



**MUNICIPAL GOVERNMENT OF BANSUD
FRONTLINE SERVICES**

CITIZEN'S CHARTER

2nd Edition Series of 2023

Municipal Government Center, Poblacion, Bansud Oriental Mindoro 5210
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“Ang Gusto Natin Simple lang, Malinis, Mapayapa at Maunlad Na Bayan Ng Bansud”

I. Mandate

The Constitution of the Philippines, states that the local governments “shall enjoy local autonomy”, and in which the Philippine president exercises “general supervision”. Congress enacted the Republic Act 7160 otherwise known as the Local Government Code of 1991 to “provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and function and duties of local officials, and all other matters relating to the organization and operation of local units.”

II. Vision

BANSUD “A ROBUST AGRICULTURAL TOWN”

A town with a well-kept, balanced environment where peace and opportunities for development abound, inhabited by God-centered, healthy, educated and empowered citizenry in a participatory governance.

The province’s leading supplier of quality banana and other agricultural products.

III. Mission

To enhance the delivery of basic services for the entire Bansud Citizenry.

To utilize all resources that will contribute to the rapid growth of the economic through a concerted effort, capable of providing the need of an urbanizing community

IV. Service Pledge

The Officials and Employees of the Municipal Government of Bansud do hereby pledge and commit to:

- Deliver efficient government service to the entire Bansud citizenry through the core values of Integrity with utmost Professionalism in Responsive and Client-Friendly working environment.
- Serve all applicants or department concerned prior to the end of official working hours and during lunch break shall be attended to.



**MUNICIPAL DISASTER RISK REDUCTION AND
MANAGEMENT OFFICE**
Frontline Services

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Republic of the Philippines
Province of Oriental Mindoro
MUNICIPALITY OF BANSUD

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

CITIZEN'S CHARTER

EMERGENCY RESPONSE				
The provision of emergency services and public assistance during or immediately after a disaster or incident in order to save lives, reduce health impacts. Emergency response aims to prevent and reduce the harmful effects of all hazards including disasters. The MDRRMO is tasked to provide emergency response and maintain the operation center 24/7 available.				
Office/Division	Municipal Disaster Risk Reduction and Management Office			
Classification	Highly Technical			
Type of Transaction	G2C – All			
Who may avail	Constituents of the Municipality of Bansud and others who are in need			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Guide in every Barangay 2. Emergency Hotlines		1. Municipal Disaster Risk Reduction and Management Office (MDRRMO)		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Familiarize the Information Guide and Official Emergency	1. Provide and post in conspicuous places of every barangay the information guides and emergency hotlines	None		MDRRMO
2. Report incident thru hotline or walk-in	2. Accept and answer call right away	None	25 seconds	MDRRMO
3. Provide correct information about the untoward incident that happened	3. Receive, take note on the information needed to respond	None	30 seconds	MDRRMO
	4. Prepare emergency kits, equipment's and materials needed	None		MDRRMO
	5. Proceed to the location using the rescue vehicle.	None	1-3 minutes (it depends how far the incident)	MDRRMO
	6. Provide first aid if applicable	None	1-5 minutes (it depends on the injury of patient)	MDRRMO
	7. Refer the victims to	None	5-15 minutes	MDRRMO

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	proper and nearest medical facility		(sometimes patient directly transfer to OMCDH)	
	8. Prepare incident report	None	5 minutes	MDRRMO
TOTAL			28 minutes 40 seconds	

STANDBY FOR EMERGENCY ASSISTANCE AS FIRST AID PROVIDER

This service is provided to requesting individuals, organization or agency to ensure an immediate response whenever necessary in the duration of an specific event or activity being conducted.

Office/Division	Municipal Disaster Risk Reduction and Management Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	All requesting individuals, organization or agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Phone Call		1. Requesting Party 2. Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Call thru the emergency hotline	1. Accept phone call	None	1 minute	MDRRMO Operation & Warning
2. Submit Request Letter	2. Refer to the supervisor for approval	None	1-3 minutes	Donato A. Sanchez/Dexter Amiel Carcosia
3. Provide name and contact number to be informed once approved	3. Assign and deploy personnel	None	5 minutes	Dexter Amiel Carcosia
	4. Assigned personnel will proceed to the area/location with an standby rescue vehicle	None	1-5 minutes (depends how far the event)	MDRRMO Staff
TOTAL			Max 14 minutes	

EVENTS AND ACTIVITY ASSISTANCE				
This service is provided to requesting individuals, organization or agency to ensure an immediate response whenever necessary in the duration of an specific event or activity being conducted.				
Office/Division	Municipal Disaster Risk Reduction and Management Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	All requesting individuals, organization or agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Date, Time and Place of Event of Activity		1. Requesting Party 2. Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter indicating the contact number and contact person.	1. Accept request letter	None	1 minute	MDRRMO
2. Wait for the approval and confirmation.	2. Approve request and include in the appointment or schedule	None	1 minute	Donato A. Sanchez and Dexter Amiel Carcosia
	3. Inform the client once the request was approved	None	1 minute	MDRRMO Staff
	4. Assign personnel to be deployed	None	1-3 minutes	Donato A. Sanchez and Dexter Amiel Carcosia
	5. Prepare equipment's and materials needed	None	1-3 minutes	MDRRMO Staff
	6. Proceed to the location on the scheduled date and time.	None	1-5 minutes (it depends how far)	
	7. Standby and provide necessary assistance.	None		
TOTAL			Max 14 minutes	

