



Administrative Order No. 02  
Series of 2020

**SUBJECT : ENHANCED GUIDELINES ON THE DEPLOYMENT OF THE QUICK RESPONSE TEAM**

## I. RATIONALE

The Philippines is prone and vulnerable to various disasters (natural and/or human induced). Hence, it is necessary to strengthen and develop mechanisms on disaster response following demands and challenges such as climate change, volcanic eruptions, tsunamis, storm surges, earthquakes, and fire incidences.

The Department of Social Welfare and Development (DSWD), as Vice-Chairperson for Response pursuant to Republic Act No. 10121 also known as the *Philippine Disaster Risk Reduction and Management (PDRRM) Act of 2010*, is mandated to provide augmentation assistance whenever the resources of the affected Regions, Provinces, and Local Government Units are insufficient.

Consistent with this mandate, the DSWD invested in the capabilities or capacities of its employees to strengthen the workforce of the Department in responding to massive disasters following its concern to continuously provide assistance in the form of food and non-food items, temporary shelter, psycho-social support, and early recovery services to uplift human condition and social situation along with human rights protection and welfare. The DSWD, through the Disaster Response Management Group (DRMG), affirms the advantage of a huge number of human resources from the DSWD Central Office (CO) and Field Offices (FOs) to assist the affected DSWD FO to continue its disaster response operations, hence, the guidelines on the deployment of the Quick Response Team (QRT).

## II. LEGAL BASES

These guidelines are anchored on the following:

### 1. National Laws/Policies and Issuances

- a. Republic Act No. 10121 or the PDRRM Act of 2010 *which advocates and promotes community based disaster management. This law spells out the roles and responsibilities of members of the National Disaster Risk Reduction and Management Council (NDRRMC) as well as their counterpart at the regional, provincial, and city/municipal levels.*
- b. The National Disaster Response Plan (NDRP) is the government's "multi-hazard" response plan that aims to provide the processes and mechanisms to facilitate a coordinated response from the national down to the local level agencies.

## 2. DSWD Issuances

- a. Administrative Order No. 3, series of 2015 or the Disaster Response Operations Guidelines, *define the procedures for providing augmentation support to disaster affected areas.*
- b. Memorandum Circular No. 4, series of 2008 or the Guidelines on Strengthening the Social Welfare and Development (SWAD) Team at the Provincial Level, *aims to strengthen the SWAD Team by providing its Terms of Reference (TOR).*
- c. Department Order No. 26, series of 1998 or the Quick Action and Response Team (QUART) Guideline, *outlines the need for the DSWD to provide augmentation to LGUs during disaster response operations.*

## III. OBJECTIVE

These guidelines are crafted to provide timely, efficient, and appropriate resource augmentation/assistance to the affected DSWD FO and/or LGU; more specifically it aims to:

1. Define the QRT and its TOR;
2. Define the general procedures on the deployment of DSWD QRT during disaster response operations and management; and
3. Ensure the safety and security of the QRT members during disaster operations through a defined process, guide, and key reminders for responders.

## IV. THE QUICK RESPONSE TEAM

It is a composite team (regular, contractual, casual, cost of service, and job order) of authorized DSWD personnel from the CO and FO ready to be deployed to affected areas to assist/augment the affected FOs and/or LGUs in delivering disaster relief/humanitarian services to the affected families immediately after the onset of a natural or human induced disaster.

As QRT members, deployment and mobilization in times of disasters/calamities are on a "Jury Duty"<sup>1</sup> considering the Department's mandate on disaster response management as provided by RA 10121. This function shall be included in their respective Individual Performance Contracts (IPCs) as proof of their commitment as QRT members.

## V. COMPOSITION AND FUNCTION

### 1. Central Office

- a. The DRMG is the backbone of all disaster related operations of the Department comprising of the Disaster Response Management Bureau (DRMB), National Resource and Logistics Management Bureau (NRLMB), and Office of the Undersecretary and Assistant Secretary of

<sup>1</sup> Obligated and required unless officially excused



the DRMG. Thus, it shall compose the core personnel of the CO-QRT and shall be responsible in organizing the CO-QRT members.

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- b. In case of large scale disaster operations, and upon request for augmentation or assumption of duty of the affected FOs, the organized QRT from other offices, bureaus, services, and units (OBSUs) will be mobilized to augment the DRMG.
- c. CO-QRT can also be deployed to FOs as per the assessed need by the CO Management subject to the approval of the Secretary or his/her authorized representative.

