Republic of the Philippines
Province of Bulacan
Municipality of Paombong
MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
Paombong, Bulacan

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: Municipal Disaster Risk Reduction and Management Office / Paombong
(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON AUGUST 26, 2025: [/] Yes [ ] No
(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
A. ISSUANCE OF CERTIFICATION ON THE REVIEW OF BDRRM PLAN	RA 10121 - "The Philippine Disaster Risk Reduction and Management Act of 2010"; IRR of RA 10121	SEC. 3, Par. (b)			
B. PROVISION OF CAPABILITY TRAININGS TO BARANGAY GOVERNMENT, PRIVATE SECTORS NGO AND VOLUNTEER GROUPS	RA 10121 - "The Philippine Disaster Risk Reduction and Management Act of 2010"; IRR of RA 10121	SEC. 14			
C. AVAILMENT OF FINANCIAL/ LIVELIHOOD ASSISTANCE TO VICTIM OF DISASTER	IRR of RA 10121	SEC. 1, Par. (p)			
D. RESPONDING TO EMERGENCY & RELATED CALLS	RA 10121 - "The Philippine Disaster Risk Reduction and Management Act of 2010"	SEC. 12, Par. (15 &16)			
E. REQUEST FOR CCTV FOOTAGE THRU WALK-IN	RA 11947 CCTV Govertnance in the Philippines				
F. REQUEST FOR EQUIPMENT WITH OPERATOR	IRR of RA 10121	SEC. 1, Par. (p)			
G. REQUEST FOR TRAINING/DRILLS/ COMMUNITY PARTICIPATION/ STANDBY EMERGENCY RESPONDERS WITH RESCUE VEHICLE THRU WALK IN	RA 10121 - "The Philippine Disaster Risk Reduction and Management Act of 2010"	SEC. 12, Par. (14 & 15) and SEC. 14			
H. REQUEST FOR HAZARD INFORMATION IN THE LOCALITY	RA 10121 - "The Philippine Disaster Risk Reduction and Management Act of 2010"	SEC. 12, Par. (10)			

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

A. ISSUANCE OF CERTIFICATION ON THE REVIEW OF BDRRM PLAN

Prescribing the guidelines in the conduct of review and evaluation of Barangay Disaster Risk Reduction and Management Plan (BDRRMPs) pursuant to Section 9 (e) of RA 10121 and paragraph 2.2.11 of the Local Budget Memorandum No. 75 dated June 1, 2017; Ensuring that the Barangay approved Annual Investment Plan (AIP) of the concerned Local Government Unit (LGU) is consistent to the DRRM-CCA programs, activities and projects (PAPs) in their respective BDRRMP; Making certain that the PAPs of the BDRRMP is consistent to that of thehigher LDRRMP; and Guaranteeing judicious utilization of the Barangay DRRM Fund.

Office/ Division:	Municipal Disaster Risk Reduction and Management Office (MDRRMO)
Classification:	Simple
Type of Transaction:	G2G = Government to Government
Who may avail:	All Barangay Local Government Units (BLGUs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Annual Investment Plan (AIP) for BDRRMF of the ensuing year	Requesting Government Agency
2. Barangay Disaster Risk Reduction and Management Plan (BDRRMP)	Requesting Government Agency/ MDRRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit Request Letter for BDRRM Plan Review	1.1. Receive/ Acknowledge and evaluate the request	None	3 Minutes	MGDH 1 MDRRMO
	1.2. Review BDRRMO AIP basing from the BDRRMP covering the ensuing year	None	1 Hour	*Municipal Review Team* (MDRRMO- MPDC)
	1.3. Affix signature of MRT Focal Persons in the BDRRMP Basic Compliance Review Certification if AIP is found consistent with the BDRRMP	None	1 Hour	*Municipal Review Team* (MDRRMO- MPDC, MBO)
2. Claim BDRRMP Certification	2.1. Issue BDRRMP Certification	None	5 Minutes	MGDH 1 MDRRMO
		TOTAL	**2 hours & 8 minutes**	

B. PROVISION OF CAPACITY TRAINING TO GOVERNMENT, NON-GOVERNMENT ORGANIZATIONS, PRIVATE SECTORS AND VOLUNTEER GROUPS

Provision of training, orientation and knowledge management activities on disaster risk reduction and management.

