with respect, fairness, dignity and no discrimination;
- Provide and prompt and effective services so that others may live.
- Attend to all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break.
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1. DATA REQUEST

This service provides of historical disaster occurrence, number of evacuation centers and other available public documents.

Office/Division:	Admin and Training Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter stating the specific data needed, the year/ period of coverage and purpose of requesting the data also include the contact # or email address of requesting party. (Email/personal)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send thru email (mdrrmoelnido@gmail.com) or submit the letter to: MDRRMO Head of Office	1.1 Receive and verify the request.	None	3 Minutes	<i>Admin and Training section staff</i> MDRRM Office
	1.2 Notify the requesting entity about the confirmation of the request thru email or contact number provided on the request letter.	None	3 Minutes	<i>Admin and Training section staff</i> MDRRM Office

	1.3 Prepare all the data needed stated on the request letter.	None	30 Minutes	<i>Admin and Training section staff / Operation and Warning section Staff/ Research and Planning section staff</i> MDRRM Office
	1.4 Forward all the prepared data requested to the Chief of Admin and Training section/Chief of Operation and Warning section/ Chief of research and Planning section for verification and initial of the section chief.	None	15 Minutes	<i>Admin and Training section staff / Operation and Warning section Staff/ Research and Planning section staff</i> MDRRM Office
	1.5 Log the accomplishment including the date and time and release to the client the approved request with the sign of the department head.	None	3 Minutes	<i>Admin and Training section staff</i> MDRRM Office
END OF TRANSACTION				
TOTAL:		None	54 Minutes	

2. Training facilitation

Facilitate/ conduct training especially on basic firefighting, standard first aid training with BLS and other disaster and emergency related trainings.

Office/Division:	Administration and Training Section			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of training/ planning workshop indicating what kind of training or workshop to be requested, number of participants, days of training or workshop, Location, Classification of participants (e.g Students, worker).		Office of the MDRRM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter of request for training/ Seminar or send thru email (mdrrmoelnido@gmail.com) one week ahead before the training	1.1 Check, accept and record the letter of request	None	5 Minutes	<i>Admin and Training section staff</i> MDRRM Office
	1.2 Forward letter of request to the Chief, Admin and Training section and Head of Office for review and feedback.	None	2 Hours	<i>Admin and Training section</i> MDRRM Office
	1.3 Coordinate to the requesting party.	None	10 Minutes	<i>Admin and Training section staff</i> MDRRM Office

2. Coordinate to the Admin and Training Section for the conduct of training and prepare the venue of training	2.1 Prepare all the necessary things that may need in the conduct of training.	None	2 Hours	<i>Admin and Training section staff</i> MDRRM Office
	2.2 Conduct Training. (Based on the days requested on letter *maximum 5 Days/ Training)	None	5 Days	<i>Chief, Admin and Training Section/Admin and Training section staff/Chief, Operations and Warning Section/ Operations and Warning Section</i> MDRRM Office
	2.3 Prepare and submit the post activity report to the office of the LCE and DILG	None	30 Minutes	<i>Admin and Training section staff</i> MDRRM Office
END OF TRANSACTION				
TOTAL:		None	5 Days, 4 Hours and 45 Minutes	

3. ENERU and Disaster Hotline

This service is use to report and assist any type of disaster and emergency circumstances.

Office/Division:	Operation and Warning section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Emergency calls		Caller		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial ENERU and Disaster Hotline Numbers: 0948-068-7540 0975-678-9599	1.1 Take the call and validate.	None	45 Seconds	<i>Chief, Operation and Warning section/Team Leader/ Assistant Team Leader MDRRM Office</i>
2. Notify ENERU the type of emergency assistance needed and provide all necessary information.	2.1 Gather necessary details and information and the nature of emergency.	None	3 Minutes	<i>Chief, Operation and Warning Section/ Team Leader and Assistant team leader MDRRM Office</i>

<p>3. Receive instruction to help manage the situation and wait to the response team to arrive.</p>	<p>3.1 the team leader/ Assistant team leader select and appropriate emergency tools , method of response, number of vehicle to dispatch based on the call received</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Chief, Operation and Warning Section/ Team Leader and Assistant team leader</i> MDRRM Office</p>
	<p>3.2 Relay the call thru the base radio to give alert to all the emergency vehicle that are near on the incident location.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Chief, Operation and Warning Section/ Team Leader and Assistant team leader</i> MDRRM Office</p>
	<p>3.3 Provide pertinent information to responders and give appropriate aide and direction for proper response through the caller</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Chief, Operation and Warning Section/ Team Leader and Assistant team leader</i> MDRRM Office</p>
<p>END OF TRANSACTION</p>				
<p>TOTAL</p>	<p>None</p>	<p>12 Minutes and 45 Seconds</p>		

