

**TRAINING DIVISION  
CITIZEN CHARTER  
Pasig City Disaster Risk Reduction Management Office**

**NAME OF SERVICE: Training Development and Capability Skills Program**

**Brief Description of the service**

PCDRRMO Training Division provides training services to public and private individuals in such subject as Disaster Risk Reduction and Management, including emergency response and capacity building program.

<b>Office or Division:</b>	Pasig City DRRMO – Training Division
<b>Classification:</b>	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Barangay, Homeowners Association, NGO's, Private Companies and Stakeholders (Pasig Resident)</li> <li>• Other LGU's and Private Companies or Stakeholders (Non-Pasig Resident)</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Submit a hardcopy to RED Training Center or email it to <a href="mailto:PCDRRMOtrainingdivision@gmail.com">PCDRRMOtrainingdivision@gmail.com</a>
Basic Life Support Training Certificate	DOLE accredited BLS provider Submit a photocopy to RED Training Center or email a scanned copy to <a href="mailto:PCDRRMOtrainingdivision@gmail.com">PCDRRMOtrainingdivision@gmail.com</a>
First Aid Training Certificate	Authorized First Aid Training provider Submit a photocopy to RED Training Center or email a scanned copy to <a href="mailto:PCDRRMOtrainingdivision@gmail.com">PCDRRMOtrainingdivision@gmail.com</a>
Medical Certificate	Barangay / City Health Office Submit an original copy to RED Training Center

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquiry via: <ul style="list-style-type: none"> <li>• Phone</li> <li>• Email</li> <li>• Walk-in</li> </ul>	Discuss to client the courses offered by Training Division, details about the requirements and available schedule.	None	1 hour	Training Division Chief
2	Send a hardcopy of a request letter addressed to the Chief of DRRMO / Send an email of a request letter to <a href="mailto:PCDRRMOtrainingdivision@gmail.com">PCDRRMOtrainingdivision@gmail.com</a>	Send a copy of letter to the DRRMO Chief and inform client immediately upon approval.	None	8 hours	DRRMO Chief
3	Submission of requirements and Payment	Will assist to Pasig City Hall for Order of Payment and Official Receipt	<i>Please see below price list</i>	5 Days	Training Division Administrative Officer
4	Confirmation of training schedule	Preparation for training materials, equipment and facility. Endorsement letter to DRRM Operations Division for a request of instructors if	None		Training Division Administrative Officer

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		necessary.  Conduct and facilitate training.			
5	Written and Practical Examination	Delibate / Evaluation for grading. Printing of Certificates.	None	4 hours	Training Division Staff
6	Submission of Evaluation form and Closing Ceremony	Awarding of certificates and Submission of Post Activity Report to the DRRM Office.	None	30 mins	DRRM Chief and Training Division Chief
TOTAL:				5 days, 13 hours and 30 mins	

### RED TRAINING CENTER SHORT COURSES (Maximum 24 Trainees per Course)

TYPE OF TRAINING	TRAINING PERIOD	COURSE FEE		
		Pasig Resident	Non-Pasig Resident	Private Companies (Pasig Resident)
Basic Search & Rescue Technician Course	5 Days (48 Hours)	Php 1,000.00	Php 3,500.00	Php 2,500.00
Technical Rope Rescue (Operation Level)	3 Days (24 Hours)	1,000.00	2,500.00	2,000.00
Technical Rope Rescue (Technician Level)	3 Days (24 Hours)	1,000.00	2,500.00	2,000.00
Crashed Vehicle Extrication and Rescue Training	3 Days (24 Hours)	1,500.00	3,500.00	2,750.00
Hazardous Materials – First Responders Course	2 Days (16 Hours)	1,500.00	2,500.00	2,500.00
Hazardous Materials – Operational Level	3 Days (24 Hours)	1,500.00	3,200.00	2,750.00
Basic Structural Collapsed Rescue	5 Days (35 Hours)	1,000.00	2,500.00	2,500.00
Small Boat Handling	2 Days (16 Hours)	500.00	1,500.00	1,500.00
Basic Fire Fighting	5 Days (40 Hours)	2,000.00	4,000.00	3,500.00
Urban Search and Rescue	10 Days (100 Hours)	1,500.00	5,500.00	5,000.00
Basic Swimming Course (Level I )	10 Days (32 Hours)	700.00	2,000.00	1,500.00
Basic Water Survival Swimming Course (Level II)	3 Days (21 Hours)	1,000.00	2,000.00	1,500.00
Basic Water Search and Rescue (Level III)	5 Days (36 Hours)	1,000.00	3,000.00	2,500.00
Flood / Swift Water Responders Training	4 Days (28 Hours)	2,000.00	3,000.00	2,500.00

NOTE: Prices are subject to change without prior notice, kindly verify thru email at [PCDRRMtrainingdivision@gmail.com](mailto:PCDRRMtrainingdivision@gmail.com)

### FACILITIES (For other Functions and Special Seminars)

FACILITY	RENTAL FEE		
	Pasig Resident	Non-Pasig Resident	Private Companies (Pasig Resident)
Seminar Hall (30 Pax Capacity)	Php 4,000.00 / First 3 Hours 750.00 / additional per Hour		
Earthquake Simulation Room	50.00 / Individual		
Typhoon Simulation Room	50.00 / Individual		
Firefighting and First Aid Training Room	50.00 / Individual		
Rescue and Escape Section Room	50.00 / Individual		
Smoke Maze	50.00 / Individual		
Fire and Rescue Tech Building	200.00 / Individual		

