



**PROVISION OF TECHNICAL ASSISTANCE TO CONDUCT TRAINING ON DISASTER RISK REDUCTION AND MANAGEMENT**

Schedule of availability of service: Monday to Friday, 0800H to 1700H

Who may avail the service: Personnel of government agencies, private sector, Civil Service Organizations, uniformed personnel, students, etc.

Requirements: Letter request for technical assistance

1. Addressed to the Administrator, OCD and Executive Director, NDRRMC
2. Attention to Director, Capacity-Building and Training Service (CBTS)
3. Contains type of training, date(s), venue, and target participants
4. Signed by authorized officer

HOW TO AVAIL OF THE TECHNICAL ASSISTANCE:

STEPS	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	OFFICE/ PERSON IN CHARGE	FEES
1	Submits letter request for training (ideally 2 months before the conduct of the activity) <ul style="list-style-type: none"> <li>• In person</li> <li>• Via email</li> <li>• Via fax</li> </ul>	Receives letter request in person	5 minutes	Records Section	No fees
		Receives letter request via email	Immediately	CBTS	
		Receives letter request via fax	Immediately	CBTS	
		Prepares completed staff work: <ul style="list-style-type: none"> <li>• Disposition Form</li> <li>• Letters</li> <li>• Memorandum</li> <li>• Endorsement</li> </ul>	Within 7 days upon receipt of request	CBTS	
	Endorses request to OCD management	Within 14 days upon receipt of request	CBTS		
2	Receives approval of the request for training	Provides logistical and administrative requirements	Within 14 days upon receipt of request	CBTS	
3	Prepares logistical and administrative requirements for the conduct of the training	Undertakes coordination for the request (i.e., coordination for availability of training team)	Within 2 months upon receipt of request	CBTS	
4	Receives the training	Implements/ conducts the training	Day of the Training	Assigned Training Team	
5	Submits after training report with certificates for signature of the Administrator, OCD	Receives after training report	Within 14 days after the training	Records Section	
		Endorses after training report and certificates to the Office of the Administrator, OCD	Within 7 days upon receipt of the after training report and certificates	CBTS	
		Provides signed certificates to the client	Within 7 days after the approval of the report and signature on the certificates	CBTS	
END OF TRANSACTION					

**PROVISION OF RESOURCE PERSON FROM OCD TO DISCUSS SUBJECTS ON DISASTER RISK REDUCTION AND MANAGEMENT**

HOW TO AVAIL OF THE TECHNICAL ASSISTANCE:

STEPS	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	OFFICE/ PERSON IN CHARGE	FEES
1	Submits letter request for resource person (ideally 2 months before the conduct of the activity) <ul style="list-style-type: none"> <li>• In person</li> <li>• Via email</li> <li>• Via fax</li> </ul>	Receives letter request in person	5 minutes	Records Section	No fees
		Receives letter request via email	Immediately	CBTS	
		Receives letter request via fax	Immediately	CBTS	
		Prepares completed staff work: <ul style="list-style-type: none"> <li>• Disposition Form</li> <li>• Letters</li> <li>• Memorandum</li> <li>• Endorsement</li> </ul>	Within 7 days upon receipt of request	CBTS	
	Endorses request to OCD management	Within 14 days upon receipt of request	CBTS		
2	Receives approved request on DRRM subject	Delivers the requested DRRM subject	Day of the Training	CBTS/ assigned Subject Matter Expert	
END OF TRANSACTION					

Feedback, Complaint and Redress Mechanism

If you have any complaint on how you were served, please feel free to contact us. Rest assured that we shall address your complaints within ten (10) working days upon receipt thereof.  
Please contact the Office of Director, AFMS at 911-5061 loc 106.



**PROVISION OF FINANCIAL ASSISTANCE (FA) TO THE VICTIMS OF DISASTERS/CALAMITIES**



Schedule of availability of service: Monday to Friday, 0800H to 1700H

Who may avail the service:

1. Disaster Injured Victims (Per NDCC Memo Order No. 13, s. 1998)
2. Beneficiaries of Dead Disaster Victims (Per NDCC Memo Order No. 13, s. 1998)

Requirements:

- A. Dead**
  1. Death certificate
  2. Proof of filial relationship
  3. Certification from the Barangay Captain
  4. LDRRMC/Police Report on the Incident
  5. Endorsement for payment of claims from LDRRMC Chairperson
- B. Injured**
  1. Medical certificate from the hospital/clinic where the victim was confined for at least 3 days.
  2. LDRRMC/Police report on the incident.
  3. Endorsement for payment of claims from LDRRMC Chairperson.