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## 2. Field Office

- a. Under the direction and guidance of the Regional Director (RD), different staff/personnel from various units/services shall compose the FO-QRT. A Special Order (SO) shall be issued for this purpose:
- b. The FO-QRT shall be composed of the core personnel of the Disaster Response Management Division (DRMD). They shall organize the FO-QRT and act as the overall lead team at all times.
- c. The SWAD Team and Provincial/City/Municipal Action Teams (P/C/MATs) shall serve as the first responder to augment the LGUs. The FO-QRT members shall augment the SWADT/P/C/MATs as may be assessed by the FO Management.
- d. The FO-QRT members may be mobilized to augment and support other FOs as the need arises. The DRMG shall notify the FO-QRT members through an approved memorandum duly signed by the Undersecretary of DRMG on the request for support and/or augmentation to other affected FOs.

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## VI. DEPLOYMENT

### 1. Activation of the QRT

In the event of a disaster/calamity, the QRT members will be notified by the DRMB and the DRMD to be ready for deployment at any given time. The activation of the QRT shall be based on the response alert level (white, blue, or red) as may be agreed and raised by the National/Regional Disaster Risk Reduction and Management Council (N/RDRRMC). The triggering factors of deployment may include damage to properties, loss of lives, and massive displacement of families that require additional assistance, support, and augmentation to FOs, Provinces, and/or LGUs.

For the FOs, the deployment of the QRT shall be based on the provision of Technical Assistance and Resource Augmentation (TARA) along disaster response operations and management to Provincial Offices/LGUs vis-à-vis monitoring of the effects of disasters/calamities for immediate action and further disposition.



For the CO, the deployment of the QRT shall be based on the request of the FOs for provision of TARA. In cases where the FOs are affected and could no longer perform their functions, the CO-QRT shall assume accountability and responsibility. In the event that the majority of Field Office staff are affected by a disaster/calamity, the Central Office may assume the operational and administrative control of the disaster response operations subject to the approval of the Secretary or his/her authorized representative through a signed SO for this purpose.

## 2. Areas of Deployment

The QRT may be positioned/assigned in the following areas where expertise is needed:

- a. Camp Coordination and Camp Management;
- b. Warehouse and Logistics Management;
- c. Rapid Damage Assessment and Needs Analysis (RDANA);
- d. Post Disaster Needs Assessment (PDNA);
- e. Livelihood Immediate Needs Assessment (LINA)
- f. Livelihood Recovery and Rehabilitation Needs Assessment (LRRNA);
- g. Relief Operations;
- h. Psychosocial Support Services;
- i. Escorting of Relief Resources;
- j. Provision of Technical Assistance on Information Management;
- k. Rapid Emergency Telecommunications;
- l. Meeting/Workshops during response phase and post disaster phase;
- m. Post-disaster activities during recovery and rehabilitation;
- n. Duty in Emergency Operations Center (Regional/National and other Satellite Offices); and
- o. Other areas of disaster operations that may be identified by the DSWD Management.

## 3. General Procedure

### a. Pre-Deployment

**An SO shall be issued by the Secretary on the composition of the CO-QRT while the RD shall issue an SO for their respective FO-QRT members based on the list submitted by the different OBSUs.**

- i. Directors/Head of Bureaus/FOs shall officially endorse lists of QRT members to the DRMB.
- ii. The identified QRT members should accomplish the QRT Profile Form (QRTPF) which will be used for the identification of potential QRT members. The QRTPF of all QRT members nationwide shall be officially forwarded to the DRMB for a centralized database.
- iii. The list of members with corresponding SO signed by the Secretary for the CO and RD for the FO shall be the official QRT



members of the Department. They are the eligible staff for deployment, unless a new SO has been released for this purpose.

- iv. The DRMB/D shall ensure updating of members and profiles of QRTs. Likewise, an SO shall be signed by the Secretary/RDs annually for this purpose.

**Learning Development Interventions (LDIs) should be provided to QRT members.**

- i. The DRMB will serve as the focal bureau, in coordination with the Social Welfare Institutional Development Bureau (SWIDB), to ensure that appropriate capacity and capability building interventions are provided to the QRT members.
- ii. LDIs on Camp Coordination and Camp Management (CCCM), Food and Non-food Items (FNIs), Warehouse and Logistics Management, Emergency Telecommunications, and Protection of Internally Displaced Persons (IDPs) shall be provided to the QRT members, for them to be equipped along these fields. Moreover, other standardized trainings related to disaster preparedness, response, and early recovery protocols shall be conducted.
- iii. For the CO-QRT members, LDIs on all DRRM related topics shall be provided and spearheaded by DRMB in coordination with other agencies as considered necessary.
- iv. For the FO-QRT members, DRMD, in coordination with FO-Capacity Building Unit (CBU) shall conduct identified LDIs in line with disaster response. It shall be included in the Work and Financial Plan (WFP) of DRMB for appropriate funding. Likewise, the DRMD can request for support and/or augmentation from DRMB in providing LDIs as the need arises.
- v. A confirmation of travel shall be signed by the DRMB Director or RD when QRT members are deployed immediately after the occurrence of a disaster/calamity/incident.

