



PHILIPPINES 2000



Administrative Order

No. 51

Series of 2003

DEPT. OF SOCIAL WELFARE & DEV'T
ICE ROAD, CONSTITUTION HILLS, Q.C.

APR 09 2003

LEGAL SERVICE
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Subject: **Omnibus Guidelines and Procedures on the Maintenance and Operation of the National Resource Operations Center (NROC)**

I. Introduction

This Administrative Order (AO) amends and consolidates important aspects and pertinent provisions of Department Order No. 06, Series of 2002 "Terms and Reference on the Transfer of the DSWD Resource Operation Center (ROC) formerly VABROC to DSWD - National Capital Region Field Office" and Department Order No. 16, Series of 2000 "Amendment of Department Order No. 06 Series of 2002" and provides additional guidelines on the maintenance and operations of the National Resource Operation Center (NROC).

The same guidelines and procedures shall also serve as basis in the maintenance and operations of regional Resource Operations Center.

II. Name and Nature of Operations

The Resource Operation Center (ROC), formerly known, as the Villamor Air Base Relief Operation Center shall now be called the NATIONAL RESOURCE OPERATIONS CENTER. (NROC). It shall serve as the national facility for the storage, handling of all donations and relief goods/commodities of the DSWD. It may also serve as a venue for stripping, opening of container vans of goods donated to DSWD or to NGOs under the following nature or relevant Tariff and Customs laws and issuances as well as repacking and safekeeping of such goods whenever necessary until these are shipped or transported to its final destination:

1. Foreign donations intended for Non-Government Organizations (NGOs) licensed and accredited by DSWD as provided for in Sec. (e) of the TCCP.
2. Confiscated/Forfeited goods donated by the Bureau of Customs to the Department.

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III. Management and Supervision

A. Overall Supervision

The management and supervision of the National Resource Operation Center (NROC) is transferred from the DSWD-NCR to the Administrative Service, DSWD.

The NROC shall be managed and supervised by the Administrative Service, DSWD Central Office. Overall direction and decision for the disposition of the goods thereat is lodged with the Office of the Undersecretary designated by the Secretary for the purpose. The National Operation Office (NOO) shall assist the National Resource Operation Center (NROC) in the discharging of its task and functions through rationalization of needs and allocation of resources thereat.

B. Manpower Complement

The Administrative Service has direct supervision over the following NROC personnel who shall constitute its minimum manpower complement. For exigency of the service, the existing personnel discharging the functions of the following positions shall still be maintained and assigned thereat in accordance with Department Order NO. 06, Series of 2002.

No. of Staff	Plantilla
1	Administrative Officer III (Head)
1	Warehouse Man II
	Clerk II
1	Driver II
3	Laborer I
	Utility Worker I

C. Other Support Services/Resources:

Augmentation manpower support from other units of the Department may be deployed depending on need particularly during occurrence of massive/large scale disaster operations where the need for repacking, transport, deployment of goods to affected field offices are urgently required.

As stated in Department Order 14, Series of 1999, a portion of the budget appropriation provided for under the General Appropriation Act (GAA) relative to "Assistance to Victims of Disaster and Natural Calamities including Handling and Hauling of Commodity" shall be used to support the operations and requirements of the NROC.

IV. Systems and Procedures

1. Acquisition

All procured and donated commodity donations shall be accepted and stored at NROC for inventory, inspection, valuation and allocation to end-users.

2. Donations Received

2.1 Stripping

Stripping of container vans of goods/commodities to DSWD and those for NGOs endorsed for duty free entry by the DSWD, shall be done at NROC with the presence of NGO representative/s and the Screening Committee representative/s created under Department Order No. 01 Series of 1999.

2.2 Sorting and Repacking

As much as possible, food commodity donations to be accepted shall have at least 30 days expiration period. For donated foodstuff bearing less than 30 days consumption date; the Center Head shall inform Operations Staff Field Director for its immediate allocation. Operation Staff Director will prepare RIS for approval of the Undersecretary for use of the centers/institutions within region.

