



ADMINISTRATIVE ORDER

No. 17
Series of 2023

SUBJECT : GUIDELINES ON THE OPERATION OF THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT (DSWD) DISASTER RESPONSE COMMAND CENTER (DRCC)

I. RATIONALE

The Philippines is prone and vulnerable to various types of hazards and disasters. Hence, the essence of the Philippine Disaster Risk Reduction and Management (PDRRM) Law of 2010 (Republic Act 10121) is centered on the strengthening of the country's capacity to mitigate, respond to, and recover from the impact of hazards and disasters. It is then necessary to develop and enhance existing mechanisms for disaster response management, especially after the nation's experience with the COVID-19 pandemic and the growing demands and challenges presented by climate change.

As part of the persistent effort of the Government to conform to these emerging needs in terms of disaster response management, existing laws and policies emphasized the development and enhancement of systems, processes, and procedures towards a safer, climate change-adaptive, and disaster-resilient nation.

Relative to this, the Implementing Rules and Regulations (IRR) of RA 10121 mandates every member agency of the National Disaster Risk Reduction and Management Council (NDRRMC) to establish their respective Emergency Operations Center (EOC), subject to exemptions granted by the National Council. Further, each member agency must designate a focal person for disaster risk reduction and management (DRRM) who will be responsible for the coordination of DRRM activities within their respective agencies.

This is consistent with the priority directions of the DSWD as the Vice Chair for Disaster Response and Early Recovery of the NDRRMC to establish the Disaster Response Command Center (DRCC) which is a properly equipped physical facility managed and staffed by a highly professional and competent workforce from which disaster response operations can be managed in an efficient and effective manner.

The DRCC shall generally provide strategic direction to DSWD Officials in the Central and Field Offices (FOs) in the management of disaster response operations and other related information needed, as well as facilitate task management and forward planning.

Therefore, the establishment of the DRCC is imperative in order to effectively supervise, coordinate, and report the disaster risk reduction and management efforts of the department before, during, and after emergencies and disasters.

II. LEGAL BASES

A. National Policies

1. **RA 10121 of 2010: Philippine Disaster Risk Reduction and Management (PDRRM), Act of 2010** – An Act Strengthening the PDRRM system, providing for the National Disaster Risk Reduction and Management (NDRRM) Framework, and institutionalizing the NDRRM Plan, appropriating funds therefore and for other purposes: the DSWD as the Vice Chair for Disaster Response.

RA 10121 is the legal basis for creating the NDRRMC. The NDRRMC operates on four thematic areas or pillars: (1) Prevention and Mitigation, (2) Preparedness, (3) Response and Early Recovery, and (4) Recovery and Rehabilitation. DSWD is the designated Vice-Chair for Response and Early Recovery, and as lead, the DSWD ensures that the response of the Philippine Government to disasters is well-coordinated, follows established protocols, and is clearly communicated to the public. Under this Pillar, the Department takes the cluster leadership of the Food and Non-Food Items (F/NFIs), Camp Coordination and Camp Management (CCCM), and Internally Displaced Persons (IDP) Protection and takes critical roles, as member, in all other clusters.

2. **Executive Order No. 221 of 2003 Amending EO No. 15, series of 1998: Redirecting the Functions and Operations of the Department of Social Welfare and Development** – This EO mandates the DSWD to provide assistance to Local Government Units (LGUs), non-government organizations (NGOs), other national government agencies (NGAs), people's organizations (POs) and other members of civil society in effectively implementing programs, projects, and services that will alleviate poverty and empower disadvantaged individuals, families, and communities for an improved quality of life, as well as implement statutory and specialized programs that are directly lodged with the Department and/or not yet devolved to LGUs.
3. **Republic Act (RA) 7160: Local Government Code of 1991** – This Code establishes the system and defines powers of provincial, city, municipal, and barangay governments in the Philippines. It provides for a more responsive local government structure instituted through a system of decentralization whereby LGUs are delegated more powers, authority, responsibilities, and resources.

