



SORSOGON PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

CITIZEN'S CHARTER

2021 (1st Edition)



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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 Sorsogonans 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.



I. LEGAL & MANDATES

Republic Act 10121: Otherwise known as the “Philippine Disaster Risk Reduction and Management Act of 2010”;

Provincial Ordinance No. 03-2008: An Ordinance creating the Sorsogon Provincial Public Safety and Disaster Management Office, for the Province of Sorsogon, and for other purpose and;

SP Resolution No. 117-2012: A resolution amending Resolution No. 59-2010 known as “Approving the Renaming of Sorsogon Provincial Public Safety Disaster Risk Management Office (SPPSDMO”, by Deleting the words “Public Safety” and adding the word “Reduction” to read as: Sorsogon Provincial Disaster Risk Reduction and Management Office (SPDRRMO);

Resolution No. 04 s. 2020: A resolution approving the naming of the SPDRRMO – Irosin to SPDRRMO Extension Office – Irosin, Irosin District Hospital Compound, Brgy San Pedro, Irosin Sorsogon;

Resolution No, 326 – 2019: A Resolution Establishing the Sorsogon Citizenry Emergency Hotline (911 Local Call Center) in compliance with Executive Order No. 56 Institutionalizing the Emergency 911 Hotline as the Emergency Hotline Number in the Province of Sorsogon;

II. VISION

Safer, Adaptive and disaster –resilient Sorsogon toward sustainable development.

III. 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.

IV. SERVICE PLEDGE

DESIGN, PROGRAM, COORDINATE AND IMPLEMENT Disaster Risk Reduction and Management Activities consistent with the National Disaster Risk Reduction and Management Council’s standards and guidelines.



LIST OF SERVICES

Quality Policy	i
Legal Mandates	ii
SPDRRMO OFFICE	1
ADMINISTRATIVE AND TRAINING DIVISION	2
REASEARCH AND PLANNING DIVISION	7
OPERATION AND WARNING DIVISION	10



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

PROVINCIAL OFFICE

External and Internal 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	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 <u>attach Medical Certificate</u> (1 original and 2 photocopy)	
✓ 30 days and above <u>attach Provincial Clearance</u> (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	
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a. 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 		SPDRRMO - Research and Planning Division		
<ul style="list-style-type: none"> ✓ Accomplished Request Form 				
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	2. Receives Request Letter and Accomplished Request Form	None	5 minutes	Admin Aide
	3. Division Head receives the request and forward to the PGDH for approval	None	10 minutes	Research and Planning Division Head and PGDH – PDRRMO

	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:	<i>Complex</i>			
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 ✓ Using PLDT or Globe Landlines ✓ Using Cell Phone or Smart Phone	Answers incoming call from client Evaluates and register request and necessary information for appropriate medical and emergency response Transfers Emergency Call to appropriate primary and major support service provider for necessary response	None	1 minutes 5 minutes 1 minute	911 Emergency Tele – Communicator /Radio Operator or Officer of the Day

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 health status of the patient	None	3 minutes	Dispatch Team and Team on Duty
	Conduct post run inventory & submit report of the expended medical items/equipment that needs to be replenished or replaced and after activity report (AAR)	None	10 minutes	Dispatch Team and Team on Duty
	Disinfect Rescue Vehicle after deployment	None	10 minutes	Dispatch Team and Team on Duty
	Upon turn-over of rescue vehicles, medical equipments & tools to the next shift ensure that it is in good running condition	None	10 Minutes	Dispatch Team and Team on Duty
	Post Deployment Evaluation, Feedback and Assessment/Stress Debriefing (if necessary)	None	15 Minutes	Team Leader/Responders/ PFA Provider



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 SPDRRMO 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



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15

Office	Address	Contact Information
SPDRRMO Main	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	For Emergency: 911 Operation Center: 0919-080-5983
SPDRRMO Irosin Extension	IDH Compound, Brgy. San Pedro, Irosin Sorsogon	Operation Center: 0919-080-5984

