



**ADMINISTRATIVE ORDER**

No. 16

Series of 2022

**SUBJECT: ESTABLISHING THE MECHANISMS TO SUPPORT THE  
INSTITUTIONALIZATION OF THE AGENCY OPERATIONS CENTER (AOC)**

**1. RATIONALE**

The Agency Operations Center (AOC) was established on April 11, 2020, provisionally to provide a command and control facility for the Secretary of the Department of Social Welfare and Development (DSWD) to monitor and coordinate the Department's implementation of the Social Amelioration Program (SAP) or the Emergency Subsidy Program (ESP) to the most affected families and individuals of areas under community quarantine<sup>1</sup>. Despite some limitations as a provisional unit, the Center established its presence and played its role well as a consolidator and provider of data in addressing grievances of clients, thus allowing the Department to fully coordinate the implementation of the SAP or ESP. The accomplishments of the Center have underscored the need to institutionalize it within the Department with an expanded role of monitoring and coordinating not only special programs such as the SAP or ESP but all operational activities of the Department for better supervision and control.

The current status of the AOC as a temporary or provisional unit, however, limits its capability from performing such an expanded role because it lacks the authority to do so and does not have the full complement of a regular organization or unit with the resources of its own that can match its stated role. As such, the Department had issued Administrative Order No. 20 series of 2020 which provides, among others, for the improvement of the functions of the AOC as one of the priorities of the Department. Hence, there is a need to institutionalize the existence of the Center by making it a regular part of the organizational structure of the Department.

On the other hand, Administrative Order 01 series of 2019 provides for the activation and operationalization of an Operation Center under the OSG with functions that are the same as the stated functions of the expanded AOC. The activation and operationalization of a new unit, however, need more time to be fully operational with all the attendant constraints such as recruitment, training, and deployment which is not favorable to the present situation. To dispense with those impediments, there is a need for the activated Center to be filled up with ready personnel and equipment that could shorten the transition towards its full operationalization.

<sup>1</sup> Memorandum from the Secretary, SWD dated April 11, 2020, Subject: Establishment of Agency Operations Center for the Department's Task Force COVID 19



Foregoing considered the requirement for the institutionalization of the AOC and the activation and operationalization of the Operation Center under the Office of the Secretary Group (OSG) can be realized through the merger of the two units.

## 2. LEGAL BASES

**Republic Act (RA) No. 9485** An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor otherwise known as the "Anti-Red Tape Act of 2007".

**RA No. 11032** otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

**Executive Order No. 292** (25 July 1987) the Administrative Code of 1987. Para 2, Section 7, Chapter 2 of the said Code under the powers and functions of the Department Secretary which include, among others, the following: a) Establish the policies and standards for the operation of the Department pursuant to the approved programs of governments, and b) Promulgate administrative issuances necessary for the efficient administration of the offices under the Secretary and for the proper execution of the laws relative thereto.

**Executive Order No. 06** dated 14 October 2016 - Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center.

**CSC Resolution No. 081471** dated 24 July 2008 or the Implementing Rules and Regulations of the Anti-Red Tape Act of 2007.

**2022 General Appropriations Act** - Stipulates that heads of departments shall adopt institutional strengthening measures to enhance productivity and improve service delivery.

**DBM-CSC Resolution No. 1 Series 2006** - Rationalization Program's Organization and Staffing Standards and Guidelines.

**DBM Budget Circular No. 2018-4** dated 16 Oct 2018 - Index of Occupational Services, Occupational Groups, Classes, and Salary Grades, CY 2018 Edition.

**DSWD Administrative Order No. 01 s 2019** - Management Reorganization of the DSWD Central Office indicates the existence of an Operation Center under the Office of the Secretary Group as part of the new structure of the DSWD.

**DSWD Administrative Order No. 20 s 2020** - The Fiscal Year 2021 DSWD Thrusts and Priorities.

3. **ORGANIZATIONAL CHANGES.** To activate and operationalize the Operation Center as provided for in Annex B of the Administrative Order Number 01 series of 2019 and to institutionalize and enhance the operation of the AOC as mandated by Administrative Order No. 20 series of 2020, the following organizational changes are hereby implemented:





- 3.1. **ACTIVATION OF UNIT.** Pursuant to Administrative Order Number 01 series of 2019, the Operation Center under the Office of the Secretary Group (OSG) is hereby activated effective upon approval.
- 3.2. **MERGER OF UNITS.** In the exigency of the service, the newly activated Operation Center and the provisional AOC shall be merged effective upon approval.
- 3.3. **RENAMING OF UNIT.** To preserve the institution of the AOC, the newly merged units of Operation Center and provisional AOC shall be renamed the DSWD Agency Operation Center (AOC) effective upon approval.