A pack for a family of six (6) members shall contain goods that are not perishable, easily damaged and appropriate for the family members such as rice, canned goods, assorted used clothing, milk, bedding, etc.. These contents shall be subjected to periodic review by the programs/operations bureau to determine its responsiveness to the needs of the family.

Goods shall be sorted out for easy repacking into family packages.

2. Maintenance

As a national resource and storage facility, relief goods necessary to maintain the stock level requirement shall be procured if donations are not sufficient.

- 2.1 The NROC shall maintain 5,000 family packages at any given day during the peak of the rainy or typhoon months, particularly May - October and 3,000 family packages for November - April which are the lean months for typhoon occurrences.
- 2.2. Correspondingly, the Field Offices shall maintain at least 1,000 family packages at their level at any given days during peak disaster season and 500 of the same goods at lean months if found feasible. The Field Offices shall also assess the need for re assess requirement and be made accountable to ensure timely response for any disaster relief operation.
- 2.3. A commodity tracking and accounting system shall be installed to facilitate tracking the movement of donations including regular monitoring of expiration dates to avoid undue spoilage.
- 2.4. Inventory of condition of goods shall be done on a quarterly basis to determine level and status of stockpile and the fitness of food products for human consumption.
- 2.5. Perishable goods on stock shall be religiously monitored by the NROC. The NROC OIC shall be accountable for any expired commodities not reported to the National Operations Office for immediate allocation/utilization and for the Administrative Service of disposing of perishable items.

3. *Disposition / Utilization:*

The NROC personnel shall follow the following procedures:

- 3.1. Request from the DSWD Field Offices
 - a. For control and cross-reference purposes, only pre-numbered RIS form from the property and Supply Division shall be used for approving and releasing of goods from the Center.
 - b. The Office of the Undersecretary shall review, assess and approve all requests for relief goods to be taken out from NROC. Unless otherwise authorized by the Secretary or Undersecretary designated for the purpose, no goods/commodities shall be released without an approved RIS. In case of emergency and the signatory is not available, the Assistant Secretary for Operations is given special authority to approve and disapproved requests.

- c. All approved and numbered RIS shall be forwarded to NROC for the preparation of Tally Out Sheet (TOS) of commodities for release.
 - d. NROC shall coordinate with the requesting Field Office (FO) on the details of the release and withdrawal of goods. Requests from intermediaries should therefore be coursed through the regional office concern.
- 3.2. Request coming from other proponents (including legislators, Local Government Units, Non-Government Organizations, etc.)
- a. Request from other proponents addressed to the Secretary and received by the Office of the Secretary shall be referred to the Office of the Undersecretary for action.
 - b. No request shall be directly released from NROC. The National Operations Office request to FO for validation and assessment prior to the approval of the Undersecretary. At the same time, prepare RIS for approval of the Undersecretary and shall be forwarded to NROC for the preparation of TOs and commodities for release after its approval.
 - c. The NROC shall coordinate with the proponent on the details of the withdrawal of commodities.
 - d. Commodities shall be released only to the proponent or his/her duly authorized representative upon presentation of written authorization, valid ID and a copy of the letter of request.
 - e. The Office of the Undersecretary shall inform the proponent in writing and the FO concerned, to ensure project implementation, distribution and liquidation of commodities.
 - f. The proponent will acknowledge and confirm receipt of goods copy furnished Office of the Undersecretary and FO concerned.
 - g. The proponent shall submit to Central Office (CO) liquidation report (Relief Distribution Sheet) thirty (30) working days after distribution of commodities to beneficiaries copy furnished FO which has jurisdiction over the area. Non-submission of said report by the proponent will be subjected to appropriate sanction/s.

3.4 Escorting

1. Designated DSWD representative shall do escorting of NGO-consigned container vans to its point of destination. Staff escort shall submit a written report including recommendations on the escorting of NGO commodities from NROC to its point of destination to the Undersecretary copy furnished concerned FO where the DSWD licensed NGO is operating. Cost for hauling shall be charged against object 06 of disaster funds.
2. In case DSWD vehicles or military trucks are used for transporting goods to other FOs, the Administrative Service is allowed to provide per diem or honorarium to NROC or other staff and/or military escorts, chargeable against Object 02 or Object 29 of the Disaster Funds, subject to usual done by NROC staff their travel orders outside NCR shall be facilitated by the Administrative through the Office of the Undersecretary.