B. NDRRMC Issuances

1. **NDRRMOC Standard Operating Procedures and Guidelines (SOPG) 2021 Edition** – provides the guidelines and standard procedures to be observed by personnel manning the National Disaster Risk Reduction Management Operations Center (NDRRMOC) to ensure efficient delivery of services and to effectively facilitate disaster response actions.
2. **NDRRMC Resolution No. 9, series of. 2021: Resolution Expanding the Coverage of Disaster Response and Early Recovery** – A resolution expanding the Disaster Response into Disaster Response and Early Recovery. As stated in the NDRRM Plan of 2020-2030, it provides key actions that give importance to activities during actual disaster response operations such as needs assessment, search and rescue, relief operations, and early recovery activities.
3. **Joint Memorandum Circular No. 2 series of 2021- Guidelines on Camp Coordination and Camp Management and Internally Displaced Persons Protection** – This guideline covers all activities before, during, and after the displacement of families affected by natural and human-induced hazards. The JMC also highlights the general policies, including the maintenance of sex and age-disaggregated data of the IDPs. Documentation and profiling of the individuals and families such as the number of children, older persons, lactating and pregnant women, and persons with disabilities inside shall be followed at all stages of its operation- following standards for reporting and recording of IDPs.
4. **NDRRMC National Disaster Risk Reduction and Management Plan (NDRRMP) 2020-2030** – The NDRRMP establishes the linkage between DRRM, climate change adaptation (CCA), and human security by focusing on climate and disaster risks. The NDRRMP provides strategic direction and guidance to NGAs, LGUs, civil society organizations (CSOs), private sector, and development partners on disaster and climate-resilience actions in the Philippines; strengthen disaster and climate risk governance by clarifying the roles, accountabilities, strategies, and activities DRRM stakeholders at all levels; strengthen linkages and interoperability of the DRRM thematic pillars; ensure the convergence of and synergy between DRRM and CCA; and, contribute to the achievement and coherence of global, regional, and national development and policy agenda.
5. **NDRRMC Memorandum Order No. 131, series of 2018 – Guidelines on the Establishment, Operationalization and Management of Emergency Operations Center (EOC)** - provides the guidelines on the establishment, operationalization and management of EOCs by the Disaster Risk Reduction and Management Councils (DRRMCs) at all levels. The goal of this memorandum is for all EOCs to adhere to accepted principles and approaches when it comes to establishment, operationalization, and management that are applicable to different stakeholders. Such will allow the harmonization of response actions during emergencies and disaster situations.

6. **NDCC Circular No. 5, Series of 2007 and No. 04, series of 2008 (as amended by NDCC Memorandum No. 12, series of 2008)** – institutionalization of the Cluster Approach in the Philippine Disaster Management System, Designated Cluster Leads and defined their Terms of Reference at the National, Regional, and Provincial Levels.

C. DSWD Issuances

1. **Administrative Order No. 16, Series of 2022: Establishing the Mechanisms to Support the Institutionalization of the Agency Operations Center (AOC)** – activated and operationalized the AOC under the Office of the Secretary Group (OSG) to establish operational connectivity with DSWD-FOs, OBSUs, and relevant stakeholders regarding the required systems during normal and emergency operations to ensure the implementation of the Department's program and services.
2. **Administrative Order No. 02, Series of 2020: Enhanced Guidelines on the Deployment of the Quick Response Team** – these guidelines are crafted to provide timely, efficient, and appropriate resource augmentation / assistance to the DSWD-FO and/or LGU.
3. **Memorandum Circular No. 20, Series of 2019: Disaster Response Operations Monitoring and Information Center (DROMIC) Reporting Guidelines** – This guideline serves as reference material to guide all employees and partners on how to properly report disaster occurrences. The DROMIC Reporting Guidelines embodies and comprehensively explains all parts of the DROMIC reporting requirements used in generating disaster reports; as well as enumerate basic protocols of disaster reporting.
4. **Administrative Order No. 1, Series of 2018 – Functional Structure of DSWD Field Offices** - Highlights the functions of the Disaster Response Management Division (DRMD) particularly the Disaster Response Information and Management Section (DRIMS), to maintain a database and to ensure operationalization of the DROMIC reporting system on important and critical information relative to disaster response, relief, and rehabilitation operations in coordination with the DDRCC.
5. **Administrative Order No. 02, Series of 2018: Strengthening the DSWD Central Office** – created the Disaster Response Management Group as a dedicated cluster, in charge of disaster response activities.
6. **Administrative Order No. 30, Series of 2004: Guidelines on the Management of the Disaster Response Operations Monitoring and Information Center (DROMIC)** – setting up guidelines on the management of DROMIC to ensure availability of an operational, accurate, adequate, and timely policy relative to the emergency environment; and to set up a system to simplify emergency management operations for systematic, coordinated, and integrated participation of all work units of the CO and FOs, and reduce uncertainty in management decisions under disaster conditions.