Board and Lodging (3 Meals)	400.00 / Individual / day (250 Meals & 150 Lodging)
Fire and Rescue Equipment Rental	200.00 / individual / day
<b>SHOOTING (TV, Movie / Commercials / Ads)</b>	
Use of RED Training Center Facility, 2 Hours	10,000.00
Use of RED Training Center Facility, Additional Per Hour	1,000.00
Use of RED Training Center Facility, Whole Day, 8 Hours /Fixed Rate	20,000.00
<b>EDUCATIONAL TOUR PACKAGE</b>	
Tour within RED Training Center, Maximum of 50 persons per Batch	30.00 per Head
Tour within RED Training Center, per Pax	100.00 per Head

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#### Brief Description of the service

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<b>Office or Division:</b>	Pasig City DRRMO – Training Division
<b>Classification:</b>	Basic
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Barangay, Homeowners Association, NGO's, Private Companies and Stakeholders (Pasig Resident)</li> <li>Other LGU's and Private Companies or Stakeholders (Non-Pasig Resident)</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	Submit a hardcopy to RED Training Center or email it to <a href="mailto:PCDRRMOtrainingdivision@gmail.com">PCDRRMOtrainingdivision@gmail.com</a>
Medical Certificate	Barangay / City Health Office Submit an original copy to RED Training Center

- |                       |        |
|-----------------------|--------|
| 1. Basic Life Support | 1 Day  |
| 2. Standard First Aid | 2 Days |
| 3. DRRM 101           | 1 Day  |

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquiry via: <ul style="list-style-type: none"> <li>Phone –</li> <li>Email –</li> <li>Walk-in</li> </ul>	Discuss to client the courses offered by Training Division, details about the requirements and available schedule.	None	1 hour	Training Division Chief
2	Send a hardcopy of a request letter addressed to the Chief of DRRMO / Send an email of a request letter to <a href="mailto:PCDRRMOtrainingdivision@gmail.com">PCDRRMOtrainingdivision@gmail.com</a>	Send a copy of letter to the DRRMO Chief and inform client immediately upon approval.	None	8 hours	DRRMO Chief

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Confirmation of training schedule	Preparation for training materials, equipment and facility. Endorsement letter to DRRM Operations Division for a request of instructors if necessary.  Conduct and facilitate training.	None		Training Division Administrative Officer
4	Written and Practical Examination	Evaluation for grading. Printing of Certificates.	None	4 hours	Training Division Staff
5	Submission of Evaluation form and Closing Ceremony	Awarding of certificates and Submission of Post Activity Report to the DRRM Office.	None	30 mins	DRRM Chief and Training Division Chief
TOTAL:				13 hours and 30 mins	

# Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Pasig City Public Information Office Official Facebook Page <a href="http://www.pasigcity.gov.ph/">http://www.pasigcity.gov.ph/</a>
	2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	3. Email at: <a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a>
	3. Letter addressed to: <b>MR. BRYANT Q. WONG, RN, EMT, MPM</b> <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	1. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
	2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	3. Email received from <a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a> will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
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	4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
<b>Contact Information</b>	
Person in Charge:	MR. BRYANT Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a>
Person in Charge:	MR. RAMON CAYUBE
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:PCDRRMotrainingdivision@gmail.com">PCDRRMotrainingdivision@gmail.com</a>

## RESEARCH AND PLANNING DIVISION

### CITIZEN CHARTER

#### Pasig City Disaster Risk Reduction and Management Office

<b>Office or Division</b>	PCDRRMO – Research and Planning Division
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to Citizens G2B-Government to Business G2G – Government to Government
<b>Who may avail</b>	Residents of Pasig City, All Government Agencies, Barangay BDRRM Committee, Private Institutions, NGO Volunteer Group, Academe, Researchers,

#### 1. Request for copy of DRRM Plan, Contingency Plans, Hazard Maps and other disaster related documents available and for public access.

Checklist for requirements	Where to Secure
Written request letter addressed to the City Mayor thru the Chief of the Pasig City Disaster Risk Reduction and Management Office	Requesting Party
Scanned or photocopy of at least one valid ID issued by National Agency such as LTO Driver's License, PRC License, SSS ID, GSIS ID, BIR ID, Passport, Student ID, Associations ID etc.	Requesting Party
At least 5 gb. USB or external hard drive	Requesting Party
Email address of requesting party	Requesting Party

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Requesting party to send request letter (personal or via email)	Receive letter and forward to Chief – PCDRRMO then re-routed to Research and Planning Division Chief's Office	None	2 to 3 working days	Ms. Lulubelle M. Nora- Admin Division Chief
Provide scanned or photocopy of at least one valid ID together with one USB or external hard drive	Assigned staff to provide soft copy of requested document/s to the requesting party	None	5-10 mins. (depending on the size of the file)	- Research and Planning Division Chief

#### 2. Request for the review of the Barangay DRRM Fund Investment Plan.

Checklist for requirements	Where to Secure
Submission of Oplan Listo BDRRM Plan, Annual Utilization Report, Annual Accomplishment Report, Summary of resources, list of attended disaster related seminars/trainings, Barangay DRRM related Resolutions, Situation Reports and other related documents that maybe required if necessary.	Barangay

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Concerned Barangay to submit required data and documents in hard	Monitor submission and	None	1 week before the approval of Barangay Annual	- Research and Planning Division Chief

and soft copy	coordinate with concerned barangay for compliance		Fund	
Provide two copies of the annual Barangay DRRM Fund Investment Plan	Review the plan as to correctness and forward to the Chief's Office for final review	None	5 mins.	- Research and Planning Division Chief
Receive the signed Barangay DRRM Fund Investment Plan	Release the signed Barangay DRRM Fund Investment Plan	None	5 mins.	- Research and Planning Division Chief

