



MUNICIPAL GOVERNMENT OF DIPACULAO

CITIZEN'S CHARTER

2022(3rd Edition)

**Mandate:**

To serve primarily as a general-purpose government for the coordination and delivery of basic, regular and delivery of effective governance of the inhabitants within its territorial jurisdiction.

Vision:

The Municipality of Dipaculao aims a progressive center of Ecotourism in the Province of Aurora through a unified, God-loving leadership and empowered citizenry towards the realization of holistic development, ecologically balanced and disaster resilient environment for a safer place to live in.

Mission:

A participative Ecotourism community and other stakeholders that sustains a socially, economically, environmentally balanced and empowered citizens toward disaster resilient and adaptive municipality through a dynamic and honest leadership in the delivery of basic services, preserving the traditions and culture of Dipaculaoños.



SERVICE PLEDGE:

We, the officials and employees of the Municipal Government of Dipaculao, Aurora, do hereby pledge our firm commitment to perform our duties and functions with the goals to:

Deliver services to the people with respect, proficiency, ease and immediacy to their satisfaction;

Initiate public service that is truly God-centered, customer-oriented and efficiency-driven;

Practise constantly the sense of honesty, transparency, loyalty and dedication in our work and gain the trust and confidence of the people;

Annihilate every thought of self, thereby giving first priority to the needs of the inhabitants/constituents.

Cultivate the foster good working relationship with other human resources in each office so as to create an atmosphere of friendliness among us that will lead to an easy and smooth flow of business transaction.

Unite in the pursuit of common goal of development and prosperity in our community regardless of position, economic status, religious and political affiliation, cultural and ethnic differences.

Love and value our job no matter how low or high our position is and give the best of our skills and abilities;

Aspire for greater achievements that will bring glory and pride to our community; and

Obtain a well-acclaimed municipality which is worthy of emulation when it comes to excellent delivery of services by efficient and dedicated public servants



LIST OF SERVICES

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

External Services

1. Education and Information Campaign to Committees
And School Based Drills
2. Search, Rescue and Retrieval Assistance
3. Provision of Financial Assistance to Victims
(Fire Incidents/Disaster Stricken Victims)
4. Issuance of Hazard Assessment Certificate and
Disaster Assessment Records (Pre and Post)



**MUNICIPAL DISASTER RISK REDUCTION
MANAGEMENT OFFICE
External Services**



1. Education and Information Campaign to Communities and School Based drills

The Municipal Risk Reduction Management Office assists the different Education and Information Campaign to Communities and School Based Drills to ensure the safety standard and protocols of the vicinity and the participants during the drill.

Office or Division:	Office of the Mayor / Municipal Risk Reduction Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Barangay Officials, Youths, Civic Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Training		Prepared by the requesting entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed letter of request to the Municipal Mayor or to the MDRRMO Office	Request Letter will be forwarded to the Municipal Mayor for approval Set schedule upon availability of personnel.	None	1-3 days	<i>Receiving Officer</i> MDRRMO Office
TOTAL:		None	1-3 days	



2. Search, Rescue and Retrieval Assistance

It is one of the main duties of the MDRRMO to rescue trapped survivors of disasters, and to perform search, rescue and retrieval to those citizens of the municipality during disasters and calamities.

Office or Division:	Office of the Mayor / Municipal Risk Reduction Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any relative, concerned citizen or any person in need of emergency assistance due to accidents, medical or transport of patient within the Area of Responsibility			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
No document is required				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a call (distress) or any incident report.	Dispatch of responders to area of incidence. Gather information from informant of incident 1.3 Communicating with dispatched personnel of any information through radio. Assessment of vital signs to victim, Application of first aid. Transporting to medical facility and endorsing to medical personnel.	None	2 minutes	<i>Receiving Officer</i> MDRRMO Office
TOTAL:		None	2 minutes	



3. Provision of Financial Assistance to Victims (Fire Incidents / Disaster Stricken Victims)

It is also the tasks of the Municipal Risk Reduction Management Office to give assistance to victims of fire incidents or other disaster stricken victims to alleviate their loss and to help them to have a fresh start with their lives.

Office or Division:	Office of the Mayor / Municipal Risk Reduction Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Barangay Officials, Youths, Civic Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from the Barangay		<i>Barangay Captain</i> Barangay Hall / Office where the incident has occurred .		
Affidavit of the claimant		<i>Attorney</i> Lawyer/Notary Public		
Assessment Result and Certification from government personnel who conducted investigation		<i>Fire Officer In Charge</i> Bureau of Fire Dipaculao Station (for fire incidents) <i>Barangay Captain</i> Barangay Office (for other forms of disaster)		
Pictures and other forms of documents		Claimant		
Application for Disaster/ Emergency Assistance Form		<i>MDRRMO Personnel</i> MDRRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Application for Disaster/ Emergency Assistance Form	1 Assist the claimant in filling out forms. Endorse to the Mayor's Office for approval Preparation of voucher	None	1 day	<i>Receiving Officer</i> <i>MDRRMO</i> MDRRMO Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Processing of Voucher	3. Endorse to other departments concerned with the processing of financial assistance	None	1 day	<i>Receiving Officer</i> MDRRMO MDRRMO Office
TOTAL :		None	1-3 days	

4. Issuance of Hazard Assessment Certification and Disaster Assessment Records (Pre and Post)

The Municipal Risk Reduction Management has the authority to issue hazard assessment certifications and disaster assessment records.

Office or Division:	Office of the Mayor / Municipal Risk Reduction Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Victims, Concerned agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Prepared by the Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed letter of request to the Municipal Mayor or to the MDRR-MO Office	1.1. Assessment of the validity of the request. 1.2 Preparation of Certification/ Record. 1.3 Approval and Issuance	None	1 day	<i>Receiving Officer</i> MDRRMO Office of the Mayor
TOTAL:		None	1 day	