

## 6. DAVNOR 911 Emergency and Disaster Hotline

This service is used to report and assist any type of disaster and emergency circumstances.

<b>Office or Division:</b>	PADO, PDRRMD, DavNor 911 Emergency & Disaster Hotline			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to business G2G - Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	all			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Emergency Calls		Caller		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Dial 911 or 112 for Globe emergency hotline and for SMART emergency hotline number dial 0999-225-1967, 0999-226-1967,	1. Take the call and validate if the call is legitimate or prank call	None	1 minutes.	<i>Personnel on Duty Adm. Aide I</i> PADO-PDRRMD
2. Notify 911 the type of emergency assistance needed and provide all necessary information	2. Gather necessary details and information, nature of emergency.	None	3 minutes	<i>Caller Taker Adm. Aide I</i> PADO-PDRRMD
3. Receive instructions to help manage the situation and wait for response team to arrive	3. The call dispatcher select an appropriate method of response based on the call received.	None	2 minutes	<i>Call Dispatcher Adm. Aide I</i> PADO-PDRRMD
	3.1. Dispatched the call to the nearest LGUs base on the incident location.  3.2. Provide pertinent information to responders and give appropriate	None	3 minutes	<i>Call Taker Adm. Aide I</i> PADO-PDRRMD

	aide and direction for proper response through the caller.			
<b>TOTAL:</b>		<b>NONE</b>	<b>9 minutes</b>	