III. SCOPE AND COVERAGE

This Administrative Order shall apply to DSWD CO, FOs, and other key stakeholders, particularly those involved and engaged in the data or information management of disaster risk reduction and management (DRRM) programs, projects, and activities.

The DRCC operating procedures and guidelines are the minimum standards to be observed by all DRCC Personnel, DSWD-FOs, concerned OBSUs, and other key stakeholders engaged in disaster operations monitoring, coordination, and reporting. Further, strategies to enhance the processes may be employed based on developing and evolving needs.

IV. DEFINITION OF TERMS

For clarity and common understanding of the terms that shall be used in this document, the following operational definitions shall be used:

- A. **Disaster** – is an unexpected natural or human-induced catastrophe of substantial extent causing significant physical damage or destruction, loss of life or sometimes permanent change in the natural environment. It is *“a serious disruption of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts, which exceeds the ability of the affected community or society to cope using its own resources. Disasters are often described as a result of the combination of: the exposure to a hazard; the conditions of vulnerability that are present; and insufficient capacity or measures to reduce or cope with the potential negative consequences, disaster impacts may include loss of life, injury, disease and other negative effects on human, physical, mental and social well-being, together with damage to property, destruction of assets, loss of services, social and economic disruption and environmental degradation”* (Source: RA 10121).

Meanwhile, disaster can also be categorized in terms of magnitude and likelihood.

There are two major types of disasters: natural and human-induced.

1. **Natural Disaster** – is a major adverse event resulting from natural processes of the earth; examples include floods, hurricanes, tornadoes, volcanic eruptions, earthquakes, tsunamis, and other geologic processes, tropical cyclones, landslides, pandemic, severe storms, wildfires, drought, extreme heat, pests / agricultural disease, thunderstorms and lightning.
2. **Human-Induced Disaster** – is the devastating effect of a human-made hazard, such as fire, terrorism, war, armed conflicts / social disorganization, industrial accidents, greenhouse effects, deforestation, that result in negative effects on people, property and/or the environment. It involves an element of human intent, negligence, or error; or a failure of a man-made system.

Aside from the classification of disasters based on the hazards (i.e. natural or human-induced) causing the disaster. They may also be classified based on the speed of onset that describes how quickly the peak of hazard occurs:

1. **Sudden Onset Disaster** – *A sudden onset disaster is one triggered by a hazardous event that emerges quickly or unexpectedly (e.g. earthquake and local tsunami) (Source: NDRRMOC SOPG).*
2. **Slow Onset Disaster** – *A slow onset disaster is defined as one that emerges gradually over time (e.g. drought, weather disturbance, high-density population gatherings) (Source: NDRRMOC SOPG).*

Subsequently, reported incidents shall be classified into categories depending on factors such as the number of affected areas, level of response actions required, and declarations of State of Calamity, among others. The categories and their definition are as follows:

1. **Small-Scale Disasters** – *are disasters that have impacts limited to relatively small local areas (Source: NDRRMOC SOPG).*
 2. **Medium-Scale Disasters** – *are emergencies that are smaller than national geographic scales. These are defined by a threshold of impacts causing emergency reactions from authorities from multiple administrative regional authorities – such as from multiple villages, districts, or provinces (Source: NDRRMOC SOPG).*
 3. **Large-Scale Disasters** – *are disasters that require emergency response at a national or higher scale. Their impacts often cross administrative boundaries including international borders. These disasters have extensive and long-term effects on sustainable development (Source: NDRRMOC SOPG).*
- B. **Disaster Preparedness** – *refers to the knowledge and capacities developed by governments, professional response and recovery organizations, communities and individuals to effectively anticipate, respond to, and recover from, the impacts of likely, imminent or current hazard events or conditions. (Preparedness actions aim to build the capacities needed to efficiently manage all types of emergencies and achieve orderly transitions from response to sustained recovery. Preparedness is based on a sound analysis of disaster risk and good linkages with early warning systems, and includes such activities as contingency planning, stockpiling of equipment and supplies, the development of arrangements for coordination, evacuation and public information, and associated training and field exercises. These must be supported by formal institutional, legal and budgetary capacities) (Source: RA 10121).*
- C. **Disaster Response** – *refers to any concerted effort by two or more agencies, public or private, to provide assistance or intervention during or immediately after a disaster to meet the life preservation and basic subsistence needs of those people affected and in the restoration of essential public activities and facilities. It entails “the provision of emergency services and public assistance*

during or immediately after a disaster in order to save lives, reduce health impacts, ensure public safety and meet the basic subsistence needs of the people affected. Disaster response is predominantly focused on immediate and short-term needs and is sometimes called 'disaster relief' (Source: RA 10121).

