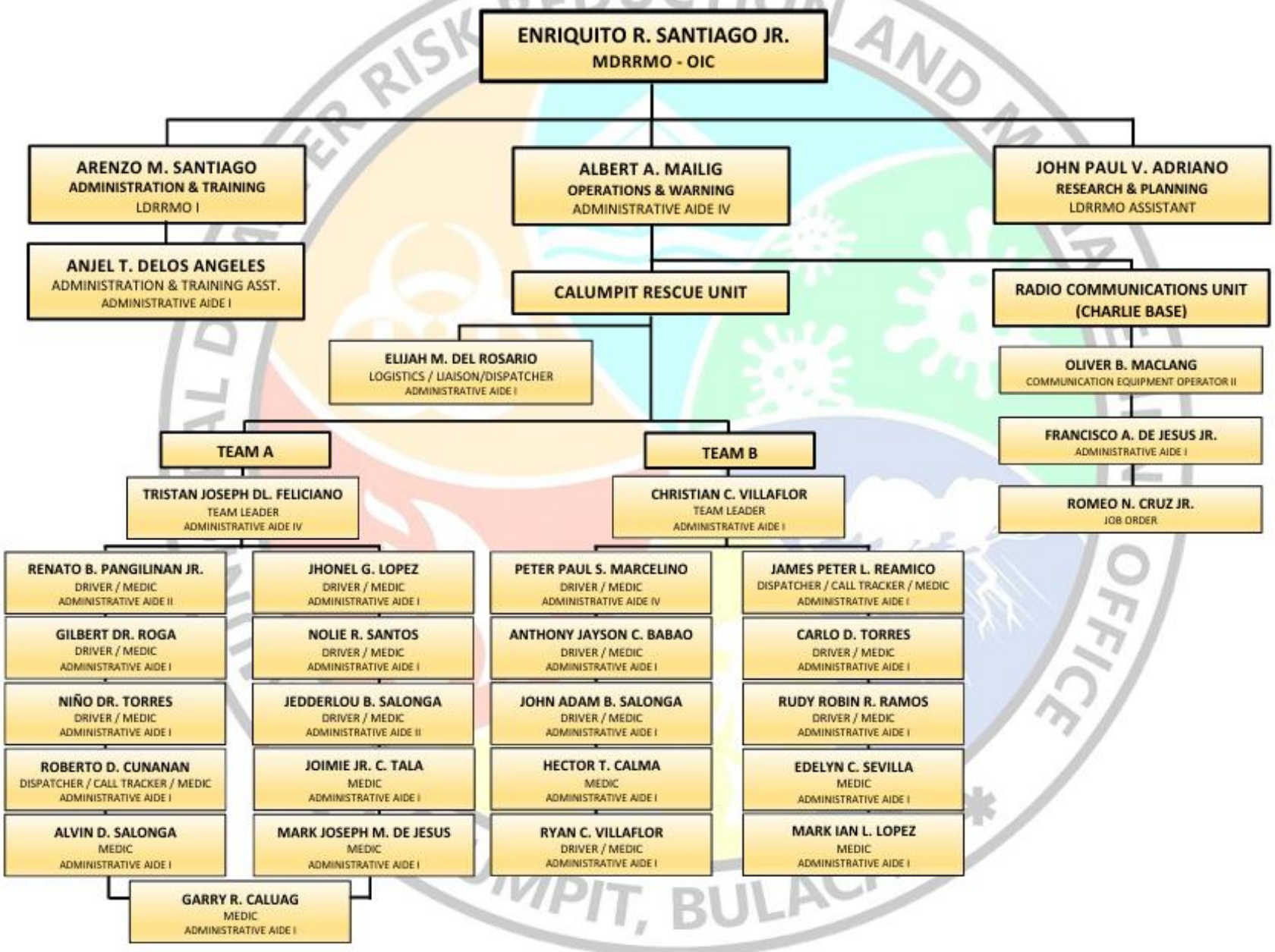
MDRRMO Calumpit

Organizational Structure and Staffing Pattern

Functional Chart and Updated Citizens Charter

1.1 Organizational Structure and Staffing Pattern



1.2 Functional Description of Office and Section/Unit

Legal Basis:

Republic Act No. 10121(Philippine Disaster Risk Reduction and Management Act of 2010), Section 12

Establishes the Local Disaster Risk Reduction and Management Offices (LDRRMOs) including the MDRRMO, and prescribes their powers and functions.

Administrative and Training Section

The Administrative and Training Section provides administrative, financial, logistical, and personnel support the MDRRMO and manages the development of disaster preparedness capabilities within the municipality. It ensures the efficient operation of the office by handling records management, budgeting, and human resource requirements. The unit also plans, organizes, and conduct disaster risk reduction and management training programs, seminars, workshops, simulations for government personnel, volunteers and communities to strengthen disaster preparedness and response capacities.

