



Provincial Government of Sorsogon
**PROVINCIAL DISASTER RISK REDUCTION
AND MANAGEMENT OFFICE**



DISASTER RISK REDUCTION AND MANAGEMENT

CITIZEN'S CHARTER

2023 (1st Edition)



SORSOGON PROVINCIAL DISASTER RISK
REDUCTION AND MANAGEMENT OFFICE

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SORSOGON PROVINCIAL DISASTER RISK
REDUCTION AND MANAGEMENT OFFICE

I. Quality Policy:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsoganons truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



**SORSOGON PROVINCIAL DISASTER RISK
REDUCTION AND MANAGEMENT OFFICE**

BACKGROUND



**SORSOGON PROVINCIAL DISASTER RISK
REDUCTION AND MANAGEMENT OFFICE**

The province of Sorsogon has an organized Disaster Risk Management Office. It was created on Sorsogon Provincial/Public Safety and Disaster Management Office by virtue of **Provincial Ordinance No. 03-2008**, an Ordinance creating the **Sorsogon Provincial/Public Safety and Disaster Management Office**, In **June 22, 2010**, an **Ordinance No. 59-2010** renaming the Sorsogon Provincial/Public Safety and Disaster Management Office (SPPSDMO) to **Sorsogon Provincial Disaster Risk Management Office (SPDRMO)** and on **July 16, 2012** an **Ordinance No. 117-2012** amending the Ordinance No. 59-2010 and adding the word “**Reduction**” to read as **Sorsogon Provincial Disaster Risk Reduction and Management Office (SPDRRMO)**. The office as a local institution is responsible for setting the direction, development, implementation and coordination of disaster risk management programs, projects and activities within the territorial limits of the province. The SPDRRMO is a physical facility with established capacity to monitor and address disaster management related issues and concerns, emergencies and events that might develop into crisis. It coordinates and integrates all the disaster management efforts of all provincial government agencies for centralized management planning and decentralized execution. The Sorsogon Provincial Disaster Risk Reduction and Management Office (SPDRRMO) operates the Provincial Disaster Operation Center and its warehouse that has a staff working twenty-four (24) hours a day and night with or without calamity.

The SPDRRMO is composed of twenty-five (25) permanent employees and four (4) detailed personnel with fifty (50) Job Order Workers (JOW). The fourteen (14) municipalities and one (1) city has an organized MDRRM/DRRM Office as well, some of the DRRM Officers and Staff are appointed or designated. In addition, the SPDRRMO designs, programs and coordinates DRRM activities consistent with the NDRRMC standard and guidelines, facilitates and support risk assessment and contingency planning activities at the local/provincial level, consolidates local disaster risk information which include natural hazards, vulnerabilities, and climate change risks and maintains a local risk map through Geographical Information System (GIS), organizes and conducts training, orientation and knowledge management activities on disaster risk reduction and management at the local level. The office is fully equipped with search and rescue equipment devices, rescue vehicles, rescue boats, communication system, mobile water filtration and it also has a public information system through FM broadcast station, DWDR 105.5 FM DPR Radio for disseminating information and raise public awareness about the hazards, vulnerabilities and risk, their nature, effects, early warning sign and measures.



**SORSOGON PROVINCIAL DISASTER RISK
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The province of Sorsogon is prone to natural hazards because of its geographical location extending out into both Pacific Ocean and West Philippine Sea, makes it susceptible to slow-onset hazards (typhoon, dry spell, volcanic eruption). Being at the typhoon belt, the province experienced devastating typhoon and flooding with an average of nine (9) typhoons annually, apparently due to climate change the average typhoon experienced increased by 2-3 typhoon every two years. Typhoon is usually associated with strong wind and heavy rains resulting to flooding in low lying areas; landslide/erosion is common on areas where forested mountains are already denuded. Other disaster experienced by the province is the red tide and climate related hazard like El Niño and La Niña. Active fault lines are also potential hazard causing earthquakes, the province is vulnerable to ground movement for which surrounded by fault lines. The fault lines are located along the southernmost part of the province, volcanic activities is also experienced due to Bulusan Volcano in Bulusan, Sorsogon.

With the creation and institutionalization of the Sorsogon Provincial Disaster Risk Management Office, it is a great help in community awareness and preparedness in the disaster reduction management at the local level. It facilitates risk assessment and contingency planning activities at the local level. To provide more proactive measure to most exposed community or populace and other plans for implementation to minimize the risk and increase resiliency.



**SORSOGON PROVINCIAL DISASTER RISK
REDUCTION AND MANAGEMENT OFFICE**

GOAL, OBJECTIVES AND STRATEGIES



**SORSOGON PROVINCIAL DISASTER RISK
REDUCTION AND MANAGEMENT OFFICE**

GOAL:

Avoid hazards and mitigate potential impacts by assessing, reducing vulnerabilities, exposure and enhancing and strengthening capacities of communities.

OBJECTIVES:

1. To ensure the integration of disaster risk reduction and climate change adaptation into local development plans, programs, and projects as a strategy in sustainable development and poverty reduction;
2. Recommend the implementation of forced and pre-emptive evacuation of local residents, if necessary;
3. To design program, and coordinate disaster risk reduction and management activities consistent with R.A. 10121;
4. To set direction, development, implementation and coordination of Disaster Risk Management programs with their territorial jurisdiction;
5. To develop contingency plans, protocols and early warning systems;
6. To develop database information, hazard maps, and vulnerability assessment;
7. To reduce the level of vulnerability and exposure to hazard through training, drills and public awareness.

STRATEGIES:

1. Strengthening the capacity building of local disaster coordinating council and continuous skill development to responders and SPDRRMO auxiliaries;
2. Formulate disaster preparedness, response and recovery guidelines for high risk circumstances;
3. Formulate new PPAs and massive IEC for the benefits of all inhabitants in all municipalities and city;
4. Institutionalization of public safety and emergency management in all municipalities and city;
5. Provision of standard evacuation center to all LGUs and enforcement of forced pre-emptive evacuation during disaster (typhoon);
6. Enforcement of land use ordinances and settlements regulation specifically in the hazard prone areas;
7. Strict implementation and compliance of the guidelines for the utilization of calamity fund;
8. Initiates proper coordination and protocols with Emergency Operation Centers (EOCs) and Local Disaster Risk Management Councils (LDRRMCs) during emergencies and response operation;
9. Establishment of Sorsogon Citizenry Emergency Hotline (911 Local Call Centers) to improve public safety services to the populace;

10. Additional skilled personnel and its commitment to conduct Geographic System (GIS) data banking and vulnerability assessment;
11. Accreditation of volunteers and encourage volunteers to actively participate during emergencies;
12. Enhancement of existing disaster plans;
13. Strengthen linkages with partner agencies thru memorandum of agreement such as but not limited to utilization of assets and resources, transportation, private hospital and among others during disaster/calamity.
14. Formulate and recommend policies related to disaster (CCAM-DRRM code);
15. Inventory of critical infrastructure and recommend intervention to mitigate or reduce effects of disasters;
16. Ensure functional and operational communication system of all DRRMOs;
17. Continuous public awareness to increase the level of resiliency.

PROGRAMS AND PROJECTS:

1. Implementation of infrastructure in mitigating and reducing the impact of disaster;
2. Disaster and Emergency Response and Management Plan and Policies;
3. Organization and mobilization of task force/clustered;
4. Establishment of relocation sites and standard evacuation centers in coordination with the existing shelter programs (identified hazard prone areas);
5. Advocacy on Disaster management and emergency response seminar and enhancing training of responders;
6. Installation of information board and printing of IEC materials/flyers;
7. On-going creation of Online Portal for easy and efficient information access;
8. School based Disaster and Emergency Preparedness and Training Program;
9. Disaster and Emergency Preparedness Training Program for vulnerable sectors (PWD, Pregnant, Youth and Senior Management);
10. Training/Stimulation Exercises/Forum;
11. Community and Family Based Disaster Management Training Program;
12. Enhancement of Disaster Plans, Contingency Plan and Protocols;
13. Formulation of Climate Change Adaptation and Mitigation (CCAM) – Disaster Risk Reduction and Management (DRRM) Code;
14. Enhancement and additional Early Warning System;
15. Enhancement of coverage and maintenance of province-wide community network;
16. Skills and Capability Development and Enhancement Programs;
17. Environment Protection and Enhancement Programs;
18. Establishment of Citizenry Emergency Hotline (911);

LEGISLATIVE REQUIREMENTS:

The approved Climate Change Adaptation and Mitigation (CCAM) – Disaster Risk Reduction & Management (DRRM) Code.

Proposed Enhanced Local Climate Change Adaptation Plan (LCCAP) 2017-2027.