4. Provision of Weather Forecast from request/ inquires in social media, text messages, call and emails.

This service is for information dissemination regarding weather forecast to private individuals, entities and Government agencies

Office/Division:	Operations and Warning Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request of assistance sent by the requesting party thru emails, text messages, calls and social media chat.	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, text, chat or email the MDRRMO- El Nido and official accounts and hotline numbers listed below: <u>Facebook Account:</u> MDRRMO El Nido <u>E-mail Account:</u> mdrmoelnido@gmail.com <u>Hotline Numbers:</u> 0948-068-7540 0975-678-9599	1.1 Receive text messages, calls, chat; or email and identify the request/ inquiry as well as the identification of the requesting party.	None	2 Minutes	<i>Operations and Warning Section staff</i> MDRRM Office

	1.2 Notify and respond to the requesting party and provide information or weather update relative to the request	None	3 Minutes	<i>Operations and Warning Section staff</i> MDRRM Office
	1.3 Send/ Release the data forecast	None	10 Minutes	<i>Chief, Operation and Warning section / Operation and Warning Staff</i> MDRRM Office
END OF TRANSACTION				
TOTAL:		None	15 Minutes	

5. Request for Interview

The purpose of this service is to provide accurate and correct information to the public in times of Disaster.

Office/Division:	Research and Planning section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter 2. Full name and affiliation of the requesting party 3. Purpose 4. Contact details including email of the requesting party 5. Proposed time and schedule of interview 6. List of guide questions			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Research and Planning Section or send thru MDRRMO email (mdrrmoelnido@gmail.com)	1.1 Acknowledge receipt and process the request	None	5 Minutes	<i>Research and Planning Section Staff MDRRM Office</i>
	1.2 Endorse to the Chief, Research and Planning Section for review	None	10 Minutes	<i>Research and Planning Section Staff MDRRM Office</i>
	1.3 Endorse to the Head of Office	None	1 Minute	<i>Chief, Research and Planning Section MDRRM Office</i>
	1.4 Review and approved the content and schedule of interview	None	10 Minutes	<i>Head of MDRRMO MDRRM Office</i>

	1.5 Coordinate with requesting party on schedule and other logistical needs	None	5 Minutes	<i>Research and Planning Section Staff</i> MDRRM Office
2. Conduct interview	2.1 Assist during the conduct of interview. Due to safety concern, some interviews will be done via online platforms unless absolutely necessary	None	1 hour	<i>Research and Planning Section Staff</i> MDRRM Office
END OF TRANSACTION				
TOTAL:		None	1 Hour and 31 Minutes	

1. DATA REQUEST

This service provides of rainfall, number of evacuations, historical disaster occurrence, Plans and other related documents.

Office/Division:	Administration and Training Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter stating the specific data needed, the year/ period of coverage and purpose of requesting the data also include the contact # or email address of requesting party. (Email/personal)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send thru email (mdrrmoelnido@gmail.com) or submit the letter to: MDRRMO Head of Office	1.1 Receive and verify the request.	None	3 Minutes	<i>Admin and Training section staff</i> MDRRM Office
	1.2 Notify the requesting entity about the confirmation of the request thru email or contact number provided on the request letter.	None	3 Minutes	<i>Admin and Training section staff</i> MDRRM Office

	1.3 Prepare all the data needed stated on the request letter.	None	30 Minutes	<i>Admin and Training section staff / Operation and Warning section Staff/ Research and Planning section staff</i> MDRRM Office
	1.4 Forward all the prepared data requested to the Chief of Admin and Training section/Chief of Operation and Warning section/ Chief of research and Planning section for verification and initial of the section chief.	None	15 Minutes	<i>Admin and Training section staff / Operation and Warning section Staff/ Research and Planning section staff</i> MDRRM Office
	1.5 Log the accomplishment including the date and time and release to the client the approved request with the sign of the department head.	None	3 Minutes	<i>Admin and Training section staff</i> MDRRM Office
END OF TRANSACTION				
TOTAL:		None	54 Minutes	

