



3. CCTV OPERATION

Provides 24/7 CCTV surveillance, monitoring and reviewing of accidents, disasters and crimes.

Office/Division:	Municipal Disaster Risk Reduction & Management Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police report and valid government-issued ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to MDRRM Office, second floor	1. Ask the client of his/her purpose of appearing in the office.	None	1 Minute	<i>CCTV Operator</i> MDRRM Office
2. Give the Police Report and present the ID	2. Receive the Police Report and ID 2.1 Photocopy the received ID	None	1 Minute	<i>CCTV Operator</i> MDRRM Office
3. Fill up the information needed on the CCTV Request Slip provided by the office	3. Ask the client for additional information about the exact time, exact location and nature of the incident	None	3 minutes	<i>CCTV Operator</i> MDRRM Office
	4. Review the CCTV footage in accordance to the client's provided information	None	15 minutes to 4 hours	<i>CCTV Operator</i> MDRRM Office
	5. Provide CCTV footage recording as requested by the client involved with the permission of the police	None	10 minutes to 2 hours	<i>CCTV Operator</i> MDRRM Office
	6. Filing of reports and records	None	1 minute	<i>CCTV Operator</i> MDRRM Office
Total		None	6 hours and 6 minutes	