CAPACITY/CAPABILITY DEVELOPMENT:

- Incident Command System (ICS) Executive Course- SPDRRMC Members
- Incident Command System (ICS) Advance Course (LDRRMOs)
- Basil Life Support Training Course;
 - NSTP
 - ACDVs
 - Barangay Officials
- Vulnerable Sectors Basic DRRM Training
- GIS – Risk Assessment Training
- CDRA Training for LDRRMOs
- Infrastructure Audit Training
- Public Service Continuity Plan Training for LDRRMOs/P/MPDO
- Tsunami Training and Awareness
- Restricted Land Mobile Seminar (VHF)

OTHER PERTINENT DATA:

- SPDRRMO INFORMATION
- GENERAL BUSINESS GUIDELINES
- SPDRRMO MISSION, VISION AND MANDATES

SPDRRMO INFORMATION

Main Office

Sorsogon Provincial Disaster Risk Reduction and Management Office
SPDRRMO Capitol Compound
Brgy. Burabod, Sorsogon City

Extension Office

Sorsogon Provincial Disaster Risk Reduction and Management Extension
Office - Irosin
IDH Compound, Brgy. San Pedro, Irosin, Sorsogon

Website

www.spdrmmo.org

Email Address

spdrmm@sorsogon.gov.ph

spdrmmo@ymail.com

spdrmmo@gmail.com

Smart CP No.

+63 908 724 7233

DWDR-DPR Radio

(105.5mhz FM Broadcast)

VHF (Two-way Radio)

159.575 MHz

Information Center Officer is on the ground floor to assist walk-in customer.

Floor-Level Directory

Level Frontline Offices/ Facilities

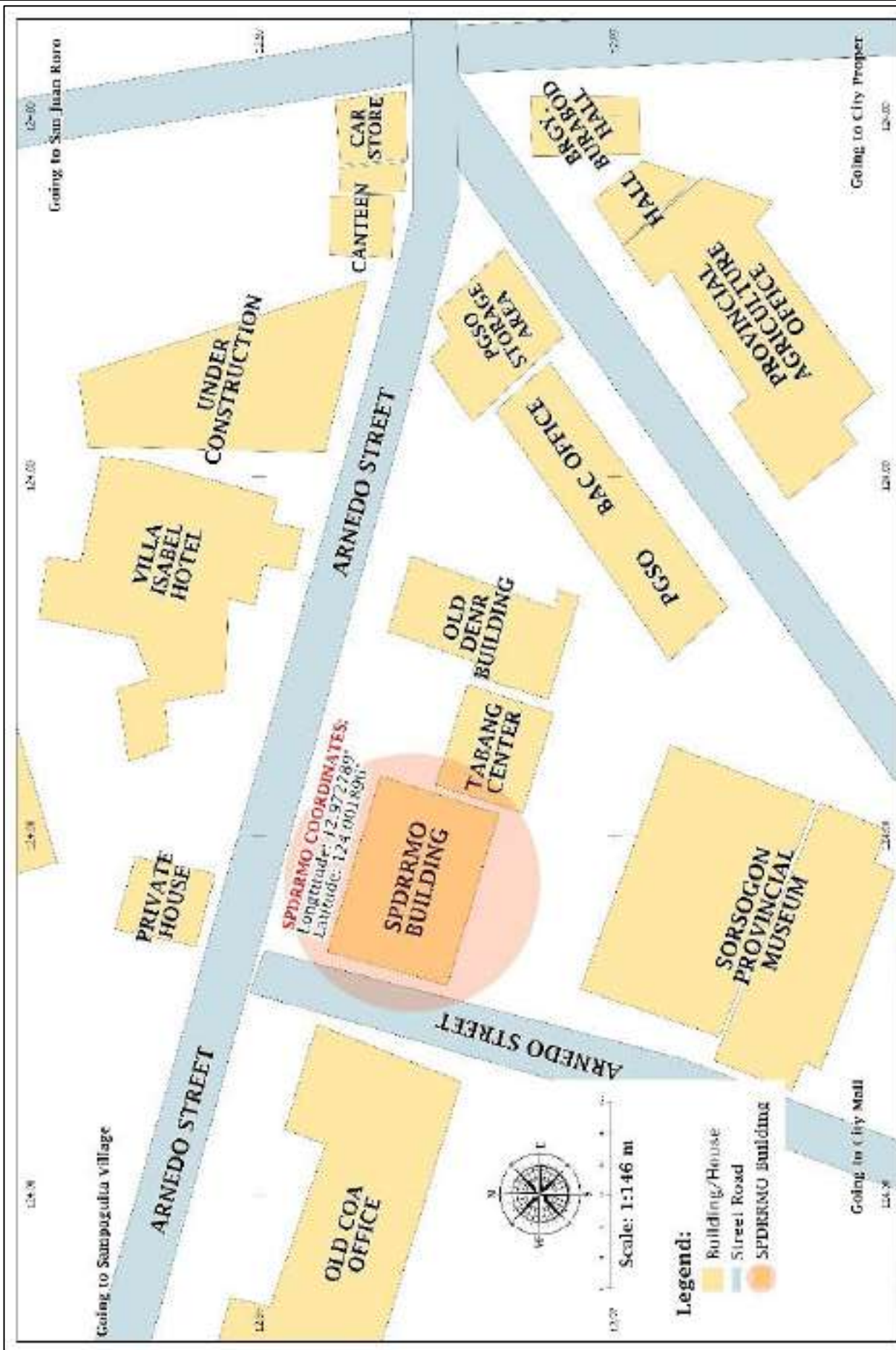
Local Extension Number

Ground Floor

Information Desk	---
Mesh Hall	---
Warehouse	---
Operation and Warning Division/ Search and Rescue Equipment	---
Comfort Room	---

2nd Floor

Administrative and Training Division	---
Research and Planning Division	---
Geographic Info & Hazard Mapping Section	---
Conference Room (St. Medard Hall)	---
PDRRMO	---
Radio Hub	---
DWDR-DPR Radio (105.5mhz)	---
Comfort Room	---



SPDRRMO COORDINATES:
 Longitude: 12.972789°
 Latitude: 124.001896°

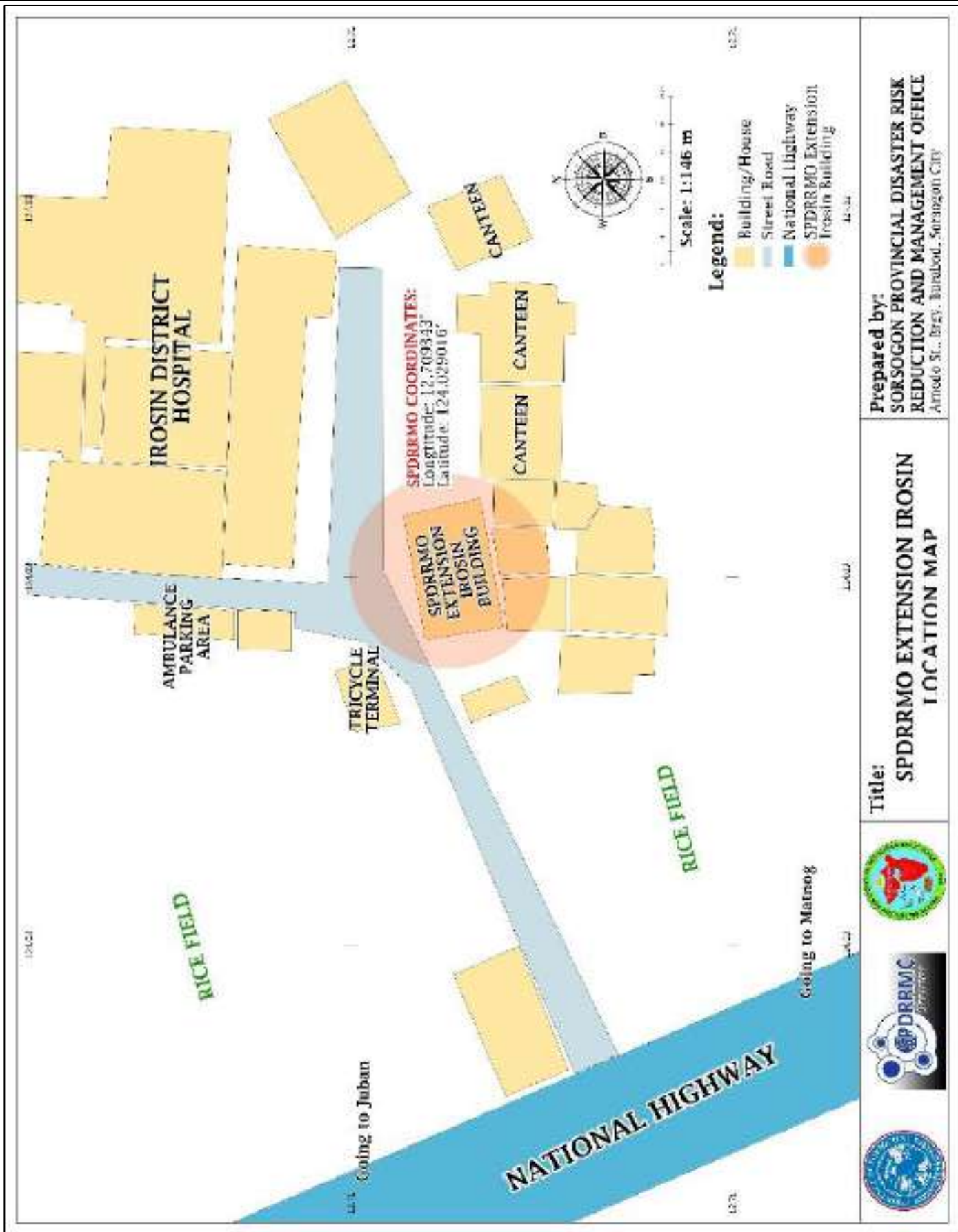
- Legend:**
- Building/House
 - Street/Road
 - SPDRRMO building



Title:

SPDRRMO LOCATION MAP

Prepared by:
 SORSOGON PROVINCIAL DISASTER RISK
 REDUCTION AND MANAGEMENT OFFICE
 Arnedo St., Biraod, Sorsogon City



Prepared by:
 SORSOGON PROVINCIAL DISASTER RISK
 REDUCTION AND MANAGEMENT OFFICE
 Arnedo St., Brgy. Burebun, Sorsogon City

Title:
 SPDRRMO EXTENSION IROSIN
 LOCATION MAP



GENERAL BUSINESS GUIDELINES

Business Hours

Regular business hour is from 8:00 am to 5:00 pm, Monday to Friday. No Noon Break Policy. However, the Search and Rescue, and Radio Communication section shall render 24/7 services.