### 3. Request for the review of Contingency Plan.

Checklist for requirements	Where to Secure
Submission of DRRM Plan, Annual Accomplishment Report, Summary of resources, and list of attended disaster related seminars and other related documents that maybe required if necessary.	Requesting Party

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
submit required data and documents in hard and soft copy	Monitor submission and coordinate with concerned person for compliance	None	At least 1 week before the approval of Barangay Annual Fund	- Research and Planning Division Chief
Provide soft copy of Contingency Plans	Review the plan as to correctness and compliance to official template and forward to the Chief's Office for final review	None	1 week	- Research and Planning Division Chief
Receive certificate of review and compliance to City's required template	Release the certification	None	5 mins.	- Research and Planning Division Chief

### 4. Request for recognition as Private Fire, Rescue and EMS Volunteer Group.

Checklist for requirements	Where to Secure
Written request addressed to the City Mayor through Chief of Pasig City DRRMO	Private Fire, Rescue and EMS Volunteer Group
Submission of List of Members, SEC Registration, Summary of Equipment, tools and accessories, List of disaster related trainings attended or Certificate of Competency from BFP.	Private Fire, Rescue and EMS Volunteer Group

Client Steps	Division	Fees to be Paid	Processing Time	Person Responsible
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	<b>Action</b>			
Concerned Private Fire, Rescue and EMS Volunteer Group to submit required data and documents in hard and soft copy	Monitor submission and coordinate with concerned organization for compliance	None	Annually	- Research and Planning Division Chief
Provide soft copy of required documents together with request letter	Prepared endorsement letter for BFP Pasig and forward to Chief of Pasig City DRRMO for signing	None	1 day	- Research and Planning Division Chief
Receive copy of endorsement and directly coordinate at the Office of the Bureau of Fire Protection Pasig City	Release the endorsement to concerned Private Fire, Rescue and EMS Volunteer Group	None	5 mins.	- Research and Planning Division Chief
Furnish the City DRRM Office with a copy of certificate of recognition from Bureau of Fire Protection	Include the Private Fire, Rescue and EMS Volunteer Group or Private Fire, Rescue and EMS Volunteer Group in the list of recognized group's database			

**5. Request for technical assistance during workshops related to DRRMO activities:**

<b>Checklist for requirements</b>	<b>Where to Secure</b>
Written request addressed to the City Mayor through Chief of Pasig City DRRMO	
Memorandum or Invitation letter to attend	

<b>Client Steps</b>	<b>Division Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
Submit request letter or issue memorandum or Invitation letter to attend	Receive request letter or memorandum or invitation to attend and forward to Chief – PCDRRMO then re-routed to Research and Planning	None	unknown	Ms. Lulubelle M. Nora- Admin Division Chief



	Division Chief's Office			
Follow-up list of attendees and provide details of activities	Prepare related documents, confirm availability and attend or provide lectures, assistance if needed.	None	Upon Schedule	- Research and Planning Division Chief

#### 6. Request for Drill Evaluators:

Checklist for requirements	Where to Secure
Written request addressed to the City Mayor through Chief of Pasig City DRRMO	

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Submit request letter	Receive request letter and forward to Chief – PCDRRMO then re-routed to Research and Planning Division Chief's Office	None	2 to 3 working days	Ms. Lulubelle M. Nora- Admin Division Chief
Follow-up list of evaluators and provide details of drill activity	Confirm schedule and attend drill as evaluator.	None	Upon Schedule	- Research and Planning Division Chief
Conduct the drill based on scheduled time and date	Act as Evaluator on how the drill was conducted and issue evaluation report and certificate to the requesting party	None	Upon schedule	- Research and Planning Division Chief

#### 6. Request for Incident Management team deployment during Event:

Checklist for requirements	Where to Secure
Written request addressed to Chief of Pasig City DRRMO	
Issuance of memorandum	

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Submit request letter or issue memorandum	Receive request letter/memorandum and forward to Chief – PCDRRMO then re-routed to Research and Planning Division Chief's Office	None	5 mins.	Ms. Lulubelle M. Nora- Admin Division Chief

Follow-up name of Incident Management Team and provide specific details of the event	Prepare Event Action Plan and mobilize resources depending on the nature of event	None	Upon Schedule	- Research and Planning Division Chief
Conduct the event based on scheduled time and date	Deployed appropriate members of the incident Management team and ensure the safety of the responders and the general public	None	Upon schedule	- Research and Planning Division Chief

## Feedback and Complaints

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<b>Contact Information</b>	
Person in Charge:	MR. BRYANT Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a>
Person in Charge:	
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:researchandplanningdivision@gmail.com">researchandplanningdivision@gmail.com</a>

**WARNING DIVISION – INFORMATION TECHNOLOGY SECTION**

**CITIZEN CHARTER**

**Pasig City Disaster Risk Reduction and Management Office**

**NAME OF SERVICE:** Request to view and/ or copy of CCTV footage

**Brief Description of the service**

CCTV cameras are located at certain areas within Pasig City. Constituents may request for available footage on areas with CCTV cameras, the IT Section will assist the requester and provide a copy of the footage following data privacy regulations

<b>Office or Division:</b>	I.T Section, Warning Division, Pasig CDRRMO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Official Copy</b> of Police report and/ or <b>Certified True Copy</b> of Barangay Blotter Report for documentation and proof of legal purpose in acquiring the CCTV footage	Pasig City Police Station or Precinct and Barangay where incident occurred
Minimum of 8GB USB to save a copy of the footage upon approval, completion and submission of requirement	Requester will provide the USB
PNP / BRGY OFFICIAL ASSISTANCE FOR CCTV REVIEW ON SATURDAY AND SUNDAY.	Police personnel or barangay personnel
Summon request from Regional Trial Court (RTC) or Metropolitan trial court (MTC)	RTC or MTC
Photocopy of Valid Government Issued I.D.	Requester