**Issuance of Supplies/Kits/Materials to QRT members**

The DRMB/D shall provide the necessary Personal Protective Equipment (PPE), supplies, and materials to QRT members, who shall be made accountable for the supplies and materials through a distribution list duly signed by the members. These shall be issued by the DRMB/D prior deployment primarily during the conduct of operational briefing or orientation. Likewise, the DRMB/D shall regularly check the distribution list to monitor PPE and other supplies provided.



- i. In the event of resignation/retirement of the members, PPE should be retrieved and returned to the concerned bureau subject to existing guidelines.

**Upon activation of the response alert level that requires augmentation assistance, an e-mail blast advisory to CO-OBSUs/FO-QRT shall be sent informing QRT members to be on standby alert for possible deployment.**

- i. The DRMB/D shall identify the QRT members to be deployed based on the needed augmentation vis-à-vis the profile of QRT members. Cultural background, dialects, trainings attended, skills, and other necessary aspects shall be considered.
- ii. Length of stay/deployment shall be clearly stated in the SO and Travel Authority for the QRT members.
- iii. Upon identification, the QRT members shall automatically signify readiness for deployment given the urgency of all disaster response activities. In the event that the identified QRT member is not available, a written notice of justification shall be forwarded by the member duly signed by his/her Director/Head with recommendation for replacement.

b. Actual Deployment

**Briefing and Orientation**

- i. During the on-site deployment, the QRT members shall be provided with briefing and orientation by the DRMB/D regarding the scenarios on the ground (updates, gaps, challenges, etc.).
- ii. The RD of the affected Region or his/her authorized representative, shall supervise and provide orders to the augmenting QRT members.
- iii. DRMB/D shall maintain strong collaboration on areas needing augmentation of the QRT.

**Safety and Security Protocol**

- i. Entering a disaster affected area to provide augmentation/assistance requires skill, awareness of the environment, knowledge about the key issues, and the right frame of mind. It involves significant safety and security risks and welfare concerns. DSWD teams and individual staff need to be mentally and physically prepared and equipped to perform their work in these difficult and stressful circumstances. To be able to ensure safety, security, and welfare of the QRT members, it is imperative to keep in mind the following;

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- Keep the QRT manager/leader informed of a member's whereabouts at all times;
  - Share information and listen to other members of the DSWD teams, and of other agencies;
  - Have the appropriate equipment and first aid kit, and ensure that someone in the team knows how to use these. Anticipate threats to safety and react calmly;
  - Carry DSWD identification at all times;
  - Practice "buddy system";
  - Abide by Local Government Ordinances, local security rules, information, and recommendations as applicable;
  - Be aware of cultural practices;
  - Always provide feedback and accomplish required reports using approved protocols and/or templates on QRT shifts, trips, and incidents to your team leader or manager; and
  - Ensure vehicle safety and security.
    - *Vehicle safety and security plan should describe ways to ensure less accidents and increase safety for DSWD staff using vehicles and other forms of transport (by river, sea, or air) in disaster operations.*
    - *This can be documented during the conduct of planning prior to deployment.*
- ii. QRT Members should have a well-coordinated plan on field movement. Prior to actual deployment, locations and field positions must be thoroughly discussed within the team. The exact preparations required before travelling must be adapted to suit the local context, specific threats that exist, and the nature of the trip. Even in areas of relative safety and security, it is important to always keep in mind the following:
- Awareness on security situations;
  - Seek authorization from QRT Leaders/Managers; and
  - Study the route and find out as much as possible about the road conditions, potential hazards, presence of checkpoints, and other factors that could delay or hinder the deployment.
- iii. Whether working for the CO or for the FO, it is the responsibility of the QRT members to inform their QRT Supervisor/Team Leader of any travel plan prior to any field movement into disaster affected areas.
- For DSWD vehicles, details of the registration number of the vehicle;
  - Names of the driver and passengers;
  - Proper documentation – vehicle registration papers, mission order, and proper ID;
  - Call signs (if fitted with radio);
  - Origin and destination of the journey;
  - Intended route; and

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- If the vehicle is part of a convoy and other vehicles in the convoy;
  - Any planned stops along the route;
  - Expected time of departure; and
  - Expected time of arrival.

- iv. DSWD personnel who are identified/assigned for deployment to disaster areas should undergo a medical check-up and receive medical clearance from a resident physician/government doctor or any available doctor/physician from other government agencies that they are physically and mentally fit for deployment.