2. Training facilitation

Facilitate/ conduct training specially on basic firefighting, standard first aid training with BLS and other disaster related training

Office/Division:	Administration and Training Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of training/ planning workshop indicating what kind of training or workshop to be requested, number of participants, days of training or workshop, Location, Classification of participants (e.g Students, worker).		Office of the MDRRM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write letter of request for training/ Seminar or send thru email (mdrrmoelnido@gmail.com) one week ahead before the training	1.1 Check, accept and record the letter of request	None	5 Minutes	<i>Admin and Training section staff</i> MDRRM Office
	1.2 Forward letter of request to the Chief, Admin and Training section and Head of Office for review and feedback.	None	2 Hours	<i>Admin and Training section</i> MDRRM Office
	1.3 Coordinate to the requesting party.	None	10 Minutes	<i>Admin and Training section staff</i> MDRRM Office

2. Coordinate to the Admin and Training Section for the conduct of training and prepare the venue of training	2.1 Prepare all the necessary things that may needed in the conduct of training.	None	2 Hours	<i>Admin and Training section staff MDRRM Office</i>
	2.2 Conduct Training. (Based on the days requested on letter *maximum 5 Days/ Training)	None	5 Days	<i>Chief, Admin and Training Section/Admin and Training section staff/Chief, Operations and Warning Section/ Operations and Warning Section MDRRM Office</i>
	2.3 Prepare and submit the post activity report to the office of the LCE and DILG	None	30 Minutes	<i>Admin and Training section staff MDRRM Office</i>
END OF TRANSACTION				
	TOTAL:	None	5 Days, 4 Hours and 45 Minutes	

2. COVID-19 Response services

This service helps the MHO in transporting/ transfer and to minimize the contact of covid-19 patient

Office/Division:	Operation and Warning section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Call from the MHO		Caller		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial ENERU and Disaster Hotline Numbers: 0948-068-7540 0975-678-9599	1.1 Take the call and gather necessary details and information pertaining to the call	None	5 Minutes	<i>Chief, Operation and Warning section/Team Leader/ Assistant Team Leader MDRRM Office</i>
2. The MHO will notify and give instruction to ENERU team where to pick up the suspected covid-19 positive for Rapid Antigen Testing	2.1 Write the following information in the logbook; a.) Plate number of the vehicle to be used b.) Names of personnel on board. c.) Date, time and location.	None	5 Minutes	<i>Team Leader/ Assistant Team Leader MDRRM Office</i>

	2.2 Dispatch the team to take the suspected covid-19 patient to MHO for antigen testing.	None	5 Minutes	<i>Team Leader/ Assistant Team Leader MDRRM Office</i>
3. (* For positive patient) Instruct the responder and the driver to take the covid-19 positive (thru: Rapid Antigen Test) to designated Government Facilities	2.3 follow the instruction given by the MHO	None	5 Minutes	<i>Driver and Responder MDRRM Office</i>
	2.4 Return to the DRRM Operation center for the disinfection of personnel and vehicle	None	30 Minutes	<i>Driver and Responder MDRRM Office</i>
END OF TRANSACTION				
TOTAL:		None	50 Minutes	

3. ENERU and Disaster Hotline

This service is use to report and assist any type of disaster and emergency circumstances.

Office/Division:	Operation and Warning section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Emergency calls		Caller		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial ENERU and Disaster Hotline Numbers: 0948-068-7540 0975-678-9599	1.1 Take the call and validate.	None	45 Seconds	<i>Chief, Operation and Warning section/Team Leader/ Assistant Team Leader MDRRM Office</i>
2. Notify ENERU the type of emergency assistance needed and provide all necessary information.	2.1 Gather necessary details and information and the nature of emergency.	None	3 Minutes	<i>Chief, Operation and Warning section/Team Leader/ Assistant Team Leader MDRRM Office</i>

<p>3. Receive instruction to help manage the situation and wait to the response team to arrive.</p>	<p>3.1 the team leader/ Assistant team leader select and appropriate emergency tools , method of response, number of vehicle to dispatch based on the call received</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Chief, Operation and Warning section/Team Leader/ Assistant Team Leader MDRRM Office</i></p>
	<p>3.2 Relay the call thru the base radio to give alert to all the emergency vehicle that are near on the incident location.</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Chief, Operation and Warning section/Team Leader/ Assistant Team Leader MDRRM Office</i></p>
	<p>3.3 Provide pertinent information to responders and give appropriate aide and direction for proper response through the caller</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Chief, Operation and Warning section/Team Leader/ Assistant Team Leader MDRRM Office</i></p>
<p>END OF TRANSACTION</p>				
<p>TOTAL</p>	<p>None</p>	<p>12 Minutes and 45 Seconds</p>		