#### 4. **ORGANIZATIONAL FEATURES OF THE DSWD AOC**

- 4.1. **GENERAL FUNCTION.** The AOC is responsible for establishing and operational connectivity with Field Offices (FOs), Offices, Bureaus, Services, and Units (OBSUs), and relevant stakeholders regarding the required systems during normal and emergency operations to ensure the implementation of the Department's programs and services. Also, in the collection, consolidation, storage, info/ data sharing, and processing of critical information that will aid primarily the Secretary, DSWD, and the key officials of the Department in planning, organizing resources, decision making, communicating instructions and other information, coordinating, monitoring and supervising activities of subordinate offices and units. Moreover, the AOC shall ensure the responsiveness and resilience of the Department's grievance mechanisms to address complaints, issues, concerns, and inquiries received through various platforms coming from both internal and external stakeholders.

The Key Result Areas of the AOC are (a) functional and timeliness of info systems and databases, which results in the quality of reports, (b) real-time connectivity with internal and external public, (c) quality of reports/information generated, (d) client satisfaction through feedback systems, (e) responsive reply to issues and grievance mechanism, and (f) sustained 24/7 operations of the AOC.

In the fulfillment of such functions, the AOC shall be placed under the Office of the Secretary Group (OSG).

#### 4.2. **SPECIFIC FUNCTIONS**

4.2.1. Enhance AOC and ROC operational and administrative policies, guidelines, and Standard Operating Procedures (SOPs) in sync with the established AOC disciplines to ensure responsiveness, resilience, and sustain the operational status of the AOC during normal and emergency situations.

4.2.2. Monitor the implementation of the Department's programs and services, collect, collate, consolidate, store and process information that will aid all key leaders and potential users within the Department in their policy

decision-making responsibilities and in the enhancement of the supervision and control of the Department's overall operation;

4.2.3. Coordinate with FOs, OBSUs, and key stakeholders real-time information to facilitate dissemination of critical data vital to the accomplishment of mission deliverables;

4.2.4. Ensure compliance with the existing cybersecurity and related security systems in the performance of the AOC mission tasks;

4.2.5. Monitor developments, gather and process information about current situations, including emergency situations requiring social work interventions to enhance the level of situational awareness of the leadership of the Department for an informed decision;

4.2.6. Establish a link to all existing information systems for programs, projects, and services;

4.2.7. Recommend, update and implement a process flow for processed and unprocessed data collection and reporting;

4.2.8. The AOC shall observe policy disciplines under the Freedom of Information (FOI) Research Protocol and ensure compliance with the existing Department's FOI guidelines;

4.2.9. Provide and maintain a database of information gathered; and

4.2.10. Performs other functions as directed.

**4.3. COMPOSITION.** The AOC shall be composed of three (3) Divisions, namely Operations Division (OD), Information Management Division (IMD), and Grievance Management Division (GMD), with the following tasks:

**4.3.1. Operations Division (OD).** This Division shall perform the overall function of coordination, and collaboration of all data from the DMD and GMD for processing, harmonizing, and synchronization analysis to produce critical information for eventual dissemination to authorized users. It shall have the following specific tasks:

4.3.1.1. Assist in the improvement of existing systems that enhance the capability of the AOC to organize data, process, analyze, store and or disseminate useful information to intended audiences;

4.3.1.2. Coordinate with the IMD and GMD for the timely submission of required data for consolidation, processing, and analysis prior to the dissemination of useful information;

4.3.1.3 Responsible for the upkeep and maintenance of a database of processed information for future reference;





4.3.1.4. Responsible for the implementation of DSWD cybersecurity on all systems maintained;

4.3.1.5. Responsible for the development and implementation of a process flow for data collection and reporting;

4.3.1.6. Responsible for handling data requests under the Freedom of Information and Research Protocol once approved by the concerned office; and

4.3.1.7. Perform other functions as directed.

**4.3.2. Information Management Division (IMD).** This Division shall perform the major function of monitoring, collecting, consolidating, storing, and processing information with the main objective of providing critical information requirements to the Secretary, DSWD, and other key officials for their policy decision-making, supervision, and control functions. It shall have the following tasks:

4.3.2.1 Develop systems that enhance the capability of the AOC to monitor, collect, analyze, store and process the information on the programs and projects of the Department;

4.3.2.2 Collect, analyze, store and process data from the programs and projects of the Department to produce useful information for the use of its key decision-makers;

4.3.2.3 Coordinate with DSWD subordinate offices/units and provide technical assistance in the preparation of reports, as necessary;

4.3.2.4 Submit consolidated reports as required; and

4.3.2.5 Perform other tasks as directed.

**4.3.3. Grievance Management Division (GMD).** This Division shall perform the major function of monitoring all grievances and concerns from both internal and external stakeholders relative to the implementation of special and regular programs of the Department using an Integrated Grievance Redress Monitoring System (IGRMS). This Division shall serve as the nucleus of the Department's grievance hub with all its derived data becoming part of the database of the AOC for operational use and for other purposes. It shall have the following tasks:

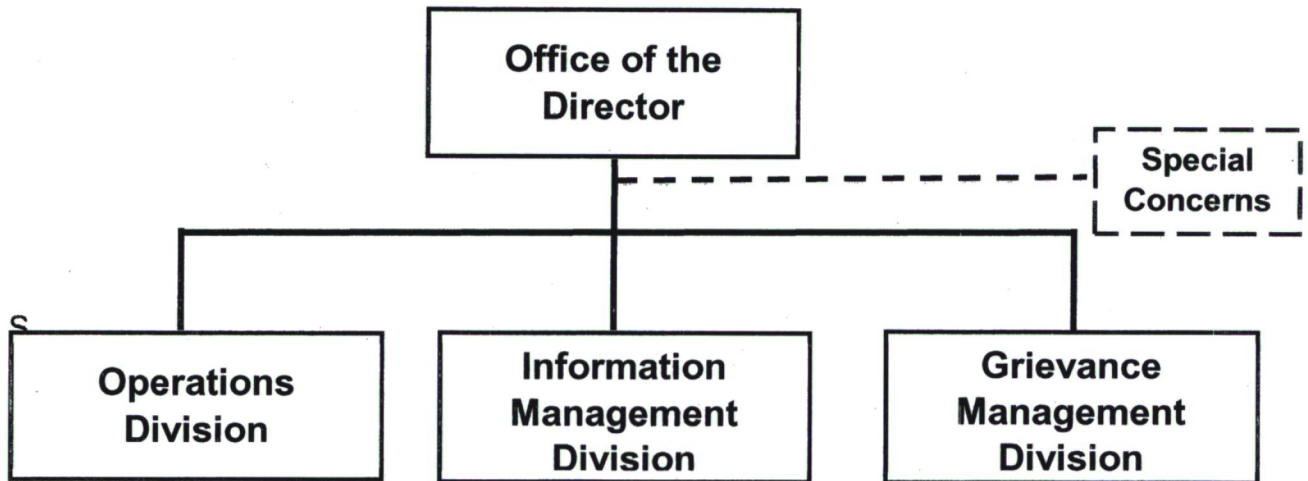
4.3.3.1. Receive, monitor, and provide an initial response to, refer and coordinate with the concerned OBSUs regarding grievances lodged in the IGRMS coming from calls, emails, and other platforms concerning the implementation of programs, projects, and services;

4.3.3.2. Receive, monitor, and coordinate with concerned offices regarding grievances received through 8888 Citizen's Complaint Hotline, Civil Service Commission, Presidential Complaint Center.

4.3.3.3. Coordinate with concerned offices and units regarding facts and other issues and concerns vis-a-vis DSWD's programs and services to provide an immediate response to the client's concerns; and

4.3.3.4. Perform other tasks as directed.

#### 4.4. ORGANIZATIONAL STRUCTURE



#### 5. INSTITUTIONAL ARRANGEMENT

- 5.1. **DSWD Field Offices.** The DSWD Field Offices (FOs) shall endeavor to establish a system or a regional operation center that will serve as a conduit to the AOC with functions similar to the AOC to collect, consolidate, and process data, including the handling of grievances for the FO's key decision-makers and submit said data/information to the AOC for consolidation and processing at the national level.
- 5.2. **Human Resource Management and Development Service (HRMDS).** To assist in the preparation of the necessary request to the DBM for the institutionalization of the AOC.
- 5.3. **Administrative Service (AS).** As to the disposition of all equipment of the provisional AOC, AS shall cause the transfer of accountability of the said equipment to the personnel of the newly established DSWD AOC.
- 5.4. **Information and Communication Technology Management Service (ICTMS).** The ICTMS shall shoulder the costs already allotted for the 16 COS personnel of the provisional AOC until such time that the funding for the personnel of the newly established DSWD AOC shall have been approved. Once approved, ICTMS to provide technical support to IT hardware and improve infrastructure to maintain the operations of the AOC.
- 5.5. **Disaster Management Response Bureau (DRMB).** The monitoring and response to emergency situations particularly during disasters requiring social works intervention in the country shall continue to be the function of the DRMB. The AOC being the main monitoring center of the Department, however, shall collaborate with the DRMB for the collection and production



of useful information on disasters for the use of all decision-makers of the Department.

- 5.6 Offices, Bureaus, and Services.** To designate personnel to act as AOC focals and include alternates to perform limited AOC functions peculiar to their competencies.
- 5.7. Operational Systems of AOC.** The Office of the Secretary (OSEC) shall allocate funds required for the effective operation of the new AOC 2022 until funds are institutionalized. The newly established AOC shall operate from allocated funds from OSEC to sustain the operation responsiveness of the AOC through current administrative and logistics support from concerned offices.
- 6. REPEALING CLAUSE.** All issuances inconsistent with the provisions of this Administrative Order are hereby repealed, modified, or amended accordingly.
- 7. EFFECTIVITY.** This Administrative Order shall take effect immediately and shall remain in force unless annulled or revoked by subsequent issuance of the Secretary.

Issued in Quezon City, Philippines.



**ROLANDO JOSELITO D. BAUTISTA**  
Secretary

Date: JUN 22 2022

Cert. True Copy:

  
23 JUN 2022  
**MYRNA H. REYES**  
OIC, Division Chief  
Records and Archives Mgt. Division