Employee Decorum

All SPDRRMO employees must wear the prescribed uniform and the Office ID. Other acceptable office wear will be allowed provided shall conform to the Civil Service Commission dress code (short-sleeve polo shirt or blouse, collared T-shirts slacks, denim, or skirt).

Visitors Decorum

All Visitors entering the SPDRRMO building are required to register at the logbook sign in the Front Lobby Information Desk and shall present a valid ID likewise all visitors shall pin the visitors' ID while inside the SPDRRMO premises.

Feedback and Complaints

SPDRRMO would like to hear from its client how they feel about services provided to them by its employees and their suggestions on how to improve those services.

Drop your suggestion and comments at the suggestion box located in the Information Desk at the address above regarding a concern, issue, or problem encountered with our services and SPDRRMO will take the appropriate action.

Information Desk

Sorsogon Provincial Disaster Risk Reduction and Management Office (SPDRRMO)
Capitol Compound, Flores St., Brgy. Burabod East District,
Sorsogon City 4700

SPDRRMO MISSION, VISION and MANDATES

1.1 VISION:

Safer, Adaptive and disaster-resilient Sorsogon toward sustainable development

1.2 MISSION:

It is the very aim of Sorsogon Provincial Disaster Risk Reduction and Management Office (SPDRRMO) to uphold the welfare and safety of the general public abode in the province of Sorsogon and spearhead the faithful compliance of the measures of reducing the risk caused by natural and man-made disaster, it is committed to its sworn duty and responsibility of ensuing efficient preparedness, prevention, mitigation and response actions.

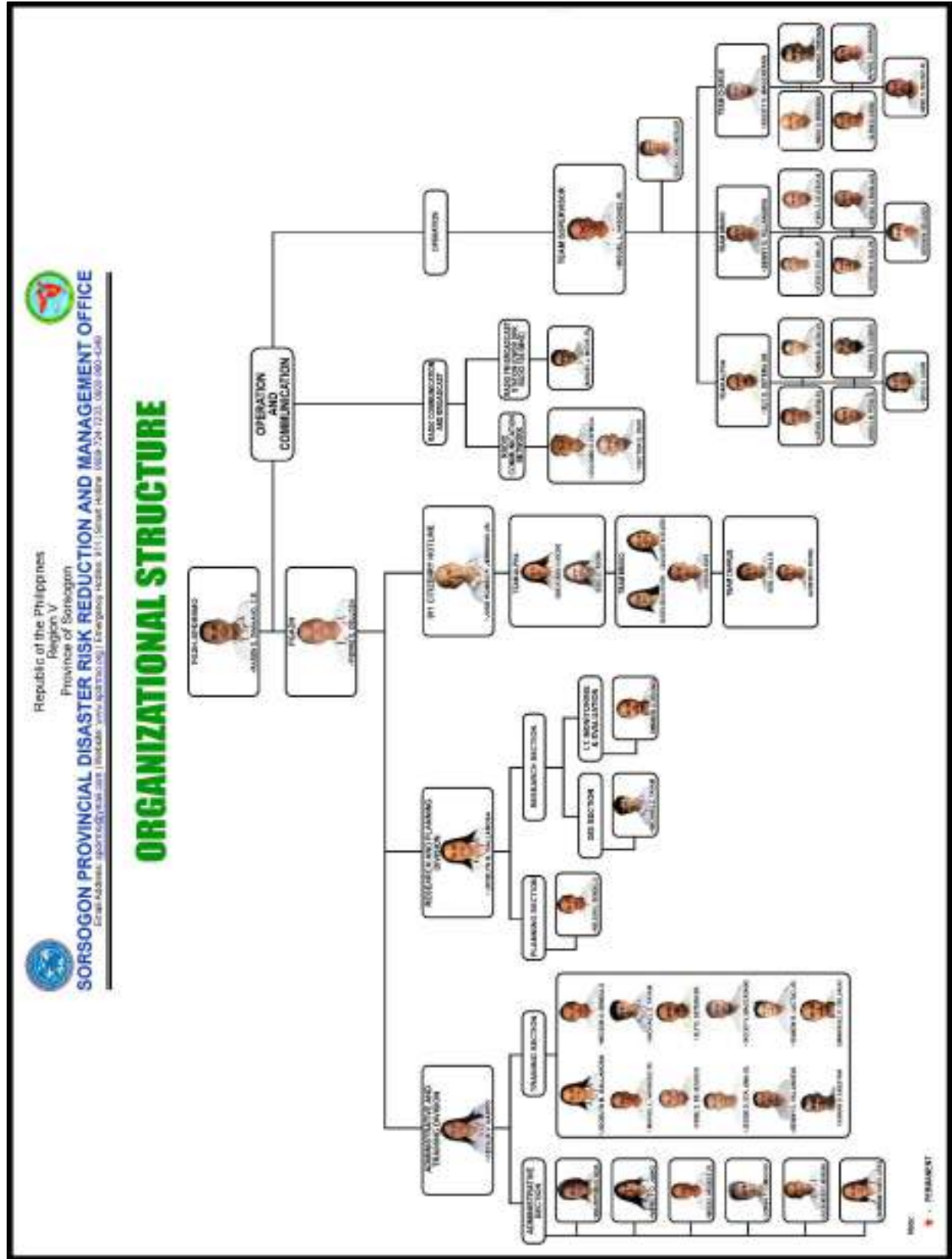
1.3 MANDATES:

The Provincial Disaster Risk Reduction and Management Office in coordination with concerned National Agencies and instrumentalities shall perform the following Functions with impartiality, given the emerging challenges brought by disaster of our times.

1. Set the direction, development, implementation and coordination, of Disaster Risk Management programs within their territorial jurisdiction.
2. Design, program, and coordinate disaster risk reduction and management activities consistent with the National Council's standards and guidelines.
3. Facilitate and support risk assessments and contingency planning activities at the local level;
4. Consolidate local disaster risk information which includes natural hazard, vulnerabilities, and climate change risk, and maintain local risk map;
5. Organize and conduct training, orientation, and knowledge management activities on disaster risk reduction and management at the local level;
6. Operate a multi-hazard early warning system, linked to disaster risk reduction to provide accurate and timely advice to national or local emergency response organizations and to the general public, through diverse mass media, particularly radio, landline communications, and technologies for communication within rural communities;
7. Formulate and implement a comprehensive and integrated LDRRMP in accordance with national, regional and provincial framework, and policies on disaster risk reduction in close coordination with the local development councils (LDCs);
8. Prepare and submit to the local sanggunian through the LDRRMC and the LDC the annual LDRRMO Plan and Budge, the proposed programming of the LDRRMF, other dedicated disaster risk reduction and management resources and other regular funding source/s and budgetary support of the LDRRMO/BDRRMC.
9. Conduct continuous disaster monitoring and mobilize instrumentalities and entities, of the LGUs, CSOs, private groups and organized volunteers, to utilize their facilities and the resources for the protection and preservation of life and properties during emergencies in accordance with existing policies and procedures.
10. Identify, assess, and manage the hazards, vulnerabilities and risk that may occur in their locality;
11. Disseminate Information and raise public awareness about those hazards, vulnerabilities and risk, their nature, effects, early warning signs and counter-measures/strategies;
12. Identify and implement cost, effective risk reduction measures/strategies;

13. Maintain a database of human resource, equipments, directories, and location of critical infrastructure and their capacities such as hospitals and evacuation centers.
14. Developed, strengthen and operationalize mechanism for partnership or networking with private sector, CSOs, and volunteer group.
15. Take all necessary steps on continuing basis to maintain, provide, or arrange the provision of or two otherwise make available, suitably-trained and competent personnel for effective civil defense and disaster risk reduction and management in its area.
16. Organize, train, equip and supervise the local emergency response teams ACDVs, ensuring that humanitarian aid workers are equipped with the basic skills to assist mother to breastfeed;
17. Respond to and to manage the adverse effects of emergencies and carry out recovery activities in affected area, ensuring that there is an efficient mechanism for immediate delivery of food, shelter and medical supplies for women and children, endeavor to create a special place wherein internally – displaced mothers and children can find help with breastfeeding feed and care for the babies and give support to each other.
18. Within each area, promote and raise public awareness of and compliance with the act and legislative provisions relevant to the purpose of the act.
19. Serve as secretariat and executive arm of the LDRRMC.
20. Coordinate other disaster risk reduction and management activities.
21. Established linkage network with other LGUs for disaster for disaster risk reduction risk reduction and emergency response purposes.
22. Recommended through the LDRRMC the enactment of local ordinances consistent with the requirements of this act.
23. Implement policies, approved, plans and programs of LDRRMC consistent with the policies and guidelines laid down in the act.
24. Establish a Provincial/City/Municipal/Barangay Disaster Risk Reduction and Management Operation Center.
25. Prepare and submit, through the LDRRMC and the LDC, the report of the utilization of the LDRRMF and other dedicated disaster risk reduction and management to the local Commission on Audit (COA) for Provincial/City level and internal audit for municipal and component city, copy furnished the Regional Director OCD and the Local Government Operations Officer of the DILG, and
26. Act on the matters that may be authorized by the LDRRMC.

