



Republic of the Philippines
MIMAROPA Region
Province of Occidental Mindoro

PROVINCIAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

September 10, 2021

MS. MARIFE T. TAÑALA
OIC-CAO/OIC-HRMO
Human Resource and Management Office
Mamburao, Occidental Mindoro

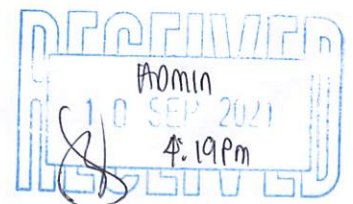
Dear Ma'am Tañala :

Respectfully furnishing you a copy of *Citizen's Charter of the Provincial Disaster Risk Reduction and Management Office* for your guidance and ready reference.

Thank you and God bless!

Very truly yours,


MARIO D. MULINGBAYAN, JR
PGLDH/LDRRMO



#MINDOREÑOLAGINGALERTO

Email Add: pdrmo_occmindoro@yahoo.com

Hotlines: 0917-632-5852/0928-633-9332

FB account: Pdrmo Occidental Mindoro

LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
 PROVINCE OF OCCIDENTAL MINDORO
CITIZEN'S CHARTER

AMBULANCE, PATIENT TRANSPORT VEHICLE AND CADAVER TRANSPORT VEHICLE ASSISTANCE

Requirements:

For Ambulance and Patient Transport Vehicle:

1. If the patient is for transfer to another hospital or medical facility:
 - A. Referral form from the referring hospital/medical facility
 - B. Discharge Clearance

2. For discharge patient:
 - A. Home Medication
 - B. Discharge Clearance

3. If the patient is for transport to hospital/medical facility from the house:
 - A. No requirement but still need to follow the steps stated below

For Cadaver Transport Vehicle:

1. *Death Certificate*
2. *Discharge Clearance (if available)*

STEP NO.	CLIENT	ACTION OF THE PDRRMO	TRANSACTION TIME	RESPONSIBLE EMPLOYEE	FEE
1.	Proceed to the PDRRM Office	The PDRRMO information staff assists the client and refer to the dispatcher	1 minute	Marivel Mabunga	NONE

LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
PROVINCE OF OCCIDENTAL MINDORO

2.	Complete the requirements stated above and give it to the dispatcher	The dispatcher schedules the transfer/transport of the patient/cadaver	2 minutes	Christopher Jordan	NONE
		Once the scheduling is done, the dispatcher will endorse the client to the assigned driver	2 minutes	Christopher Jordan	NONE
3.	Wait the assigned driver for proper coordination	The driver will coordinate properly with the client to collect other details of transfer/transport	2 minutes	Assigned driver	NONE
		Secure travel order prior to transfer/transport	1 minute	Perlene Obrador, John Keneth P. Baronggo, Mario D. Mulingbayan Jr	NONE
4.	Fill-up the feedback form once the transfer/transport is completed	Secure feedback form from the client	1 minute	Assigned driver	NONE



**LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
PROVINCE OF OCCIDENTAL MINDORO
CITIZEN'S CHARTER**

REQUEST OF DAMAGE ASSESSMENT REPORT AND DRRM PLANS

(RDANA, PDNA, PROGRESS REPORT, SITUATIONAL REPORT, TERMINAL REPORT, LDRRM PLAN, CONTINGENCY PLAN, AND OTHER PL

STEP NO.	CLIENT	REQUIRED DOCUMENTS	ACTION OF THE PDRRMO	TRANSACTION TIME	RESPONSIBLE EMPLOYEE	FEE
1.	Proceed to the PDRRM Office and give the letter-request to the information staff	Letter request address to the Governor thru the PDRRMO	The PDRRMO information staff assists the client and endorse to the Department head	1 minute	Marivel Mabunga	NONE
			The department head approves the request and calls the attention of the responsible person to prepare the certified photocopy of the requested report/plan	2 minutes	Mario D. Muligbayan, Jr Kristoffer P. Baronggo Junie Feliciano	NONE
2.	Receive the requested report		The responsible person gives the certified photocopy of the requested report/plan to the client	1 minute	Marifiel Cabile Kristoffer P. Baronggo, Junie Feliciano	NONE
			Ensure the requested report/plan are properly received by the client	1 minute	Marifiel Cabile Kristoffer P. Baronggo, Junie Feliciano	
3.	Fill-up the feedback form once the transaction is completed		Secure the feedback form from the client	1 minute	Marivel Mabunga	NONE

**LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
PROVINCE OF OCCIDENTAL MINDORO
CITIZEN'S CHARTER**

ASSISTANCE FOR THE AFFECTED FAMILIES OF DISASTERS/CALAMITIES

STEP NO.	CLIENT	REQUIRED DOCUMENTS	ACTION OF THE PDRRMO	TRANSACTION TIME	RESPONSIBLE EMPLOYEE	FEE
1.	Proceed to the PDRRM Office and give the letter-request to the information staff	Letter request address to the Governor thru the PDRRMO	The PDRRMO information staff assists the client and endorse to the Department head	1 minute	Marivel Mabunga	NONE
			The department head endorses the request to the PSWDO for validation/assessment	2 minutes	Mario D. Muligbayan, Jr Marifiel Cabile	NONE
2.	Proceed to the PSWD Office	Other requirements to be instructed by the PSWDO	Assists the client going to the PSWDO	1 minute	Marivel Mabunga	NONE
			Once the validation is completed, PDRRMO prepares the kind of assistance as recommended by the PSWDO			NONE
3.	If the materials/goods or any kind of assistance are available, proceed to step no. 5					
4.	If the materials/goods or any kind of assistance are not available, give your		Get the contact number of the client	1 minute	Romer F. Zulueta, John	NONE

LOCAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
PROVINCE OF OCCIDENTAL MINDORO

	contact number and wait for the call of PDRRMO personnel. If you received a phone call from our personnel informing you that the materials/goods are available, proceed to step no. 5.				Keneth P. Baronggo	
5.	Receive assistance	Acknowledgement Receipt	The property custodian ensures that the acknowledgement receipt of item/s or goods are secured and documented properly	2 minutes	Romer Zulueta Chino Dimayacyac	NONE
6.	Fill-up the feedback form once the transaction is completed		Secure the feedback form from the client	1 minutes	Marivel Mabunga	NONE