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Fill up forms with complete signatories	Validate the forms and confirm availability of CCTV footage.	N/A	3 MINS	Mr. Jonathan Gocatek – IT Section Chief
2.	Provide at least minimum of 8 GB USB/ External Hard drive and required documents (as indicated above) to process securing of footage	Verify police report and review the footage with the requester; Provide CCTV footage if available (downloading time varies on amount of footage requested)	N/A	3 to 5 minutes on documents review	Mr. Jonathan Gocatek – IT Section Chief
3	Receive footage	Release footage and certification* upon completion of necessary requirements.	N/A	5 MINS	Mr. Jonathan Gocatek – IT Section Chief
TOTAL:			N/A	11-13 MINS	

- All footage provided are **NOT** for sale/ duplication/ reproduction/ uploading in any sites and/ or shown to the general public.
- It is strictly **PROHIBITED** to record the CCTV footage using your mobile phone or other gadget and devices without submitting the required documents, the Pasig City DRRMO will not acknowledge any videos taken in secret or covertly without the knowledge of the staff
- \*A certification will be issued to all **officially released** footage and will only be considered valid with the said document.

**NAME OF SERVICE:** Request to repair City-owned Close Circuit Television (CCTV) Cameras

**Brief Description of the service**

Information technology equipment are also subject to wear and tear, damage to CCTV cameras, fiber cuts, power connections and system upgrading and/ or reprogramming are needed to maintain City-owned cameras for continuing of service

<b>Office or Division:</b>	I.T Section, Warning Division, Pasig CDRRMO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Pasig City owned buildings/ office/ infrastructures

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter and/ or technical report from concerned office/ unit/ area	Requesting Party

NO.	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Request letter and/ or technical report from concerned office/ unit/ area	Schedule for ocular inspection and verify if CCTV camera is City-owned	N/A	3 to 5 Working Days	Mr. Jonathan Gocatek – IT Section Chief
2.		Ocular inspection and submission of technical report	N/A	1HR	Mr. Jonathan Gocatek – IT Section Chief
3.		Scheduling of repair	N/A	Subject to availability of supplies and equipment	Mr. Jonathan Gocatek – IT Section Chief

# Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
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<b>Contact Information</b>	
Person in Charge:	MR. BRYANT Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a>
Person in Charge:	MS. STEPHANIE YAO
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:pasigcdrmowarning@gmail.com">pasigcdrmowarning@gmail.com</a>

**WARNING DIVISION – COMMAND COMMUNICATION AND CONTROL SECTION**

**CITIZENS CHARTER**

**Pasig City Disaster Risk Reduction and Management Office**

**Name of the service:**

Emergency Calls thru 8643-0000 Hotline (Assistance and response during emergencies/ disaster within the area of responsibility)

**Brief Description of the service:**

Emergencies may occur anytime and calls maybe received thru Pasig CDRRMO hotline number and/ or radio communication. The command communication and control (C3) section monitor calls and coordinate emergency response operations 24/7

<b>Office or Division:</b>	Command Control Communication (C3) Section, Warning Division, Pasig CDRRMO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Pasig City Constituents

**1. Request for emergency response (medical or trauma) within Pasig City**

Checklist for requirements	Where to Secure
Call the Pasig CDRRMO hotline (8643-0000)	Social media, online, city directory
Provide necessary information about the patient and situation such as but not limited to: Caller information: - Full Name - Contact information Incident: - Kind/ type of incident - Exact address or Location - Time of incident - Involved individual/ parties Patient information (if applicable): - Full Name - Chief complains - Contact details - Current status - Assessment or intervention performed (If any)	Caller/ family member/ patient

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Call the Pasig CDRRMO Hotline for any emergency and provide all necessary information asked	Call taker will take the call and document and verify all information received	n/a	2 to 3 mins	Ms. Jacqueline Galicia – C3 Section Chief
Answer further queries and verification of the call taker	After verifying information C3 will dispatch emergency response unit according to type of incident	n/a	1 to 2 mins	Ms. Jacqueline Galicia – C3 Section Chief
Upon arrival of the responding unit the caller will guide the responders to the patient or incident if necessary	Emergency response unit will coordinate with C3 upon arrival and request for C3 to facilitate endorsement of client to nearest hospital or facility if necessary	n/a	1 to 2 mins	Ms. Jacqueline Galicia – C3 Section Chief

**2. Request patient transport outside of Pasig City\***

Checklist for requirements	Where to Secure
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Call the Pasig CDRRMO hotline (8643-0000)	Social media, online, city directory
Provide necessary information about the patient and situation such as but not limited to: Caller information: - Name - Contact information Incident: - Kind/ type of incident - Exact address or Location - Time of incident - Involved individual/ parties Patient information: - Name - Chief complains - Contact details - Current status - Assessment or intervention performed (If any) Obtain necessary/ required <b>documents and/ or endorsement</b> depending on the type of request* such as but not limited to Request letter, Doctors Order and endorsement	Caller/ family member/ patient

