



*Republic of the Philippines*  
**CITY GOVERNMENT OF TACLOBAN**  
**CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE**  
*Tacloban City, Leyte*


## CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
SENTINEL Base Radio Monitoring for emergency response and information	Standby duty of 2 Radio Operators in 24 hours shift	24/7 daily monitoring	<ol style="list-style-type: none"> <li>1. Jose Alberto M. Juan</li> <li>2. Gerardo Valeriano</li> <li>3. WilfredoModelo</li> <li>4. Henry Domingo</li> <li>5. JoselitoLopega</li> <li>6. Gregorio Sanico</li> <li>7. GrafielRipalda</li> <li>8. Norman Cordano</li> <li>9. Noel Gorre</li> <li>10. Roberto Eviota</li> </ol>	None	none
Community Climate Guide and Response (CCGR) Text Alert System	<ol style="list-style-type: none"> <li>1. Receives/Respond to calls and texts immediately</li> <li>2. Facilitate Emergency Calls</li> <li>3. Hourly monitor on weather updates</li> <li>4. Dissemination: Text Blast Emergency Information</li> <li>5. Monitoring on Earthquake, Typhoon and other occurrences/warnings</li> </ol>	24/7 daily monitoring	<ol style="list-style-type: none"> <li>1. Raquel B. Labong</li> <li>2. Regie O. Delima</li> <li>3. Arnel B. Comique</li> <li>4. Rinfredo R. Blanco</li> <li>5. Jan Clint N. Talbo</li> <li>6. Mark Edgar Ripalda</li> <li>7. RonellMagdua</li> <li>8. Christian Eve Brazil</li> <li>9. Regie B. Magalona</li> <li>10. Maria Cristina Ibanez</li> </ol>	None	None
Receives request for Text Blasting	Reviews and verifies request before dissemination	5 mins	<ol style="list-style-type: none"> <li>1. Jandell Pica</li> <li>2. Raquel Labong</li> </ol>	Fillout request form	None


Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
Receives all incoming documents/requests and letters	1.Receives documents/requests 2.Record incoming documents in the logbook 3.Forward to Dep't Head for approval 4.Forward/Route documents to the person in-charge upon approval	5 mins 5 mins 5 mins 3mins	1. Rizalyn T. Arizo  1. Rizalyn T. Arizo	none	none
Receive application for financial assistance for dead victims of disaster/emergency	1.Receives and checks/verify documents if complete 2.Forward to Dep't Head for signature of CDRRMC Certification 3.Froward to CMO for signature of CDRRMC certification 4.Make an endorsement for signature of Dep't Head and CMO 5.Endorse to Office of Civil Defense (OCD) for processing	5 mins 5 mins 5 mins 5 mins	1. Frank Anthony Salvedia	1. Death Certificate (certified true copy) 2. Brgy. Clearance 3. Two (2) valid ID's for claimant. (Photocopy)	none
Facilitate OCD's and DILG's concern Related to Disaster Preparedness					
Information Education and Communication Campaign on Disaster Preparedness	<ul style="list-style-type: none"> <li>➤ Visit to all barangays/schools for IEC Campaign</li> <li>➤ Conduct CBDRRM Training for Earthquake and Typhoon Drills to any schools and barangays within Tacloban City</li> </ul>	Schedule quarterly drill or upon request of the schools/barangays	1. Frank Anthony Salvedia 2. Eduardo V. Polo 3. Allan G. Arcallana 4. NiloAmolar 5. Karen L. Sinamin 6. Jenny Ann Commendador	none	none
Disater Monitoring	Standby Duty for any disaster	24/7 on call staff	All CDRRMO staff/personnel and emergency workers	None	none

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
<b>LOGISTICS :</b>					
Request for Tents/Table/Chairs and Sound System	1. Receives documents/request 2. Fill-up Borrower's Slip for Tents, Tables , Chairs and Sound System 3. Record and calendared schedule of service facilities such as tents, tables, chairs and sound system 4. Forward to Dep't Head for approval 5. Forward to CDRRMO warehouseman designate for recording 6. Forward/Route approved documents/request to in charge person	3 mins 5 mins 5 mins 3 mins 5 mins 3 mins	1. Rizalyn T. Arizo 2. SherlyLizarondo 3. Exuperancio Malate 4. SherlyLizarondo	Letter of intent	

Prepared by:

  
**RIZALYN T. ARIZO**  
*CDRRM Assistant*  
*Admin. Officer-Designate*

Noted by:

  
**ILDEBRANDO C. BERNADAS**  
*CDRRM Officer*