Office/ Division:	Municipal Disaster Risk Reduction and Management Office (MDRRMO)
Classification:	Simple
Type of Transaction:	G2C=Government to Citizens; G2G = Government to Government
Who mail avail:	All Government and Agencies inlcuding Barangay Local Government Units (BLGUs), Government-Owned and Controlled Corporations (GOCCs), Other Government Instrumentalities, Organizations/ Private Sector Partners and Individual

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter addressed to the Local Chief Executive Through the MDRRMO (2 copies -*1 original & 1 photocopy*)	Requesting Government Agency/ Private Sector Partners/ Individual
2. List of participants (sex/age disaggregated)	Requesting Government Agency/ Private Sector Partners/ Individual

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Letter addressed to the LCE thru MDRRMO (2 copies) *(Note: At least one month prior to training)*	1.1. Receive/ Acknowledge and evaluate the request	None	3 Minutes	MGDH 1 - MDRRMO *(Administration and Training Section)* on duty
2. Receive letter response with schedule and needed requirements	2.1. Forward letter response indicating schedule and needed training requirements	None	1 Hour	
			1 hour & 3 minutes	

C. AVAILMENT OF FINANCIAL/ LIVELIHOOD ASSISTANCE TO VICTIMS OF DISASTER

Provision of assistance to the families/ individuals affected by tropical cylonce-, fire- or any other related incident.

Office/ Division:	Municipal Disaster Risk Reduction and Management Office (MDRRMO)
Classification:	Simple
Type of Transaction:	G2C=Government to Citizens; G2G = Government to Government
Who mail avail:	All disaster-affected Individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter addressed to the Local Chief Executive (2 copies -*1 original & 1 photocopy*)	Requesting Individual or Authorized Representative
2. Barangay Certification (1 copy)	Barangay Local Government Unit (BLGU)
3. Duly Accomplished Documents: Narrative Report from the Victim with proper photo documentations	Requesting Individual or Authorized Representative
4. Supporting documents (residency, ownership of property/ies, valid damage report)	Barangay Local Government Unit (BLGU)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1. Receive request letter	None	5 Minutes	Mayor's Office
	1.2. Acknowledge and evaluate the request	None	5 Minutes	MDRRMO Administrative Personnel on duty
	1.2. Process all needed documents for Emergency Shelter Assistance (ESA)	None	25 Minutes	MGDH 1 - MDRRMO (Administrative Section) and MSWDO personnel on duty
	1.3. Process the Voucher for Client's ESA Claim	None	2 hours, 12 Minutes	MBO, MTO, MO
	1.4. Update the client through for availability of ESA Voucher	None	3 Minutes	MGDH 1 - MDRRMO
2. Claim ESA at the Municipal Treasurer' Office	2.1. Issue ESA Voucher Check to be signed by the client	None	2 Minutes	Municipal Treasurer's Office
		TOTAL	**2 hours & 52 minutes**	

D. RESPONDING TO EMERGENCY AND DISTRESSED CALLS

Provision of assistance in search and rescue, fire fighting, medical and trauma incidents under the MDRRM Operation Center.

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Classification:	Simple
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CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Details of Incident (Nature, Place, Date and Time of Incident)	Requesting Government Agency/ Private Sector Partners/ Individual

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Personal appearance/ Text or Call to MDRRMO Hotline request for emergency response	1.1. Dispatch standby emergency response team	None	1 minute	MDRRMO - Emergency Operations Center
	1.2. En route to the incident area	None	10 minutes	
	1.2. Assessment and/ or provision of first aid treatment on site	None	5 minutes	
	1.3. Patient transport to the health station/ nearest referring hospital.	None	12 minutes	
	1.4. Endorsement to the receiving hospital	None	15 minutes	
2. Receive actions taken and incident status	1.5. Inform client regarding the actions taken and incident status	None	2 minutes	
		TOTAL	**45 minutes**	

E. REQUEST FOR CCTV FOOTAGE/S THRU WALK-IN

Provision of CCTV footages to the requesting party for immediate response, investigation and or any other purpose it may serve.

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CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Closed-Circuit Television (CCTV) Request Form	MDRRMO (Adminstration and Training Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up CCTV request form indicating needed date, time and location of footage request.	1.1. Review request form and generate available footages	None	45 minutes	MDRRMO
	1.2. Save electronic-copy of needed footage *(if needed)*	None	10 minutes	MDRRMO
2. Claim CCTV foootage *(may record video thru phone in the absence of USB (universal serial bus)*	2.1. Record the release of footage in the requesting form	None	1 minute	MDRRMO
		TOTAL	**51 minutes**	

F. REQUEST FOR RESCUE EQUIPMENT WITH/ WITHOUT OPERATOR

Provision of available rescue equipment, materials and any resources needed in a particular reasonable activity.