Research and Planning Section

The Research and Planning Section is responsible for conducting disaster risk assessments, hazard and vulnerability analysis, and collecting, managing and analyzing DRRM-related data. It prepares and updates the Local Disaster Risk Reduction and Management Plan (LDRRMP), contingency plans, and other DRRM policies and programs. The section also monitors and evaluates the implementation of DRRM activities, integrate climate change adaptation into local planning, and provides technical recommendations to support evidence-based decision-making and compliance with RA 10121 and related national policies.

Operations and Warning Section

The **Operations and Warning Section** serves as the municipality's operational arm for disaster preparedness, emergency response, and early warning. It operates and maintains emergency communication systems and warning equipment, monitors weather conditions and other hazards, and ensures the timely dissemination of warnings and advisories to communities. During emergencies and disasters, the unit coordinates incident response, search and rescue, evacuation, relief operations, and emergency communications in collaboration with local, regional, and national response agencies. It also manages the Municipal Disaster Operations Center (MDOC) or Emergency Operations Center (EOC), ensuring continuous monitoring and coordination before, during, and after disaster events, consistent with the provisions of Republic Act No. 10121.

Overall Function of MDRRMO Calumpit Office

The MDRRMO Calumpit serves as the municipality's lead office for disaster risk reduction and management. It is responsible for ensuring that the municipality is prepared for, can effectively respond to, and can recover from disasters through comprehensive planning, coordination, capacity building, emergency response, and rehabilitation programs, thereby protecting lives, property, livelihoods, and the environment while promoting resilient and sustainable community development.

1.3 Updated Citizens Charter

1. EMERGENCY / RESCUE RESPONSE

An Emergency/Rescue response is a coordinated action taken to deal with a dangerous or unexpected situation. The goal of an emergency response is to reduce the impact of the event on people, property, and the environment.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Complex			
Type of Transactions:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Call Emergency Hotline (0962-351-5944)	1. Attend to the call.	None	1 minute	MDRRMO CALUMPIT Operations and Warning
2. Provide the necessary information regarding the emergency.	2. Gather important information as follows: • Name of caller • Contact number Location • Landmark • Date and Time of Incident	None	One (1) to two (2) minutes after the call. The information should be provided to the nearest response team.	MDRRMO CALUMPIT Operations and Warning

	• Condition • Others 3. Dispatch of the needed response team. 4. Provide instructions to the caller on how to give first aid while the team is heading to the scene. 5. Monitoring of the response team's location 6. Response team's arrival on scene. 7. Providing necessary action or service			
			3 minutes/km after dispatch until the team reaches the scene	MDRRMO CALUMPIT Operations and Warning

2. PROVISION OF TRAINING AND ORIENTATION

Training and orientation are processes that help individuals to learn and acquire skills regarding first aid and become aware and prepared for different disaster may occur.

Office or Division:	Municipal Disaster Risk Reduction and Management Office
Classification:	Complex
Type of Transactions:	G2G, G2C, G2B
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Request Letter addressed to Mayor/MDRRMC Chairman thru LDRRM Officer (1 Original copy, 1 photocopy)		Client or School/Agency of the client		
1 Valid ID (1 photocopy)		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Training request – Request Letter addressed to Mayor/MDRRMC Chairman thru LDRRM Officer	1. Receive the required documents and check for completeness.	None	3 mins	Chief of Staff Mayor's Office
	2. Approval of the request 2.1. The approved request will be forwarded to the MDRRMO for appropriate action	None	1 day	MDRRMO CALUMPIT Admin & Training Section
2. Provide a copy of the letter to the Municipal Disaster Risk Reduction and Management Office	3. Receive the required documents and check for completeness. 4. Upon approval of the Office of the Mayor, the MDRRMO will coordinate with the requesting agency or institution.	None	3 mins 15 mins	MDRRMO CALUMPIT Admin & Training Section
3. Provide the details on the requested training or orientation.	5. Discuss and finalize with the requesting agency the following:	None	1 hour	MDRRMO CALUMPIT Admin & Training Section

	• Schedule, date and venue • Participants (profile, number, etc.) • Type of training			
4. Attend to the training or orientation	6. Conduct training or orientation	None	1-5 days	MDRRMO CALUMPIT Admin & Training Section
5. Accomplish the post-activity evaluation form.	7. Collect the post activity evaluation form 8. Conclude the training or orientation.	None	20 mins	MDRRMO CALUMPIT Admin & Training Section

3. STANDBY AMBULANCES AND EMERGENCY MEDICAL PERSONNEL

Standby emergency medical personnel are medical professionals who provide emergency care and first aid at pre-planned events.