4. Provision of Weather Forecast from request/ inquires in social media, text messages, call and emails.

This service is for information dissemination regarding weather forecast to private individuals, entities and Government agencies

Office/Division:	Operations and Warning Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request of assistance sent by the requesting party thru emails, text messages, calls and social media chat.		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call, text, chat or email the MDRRMO- El Nido and official accounts and hotline numbers listed below: <u>Facebook Account:</u> MDRRMO El Nido <u>E-mail Account:</u> mdrmmoelnido@gmail.com <u>Hotline Numbers:</u> 0948-068-7540 0975-678-9599	1.1 Receive text messages, calls, chat; or email and identify the request/ inquiry as well as the identification of the requesting party.	None	2 Minutes	<i>Operations and Warning Section staff</i> MDRRM Office
	1.2 Notify and respond to the requesting party and provide information or weather update relative to the request	None	3 Minutes	<i>Operations and Warning Section staff</i> MDRRM Office

	1.3 Send/ Release the data forecast	None	10 Minutes	<i>Chief, Operation and Warning Section/ Operation and Warning Section Staff MDRRM Office</i>
END OF TRANSACTION				
TOTAL:		None	15 Minutes	

5. Review of Barangay Disaster Risk reduction and Management Plan

This service helps to revise and formulate better BDRRMP align in RA10121

Office/Division:	Research and Planning section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Proposed Barangay Disaster Risk Reduction and Management Plan (BDRRMP) for the incoming year. 2. One (1) Copy of approved BDRRMP of the previous year. 3. Monthly report of the BDRRM Fund of the previous year with copy of the inventory of purchased equipment and conducted trainings / seminars charged against BDRRM Fund. 4. Legal Instrument adopting the BDRRMP (e.g. resolution). 5. Legal Instrument Creating the BDRRM Committee. 6. Evacuation and Hazard Maps should be updated at least every 3 years (i.e population, recommendations, and community- initiated efforts). 		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Admin section or thru (mdrrmoelnido@gmail.com)	1.1 Receive and check the BDRRMP and attachment or supporting documents	None	5 Minutes	<i>Admin and Training section staff</i> MDRRM Office

2. Secure receiving copy for all the documents forwarded indicating the over printed name of person who receive, date and time.	2.1 Stamp the receiving copy, prof that all the documents are already received with the name and signature of the personnel received the document, date and time receive.	None	2 Minutes	<i>Admin and Training section staff</i> MDRRM Office
	2.2 Forward the documents to the Research and Planning section for review.	None	3 Minutes	<i>Admin and Training section staff</i> MDRRM Office
	2.3 Review and evaluate the BDRRMP and make clarifications, if necessary. Check the following:	None	1 Day	<i>Head of office/ Chief, Research and Planning section/Chief, Admin and Training section/Chief, Operation and Warning Section</i> MDRRM Office
	2.3 (a) Completeness and validity of supporting documents/re quirements			

	2.3 (b) Correct allocation of programs, projects, and activities under disaster prevention and mitigation, disaster preparedness, disaster response, and disaster recovery and rehabilitation			
	2.4 Accomplish the "Remarks and Action Taken" portion of the BDRRMP Approval Form and affix signature over printed name on space provided for "Checked by:"	None	5 Minutes	<i>Head of office/ Chief, Research and Planning section/Chief, Admin and Training section/Chief, Operation and Warning Section MDRRM Office</i>
	2.5 Receive the BDRRMP Approval Form and make final evaluation on validity of BDRRMP's . Affix initials next to the name of the Local Disaster Risk Reduction and Management Officer.	None	3 Minutes	<i>Head of office/ Chief, Research and Planning section/Chief, Admin and Training section/Chief, Operation and Warning Section MDRRM Office</i>

3. Receive the approved BDRRMP and sign for Recordkeeping.	3.1 Affix signature on the BDRRMP.	None	2 Minutes	<i>Admin and Training section staff/ Research and planning section staff MDRRM Office</i>
	3.2 Release and secure receiving copy sign by the client.	None	2 Minutes	<i>Admin and Training section staff/ Research and planning section staff MDRRM Office</i>
END OF TRANSACTION				
TOTAL:		None	1 Day and 22 Minutes	