V. Delineation of Functions

A. Office of the Undersecretary

1. Approves RIS / Parties Request for procurement of goods and issuance of goods from stock;
2. Approves the annual relief augmentation plan of LGUs submitted by the FOs; and
3. Approves deployment of personnel for NROC.

B. National Resource Operation Center:

Under the direct supervision of the Office of the Undersecretary shall perform the following duties and responsibilities:

1. Provide administrative supervision over the NROC personnel,
2. Maintain a warehouse for the safekeeping of food supplies and other relief goods/commodities;
3. Release/deliver relief goods based on approved RIS;
4. Ensure appropriate warehousing procedures and maintenance are in place to prevent loss and damage to food supplies and goods;

5. Ensure proper documentation of the receipt and release of food supplies and other relief goods; and
6. Maintain a monitoring/tracking system for the goods by source, whether purchased by the agency or from local and foreign donations, to determine, among others, stock levels, early warning information on expiry dates of food commodities, movement/utilization of goods.
7. Prepare report of donated goods received and submit to PSD and Accounting for booking purposes.
8. Prepare and submit monthly supply adjustment report to PSD and Accounting (both procured and donated goods)
9. Coordinates with Administrative Services on need of repair and maintenance of NROC facility and its surroundings.

C. Administrative Service shall:

1. Provides overall supervision of NROC.
2. Procure food supplies and other relief goods commodities based on approved requisition and issue slip (RIS) and have the goods delivered to NROC;
3. Provide alternative handling, hauling and transport services as may directed by the NPO;
4. Provide services for the repair and maintenance of NROC building and office equipment; and
5. Provide escorting services during transport of goods to the DSWD field or other recipients offices, as needed.

D. National Operations Office

1. Assess/evaluate and recommend action on the annual relief augmentation plan;
2. Monitor occurrences of disaster and determines requirement for augmentation;
3. Recommend issuance/release of food supplies and other relief goods from stocks; consequently prepares the necessary RIS;

4. Recommend issuance/release of food supplies and other relief goods from stocks; consequently prepares the necessary RIS for procurement of supplies.
5. Evaluate and recommend requests of NGOs for duty-free endorsement;
6. Monitor/utilization by the NGOs of the donated goods granted duty free privileges endorsed by the DSWD;
7. Supervise stripping and re-packing of goods purchased by the agency or received from local or foreign donors; and
8. Submit periodic report on the level of inventory and status of goods/commodities on stock.

E. *Finance Service:*

1. Undertake valuation of donation received by DSWD.
2. Book up the donations for the Department.

F. *Field Office*

1. The DSWD Field Offices shall maintain their own Regional Operations Center (ROC) to ensure timely response to requests for augmentation.
2. The Regional Director shall designate a focal person to handle the same and to coordinate with the ROC

VI. Recording and Documentation

NROC shall maintain a central record of

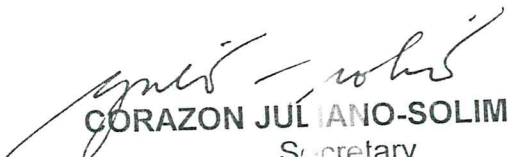
- a. All goods/commodities coming in and out of the Center;
- b. Duplicate copy of the RIS for ready reference;
- c. Copy of Valuation Committee report on donated goods/commodities valued;
- d. Updated records on used and purchased goods for warehousing; and other office records on ledgers, inventory of property/equipment

- e. Summary of monthly supplies adjustment Report of both donated and procured goods.

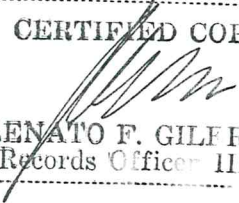
VII. Effectivity

This order takes effect immediately and supersedes previous issuances inconsistent herewith.

Issued in Quezon City, this 2nd day of April 2003


CORAZON JULIANO-SOLIMAN
Secretary

A CERTIFIED COPY


RENATO F. GILFER
Records Officer II