Client Steps	Division Action	Fees to be Paid	Processing Time	Person Responsible
Call the Pasig CDRRMO Hotline for any emergency and provide all necessary information asked	Call taker will take the call and document and verify all information received	n/a	2 to 3 mins	Ms. Jacqueline Galicia – C3 Section Chief
Answer further queries and verification of the call taker	After verifying information C3 will dispatch emergency response unit according to type of incident	n/a	1 to 2 mins	Ms. Jacqueline Galicia – C3 Section Chief
Secure necessary documents and endorsement for patient transportation request*	Verify documents and refer to Operations Division	n/a	2 to 3 mins	Ms. Jacqueline Galicia – C3 Section Chief
Upon arrival of the responding unit the caller will guide the responders to the patient or incident if necessary	Emergency response unit will coordinate with C3 upon arrival and inform C3 on the current status of the patient and if patient transport is still possible (specially for far flung areas)	Gasoline and Toll fee depending on the location	Varying	Ms. Jacqueline Galicia – C3 Section Chief

\* Refer to Operations Division – Pasig Emergency Unit

# Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Pasig City Public Information Office Official Facebook Page <a href="http://www.pasigcity.gov.ph/">http://www.pasigcity.gov.ph/</a>
	2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	3. Email at: <a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a>
	4. Letter addressed to: <b>MR. BRYANT Q. WONG, RN, EMT, MPM</b> <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	1. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
	2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	3. Email received from <a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a> will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
How to file a complaint	1. Pasig City Public Information Office Official Facebook Page <a href="http://www.pasigcity.gov.ph/">http://www.pasigcity.gov.ph/</a>
	2. Phone Call 8643-000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
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<b>Contact Information</b>	
Person in Charge:	MR. BRYANT Q. WONG, RN, EMT, MPM
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Person in Charge:	MS. STEPHANIE YAO
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**OPERATIONS DIVISION - PASIG EMERGENCY UNIT**

**CITIZEN CHARTER**

**Pasig City Disaster Risk Reduction and Management Office**

**NAME OF SERVICE:** Responding to Trauma and Medical Emergencies within Area of responsibility (AOR) and Emergency Response Service during Calamities within AOR

**Brief Description of the service:** Pasig City DRRMO and CHO provides PRE-HOSPITAL services to our constituents thru Pasig Emergency Unit (PEU) composed of Registered Nurses and Emergency Medical Technicians (EMT) that provides pre-hospital care to patients and/ victims.

<b>Office or Division:</b>	Pasig Emergency Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Pasig City Residents that are in need of medical assistance during calamities/ emergencies.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. a.) Receive call from City Disaster Risk Reduction and Management Office (CDRRMO) Hotline (02-8643-0000) and/ or Radio b.) Personal coordination of concerned party at the CDRRMO c.) Receive of call and/ or Radio from different local agencies.	PASIG CITY DRRMO
Provide necessary information about the patient and situation such as but not limited to: Caller information: - Name - Contact information Incident: - Kind/ type of incident - Exact address or Location - Time of incident - Involved individual/ parties Patient information: - Name - Chief complains - Contact details - Current status - Assessment or intervention performed (If any)	PASIG CITY DRRMO

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Caller contacts C3 hotline or personally coordinates with CDRRMO  Caller will provide relevant information needed by the response team.	Pasig C3 will obtain necessary information needed.	NONE	2 mins	Ms. Jacqueline Galicia – C3 Section Chief
2	For Radio/ Telephone Call:  Information will be verified and reviewed  Caller should wait for the verification call and/ or dispatch from the Operator  For Personal	Information will be verified and reviewed by Pasig c3.	NONE	2 mins	Ms. Jacqueline Galicia – C3 Section Chief

	Coordination: If necessary, involved/ concerned party will accompany ambulance.				
3	Caller should expect arrival of Pasig Emergency Unit at the area.  Ambulance Nurse will coordinate with the caller/ family/ guardian of the patient/ victim	Team Leader of Pasig Emergency Unit will dispatch the nearest ambulance based on the patient's location.	NONE	Maximum of 10 minutes	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:					

**NAME OF SERVICE: For Patient Conduction WITHIN AND OUTSIDE Area of Responsibility (AOR)**

**Brief Description of the service:** These services cater to the constituents that are suffering from chronic illnesses but are **NON-URGENT** situation.

Any patient under emergency condition will not fall in this category and will immediately be transported to the **nearest** hospital for medical treatment.

<b>Office or Division:</b>	Pasig Emergency Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Pasig City Residents that are in need of medical assistance during calamities/ emergencies.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. a.) Received call from Hotline (02-8643-0000) b.) Personal Coordination to CDRRMO	PASIG CITY DRRMO
2. Physician/ Nurse from Endorsing Facility (If needed, as per assessment of personnel on duty)	ENDORISING FACILITY/ HOSPITAL
Provide necessary information about the patient and situation such as but not limited to: Caller information: - Name - Contact information Incident: - Kind/ type of incident - Exact address or Location - Time of incident - Involved individual/ parties Patient information: - Name - Chief complains - Contact details - Current status - Assessment or intervention performed (If any)	REQUESTING PARTY
3. Request/ Coordination letter from requesting party to CDRRMO.	
4. Additional information a.) <b>For Home to Hospital (Medical Facility) Patient Conduction**</b> - Coordination of requesting party to the Hospital of choice within Pasig City and hospitals outside Pasig. - CDRRMO Personnel will verify the coordination to the receiving facility. - Waiver of patient/patient's relative that City Government of Pasig, Pasig City DRRMO, and Pasig Emergency Unit will not be held liable to whatever will happen to the patient during	HOSPITAL OF CHOICE  REQUESTING HOSPITAL