ORGANIZATIONAL STRUCTURE



DESIGNATION AND FUNCTIONS OF ORGANIZATIONAL STAFF:

1.1. SPDRRMO HEAD

Functions:

- Set direction, development, implementation, and coordination of Disaster Risk Reduction and Management programs within their territorial jurisdiction.
- Prepare and submit to the Local Sanggunian through the LDRRMC and LDC the annual LDRRMO Plan, budget, the proposed programming of the LDRRMF, other dedicated disaster risk reduction and management resources, and other regular funding source/s budgetary support of LDRRMO/BDRRMC.
- Identify and implement cost-effective risk reduction measures/strategies.
- Recommend through the LDRRMC the enactment of local Ordinances consistent with the requirements of R.A. No. 10121 also known as the Philippine Disaster Risk Reduction and Management Act of 2010 (PDRRM Act of 2010).
- Implement Policies, approved plans, and program of LDRRMC consistent with the policies and guidelines laid down in DRRM Act of 2010 and act on matters that may be authorized by the LDRRMC.
- Established an Emergency Operation Center.
- Prepare and submit, through the LDRRMC and LDC, the report on the utilization of LDRRMF and other dedicated disaster risk reduction and management resources to the Local Commission on Audit (COA) for Provincial/City Level and Internal Audit for Municipal and component City level, copy furnished the regional director of the OCD and the Local Government Operations Officer of DILG.

1.2. PGADH-SPDRRMO

- Perform and render assistance to PDRRMO-Head.
- Setting direction, development, implementation, coordination and establishment of Emergency Operation Center (EOC) for disaster risk management programs within their territorial jurisdiction.
- In the preparation and programming of LDRRMF for submission and approval to SPDRRMC to PDC.
- Identification and recommendation for a cost-effective measures and strategies, local ordinances with requirements of R.A. No. 10121 (Philippines Disaster Risk Reduction and Management Act of 2010), implement policies within the approved plans and programs of the LDRRMC consistent within the guidelines laid down in DRRM Act of 2010 and act on matters that may be authorized by the LDRRMC and prepare submit reports of the utilization of LDRRMF to Commission on Audit (COA).
- Conduct continuous disaster monitoring and mobilize instrumentalities and entities of the LGUs, CSOs, private groups and organized volunteers, to utilize their facilities and resources for the protection and preservation of life properties during emergencies in accordance with existing policies and procedures and establishment of linkage/network with other LGUs for disaster risk reduction and emergency response purposes.
- Perform other tack to be assigned from time to time.

1.3. ADMINISTRATIVE AND TRAINING DIVISION

Functions:

- Organize and conduct training, orientation, and knowledge management activities on disaster risk reduction and management at the local level.
- Disseminate information and raise public awareness about hazards, vulnerabilities and risks, their nature, effects, early warning signs and counter-measure.
- Maintain a database of human resource, equipment, directories, and location of critical infrastructures and their capacities such as hospitals and evacuation centers.
- Develop, strengthen and operationalize mechanisms for partnership or networking with the private sector, CSOs, and volunteer groups.
- Take all necessary steps on a continuing basis to maintain, provide and arrange the provision of or to otherwise make available, suitability-trained and competent personnel for effective civil defense and disaster risk reduction and management in the area.
- Organize, train, equip and supervise the local emergency response teams and the ACDVs, ensuring that humanitarian aid workers are equipped with basic skills to assist mothers to breastfeed.
- Coordinate other disaster risk reduction and management activities.
- Establish Emergency Operation Centre (EOC) and EOC Manager during emergencies.

Administrative Section

Functions:

- In-Charge of the encoding jobs of the Sorsogon Provincial Risk Reduction and Management Office including various communications.
- Prepare Travel Order and claims.
- Prepares Procurement request and other related documents.
- Receive and dispatch e-mail communications and other print correspondence.
- Answer Telephone calls and relay messages to person concerned
- Act as liaison staff of the Provincial Risk Reduction and Management Office.
- Maintain the cleanliness and orderliness of the Office.
- Perform other messengerial task of duties.

Training Section

Functions:

- Serve as PIO of the SPDRRMO.
- Act as anchor of SPDRRMO concerning its accomplishment and other valuable information dissemination and campaign awareness relative to disasters.
- Promotes the various activities of the SPDRRMO thru radio programs and/or print media.
 - Performs other duties to be assigned from time to time.

1.4. RESEARCH AND PLANNING DIVISION

Functions:

- Facilitate and support risk assessments and contingency planning activities at the local level.
- Design, program and coordinate disaster risk assessment.
- Consolidate local disaster risk information which includes natural hazards, vulnerabilities, and climate change risks, and maintain a local risk map.
- Formulate and implement a comprehensive and integrated LDRRMP in accordance with the national, regional and provincial framework, and policies on disaster risk reduction in close coordination with the local development councils (LDCs).
- Identify, assess and manage the hazards vulnerabilities and risks that may occur in their locality.
- Identify and implement cost-effective risk reduction measures and strategies.
- Coordinate other disaster risk reduction and management activities.
- Establish linkage/network with other LGUs for disaster risk reduction and emergency response purpose.
- Generate data required for the formulation of contingency plan on hazards and assist in the implementation of the plans.
- Assist in the formulation of proposals.
- Render assistance in providing direction, supervision, guidance and control of the research, documentation and statistics.
- Assist in the preparation and evaluation of disaster related project proposals.
- Serves as the secretariat and executive arm of the LDRRMC.
- Perform other duties to be assigned from time to time.

Research and Development Section

Functions:

- Generate data required for the formulation of contingency plan on hazards and assist in the implementation of the plans.
- Prepare various official documents and correspondence of the SPDRRMO.
- Assist in the formulation of proposals.
- Perform other duties to be assigned from time to time.

Information and Documentation Section

Functions:

- Render assistance in providing direction, supervision, guidance and control of the research, documentation and statistics
- Assist in the preparation and evaluation of disaster related project proposals.
- Coordinate other disaster risk reduction and management activities.
- Perform other duties to be assigned from time to time.

Geographic Information and Hazard Mapping Section

Functions:

- Maintains database of hazard and disaster related information, maps and geographic features of the Province of Sorsogon including volcanoes, maritime and other disaster-prone areas.

- Take charge in the releases of advisories, alert messages and other form of warnings released by Authorized National and Local Government Agencies including that advisory of SPDRRMO.
- Develops risks and resource maps.
- Take charge in an online monitoring of natural hazards including its specifics thru the use of internet.
- Performs other functions to be assigned from time to time.
- Encode, edit and convert the financial reports of the different Provincial Government Department, units and offices for posting to the official website of the SPDRRMO.
- Act as alternate encoder of the Provincial Disaster Risk Reduction and Management Office.
- Act on the matters that may be authorized by the head of Geographic Information and Hazard Mapping Division.
- Act as of Photocopier of various documents being used or needed by the office.
- Update the Daily Weather Bulletin Board receives from Government Forecasting Agency.
- Act as Office Photographer to various activities and events.
- Act as alternate liaison staff of the office.
- Perform other duties to be assigned from time to time.

1.5. OPERATION AND WARNING DIVISION

Functions:

- Conduct continuous disaster monitoring and mobilize instrumentalities and entities of the LGUs, CSOs, private groups and organized volunteers, to utilize their facilities and resources for the protection and preservation of life and properties during emergencies in accordance with existing policies and procedures.
- Disseminate information and raise public awareness about the hazards, vulnerabilities and risks, their nature, effects, early warning signs and counter-measures.
- Maintain a database of human resource, equipment, directories and location of critical infrastructures and their capabilities such as hospitals and evacuation centers.
- Organize, train, equip and supervise the local emergency response teams and the ACDVs, ensuring that humanitarian aid workers are equipped with basic skills to assist mothers to breastfeed.
- Respond to and manage the adverse effects of emergencies and carry out recovery activities in the affected area, ensuring that there is an efficient mechanism for immediate delivery of food, shelter and medical supplies for women and children, endeavor to create a special place where internally displaced mothers and children can find help with breastfeeding, feed and care for their babies and give support to each other.
- Establish linkage/network with other LGUs for disaster risk reduction and emergency response purposes.

Radio Communication and Broadcast Section

Functions:

- Oversee the overall communication system of the SPDRRMO and that of the province including its reliability performance.
- In-charge of the repairs and maintenance of all radio communication equipment and keeps them in good condition.
- Provides guidance in the operations and conduct of radio communication system of the SPDRRMO and the Province.
- Keep records of the radio communication protocol and other operational procedures and practices.
- Prepares daily programs and news information for the public.
- In-charge of Public Awareness Program through broadcast.
- Provides wide information to public for all type of HAZARDS and its effects, massive information to public as part of Early Information and Early Action.
- Performs other duties to be assigned from time to time.

