



CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE (CDRRMO)/ COMMUNICATION DEVELOPMENT UNIT

G/F City Hall Annex Building, Tabaco City
 Hotline Nos. 0926-762-2197/ 0999-475-8582
 cdrrmo_tabacocity@yahoo.com

The City Disaster Risk Reduction and Management Office/Communication Development Unit is under the Office of the City Mayor and is operational 24 hours a day and 7 days a week.

SERVICE	STEPS	MAXIMUM PROCESSING TIME	REQUIREMENTS	PERSON TO APPROACH	REQUIRED FEES	TYPE OF SERVICE	CLASSIFICATION
EMERGENCY TRANSPORT SERVICE	A Emergency Transport Service (Ambulance) Visit the office or call office hotline nos. 0926-762-2197/ 0998-979-1607	4 - 10 minutes (If emergency transport vehicle is available)	If confined in the hospital: Photocopy of referral slip Verify if patient is already coordinated with receiving health facility Ensure that patient will be accompanied by the health care worker (nurse/midwife) Verify status of patient (Covid/ Non-Covid) If not confined, provide the following: Name of the patient	Joemar Bongao Huberto Dolz Imelda Castillo Domingo Bron or any personnel present	None	G2C	Simple



			<p>Address of the patient Name of the hospital where the patient will be brought for needed medical attention</p>			
			NOTE:			
			If the hospital of destination is within the Province of Albay			
			If the hospital of destination is outside the Province of Albay but within the Bicol Region and the patient is a resident of Tabaco City.		50% of the actual fuel cost	
			If the hospital of destination is outside the Province of Albay but within the Bicol Region and the patient is a non-resident of Tabaco City.		100% of the actual fuel cost	
			If the hospital of destination is outside the Bicol region and the	City Mayor Krisel Lagman-Luistro City Admin Gerado Colarina	100% of the actual fuel cost and toll fees	



				patient is a resident of Tabaco City.	Hugo G. Bien		
				If the hospital of destination is outside the Bicol region and the patient is a non-resident of Tabaco City.	City Mayor Krisel Lagman-Luistro City Admin Gerado Colarina	100% of the actual fuel cost, toll fees and TEV of the driver	
	B	For vehicular accident or any incident that requires immediate emergency transport service Visit the office or call office hotline nos. 0926-762-2197/ 0998-979-1607	3 - 6 minutes	The requesting party should provide the following: Place of incident No. of victims Name of informant	Joemar Bongao Huberto Dolz Imelda Castillo Domingo Bron or any personnel present	None	
FIREFIGHTING SUPPORT SERVICE	1	Visit the office or call office hotline nos. 0926-762-2197/ 0998-979-1607	3 - 6 minutes	The requesting party should provide the following: Place of incident No. of victims Name of informant	Joemar Bongao Huberto Dolz Imelda Castillo Domingo Bron or any personnel present	None	
PROVISION OF WATER FOR FLUSHING OF DRAINAGE SYSTEM	1	Submit Request Letter from the Barangay Captain addressed to the City Mayor requesting of such services	As scheduled	Provide the date, time and place where the flushing of drainage system shall be done.	City Mayor Krisel Lagman-Luistro City Admin Gerado Colarina Hugo G. Bien	P3,700.00/ truck load of water to be paid at TAWAD	
PROVISION OF WATER FOR	1	Submit Request Letter from the Barangay	As scheduled	Provide the date, time and place	City Mayor Krisel Lagman-Luistro	P3,700.00/ truck load of	



DOMESTIC USE		Captain addressed to the City Mayor requesting of such services		where the water should be delivered.	City Admin Gerado Colarina Hugo G. Bien	water to be paid at TAWAD		
DISASTER RISK REDUCTION AND MANAGEMENT TRAINING SEMINAR	1	Submit Request Letter from the Barangay Captain addressed to the City Mayor stating therein the date, time and place where training will be conducted.	As scheduled		City Mayor Krisel Lagman-Luistro City Admin Gerado Colarina Hugo G. Bien	None		

- NOTE:**
1. In the event that there is only one (1) ambulance is functional, picking up of patients from hospital to his/her residence shall not be entertained unless other that said ambulance will transport an emergency patient from where the patient for pick-up is confined.
 2. No patient shall be provided with emergency transport service if said patient is not accompanied by a relative of medical worker.
 3. All trips bounds outside Bicol Region should seek approval from the Office of the City Mayor/City Administrator.
 4. Reservation for emergency transport service is NOT ALLOWED.
 5. No client shall be allowed to choose which ambulance his/her patient should use.
 6. Oxygen consumed by the patient in excess of 1 cylinder shall be charged P350.00 per cylinder, payment shall be made at the City Treasurer's Office.
 7. If several number of clients arrived at this office requesting for emergency transport service (with patients confined in hospitals), prioritization of the service shall be given to the most in need (degree of illness/injuries) that require immediate medical attention. Request coming from the barangay shall be given first priority
 8. No emergency transport service shall be served if the origin of the patient is OUTSIDE Tabaco City and not a resident of Tabaco unless otherwise he/she is a victim of a vehicular accident wherein the site of accident is within Tabaco City.
 9. If there is a weather disturbance, no emergency transport service shall be served if there is risk on the part of the personnel and clients (e.g TCWS no.3 and above is raised, if there is a flooding along the way and any other hydrometeorological hazard that may expose the personnel and the client to risk).
 10. Patient coming from their residence shall first be brought to the desired hospital within the City of Tabaco, unless otherwise there is prior coordination made regarding his/her medical treatment/ check-up.

For Complaints and Suggestions, Please Call: **0998-979-1607/ 0945-623-7906** or **Mayor's Office 0998-951-5380/ 0905-624-4953**.
 You may also send your complaints addressed to Mayor Cielo Krisel Lagman-Luistro, City Mayor.