<p>transport.</p> <p>b.) <b>For Hospital (Medical Facility) to Home Patient Conduction</b></p> <ul style="list-style-type: none"> <li>- Clearance and/ or discharge form from the hospital.</li> <li>- Signed waiver for patients with HAMA<sup>1</sup>, DAMA<sup>2</sup>, THOC<sup>3</sup>, or DNR<sup>4</sup> Forms.</li> <li>- Waiver of patient/ patient's relative that City Government of Pasig, Pasig City DRRMO, and Pasig Emergency Unit will not be held liable to whatever will happen to patient during transport.</li> </ul> <p>c.) <b>For Hospital (Medical Facility) to Hospital (Medical Facility) Patient Conduction**</b></p> <ul style="list-style-type: none"> <li>- Coordination between the two (2) hospitals involved and/ or between the requesting party and receiving hospital.</li> <li>- CDRRMO personnel will verify coordination and need for a Physician/ nurse from endorsing facility before transport.</li> </ul>	<p>HOSPITALS INVOLVED</p> <p>HOSPITAL INVOLVED</p> <p>ENDORISING FACILITY/ HOSPITAL</p>
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1 Home Against Medical Advice (HAMA)  
3 To Hospital of Choice (THOC)

2 Discharge Against Medical Advice (DAMA)  
4 Do-Not -Resuscitate (DNR)

**\*\*Note:**

Pasig City DRRMO reserves the right to decline patients transport request:

1. If information and details provided are misleading/ false/ incomplete; and
2. If there are no Physician on board for critically ill individuals for transportations from one medical facility to another;

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Caller contacts C3 hotline or personally coordinates with CDRRMO</p> <p>Caller will provide relevant information needed by the response team.</p>	<p>Pasig C3 will obtain necessary information needed.</p>	NONE	2 mins	Ms. Jacqueline Galicia – C3 Section Chief
2	<p>For Patient Transport within AOR</p> <p>Information will be verified and reviewed.</p> <ul style="list-style-type: none"> <li>- Coordination and endorsement to receiving facility by requesting party or endorsing facility</li> </ul> <p>Caller should wait for the verification call and/ or dispatch from the Operator</p> <p>If necessary, involved/ concerned party will accompany the ambulance.</p>	<p>Information will be verified and reviewed by Pasig c3.</p>	NONE	2 mins	Ms. Jacqueline Galicia – C3 Section Chief
3	<p>For Patient Transport outside AOR</p> <p>Information will be verified and reviewed.</p> <p>Requesting party may follow up their approved request for transport.</p>	<p>Prepare for and plot the scheduled transport</p>	NONE	Upon completion of requirements	Mr. Ronald A. Galicia – Operations Division Chief
4	<p>Caller should expect arrival of Pasig Emergency Unit at the area.</p> <p>Ambulance Nurse will coordinate with the caller/ family/ guardian of the patient.</p>	<p>PEU Team Leader will dispatch the nearest ambulance</p>	NONE	Maximum of 10 minutes***	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:					

\*\*\* Upon availability of an ambulance unit

**NAME OF SERVICE: Providing Ambulance and Medical Standby**

**Brief Description of the service:** Providing medical outpost/ first aid stations and standby ambulance services to events like sports tournaments, concerts, fiesta and fun runs are some of the planned events this office caters to.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved request letter from the City MAYOR's Office	Mayor's Office
2. The following details should be included <ul style="list-style-type: none"> <li>- Name/ Type of Event:</li> <li>- Date and Time of Event:</li> <li>- Exact Location of Event:</li> <li>- Name of Requesting Party:</li> <li>- Estimated number of attendees:</li> <li>- Contact Person and Number of Coordinator:</li> </ul>	Requesting Party

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Personal coordination to CDRRMO with formal request letter at least five (5) working days prior to the event	Will immediately inform the concern unit	None	Two to three working days upon receipt	Requesting party
2	Proceed to CDRRMO for final approval and scheduling	For approval upon availability and coordinate with requesting party	None		Requesting party
3	Requesting party receives final approved letter of request	Operations Division for endorsement and schedule to Pasig Emergency Unit	None	1 day	Mr. Ronald A. Galicia – Operations Division Chief
4	Provide guide/ coordinator on the day of activity  Provide proper area for stand by location	PEU will deploy personnel on day of standby if approved	NONE	As scheduled	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:				Three to four working days	

# Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Pasig City Public Information Office Official Facebook Page <a href="http://www.pasigcity.gov.ph/">http://www.pasigcity.gov.ph/</a>
	2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	3. Email at: <a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a>
	3. Letter addressed to: <b>MR. BRYANT Q. WONG, RN, EMT, MPM</b> <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	1. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
	2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	3. Email received from <a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a> will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
	4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
How to file a complaint	1. Pasig City Public Information Office Official Facebook Page <a href="http://www.pasigcity.gov.ph/">http://www.pasigcity.gov.ph/</a>
	2. Phone Call 8643-000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
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	4. Letter addressed to: <b>MR. BRYANT Q. WONG, RN, EMT, MPM</b> <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How complaints are processed	1. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
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	4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
<b>Contact Information</b>	
Person in Charge:	MR. BRYANT Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a>
Person in Charge:	MR. RONALD A GALICIA
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:PCDRRMO.Operations.Division@gmail.com">PCDRRMO.Operations.Division@gmail.com</a>

## OPERATIONS DIVISION – CANINE UNIT

### CITIZEN CHARTER

#### Pasig City Disaster Risk Reduction and Management Office

**NAME OF SERVICE:** Response to any or all crimes in progress related to Explosive and Narcotics Detection, Search and Rescue and assist in search and detection of explosives and its precursors, narcotics, trapped victims and/or missing cadavers caused by disaster. Provide support to Explosive Ordnance Disposal (EOD) and Search and Rescue (SAR) teams for the safety and security of the public.

**Emergency:** Explosive Detection, Narcotics Detection, Search and Rescue, detecting illegal substances, sniffing suspicious materials.

**Brief Description of the service:** The Canine units consist of Dog handler and highly trained dogs who work together to consistently perform extreme precise task assist in operations to ensure the safety and security of the area in cooperation with PNP EOD team.

