



Provision of Disaster Emergency Response and other services for Disaster Management

ABOUT THE SERVICE

Response activities are undertaken immediately after a disaster to provide emergency assistance to victims.

Department/ Office:		CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail		Citizens of Naga City and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client calls ComCen for assistance (emergency response, disaster management and other related services)	2. Receives call and collect pertinent information of the incident from the client		2-3 minutes	ComCen Calltakers
	3. Dispatch responding Team (SARU) Render appropriate assistance to the client		Immediate Immediate	ComCen Calltakers Responding Team (SARU)
	4. Gather information and documentation of the incident and preparation of incident report		Upon completion of emergency response	Team Leader
TOTAL			3 minutes	

CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

2nd Floor Social Development Center Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City, Camarines Sur

For more information, please contact:

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