Staff and Rescue Team

Functions:

- Maintain rescue safety at all times.
- Rescue the greatest number of people in the shortest amount of time.
- Rescue the lightly trapped victims first.
- Conduct Rescue Operation.
- Employ appropriate search techniques.
- Conduct roll-out training to other LGUs Responder Teams.
- Provides documentation of result.
- Performs other duties to be assigned from time to time

Collective Work Flow during Meteorological Hazard (Natural and Man-made) and Progressive Outgrowth

Tropical Cyclone	Responsible Person	Action to be Taken	Output	Remarks
<p>TROPICAL CYCLONE</p> <ul style="list-style-type: none"> Looming Weather Disturbance at Pacific Region Weather Outside or Within the Philippine Area of Responsibility (PAR)/Tropical Cyclone 	<p>Mr. Michael Z. Tayam Mr. Emmanuel D. Delgado</p>	<ul style="list-style-type: none"> Monitoring and assessment of the Philippine weather system daily. Update and sends weather update Standby at PDRRMO Monitors all available forecasts of foreign and local weather forecasting bureaus Monitors AWS and ARGs Transmit informative messages/posts at the website/weather assessment and forecast through SMS 	<ul style="list-style-type: none"> Timely update, specific location or coordinates, possible path, and the description of weather disturbances. 72hrs assessment 	<ul style="list-style-type: none"> The public is informed LDRRMOs properly informed and coordinated
	<p>Ms. Jocelyn B. Gallanosa Mr. Nelson U. Bendillo Mr. Emmanuel D. Delgado</p>	<ul style="list-style-type: none"> Standby at SPDRRMO Prepares plans, and strategies aimed at every calamity or emergency Prepares reports and updates Consolidates situational reports 	<ul style="list-style-type: none"> Prepare advisories for information dissemination and other compliance reports for submission Submitted Situational reports to OCD V 	<ul style="list-style-type: none"> Prompt availability of data and reports Data stored in Cloud Storage or database

	Mr. Raden D. Dimaano Mr. Miguel L. Vasquez Jr.	<ul style="list-style-type: none"> Standby at Operation Center (OpCen) Maintain coordination with all resources Provide instructions, directives, and strategies for SAR Oversee the execution of strategies and plans 	<ul style="list-style-type: none"> Proper coordination is maintained as well as proper execution of plans attained 	<ul style="list-style-type: none"> No Overlapping of Command
<p>TROPICAL CYCLONE</p> <ul style="list-style-type: none"> Looming Weather Disturbance at Pacific Region Weather Outside or Within the Philippine Area of Responsibility (PAR)/Tropical Cyclone 	Ms. Cecilia V. Hainto Ms. Lorna C. Camacho Ms. Charmaine D. Lopez Ms. Ann Viktoria D. Guda Mr. Caryl T. Gamil Mr. Alexander Mendina	<ul style="list-style-type: none"> Standby at SPDRMO Prepares clerical and administrative function Prepares activation of Emergency Operation Center (EOC) 	<ul style="list-style-type: none"> Established EOC and its readiness Logistical Needs available at EOC Clerical and administrative functions performed All information was properly dispatched and received 	<ul style="list-style-type: none"> Reports and information are dispatched, widely disseminated, and complied properly. Established all coordination levels.
	Mr. Dulcisimo Espinola Mr. Hector H. Deri Mr. Bryan M. Selauso	<ul style="list-style-type: none"> Standby at SPDRMO Maintain contact with all C/MDRRMOs thru the radio communication system Transmit weather forecast thru Radio Communication System 	<ul style="list-style-type: none"> Coordinated with all the LGUs Good linkages with MDRRMO and resources/responders; Working VHF radios 	<ul style="list-style-type: none"> Good communication linkages to other government and private agencies/NGOs and other Radio Enthusiast Group/Radio Civic Organization are maintained

	Mr. Raden D. Dimaano	<ul style="list-style-type: none"> • Standby at SPDRRMO/(EOC) • Monitor updates for immediate action • Inventory of Resources • Report directly to RO the LGUs (through LDRRMOs) status • Close coordination with SPDRRMC members, LDRRMOs, and instrumentalities • Close coordination with PSWDO and PHO • Recommends the composition of a Provincial Incident Management Team for possible activation (Recommendation for the activation of an IMT during the response period) • Continuous provides updates to the Office of the Civil Defense (Provincial Status) 	<ul style="list-style-type: none"> • Concise coordination with LDRRMOs • Coordinate preparedness, response cluster, and the Operation and Warning Officer for possible deployment or action volunteers' groups or SAR • Informed the PDRRMC Chairman of the status of the LGUs and weather (assessment) • List of available resources per Response Agencies 	<ul style="list-style-type: none"> • Properly informed and coordinated LDRRMOs • Provincial IMT Members are properly informed • Working closely with PSWDO and PHO • Availability of Resources
	911 Citizenry Hotline (Telecommunicator Agent) Mr. Jose Romeo P. Jeremias	<ul style="list-style-type: none"> • Received and dispatched calls • Coordinates and updates to LDRRMOs 	<ul style="list-style-type: none"> • Dispatched emergency calls and coordinated properly. 	<ul style="list-style-type: none"> • With good SOS Dispatch. • Properly coordinated

			<ul style="list-style-type: none"> • Online and continuously receiving calls. 	
	<p>Mr. Manuel Matus, Jr. Mr. Dulcisimo Espinola Mr. Bryan M. Selauso</p>	<ul style="list-style-type: none"> • IEC/Live Broadcast on DWDR-DPR Radio 105.5Mhz • Continuous Dissemination of Information to PUBLIC 	<ul style="list-style-type: none"> • Good Broadcast Signal 	<ul style="list-style-type: none"> • ON AIR
	<p>Mr. Noe H. Espedillon Mr. Willy D. Broñola</p>	<ul style="list-style-type: none"> • Standby for Clearing Operation 	<ul style="list-style-type: none"> • Prepared for deployment 	<ul style="list-style-type: none"> • Cleared and cleaned the road network
	<p>Ms. Mercy J. Jano Mr. Glenn Carlo L. Micaller Mr. Caryl T. Gamil</p>	<ul style="list-style-type: none"> • Coordination with PSWDO and LGU – Pilar (MDRRMO Pilar) • Readiness of Soup Kitchen and Needs <p>(With Strandeers and No Travel Advisory on Vehicles and Ports</p>	<ul style="list-style-type: none"> • Deployment to Port of Pilar 	<ul style="list-style-type: none"> • Standby at Emergency Operation Center (EOC) if there are no issued advisory • Travel Advisory (Sea Travel Suspension) • Strandeers were given hot meals <p><i>Note:</i></p> <ul style="list-style-type: none"> • In case of prolonged suspension of Sea Travel the Distribution of Hot Meals shall continue until the suspension is lifted

Tropical Cyclone	Responsible Person	Action to be Taken	Output	Remarks
<p>TROPICAL CYCLONE</p> <ul style="list-style-type: none"> Tropical Cyclone Wind Signal No. 3 or Higher Emergency Operation Center (EOC) activated Blue Alert to Red Alert 	PDERG All Responders (Alpha, Bravo, and Charlie Team)	<ul style="list-style-type: none"> Operation briefing for any potential changes to the plan/instruction Assets and resources are prepositioned for deployment Execution of the operational plan 	<ul style="list-style-type: none"> Timely conduct and execution of response plans and availability of responders as the need arises 	<ul style="list-style-type: none"> Immediate response provided
	Mr. Noe H. Espedillon Mr. Willy D. Broñola	<ul style="list-style-type: none"> Standby for Clearing Operation 	<ul style="list-style-type: none"> Deployed for Clearing Operation 	<ul style="list-style-type: none"> Cleared and cleaned road networks
	Ms. Jocelyn B. Gallanosa Mr. Nelson U. Bendillo Mr. Emmanuel D. Delgado	<ul style="list-style-type: none"> Standby at SPDRRMO Continuous consolidates situational reports and damage assessment LDRRMOs 	<ul style="list-style-type: none"> Disseminates advisories for information and other compliance reports for submission Submitted Situational Reports to OCD V 	<ul style="list-style-type: none"> Prompt availability of data and reports Data stored in Cloud Storage or database
	Ms. Cecilia V. Hainto Ms. Lorna C. Camacho Ms. Charmaine D. Lopez Ms. Ann Viktoria D. Guda Mr. Caryl T. Gamil Mr. Alexander Mendina	<ul style="list-style-type: none"> Continuous provides clerical and administrative functions at SPDRRMO 	<ul style="list-style-type: none"> Established EOC and its readiness Logistical Needs available at EOC Clerical and administrative functions performed All information was properly dispatched and received 	<ul style="list-style-type: none"> Reports and information are dispatched, widely disseminated, and complied properly. Established all coordination levels.

