



## 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.

<b>Department/ Office:</b>		<b>CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizens Government to Business Government to Government		
<b>Who may avail</b>		Citizens of Naga City and Stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
none				
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>			2 – 3 minutes	

### CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

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