ADMINISTRATIVE ISSUANCES				
Issuance of certifications such as: Certificate of Hardship, Certificate of Damaged as per request.				
Office/Division	Municipal Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All requesting individuals, organization or agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the clients' logbook	1. Accept/receive request letter	None	1 minute	MDRRMO
2. Submit request letter	2. Forward request to the concerned staff	None		
3. Provide contact number and name of contact person	3. Prepare the requested specific certification	None		
4. Wait to be called to claim the requested document.	4. Approved and sign the certification by the Section Head	None		Donato A. Sanchez
	5. Inform the client thru phone call to claim/get the signed requested document	None		
TO CLAIM				
1. Register at the clients' logbook	1. Record in the logbook and let the client signed as he/she received the document			Assigned Staff on the day of Claim
2. Sign in the logbook to receive the document				
TOTAL			1 minute	

REQUEST FOR DRRM DATA AND INFORMATION				
Request from individuals or agencies on any available DRRM data and Information				
Office/Division	Municipal Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Logbook Registration 3. List of specific data to be requested 4. Contact details and email address of requesting individual or party		1. Requesting Party 2. MDRRMO		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the clients' logbook	1. Accept request letter	None	1 day	MDRRMO Research & Planning
2. Submit request letter	2. Record on the incoming communications logbook.	None		
	3. Get the contact information of the requesting part.	None		
	4. Give instruction that he/she will be contacted once the requested data is ready	None		
	5. Search on the requested data	None		
	6. Prepare and record on the outgoing documents logbook	None		
	7. Inform the requesting party to claim the requested data	None		
	8. Release the requested data or materials to client	None		
TOTAL				

REQUEST FOR DRRM TRAINING				
Bansud constituents thru barangay council or any organization may request from the LGU thru the MDRRMO to conduct DRRM training as part of their activity for Disaster Preparedness.				
Office/Division	Municipal Disaster Risk Reduction and Management Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	All residents in Bansud			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter 2. Training Proposal			1. Requesting Party 2. MDRRMO	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to the office of the Mayor	1. Receive and record the request letter.	None	5 minutes	Requesting Party
2. Submit Training Proposal	2. Approve request for a specific training	None	1 month preparation from the approval until the implementation	MDRRMO
	3. Assign a Trainer who will handle the request	None		
	4. Coordinate to the requesting part and conduct pre-training Forum	None		
	5. Prepare program of activity	None		
	6. Prepare all the equipment's and materials needed	None		
	7. Conduct training then prepare an activity report.	None		
TOTAL				

CLEARING OPERATIONS				
This activity is being rendered for the purpose of environmental protection and for the safety of all constituents.				
Office/Division	Municipal Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Constituents of the Municipality of Bansud			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive request letter	None	5 minutes Request must be submitted 5 days before the schedule date	Requesting Party
	2. Approve request and include in the schedule of activities/appointment			MDRRMO
	3. Prepare the materials and equipment's to be used			
	4. Assemble a team that will join the clean-up/clearing operations			
	5. Share the event information and may invite other organizations or agency to join			
	6. Conduct the clean up to the chosen site			
TOTAL				

RISK ASSESSMENT				
Risk assessment is being conducted to determine the nature and extent of disaster risk by analyzing potential hazards and evaluating existing conditions of exposure and vulnerability that could harm people, property, services, livelihoods and environment.				
Office/Division	Municipal Disaster Risk Reduction and Management Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	All Barangay's of Bansud			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter	1. Receive request letter	None	5 minutes	Requesting Party
	2. Approve request and set a schedule of activity		2 weeks	MDRRMO
	3. Coordinate to each barangay their schedule			
	4. Conduct of the activity on the scheduled date			
	5. Prepare the analysis and evaluation			
	6. Prepare documentation report			
TOTAL			2 weeks and 5 minutes	

APPROVAL OF BDRRMP				
Office/Division	Municipal Disaster Risk Reduction and Management Office			
Classification	Complex			
Type of Transaction	G2G			
Who may avail	All Barangay Officials and their Authorized Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposed BDRRMP for the incoming year		1. 13 Barangay's of Bansud		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE COLLECTED	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the proposed BDRRMP	1. Receive the BDRRMP together with the attachments and other supporting documents	None	5 minutes	MDRRMO
2. Submit the proposed BDRRMP with the request for review and approval	2. Review and evaluate the BDRRMP check as to completeness and the fund allocations		2 days each	MDRRMO MBO
3. Once approved, receive the copy of the BDRRMP, sign on the record book	3. Affix signatures to the Approval Form			
	4. Request for additional copy for file of approved BDRRMP			
TOTAL			2 days and 5 minutes	