

CITIZEN'S CHARTER

LOCAL GOVERNMENT UNIT OF CABADBARAN CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

FRONTLINE SERVICE	STEPS	LOCATIONS OF TRANSACTION PER STEP	PROCESSING TIME	FORM/S REQUIRED	REQUIREMENTs	FEES AND CHARGES	RESPONSIBLE EMPLOYEE/S
1. AMBULANCE SERVICE *REFERRAL	1. Call for the availability of ambulance considering the facility where the patient needs to be referred is vacant.	Command Center	5-15 minutes		Approval from hospital where patient will be referred to.	None	Operators on duty.
	2. Give patient's information.(name, age, address, status of patient)	Command Center	2 minutes			None	Operators on duty.
	3. Dispatch ambulance.	Command Center	2 minutes			None	Operators on duty.
*VEHICULAR ACCIDENT	1. Call for the availability of ambulance.	Command Center	1 minute			None	CERT on duty.
	2. Dispatch ambulance.	Command Center	1 minute			None	CERT on duty.
2. RELEASE OF REQUESTED CCTV FOOTAGE TO CONCERN AGENCIES	1. Log-in and secure list of requirements.	Command Center	1 minute		1. Police Blotter 2. 2 Valid IDs 3. Blank DVD	None	Kevin Luther Racaza
	2. Submit requirements.	Command Center	1 minute			None	Kevin Luther Racaza
	3. Fill-up Request Form.	Command Center	1 minute			None	Kevin Luther Racaza
	4. Review of CCTV footage.	Command Center	1 hour			None	Operators on duty.
	5. Process of Documents.(Data Request and Certificate)	Command Center	15 minutes		Approved Request Form.	None	Kevin Luther Racaza
	6. Release of requested data with document support.	Command Center	1 minute			None	Kevin Luther Racaza

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