<b>Office or Division:</b>	Pasig City Canine Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Residents and Non-residents of the City that are in ominous need during emergencies and calamities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. (A) Emergency calls received from command center hotline 8643-0000 and/or radio.	- Pasig DRRMO Command Center (c3) Pasig City Hall
1. Provide necessary information about the situation such as but not limited to: Caller information: - Name - Contact information Incident: - Kind/ type of incident - Exact address or Location - Nearest Landmark - Time of incident - Involved individual/suspicious, hazardous materials - Assessment or intervention performed (If any)	- Pasig Command Center (c3)

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Caller will provide relevant information needed by the response team. 1. Exact location 2. Nearest Landmark 3. Name of Caller/Source of information 4. Others: - Suspicious Hazardous Materials involved	<b>For Radio Calls:</b> Information will be verified and reviewed by Radio Dispatcher and immediately coordinated to Canine Unit thru radio for deployment  <b>For Calls through Hotline:</b> Information will be verified and reviewed by Duty Personnel and If necessary, involved/concerned party will accompany the Canine Unit to the incident area	NONE	Within 2 mins upon validation of the report	Ms. Jacqueline Galicia – C3 Section Chief
2	Caller/ relative should wait for the arrival of Canine Unit at the area of incident for proper	Canine Unit will dispatch immediately the assigned dogs together with the Pasig Canine	NONE	5 to 7mins (Depending on the nature of	Mr. Ronald A. Galicia –

	coordination and action.	Unit handlers		incident and due to gearing up of PPE for safety and security)	Operations Division Chief
TOTAL:				7 to 9 minutes for Technical response	

**NAME OF SERVICE:** Provide support to Explosive Ordnance Disposal Team for the safety and security of the public.

**Non-Emergency:** - Planned Event, Stand by and Paneling Operation

**Brief Description of the service:** The Canine units consist of Dog handler and highly trained dogs who work together to consistently perform extreme precise task assist in operations to ensure the safety and security of the area in cooperation with PNP EOD team.

<b>Office or Division:</b>	Pasig City Canine Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Residents and Non-residents of the City that are in need during emergencies and calamities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter at least five (5) working days prior to the event with complete details and contact person addressed to: <p style="text-align: center;"><b>HON. VICTOR MA. REGIS N. SOTTO</b>            Mayor, City of Pasig            Caruncho Ave, Brgy. San Nicholas, Pasig City            Thru  <b>MR. BRYANT Q. WONG, RN, EMT, MPM</b>            Chief, Pasig City DRRMO            Caruncho Ave, Brgy. San Nicholas, Pasig City</p>	- Requesting Party

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Requesting party will provide relevant information needed by the response team. 1. Location/ layout 2. Type of activity and possible number of participants 3. Others: - Hazardous Materials involved Submit request Letter at least five (5) working days prior to the event	Operations Division will coordinate the schedule and request	NONE	Two to three working days upon receipt	Mr. Ronald A. Galicia – Operations Division Chief
	Coordinator may follow up to the Operations Division thru email at PCDRRMO.Operations.Division@g mail.com	Coordinate approval of request based on availability of the unit	NONE		Mr. Ronald A. Galicia – Operations Division Chief
	Provide guide/ coordinator on the day of activity Provide stand by area	Canine Unit will dispatch the assigned dogs together with the Pasig K9 Unit handlers	NONE	As scheduled	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:				= two to three working days	

# Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Pasig City Public Information Office Official Facebook Page <a href="http://www.pasigcity.gov.ph/">http://www.pasigcity.gov.ph/</a>
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Person in Charge:	MR. RONALD A GALICIA
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:PCDRRMO.Operations.Division@gmail.com">PCDRRMO.Operations.Division@gmail.com</a>



**OPERATIONS DIVISION – RELIEF UNIT**

**CITIZEN CHARTER  
Pasig City Disaster Risk Reduction and Management Office**

**NAME OF SERVICE:** Distribution of relief goods to victims affected by disasters and/ or calamity

**Brief description of the service:**

Providing relief goods which directly caters to the disaster affected constituents. Relief Goods include food and non-food items to ensure victims will be taken care of in time of calamities such as Fire, Typhoon and Earthquakes.

<b>Office or Division:</b>	Pasig City DRRMO – Relief Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Citizens of Pasig affected by disaster or calamity

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
For immediate needs 2. Validation from City Social Welfare and Development Office (CSWDO)	CSWDO
For non-immediate needs 1. Request letter from affected individual or groups 2. Validation from CSWDO	CSWDO

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	<b>FOR IMMEDIATE</b> CSWDO will gather information and data then forward request to PCDRRMO	- Relief section will transport requested quantity of relief goods and distribute to evacuation areas	none	Within 24 hours upon validation of CSWDO	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:					

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	<b>FOR NON-IMMEDIATE</b> Request letter from individuals/ groups affected by disaster/ calamity with attached CSWD Validation	- Forward/ endorse request letter for approval	none	Within 24 hours upon validation of CSWDO	Mr. Ronald A. Galicia – Operations Division Chief
2	Upon Approval. Requesting party will coordinate with relief section for acceptance and delivery	- Relief section will inform requesting party of approval and prepare the relief goods for release and distribution	none	Within 24 hours upon validation of CSWDO	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:					

# Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	1. Pasig City Public Information Office Official Facebook Page <a href="http://www.pasigcity.gov.ph/">http://www.pasigcity.gov.ph/</a>
	2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
	3. Email at: <a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a>
	3. Letter addressed to: <b>MR. BRYANT Q. WONG, RN, EMT, MPM</b> <i>Chief, Pasig City DRRMO</i> C3, Pasig City Hall Caruncho Ave, Pasig City
How feedback is processed	1. Pasig City Public Information Office will document feedback and forward to the Pasig City DRRM Office.
	2. Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333 received from these contact numbers will be documented by the Warning Division and will be forwarded to concerned Division / Section / Unit if applicable.
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	4. Letter will be received by the Administration Division and forwarded to concerned Division / Section / Unit if applicable.
How to file a complaint	1. Pasig City Public Information Office Official Facebook Page <a href="http://www.pasigcity.gov.ph/">http://www.pasigcity.gov.ph/</a>
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<b>Contact Information</b>	
Person in Charge:	MR. BRYANT Q. WONG, RN, EMT, MPM
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a>
Person in Charge:	MR. RONALD A GALICIA
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:PCDRRMO.Operations.Division@gmail.com">PCDRRMO.Operations.Division@gmail.com</a>

## OPERATIONS DIVISION – FIRE AND RESCUE UNIT

### CITIZEN CHARTER

#### Pasig City Disaster Risk Reduction and Management Office

**NAME OF SERVICE:** Respond to any Emergency to Save Lives, Protect Property and Reduce the Adverse Effects of all types of Disaster

**Emergency:** - Fire Incident, Vehicular Accident, Pedestrian Accident, Drowning Incident, Suicide Attempt Incident, Electrocution Incident, collapsed structure incident, Animal Rescue Incident, Hazmat Incident, Active shooting incident, Swift water/ Flood rescue incident, High Rise Emergency Incident, Landslide incident, Confined Space Rescue Incident, Silo Trap Accident, Hazard to life falling tree/post incident, General first aid incident, Mass casualty incident and poisoning incident.

**Brief Description of the service:** The Fire and Rescue Unit are mainly tasked to Prepare, Prevent, and Respond to all-hazard, incident and event in cooperation with other PCDRRMO units, Barangay and NGO volunteer responders

<b>Office or Division:</b>	Pasig City Fire and Rescue Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Residents and Non-residents of the City that are in ominous need during emergencies and calamities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. A) Emergency calls received from command center hotline 8643-0000 and/or radio. B) Emergency call from other sources/network	- Command Center duty radio dispatcher, Pasig City Hall - Fire and Rescue Stations/sub-stations
2. Provide necessary information about the patient and situation such as but not limited to:  Caller information: - Name - Contact information  Incident: - Kind/ type of incident - Exact address or Location - Time of incident - Involved individual/ parties  Patient information: - Name - Chief complains - Contact details - Current status - Assessment or intervention performed (If any)	- Pasig City Command Center (C3)

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Caller will provide relevant information needed by the response team. 1. Nearest Landmark 2. No. of Patient 3. Other necessary info: - Fire Hydrant - Hazmat - Active Shooter	Information will be verified and reviewed by Radio Dispatcher and immediately deploy Fire and Rescue Responder with necessary/appropriate equipment.	NONE	Within 2 mins	Mr. Ronald A. Galicia – Operations Division Chief

	- Electrical Hazard				
2	Caller/ Significant others should wait for the Fire and rescue Team at the area of emergency for proper coordination	Dispatch the nearest Fire and Rescue Unit	NONE	5 to 7mins (Depending on the nature of Emergency) 12mins (Due to gearing up of PPE for covid19 concern)	Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:				=7 to 9 minutes for Technical response =14 minutes for Medical/Covid19 related response	

**NAME OF SERVICE:** Respond to any Emergency to Save Lives, Protect Property and Reduce the Adverse Effects of all types of Disaster

**Non-Emergency:** - Planned Event, Medical Standby and Flushing Operation.

**Brief Description of the service:** The Fire and Rescue Unit are mainly tasked to Prepare, Prevent, and Respond to all-hazard, incident and event in cooperation with other PCDRRMO units, Barangay and NGO volunteer responders

<b>Office or Division:</b>	Pasig City Fire and Rescue Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	Residents and Non-residents of the City that are in need during emergencies and calamities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Calls received from command center hotline 8643-0000 and/or radio.  3. Request Letter at least five (5) working days prior to the event with complete details and contact person addressed to:  <b>HON. VICTOR MA. REGIS N. SOTTO</b> Mayor, City of Pasig Caruncho Ave, Brgy. San Nicolas, Pasig City  Or  <b>MR. BRYANT Q. WONG, RN, EMT, MPM</b> Chief, Pasig City DRRMO 8F Pasig City Hall, Caruncho Ave, Barangay San Nicolas, Pasig City	- Pasig City Command Center / Requesting party  - Requesting Party

NO.	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Requesting Party shall submit request letter at least five (5) working days prior to the event providing relevant information needed:	Request letter/ information will be checked and reviewed by the Operations Division and coordinate tasking of	NONE	1 to 5 working Days (Depending on the nature of	Mr. Ronald A. Galicia – Operations Division Chief

	- Kind/ type of event/ activity - Services needed - Exact address or Location - Date & time of incident/event	appropriate team		event)	
2.	Coordinator may follow up to the Operations Division thru email at PCDRRMO.Operations.Division@gmail.com	Coordinate approval of request based on availability of the unit	NONE		Mr. Ronald A. Galicia – Operations Division Chief
TOTAL:				1 to 5 days prior to the event.	

## Feedback and Complaints

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<b>Contact Information</b>	
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Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
Email Address:	<a href="mailto:mrbyrantwong@outlook.com">mrbyrantwong@outlook.com</a>
Person in Charge:	MR. RONALD A GALICIA
Contact No./s.	Phone Call 8643-0000 Command Center Hotline / Pasig Katext No.: +63908-899-3333
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