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Equipment Logbook/ Borrower's Request Form	MDRRMO (Operations and Warning Section)
Liability Form (2 copies)	MDRRMO (Operations and Warning Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Equipment Logbook/ Borrowers Request Form	1.1. Assess requested materilal/ equipment	None	1 Minute	MDRRMO/ Personnel on duty
	1.2. Inform equipment's WUCOMS *(What/ Use/ Construction/ Operation/ Maintenance/ Safety of it?)*	None	15 minutes	MDRRMO/ Personnel on duty
2. Fill up Liability Form *(If items to borrow will exceed more than a day)*	2.1. Assist client on filling up of liability form and secure copy of form and photo documentation	None	3 minutes	MDRRMO *(Operations and Warning Section)* Personnel on duty
		TOTAL	**19 Minutes**	

G. REQUEST FOR TRAININGS OR DRILL/ COMMUNITY PARTICIPATION/ STANDBY EMERGENCY RESPONDERS WITH RESCUE VEHICLE SERVICE THRU WALK IN

Conduct of trainings and drills are necessary to promote disaster preparedness and resilience of Aritaoenoes./ Provision of community participation thru sharing of DRRM-related information and measures/ Provision of standby response during mass gathering, sports-activity and other related-activities that requires emergency assistance.

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Request Letter addressed to the Local Chief Executive thru MDRRMO (2 copies)		Requesting Government Agency/ Private Sector Partners/ Individual		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Letter	1.1. Receive request letter	None	5 Minutes	Mayor's Office
	1.2. Receive/ Acknowledge and evaluate the request	None	3 Minutes	MDRRMO personnel on duty
2. Receive letter response with schedule and/or needed requirements	2.1. Forward letter response indicating schedule of activity and/or needed detailed requirements	None	1 Hour	MGDH 1 - MDRRMO (Administration and Training Section) Personnel on duty
		TOTAL	**1 Hour & 8 Minutes**	

H. REQUEST FOR HAZARD INFORMATION IN THE LOCALITY

Provision of all hazard information (seismic, volcanic or hydrometeorologic hazards) through available hazard maps, IEC materials and/ or accredited websites.

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CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter addressed to the LCE thru MDRRMO (2 copies)		Requesting Government Agency/ Private Sector Partners/ Individual		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Request Letter	1.1. Receive/ Acknowledge and evaluate the request	None	3 Minutes	MGDH 1 - MDRRMO *(Research and PlanningSection)* Personnel on duty
2. Receive hazard information and/or access to	2.1. Assist agency or individual in their access of hazard information.	None	30 minutes	
		TOTAL	**33 Minutes**	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Client may fill up the Customer Service Survey Form at the Receiving Area and drop it I the designated Suggestion Box (Transparent Box)
How feedbacks are proceesed	Every Friday, the assigned personnel will open the drop box and consolidate the survey feedback form. Feedbacks requiring response is forwarded to Human Resource Management Office (HRMO) to specify the proper office/ personnel to take appropriate action.
	For inquiriesand follow-ups, Client may contact 09209785373, 0920 617 8343 (044) 791 3199
How to file a complaint	Complaint can be filled through walk-in or through email.
How complaints are processed	Receiving staff will open emails on a daily basis and forward printed copy of the complaint/s to the Office Head; upon evaluation, the Office Head will forward the complaint to the proper section/ staff for appropriate action. The complainant shall be informed of the action through a letter which may be sent through contact information given/ sent by the complainant.

Prepared by:

ROMEO E. SACDALAN
MGDH 1 - MDRRMO

FEEDBACK AND COMPLAINTS MECHANICS:				
How to send feedbacks	in the suggestion box			
How to file a complaint	Answer the complaint form and drop it at designated drop box in front			
	Complaints can also be filed via telephone. Make sure to provide the following			
	*Name of Person being complained of			
	*Incident			
	*Evidence			
	mdrrmo.paombong@gmail.com			
How feedback is processed	At the end of office hour, the Human Resource Management Office opens the suggestion box and record all feedback submitted.			
	Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.			
	The answer of the office is then relayed to the citizen.			
Contact information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph: (02(8478-5093 PCC: 8888 CCB: 0908-881-6565 (SMS)			