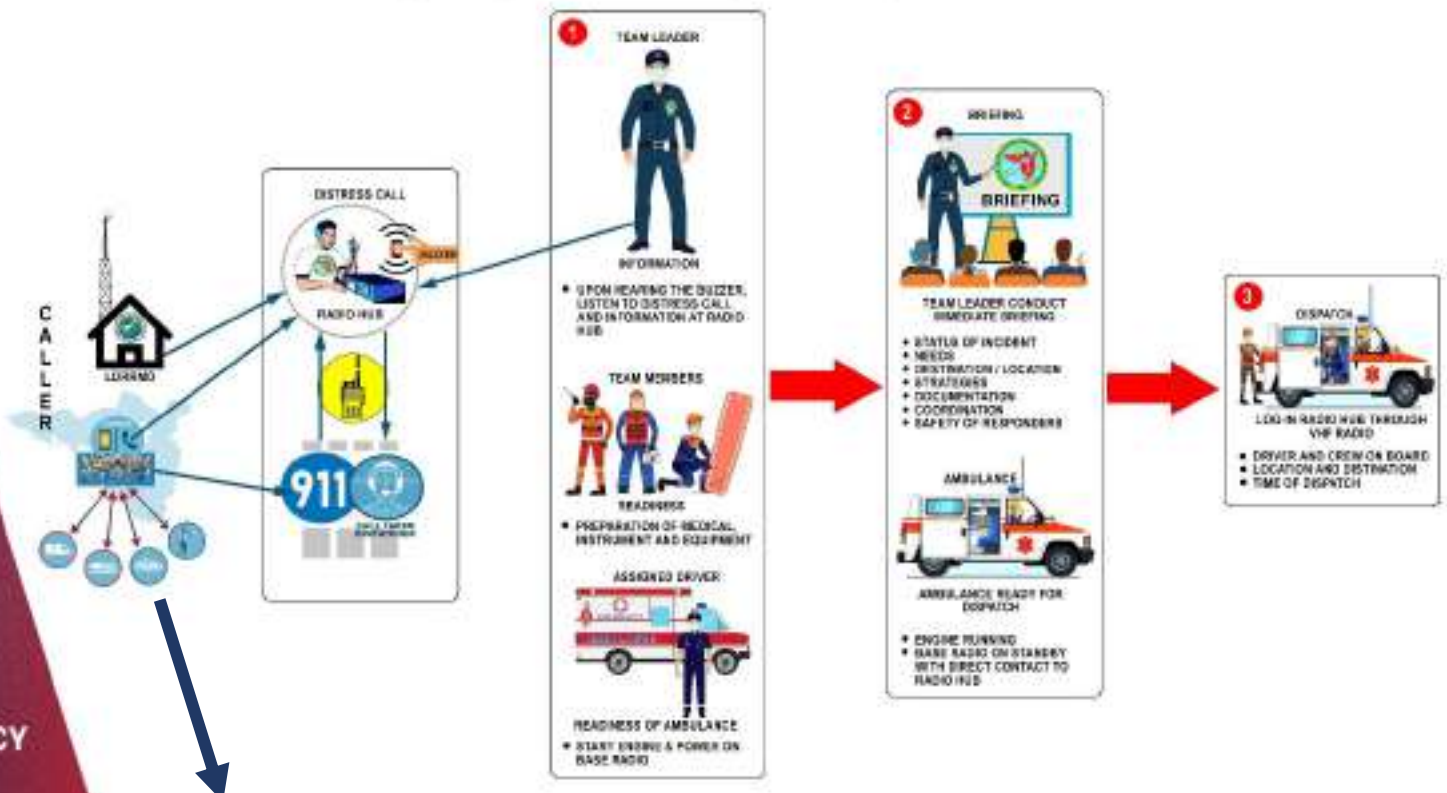
	<p>Mr. Dulcisimo Espinola Mr. Hector Deri Mr. Bryan M. Selauso</p>	<ul style="list-style-type: none"> • Continuous coordinates with all C/MDRRMOs thru the radio communication system • Transmit weather forecast thru Radio Communication System 	<ul style="list-style-type: none"> • Coordinated with all the LGUs • Good linkages with MDRRMO and resources/responders; • Working VHF radios 	<ul style="list-style-type: none"> • Good communication linkages to other government and private agencies/NGOs and other Radio Enthusiast Group/Radio Civic Organization are maintained
	<p>911 Citizenry Hotline (Telecommunicator Agents) Mr. Jose Romeo P. Jeremias</p>	<ul style="list-style-type: none"> • Continuous received and dispatched calls • Coordinates and updates to LDRRMOs 	<ul style="list-style-type: none"> • Dispatched emergency calls and coordinated properly. • Online and continuously receiving calls. 	<ul style="list-style-type: none"> • With good SOS Dispatch. • Properly coordinated
	<p>Mr. Manuel Matus, Jr. Mr. Dulcisimo Espinola Mr. Bryan M. Selauso</p>	<ul style="list-style-type: none"> • Continuous disseminates IEC/Live Broadcast on DWDR-DPR Radio 105.5Mhz • Continuous Dissemination of Information to the PUBLIC 	<ul style="list-style-type: none"> • Good Broadcast Signal 	<ul style="list-style-type: none"> • ON AIR

	<p>Mr. Michael Z. Tayam Mr. Emmanuel D. Delgado</p>	<ul style="list-style-type: none">• Continuous monitor and record details of the Early Warning System• Continuous disseminate information to social media and receive and forward Communications through emails.	<ul style="list-style-type: none">• Record Data with a possible incident• Maintained Social Media Information and all incoming and outgoing communications are handled properly.	<ul style="list-style-type: none">• Threshold upgraded for reference and forecasting.• Social Media and letters properly log.
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	<p>Mr. Raden D. Dimaano</p>	<ul style="list-style-type: none"> • Standby at SPDRRMO/(EOC) • Monitor updates for immediate action • Report directly to RO the LGUs (through LDRRMOs) status • Close coordination with SPDRRMC members, LDRRMOs, and instrumentalities • Close coordination with PSWDO and PHO • Recommends the composition of a Provincial Incident Management Team for possible activation (Recommendation for the activation of an IMT during the response period) • Continuous provides updates to Office of the Civil Defense (Provincial Status) 	<ul style="list-style-type: none"> • Concise coordination with LDRRMOs • Coordinate preparedness, response cluster, and the Operation and Warning Officer for possible deployment or action volunteers' groups or SAR • Informed the PDRRMC Chairman of the status of the LGUs and weather (assessment) • List of available resources per Response Agencies 	<ul style="list-style-type: none"> • Properly informed and coordinated LDRRMOs • Provincial IMT Members are properly informed • Working closely with PSWDO and PHO • Availability of Resources
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	<p>Ms. Mercy J. Jano Mr. Glenn Carlo L. Micaller Mr. Caryl T. Gamil</p>	<ul style="list-style-type: none"> • Continuous provide hot meals to strandeers at port 	<ul style="list-style-type: none"> • Deployed at Port of Pilar 	<ul style="list-style-type: none"> • Travel Advisory (Sea Travel Suspension) • Strandeers were given hot meals <p><i>Note:</i></p> <ul style="list-style-type: none"> • In case of prolonged suspension of Sea Travel the Distribution of Hot Meals shall continue until the suspension is lifted • After lifting of advisory return to Operation Center
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RESPONDERS FLOW



Philippine Department of Health
911 EMERGENCY FLAGSHIP PROGRAM
 (Healthcare Industry & Management)



Basic Services

1. ADMINISTRATIVE AND TRAINING DIVISION

- a. Management of Incoming and Outgoing Communications/Documents;
 - a. Request for Training/Drill/Resource Person, Seminar, Usage of St. Medard Hall and Borrowing of Equipments/Tools;

Office or Division:	Administrative and Training Division			
Classification:	<i>Complex</i>			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	Sorsogon Citizens and other interested requesting parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Formal Request Letter (Scheduled at least 3 days ahead of request scheduled date) and provided there were no previous request scheduled on the same date. <ul style="list-style-type: none"> ○ Addressed to the Department Head ○ Contains type of training/seminar, date(s), venue, and target participants. ○ Singed by authorized 		Administrative and Training Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Letter of request addressed to PDRRMO Head of Office and have its hard copy received	Receives and register all incoming document /letter request for the availment of SPDRRMO products and services such as resource person, training, conduct of drills, usage of ambulance, facilities and equipments/tools and other purposes and forward it to the PDRRMO Head	None	5 Minutes	Record Officer/Staff
2. Send the request thru SPDRRMO Email – spdrmm@sorsogon.gov.ph / spdrmo@ymail.com / spdrmo@gmail.com	The PDRRMO Head reviews request and invitation letters and endorsed to Admin Officer for assignment, and Calendar	None	5 Minutes	PGDH-PDRRMO

	Prepares request of service vehicles at PGSO, Travel Order (for attendees, resource speaker and Trainor's), Trip ticket for ambulance, borrower's slip/acknowledgement receipt for borrowed equipments/tools and calendar the usage of SPDRRMO Facilities	NONE	5 Minutes	Administrative Officer/Administrative Aide
	Facilitates for the release & return of borrowed equipment/tools	NONE	5 Minutes	Storekeeper
	Facilitate/Conduct Training and Orientation Seminar/Forum Attends to the invitation for trainings/seminars/orientation. Etc..	NONE	Specified date of the activity/event	SPDRRMO-PDERG/Resource Speaker Participants

b. Outgoing Communication (Preparation and Delivery of Communication)