Likewise, the DSWD management should also ensure that the staff to be deployed has coverage for:

- Life Insurance;
  - Health Insurance; and
  - Travel Insurance.
- v. A **deployment plan** should be the basis of the Undersecretary/Director in the approval of the request for authority to travel to ensure that the management is well informed on deployment/field work. The deployment plan includes:
- Length of stay;
  - Expected activities; and
  - Target areas/Provinces/LGUs.

The deployment plan can be submitted in the form of a memorandum to the Director/Undersecretary without any standard format indicating all necessary information needed prior deployment.

- vi. For safety and security of both responders and affected population, the photos and videos captured during deployment shall be utilized responsibly. Posting photos and videos of disaster victims on social media without official purpose and official directive from the head/supervisor or the DSWD management should be avoided.

### Expenses of QRT Members

When the QRT members are deployed, they may be reimbursed for their actual transportation costs and/or allowable travelling expenses as provided in the existing rules and regulations pertaining to travelling expenses, chargeable against the Quick Response Fund (QRF) of the Department. Advance payment of travelling expenses incurred by the QRT during their deployment may be allowed provided that the required travel authority and/or guarantee letter for MOA Workers and Job Orders are secured from the authorized official of the Department. Thus, cash advance for travel shall be liquidated within thirty (30) days after their





return to office. Further, the grant for cash advance shall not be issued to those persons with previous un-liquidated cash advance.

### Cash Advance (CA)

- i. Deployed QRT members are eligible to receive reimbursement of their basic needs costs. To avoid financial difficulties for the responding officers and their family during their absence, the QRT members shall be provided Cash Support to be utilized during the tour of duty. **The range of the CA shall be within the parameter of allowable travelling expenses per Executive Order No. 248 as amended under Executive Order No. 77.** Administrative Officers of DRMG/FOs shall facilitate Cash Advance with urgency. The Cash Advance will be provided to an Accountable Personnel (Special Disbursing Officers) of the Department in accordance with existing rules and regulations. The MOA/JO personnel shall be provided cash support for their expenses thru the SDOs subject to the prescribed liquidation requirements.

### Reimbursement

- i. Travelling expenses of the QRT are chargeable against Disaster Funds and shall be liquidated subject to the rules and regulations of Commission on Audit (COA).
- ii. **For the QRT members who waived their CA**, they shall prepare necessary documents for reimbursement subject to COA rules and regulations. Reimbursement of travelling expenses is subjected to the allowable parameter for travelling expenses as provided by EO 298 chargeable against the QRF.

### c. Post Deployment

#### Length of Deployment and Departure

- i. The QRT shall be deployed for a maximum of ten (10) days (excluding travel time) based on the scale of the disaster situation. The length of deployment should be stated clearly on the provision of authority to travel.
- ii. Before leaving the area, QRT members should brief their replacement (incoming QRT members) on all pertinent information needed to ensure continuous performance of tasks and functions.
- iii. The Department considers the well-being of the QRT members during augmentation; hence, Mental Health and Psychosocial Support Services (MHPSS) shall be provided to the QRT members by trained workers upon completion of assignment/tour of duty.

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## Documentary/Reportorial Requirements

- i. Consolidated After Mission Reports/Feedback Report;
- ii. Situation Reports;
- iii. Photo/Video Documentations; and
- iv. Summary of Agreements (SOA) with partners

## Over Time Services rendered during the Tour of Duty

- i. Monetization of overtime claims shall be subjected to the regular process of the Department as per DBM and CSC's Joint Circular No. 1, series of 2015 – Policies and Guidelines on Overtime Services and Overtime Pay for Government Employees. The necessary documents shall be secured by the requesting party to facilitate request for monetary overtime pay subject to the availability of fund in their respective bureaus/units.
  - For CO-QRT, monetization of overtime claims cannot be requested during deployment to FOs. QRT can **only** monetize overtime duty rendered at the DSWD Operations Center, NDRRMC Operations Center, and other formal and authorized travel within metro manila (National Capital Region) with maintained log of "time-in" and "time-out", locator slip and/or certificate of appearances.
  - For FO-QRT, monetization of overtime claims cannot be requested during deployment to **other** field offices. QRT can **only** monetize overtime duty rendered at the DSWD FO Operations Center and RDRRMC Operations Center, Incident Command Posts and other formal and authorized travel within their respective Region with maintained log of "time-in" and "time-out", locator slip and/or certificate of appearances.
- ii. Compensatory Day/s Off (CDO) shall be provided to QRTs who are deployed during weekends and holidays.

## VII. EFFECTIVITY


This Order shall take effect immediately and shall be reviewed and updated every two years as deemed necessary.

Issued in Quezon City, this 20<sup>th</sup> day of FEBRUARY 2020.

  
ROLANDO JOSELITO BAUTISTA  
Secretary

Department of Social Welfare and Development

Certified True Copy:

  
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