6. Review of Barangay Contingency Plan

This service helps to revise and formulate better Contingency align in RA10121

Office/Division:	Research and Planning section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Proposed Barangay Contingency Plan for the incoming year. 2. One (1) Copy of approved Contingency Plan of the previous year. 3. Monthly report of the BDRRM Fund of the previous year with copy of the inventory of purchased equipment and conducted trainings / seminars charged against BDRRM Fund. 4. Legal Instrument adopting the Barngay Contingency Plan (e.g. resolution). 5. Evacuation and Hazard Maps should be updated at least every 3 years (i.e population, recommendations, and community- initiated efforts). 		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Admin section or thru (mdrrmoelnido@gmail.com	1.1 Receive and check the Barangay Contingency Plan and attachment or supporting documents	None	5 Minutes	<i>Admin and Training section staff</i> MDRRM Office

2. Secure receiving copy for all the documents forwarded indicating the over printed name of person who receive, date and time.	2.1 Stamp the receiving copy, prof that all the documents are already received with the name and signature of the personnel received the document, date and time receive.	None	2 Minutes	<i>Admin and Training section staff MDRRM Office</i>
	2.2 Forward the documents to the Research and Planning section for review.	None	3 Minutes	<i>Admin and Training section staff MDRRM Office</i>
	2.3 Review and evaluate the Contingency Plan and make clarifications, if necessary. Check the following:	None	1 Day	<i>Head of office/ Chief, Research and Planning section/Chief, Admin and Training section/Chief, Operation and Warning Section MDRRM Office</i>
	2.3 (a) Completeness and validity of supporting documents/re quirements			

	2.3 (b) Correct allocation of programs, projects, and activities under disaster prevention and mitigation, disaster preparedness, disaster response, and disaster recovery and rehabilitation			
	2.4 Accomplish the "Remarks and Action Taken" portion of the BDRRMP Approval Form and affix signature over printed name on space provided for "Checked by:"	None	5 Minutes	<i>Head of office/ Chief, Research and Planning section/Chief, Admin and Training section/Chief, Operation and Warning Section MDRRM Office</i>
	2.5 Receive Contingency Plan Approval Form and make final evaluation on validity of Contingency Plans. Affix initials next to the name of the Local Disaster Risk Reduction and Management Officer.	None	3 Minutes	<i>Head of office/ Chief, Research and Planning section/Chief, Admin and Training section/Chief, Operation and Warning Section MDRRM Office</i>

3. Receive the approved Contingency Plan and sign for Recordkeeping.	3.1 Affix signature on the Contingency Plan.	None	2 Minutes	<i>Admin and Training section staff/ Research and planning section staff MDRRM Office</i>
	3.2 Release and secure receiving copy sign by the client.	None	2 Minutes	<i>Admin and Training section staff/ Research and planning section staff MDRRM Office</i>
END OF TRANSACTION				
TOTAL:		None	1 Day and 22 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru letter, email (mdrrmoelnido@gmail.com), or you can call to the MDRRMO hotline numbers (Globe: 0975-678-9599) (Smart: 0948-068-7540), suggestion box, or feedback forms provided by the office.
How feedbacks are processed	<p>Feedback either positive or negative are processed thru the management review meeting to improve the services of the office.</p> <p>Suggestion box will open every end of the month by the Head of Office and the Chief of every section.</p>
How to file a complaint	<p>Thru letter, email (mdrrmoelnido@gmail.com) provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Evidence - Incident - Location of Incident
How complaints are processed	<p>Suggestion box will open every end of the month by the Head of Office and the Chief of every section.</p> <p>Conducting investigations to verify if the complaints are valid and taking necessary actions.</p> <p>After validating the complaint, the head of office will call the attention the Chief of the Section and the person being complained</p> <p>The Chief of the Section will give feed back to the client.</p>
Contact Information of MDRRMO	email (mdrrmoelnido@gmail.com), MDRRMO hotline numbers (Globe: 0975-678-9599) (Smart: 0948-068-7540)
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICE		
OFFICE	ADDRESS	CONTACT INFORMATION
El Nido Municipal Disaster Risk Reduction And Management Office	Proper II, Barangay Villa Libertad, El Nido Palawan	Email: mdrrmoelnido@gmail.com Contact numbers: Globe: 0975-678-9599 Smart: 0948-068-7540