



<b>4. Provincial Disaster Risk Reduction and Management Office Hotline Services</b>				
This procedure covers the response to any call re; emergencies in any untoward incidents.				
<b>Office or Division:</b>	Provincial Disaster Risk Reduction and Management Office (Operations and Warning Division)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government / G2C - Government to Citizen / G2B - Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Complete information of the emergency or incident such as persons involved, place of incident, injured and required response , etc.			Caller	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Dials PDRRMO hotline for emergency and give detailed information	1.1 Receives emergency call and secure detailed information about the incident	None	5 minutes	<i>LDRRM Asst.</i> Operations and Warning Division
	1.2 Relays the information to the concerned LGU's (LDRRMO's) for appropriate response action	None	10 minutes	<i>LDRRM Asst.</i> Operations and Warning Division
2. Awaits for the response team	2.1 Communicates with the concerned LGU's / response cluster agencies / departments should additional response are needed	None	10 minutes	<i>LDRRM Asst.</i> Operations and Warning Division
	2.2 Monitors and follow up for the update of the incident to the responding team	None	6 hours	<i>LDRRM Asst.</i> Operations and Warning Division



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Prepares / reviews / signs and submit the sitrep (if needed)	None	4 hours	<i>LDRRM Asst. / LDRRM Officer / Dept. Head Operations and Warning Division / PDRRM Office</i>
	2.4 Continuous to monitor and communicate on the incident until managed and cleared	None	2 hours	<i>LDRRM Asst. Operations and Warning Division</i>
	2.5 Logs the monitored incidents and activity actions taken to the daily operations report	None	15 minutes	<i>LDRRM Asst. Operations and Warning Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 days, 1 hour, 7 minutes</b>	