HOW TO AVAIL OF THE FINANCIAL ASSISTANCE: (IF VICTIMS OF TYPHOON YOLANDA)

STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	OFFICE/ PERSON IN CHARGE	FEES
	OCD Regional Offices/Regional Disaster Risk Reduction and Management Councils (OCDROs/RDRRMCs): <ul style="list-style-type: none"> <li>• Submit request and endorse pertinent documents of Financial Assistance (FA) to Secretary of National Defense/ Chairperson, NDRRMC (SND/C, NDRRMC) thru Administrator, OCD/Executive Director, NDRRMC, (A, OCD/ED, NDRRMC)</li> </ul>	Upon receipt of the request, OCD-Central Office (OCD-CO) undertakes the following: <ol style="list-style-type: none"> <li>a. Receives/records and forward pertinent documents to DRRM Fund Management Division (DFMD)</li> <li>b. Evaluates and validates the completeness of the documents</li> </ol>	5 - 10 minutes	Records Section	No fees
		Reviews the documents, if ok, prepares briefer and memorandum to SND thru Undersecretary of National Defense (USND) and Undersecretary for Civil, Veterans & Retiree Affairs (USCVRA) for approval	Depending on the no. of victims	DFMD	
		If not ok, coordinates with concerned OCD-ROs for completion of requirements	2 hours	DFMD	
		c. D, RRMS recommends approval to Administrator, OCD/Executive Director, NDRRMC thru CDDA-O	30 minutes	D, RRMS	
		d. Deputy Administrator for Operations recommends approval of payment or endorsement for payment to Administrator, OCD/Executive Director, NDRRMC	30 minutes	Deputy Administrator for Operations	
		e. Administrator, OCD/Executive Director, NDRRMC recommends approval of payment to SND/C, NDRRMC thru USCVRA and USND	30 minutes	Administrator, OCD	
		f. USCVRA recommends approval of payment of requested FA to USND	1 day	USCVRA, DND	
		g. USND recommends approval of payment of requested FA to SND/C, NDRRMC	1 day	USND, DND	
		h. Chief of Staff to SND/C, NDRRMC reviews the requested FA for final approval and signature of the SND/C, NDRRMC. If approved, refers back to A, OCD/ED, NDRRMC. If not, coordinates with OCD	1 day	CS, SND	
		i. Receives, records and forwards approved FA to DFMD for action	5 - 10 mins.	Records Section	
		j. DFMD prepares Disbursement Voucher	30 minutes	DFMD	
		k. Accounting Section processes the fund transfer of approved FA and sends back all pertinent documents to concerned OCD-ROs.	4 hours	Accounting Section	
		END OF TRANSACTION			

HOW TO AVAIL OF THE FINANCIAL ASSISTANCE (IF VICTIMS OF DIFFERENT DISASTERS)

STEP	APPLICANT/ CLIENT	ACTIVITY	DURATION OF ACTIVITY	OFFICE/ PERSON IN CHARGE	FEES
	OCD Regional Offices/Regional Disaster Risk Reduction and Management Councils (OCDROs/RDRRMCs): <ul style="list-style-type: none"> <li>• Submit request and endorse pertinent documents of Financial Assistance (FA) to Administrator, OCD/Executive Director, NDRRMC (A, OCD/ED, NDRRMC)</li> </ul>	Upon receipt of the request, OCD-Central Office (OCD-CO) undertakes the following: <ol style="list-style-type: none"> <li>l. Receives/records and forward pertinent documents to DRRM Fund Management Division (DFMD)</li> <li>m. Evaluates and validates the completeness of the documents</li> </ol>	5-10 minutes	Records Section	No fees
		Reviews the documents, if ok, prepares briefer to Administrator, OCD/Executive Director, NDRRMC (A, OCD/ED, NDRRMC) for approval	2 hours	DFMD	
		If not ok, coordinates with concerned OCD-ROs for appropriate action	30 minutes	DFMD	
		n. D, RRMS recommends approval to Administrator, OCD/Executive Director, NDRRMC thru CDDA-O	30 minutes	D, RRMS	
		o. CDDA-O recommends approval to Administrator, OCD/Executive Director, NDRRMC	30 minutes	CDDA-O	
		p. HEA to CDA reviews the letters to concerned OCDROs for final approval and signature of the CDA	1-2 days	HEA to CDA	
		q. DFMD does appropriate action (approved or for revision of the letter)	2 hours	DFMD	
		r. Dispatched approved letters of request to concerned Regional Offices thru JRS	30 minutes	Records Section	
END OF TRANSACTION					

Feedback, Complaint and Redress Mechanism

If you have any complaint on how you were served, please feel free to contact us. Rest assured that we shall address your complaints within ten (10) working days upon receipt thereof.  
Please contact the Office of the Director, AFMS at 911-5061 loc 106.