Office or Division:	Administrative and Training Division			
Classification:	<i>Simple</i>			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Communication Letters		Administrative and Training Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
	Prepares Communication to partner agencies/office concerning administrative matters and forward to SPDRRMO Head for Approval and Signature	NONE	5 minutes	Administrative Supervising Officer
	Registers all outgoing communication and delivers to the concerned office/agencies and filing of the received communication	NONE	3 minutes	Record Officer/Staff
	Total	NONE	8 Minutes	

b. DRRM Capability training for SPDRRMO Responders/Staffs, DRRMOs, ACDVs, SPDRRMC and Stakeholders

Office or Division:	Administrative and Training Division			
Classification:	<i>Simple</i>			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Request Form duly filled out and approved by the PGDH or PGADH		Administrative and Training Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submission and Sending of Communication Letter/Invitation thru email	Facilitates appropriate training for enhancement of skills and competency of Responder Teams and support staff	NONE	15 minutes	OCD, DSWD, DILG, DOST-PAGASA, PHIVOLCS, MGB, MMDA
	Proposed Capability Development plan and submit to PGADH for review	NONE	10 Minutes	PGADH - PDRRMO
	PGDH Approves the proposed Capability Development and Indorse and Planning Officer for inclusion in the Proposed AIP	NONE	5 Minutes	PGDH-PDRRMO
	Total	NONE	30 Minutes	

c. Maintenance of health safety protocols

Office or Division:	Administrative and Training Division			
Classification:	<i>Simple</i>			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Request Form duly filled out and approved by the PGDH or PGADH		Administrative and Training Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
2. Implementation and maintenance of health protocol	Adheres to the minimum health standard <ul style="list-style-type: none"> ○ Contact tracing logbook ○ Ensure proper hygiene ○ Checking body temperature ○ Provision of UV Lights for disinfection for incoming documents & air purifier in compliance to DILG Safety Seal Certification ○ Disinfection of Provincial Offices and Buildings 	NONE	3 minutes 1 minute 1 minute 5 – 10 minutes Weekly (1 – 2 hour)	Administrative and Training Division Administrative and Training Division Administrative and Training Division Administrative and Training Division SPDRRMO - PDERG

d. Updated and Maintained Database of All resources

a. Filing of Leaves

Office or Division:	Administrative and Training Division
Classification:	High Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Provincial Government Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Vacation Leave:	Administrative and Training Division
✓ Application for Leave (3 original)	
✓ Provincial Clearance (30 days and above) (1 original and 2 photocopy)	
✓ Employer's Clearance for devolved employees (3 original)	
For Sick Leave:	Administrative and Training Division
✓ Application for Leave (3 original)	
✓ 6 days and above <i>attach Medical Certificate</i> (1 original and 2 photocopy)	
✓ 30 days and above <i>attach Provincial Clearance</i> (1 original and 2 photocopy)	
✓ Employer's Clearance for devolved employees (3 original)	
For Maternity Leave:	Administrative and Training Division
✓ Application for Maternity Leave (3 original)	
✓ Medical Abstract (1 original and 2 photocopy)	
✓ Medical Certificate (1 original and 2 photocopy)	
✓ Provincial Clearance (1 original and 2 photocopy)	
For Paternity Leave:	Administrative and Training Division
✓ Application for Paternity Leave (3 original)	
✓ Marriage Contract (3 photocopy)	
✓ Medical Certificate (1 original and 2 photocopy)	
✓ Birth Certificate (3 photocopy)	
For Magna Carta for Women:	Administrative and Training Division
✓ Medical Certificate (1 original and 2 photocopy)	
✓ Medical Abstract (1 original and 2 photocopy)	
✓ Provincial Clearance (1 original and 2 photocopy)	
✓ Employer's Clearance for devolved employees (3 original)	
For Travel Abroad:	Administrative and Training Division
✓ Authority to Travel (3 photocopy)	
✓ Application for Leave (3 original)	
✓ Provincial Clearance (1 original and 2 photocopy)	
✓ Employer's Clearance for devolved employees (3 original)	
For Study Leave:	Administrative and Training Division
✓ Application for Leave (3 original)	
✓ Provincial Clearance (1 original and 2 photocopy)	
✓ Employer's Clearance for devolved employees (3 original)	
✓ MOA (3 original)	
For Rehabilitation Leave:	Administrative and Training Division
✓ Application for Leave attach medical certificate (1 original and 2 photocopy)	
✓ Provincial Clearance (1 original and 2 photocopy)	
✓ Employer's Clearance for devolved employees (3 original)	
For Relocation Leave:	Administrative and Training Division
<i>(In time of Calamity)</i>	
✓ Application for Leave (3 original)	

For Adoption Leave:		Administrative and Training Division		
✓ Same with Maternity Leave				
✓ Attach DSWD Adoption papers (1 original and 2 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Apply for Leave Form (CS Form No. 6) duly filled out	1. Filing and Processing of Various type of Leave Application	None	3 days upon receipt of application for leave	Administrative Supervising Officer
2. Submit within the Time Allocation as stated in Leave Laws *Application will be returned to office origin once documentary requirements are not satisfied	2. Receives and for Approves	None		Administrative Supervising Officer
2.1 Vacation Leave			3 days upon receipt of application	
2.2 Sick Leave			3 days upon receipt of application	
2.3 Quarantine Leave			3 days upon receipt of application	
2.4 Maternity Leave			7-14 days upon receipt of application	
2.5 Paternity Leave			3-7 days upon receipt of application	
2.6 Magna Carta for Women			7 days upon receipt of application	
2.7 Travel Abroad			7-14 days upon receipt of application	
2.8 Study Leave			7-14 days upon receipt of application	
2.9 Rehabilitation Leave			3 days upon receipt of application	
2.10 Relocation Leave			3 days upon receipt of application	
2.11 Adoption Leave			14 days upon receipt of application	

b. PAYROLL

Office or Division:	Administrative and Training Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Provincial Government Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
✓ Accomplished Daily Time Record	Administrative and Training Division
○ Travel Order with Appearance	
○ Accomplished & Singed Application for Leave	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submit accomplished Requirements	1. Match Checking on DTR Logbook, Count of Travel and Leave	None	1 day before the submission of accomplished requirements	Admin Aide
	2. Gathering of Travel and Leave Application	None	5 minutes	Admin Aide
	3. Submission for signature of Accomplished Payroll to Administrative Officer	None	2 Minutes	Administrative Supervising Officer
	4. Submission for signature of Accomplished Payroll to PGDH	None	1 minute	PGDH-PDRRMO
	5. Filing and Processing of Various type of Leave Application	None	5 Minutes	Payroll Clerk
	Total	None	13 Minutes	

6. RISK ASSESSMENT, ANALYSIS AND PLANNING MANAGEMENT PROCEDURE

Identifies, assesses and manage the hazards, vulnerabilities and risks that may occur in the locality and generate data required for the formulation of contingency plan and hazard maps.

Facilitates and support risk assessments at the local level in the formulation and implementation of comprehensive and integrated LDRRMP in accordance with the national, regional and provincial frame work, and policies on disaster risk reduction in close coordination with the local development councils.

a. Request of Hazard Maps and other DRRM Data/Information;

Office or Division:	Research and Planning Division			
Classification:	<i>Complex</i>			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of Government agencies, private sector, CSOs, uniformed personnel, students, and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Letter of Request <ul style="list-style-type: none"> ○ Addressed to the Department Head of PDRRMO ○ Attention to Division Head of Research and Planning ○ Singed by Authorized Person ✓ Accomplished Request Form 		SPDRRMO - Research and Planning Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Ask for Request Form and Duly filled out Request Form or Access Downloadable form at www.spdrmo.org	1. Provides Request Form	None	5 minutes	SPDRRMO - ICTs
2. Submit the Letter of Request and Request Form Hard Copy or Via email at spdrmm@sorsogon.gov.ph / spdrmo@ymail.com / spdrmo@gmail.com	2. Receives Request Letter and Accomplished Request Form	None	5 minutes	Admin Aide
	3. Division Head receives the request and forward to the	None	10 minutes	Research and Planning Division Head and PGDH – PDRRMO

	PGDH for approval			
	4. Generates Hazard Maps and Risk Analysis	None	5 minutes <i>Note: Depends on the Availability of Requested Hazard Maps and the Coverage of the Study, it may took a Minute, Day or Week.</i>	Geographic and Information Section Personnel and Research and Planning Officer
	5. Releases the Requested Document	None	5 minutes	Admin Aide

b. Issuance of Situational Report

Office or Division:	Research and Planning Division			
Classification:	<i>Highly Technical</i>			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of government agencies, private sector, CSOs, and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ C/MDRRMC Situation Reports		C/MDRRMC		
✓ SPDRRMC Reports		SPDRRMC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submission of Situational Reports (Hardcopy & via email)	1. Coordinates with concerned LGUs and surveillance agencies	None	7 hours	Staff Duty Officer, City/Municipal Office
	2. Consolidates Information	None	2 hours	Staff Duty Officer
	3. Drafts Report	None		
	4. Reviews report	None	30 minutes	Division Head On Duty
	5. PGDH or PGADH to approves and sign report	None	30 minutes	PGDH and PGADH
	6. Disseminates to member agencies thru emails	None	1 - 5 minutes	Staff Duty Officer