Office or Division:	Municipal Disaster Risk Reduction and Management Office
Classification:	Simple
Type of Transactions:	G2G, G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter addressed to Mayor/MDRRMC Chairman thru LDRRM Officer	Municipal Disaster Risk Reduction and Management Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter addressed to Mayor/MDRRMC Chairman thru LDRRM Officer	1. Receive the required documents and check for completeness. 2. Approval of the request 2.1 The approved request will be forwarded to the MDRRMO for appropriate action	None	3 mins 1 day	Chief of Staff Mayor's Office
2. Provide a copy of the letter to the Municipal Disaster Risk Reduction & Management Office.	3. Receive the required documents and check for completeness. 4. Upon approval of the Office of the Mayor, the MDRRMO will check the schedule and availability of resources. 5. Upon confirmation, the MDRRMO will contact the client/agency for discussion of event/program details.	None	3 mins 1 hour 1 hour	MDRRMO CALUMPIT Operations and Warning Section
3. Coordinate with the MDRRMO for planning on event details and meetings.	6. Discuss the finalize event 7. Conduct an orientation prior to the event/program.	None	2 hours	MDRRMO CALUMPIT Operations and Warning Section

4. RESCUE TOOLS AND EQUIPMENTS BORROWING

Rescue tools and equipment can be borrowed by requesting to authorized person and depends on availability of the tools/equipment.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transactions:	G2G, G2C, G2B			
Who may avail:	Residents Only			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter addressed to Mayor/MDRRMC Chairman thru LDRRM Officer Borrower's Form Xerox copy of Valid ID		Municipal Disaster Risk Reduction and Management Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request Letter addressed to Mayor/MDRRMC Chairman thru LDRRM Officer	1.1 Submit the Request Letter to the Mayor's Office and provide a copy to the MDRRMO.	None	2 minutes	Chief of Staff Office of the Mayor
	1.2 Once the Office of the Mayor approves the request, it will be forwarded to the MDRRMO.	None		MDRRMO Calumpit Admin & Training Section
	1.2 Contact MDRRMO or Calumpit Rescue for availability of the equipment. Indicate the date when it will be	None	10 Minutes	MDRRMO Calumpit Admin & Training Section

	picked up, used, and returned.			
5. Fill-up Borrower's Form from MDRRMO Calumpit	2.1 On the day of equipment turnover, fill up the Borrower's Form and submit it along with a xerox copy of your ID	None	5 Minutes	MDRRMO Calumpit Admin & Training Section
	2.2 Make sure to return it on the agreed date and in good condition and attached with photo of equipment being used.	None		MDRRMO Calumpit Admin & Training Section

5. ISSUANCE OF SAFETY INSPECTION CERTIFICATE

A Safety Inspection Certificate for a private resort is issued by the Local Government or authorized regulatory agency after verifying that the property complies with safety regulation.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transactions:	G2B			
Who may avail:	Resort owners/managers/operators			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Business Permit Application Form		Municipal Disaster Risk Reduction and Management Office		
First aid and Basic Life Support Training Certificate (1 photocopy)		Lifeguard of Resort		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit the requirements for Safety Inspection Certificate	1.Receive the required documents and check for completeness. 2. The MDRRMO will inform the client of the schedule of inspection	None	5 mins	MDRRMO Calumpit Research and Planning Section
2. Accompany the team in conducting inspection	3. Undertakes resort inspection and check for compliance or non-compliance. 3.1. Make sure the resort has the following: • First Aid Kit • Signages • Buoys 4. Prepares the Safety Inspection Certificate. 5. The MDRRMO will coordinate with the client regarding date of the issuance of certificate.	None	1 day	MDRRMO Calumpit Research and Planning Section
3. Secure Safety Inspection Certificate.	6. Issues Safety Inspection Certificate.	None	10 mins	MDRRMO Calumpit Research and Planning Section

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
CALUMPIT, BULACAN

6. ASSISTANCE IN DRR-CCA STUDY OR RESEARCH

Assistance in acquiring Disaster Risk Reduction and Climate Change Adaptation related information is given to students or agencies conducting study or research.

Office or Division:	Municipal Disaster Risk Reduction and Management Office
Classification:	Complex
Type of Transactions:	G2C
Who may avail:	Students (Colleges/Universities), Public or Private Agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter (1 original copy, 1 photocopy)	Client or School/Agency of the client
Valid ID (1 photocopy)	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter to the Office of the Municipal Mayor.	1. Receive the required documents and check for completeness 2. Approval of the request. 2.1 The approved request will be forwarded to the MDRRMO for appropriate action.	None	3 mins 1 day	Chief of Staff Office of the Mayor
2. Provide a copy of the letter to the Municipal Disaster Risk Reduction and Management Office.	3. Receive the required documents and check for completeness. 4. Upon approval of the Office of the Municipal Mayor, the MDRRMO will check for the availability of the data requested.	None	3 mins 1 hour	MDRRMO Calumpit Research and Planning Section

	5. The MDRRMO will coordinate with the requesting student/agency regarding the data being requested and its availability.			
3. Provide details on the mode of data sharing (through email, personal interview, questionnaire, etc.)	6. For interview, the MDRRMO will set a date for the discussion with the person of interest. 7. The MDRRMO will send the requested data via email or other data sharing method.	None	1 hour	MDRRMO Calumpit Research and Planning Section

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
CALUMPIT, BULACAN