	7. Forwards to OCD Regional OpCen	None	1 - 5 minutes	Staff Duty Officer
		NONE	10 hours 4 minutes	

c. Information Dissemination and Maintenance of Early Warning Systems

Office or Division:		Research and Planning Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		Public Sector, Private Sector, CSOs, and other stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Bulletin and Advisory		DOST – PAGASA and PHIVOLCS		
✓ SPDRRMO Website and Social Medias		SPDRRMO		
✓ Logbook				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Receipt of the Press Release, Bulletin and Advisory	1. Sent INFOCAST to SPDRRC, Line Agencies, CSOs', NGOs', NGA's, LGUs and all stakeholders	None	3 minutes	SPDRRMO – ICTs, Radio Broadcast Operator, VHF Radio Operator and Web Developer
	2. Distributions and dissemination of IEC materials to stakeholders	None	1 Week for Printing IEC and disseminates to 15 LGUs	Research and Planning Field Team
	3. Posting of IEC Materials, Announcement, Advisory, and Bulletin to Website and Social Medias	None	1 – 5 minutes	SPDRRMO – ICT
	4. Timely and accurate weather updates, IEC's, Disease outbreaks thru Radio Broadcast and One Tone, One Frequency (VHF Radio)	None	2 minutes & may depend on radio air time or time slot	Radio Broadcast Operator and VHF Radio Operator
	5. Regular monitoring and maintenance of all Early Warning Systems (e.g. Public Address, ARG, AWS, Radio Communication) and Regular upgrading of EWS	None	1 week <i>(by scheduling)</i>	Store Keeper and Maintenance Personnel

7. EARLY WARNING AND EMERGENCY RESPONSE MANAGEMENT PROCEDURE

The SPDRRMO shall ensure timely and accurate information dissemination in times of emergency and disaster thru radio broadcast, INFOCAST, social media, public address, VHF radio and 911 Citizenry Hotline.

The SPDRRMO shall serve as Response Unit capable of securing the safety and well-being of the citizens during emergency situations.

The SPDRRMO shall deploy the necessary personnel's and equipment to facilitate the completion of the specified objective, be it search and rescue, pre-hospital treatment, transportation and the like.

The SPDRRMO shall equip, maintain and enhance both the quality of the equipment being used and skills of the personnel for emergency response action.

- a. Ambulance Request (Usage as Emergency Vehicle);

Office or Division:	Operations and Warning Division			
Classification:	<i>Highly Technical</i>			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Emergency Call to 911 Hotline		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
Call 911	Answers incoming call from client	None	1 minutes	911 Emergency Tele – Communicator /Radio Operator or Officer of the Day
✓ Using PLDT or Globe Landlines	Evaluates and register request and necessary information for appropriate medical and emergency response		5 minutes	
✓ Using Cell Phone or Smart Phone			1 minute	
	Transfers Emergency Call to appropriate primary and major support service provider for necessary response			

Stay on the line for further Instruction and information	Reports to the Team Leader, PGDH & PGADH the attended call for information and further instructions Deployment of EMS / SAR Unit	None	1 minute After 2 minutes	911 Dispatch and PDERG
	Informs the radio personnel operator of the whereabouts of the team on deployment (deployment towards the incidence, arrival to the location, coordinate & transfer to the nearest medical facility and return to the OpCen	None	1 - 5 minutes	911 Dispatch, Personnel on Duty or Deployed and Dispatch Team
	Pre-Hospital Management on scene (Assessment & Triaging) If Critical, Activation of Automated External Defibrillator (AED) Transfer to the nearest coordinated Medical Facility	None None	5 - 10 minutes Immediately after pre – hospital management	PDERG PDERG
	Mutli-coordination with support group on the Mass Casualty Incident (MCI) emergency response (pre-hospital management & activation of AED) on scene	None	5 Minutes	EMT/EMR, C/MDRRMO Response Team, PHEMS, Red-Cross, PNP and BFP
	Accept and process the patient for further medical attention	None	5 minutes	Medical Facility
	Updates radio operator/officer of the day the current	None	3 minutes	Dispatch Team and Team on Duty

	<p>health status of the patient</p> <p>Conduct post run inventory & submit report of the expended medical items/equipment that needs to be replenished or replaced and after activity report (AAR)</p> <p>Disinfect Rescue Vehicle after deployment</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>10 minutes</p>	<p>Dispatch Team and Team on Duty</p> <p>Dispatch Team and Team on Duty</p>
	<p>Upon turn-over of rescue vehicles, medical equipments & tools to the next shift ensure that it is in good running condition</p>	<p>None</p>	<p>10 Minutes</p>	<p>Dispatch Team and Team on Duty</p>
	<p>Post Deployment Evaluation, Feedback and Assessment/Stress Debriefing (if necessary)</p>	<p>None</p>	<p>15 Minutes</p>	<p>Team Leader/Responders/ PFA Provider</p>

1. Advisory Services

Hydro-Met – Weather advisory posted and sent everyday via Info board or SMS, also Written or e-mail report sent to all concerned agencies and local DRR when there are possible threats of weather disturbance in the locality. It contains information of weather situation from PAGASA, which is the basis for public warning issued to avoid danger area.

Geologic – Volcanic advisory – posted and sent when there are unusual Volcanic Activities (for example ash explosion, remarkably seismic activities, ground Deformation) that may lead to volcanic eruption. It contains concise Interpretation of the Volcano observation issued by PHIVOLCS, which is the basis for public warning issued to avoid delineated danger zones and to keep the public abreast of the monitored volcano activities. An Advisory is also issued during typhoons or period of continuous heavy Rainfall capable of generating lahars. It advises people to avoid the 4 km PDZ prone to lahar inundation.

2. Training Request

The General Public or concerned groups who are willing to avail any CAPABILITY BUILDING TRAINING given by SPDRRMO may submit their Request to the Office of the Governor and upon approval the Administrative and Training Division head will schedule the availability of persons involved, the target date, duration and the training proper.

3. Request for Resource Speaker/Trainers

The General Public or concerned groups who are willing to request Resource Speakers/Trainers on any DRRMS related activities may request to Governor attention to Mr. Raden D. Dimaano. After coordination meeting with the requesting party the Head of SPDRRMO will discussed with the Administrative and Training Division for the training team for the specific request. The SPDRRMO will coordinate to the requesting party, the approval and availability schedule of the speakers. The requested date and time will be as scheduled if the speaker is available.

4. Information and Education Campaign Materials Request

The General Public or concerned groups who are willing to request Information Education Campaign (IEC) Materials must have a request letter to the office, basically stating purpose and kind of IEC Materials being requested. The letter will address to the Head of PDRRMO. Upon reading the letter and its purpose, the letter will be indorsed to Administrative and Training Division, for the requested information materials and releases to the client.

5. Request for Multi-Hazard Maps

The General Public or concerned groups who are willing to request Multi-Hazard Maps may submit their request to the Governor, attention to Mr. Raden D. Dimaano, stating the purpose of request. Upon instruction and approval from the Office of the Governor, the letter request will be forwarded to the head of Geographic Information and Hazard Mapping Division for the processing of the requested document.

6. Request for Equipment Assistance

The General Public or concerned groups who are willing to request equipment must submit their letter of request, the purpose, and address to the Governor, attention to Engr. Raden Dimaano. Upon the Approval of the Governor, the letter will be forwarded to Engr. Raden Dimaano. The office will communicate and coordinate with the requesting party to discuss the equipment request. After the result of the discussion, the PDRMO Head will give instruction to the Operation and Warning Head who will assign manpower (driver and operator). The equipment assistance will proceed immediately base on the date and time agreed by both parties.

Further, these teams are hereby reminded to strictly adhere to the policy set forth by existing rules and regulations including the Civil Service Laws as the herein enumerated guidelines to wit:

- a. Always wear **ID** and **Prescribed Uniform**.
- b. Team Leaders shall check/ ensure the attendance of members during the tour of duty.
- c. In case the **TEAM LEADER** is on official leave or absent, the next in line shall take over his position.
- d. All teams in an Off-Duty condition are automatically "**On Call**" in case of a **BLUE ALERT STATUS**.
- e. All teams in an off-duty condition are automatically on call during case of unexpected emergencies.
- f. During **RED** alert status, all personnel are required to render duty at the **OPCEN**.
- g. This Memo shall take effect immediately.

ANNEX



SORSOGON PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru External Client Satisfaction Monitoring Form (ECSM) or Internal Client Satisfaction Monitoring Form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to Master or Provincial DICO
How to file a complaint	Complaint could be address to the Governor-copy furnish SPDRMO and or PHRMO
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints should be address to the <i>Governor</i>, and furnished the <i>PHRMO</i> as chairman of <i>Grievance Committee under Administrative Order No. 18-A-2019</i>. 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS). 3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained. 4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complain to the <i>Civil Service Commission (CSC) Sorsogon Field Office</i> for proper disposition.
Contact Information of <i>CCB, PCC, ARTA</i>	It shall also include the following hotline: <ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-881-6565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority



**SORSOGON PROVINCIAL DISASTER RISK
REDUCTION AND MANAGEMENT OFFICE**

Office	Address	Contact Information
SPDRRMO Main	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	For Emergency: 911 Operation Center: 0908-724-7233 0920-960-4349
SPDRRMO Irosin Extension	IDH Compound, Brgy. San Pedro, Irosin Sorsogon	Operation Center: 0908-892-1531