- D. **Disaster Risk Reduction (DRR)** – the concept and practice of reducing disaster risks through systematic efforts to analyze and manage the causal factors of disasters, including through reduced exposures to hazards, lessened vulnerability of people and property, wise management of land and the environment, and improved preparedness for adverse events (Source: RA 10121).
- E. **Disaster Risk Reduction and Management (DRRM)** – The systematic process of using administrative directives, organizations, and operational skills and capacities to implement strategies, policies and improved coping capacities in order to lessen the adverse impacts of hazards and the possibility of disaster. Prospective disaster risk reduction and management refers to risk reduction and management activities that address and seek to avoid the development of new or increased disaster risks, especially if risk reduction policies are not put in place (Source: NDRRMOC SOPG).
- F. **DROMIC Report** – is designed to capture data on affected families and persons, displaced population movements, damaged properties, and critical services provided and activities undertaken during and after disasters. It is a source of vital information for DSWD, other government agencies, and stakeholders at various levels such as the NDRRMOC, LGUs, media, and others.
- G. **Early Recovery** – is the multidimensional process of recovery that begins in a humanitarian setting. It is guided by development principles that seek to build on humanitarian programs and catalyze sustainable development opportunities. It aims to generate self-sustaining, nationally-owned, resilient processes for post-crisis recovery. It encompasses the restoration of basic services, livelihoods, shelter, governance, security and rule of law, environment and social dimensions, including reintegration of displaced populations (Source: IRR of RA 10121).
- H. **Emergency** – Unforeseen or sudden occurrence, especially danger, demanding immediate action (Source: NDRRMOC SOPG).
- I. **Hazard** – refers to a dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihood and services, social and economic disruption, or environmental damage (Source: RA 10121).
- J. **Geographic Information System (GIS)** – A database which contains, among others, geo-hazard assessments, information on climate change, and climate risk reduction and management (Source: NDRRMOC SOPG).
- K. **Operations Center or Emergency Operations Center (EOC)** – A designated facility that is staffed to undertake multi-stakeholder coordination, manage

information, and mobilize resources in anticipation of and/or to support incident operations (Source: NDRRMOC SOPG).

V. OBJECTIVES

The overall objective of this guideline is to operationalize the DRCC of the DSWD and provide its standard operating procedures.

Specifically, it aims to:

- A. Enable the DSWD-FOs, OBSUs, and other key stakeholders to understand the function and composition of the DRCC.
- B. Establish the protocols and procedures that shall be observed by the personnel rendering duty at the DRCC, and by the DSWD-Central and Field Office officials and personnel.
- C. Specify the roles and responsibilities of the DSWD-FOs, OBSUs, and other key stakeholders involved in the operation of the DRCC.

VI. GENERAL AND SPECIFIC FUNCTIONS

The DRCC is the 24/7 Disaster Operations Center of the DSWD. It shall serve as the central facility of the Department for disaster monitoring, coordination, reporting, and data / information management.

In the fulfillment of such functions, the DRCC shall be managed under the Disaster Response Operations Monitoring and Information Center which shall be renamed as **Disaster Response Operations Management, Information and Communication (DROMIC) Division** during White Alert. The **24/7 Operations Section** shall be the round-the-clock monitoring, coordination, and reporting arm of DROMIC for disaster response operations and shall handle the Key Result Area (KRA) on Disaster Incident Monitoring and Report Development on a 24-hour basis, in coordination and collaboration with all DSWD-FOs, OBSUs, and key stakeholders. During Blue and Red Alert, the DRCC shall be managed under the Office of the Undersecretary for DRMG to streamline quick response processes.

The 24/7 Operations Section shall perform the following;

- A. Monitor disaster incidents;
- B. Develop, gather and process information on disaster incidents and all disaster-related response efforts;
- C. Coordinate near real-time information and actions / interventions on the DSWD disaster operations with the DSWD-FOs, OBSU, NDRRMOC, and other relevant agencies of the NDRRMC;
- D. Prepare and disseminate disaster response operations-related reports; and,

E. Perform other functions, as needed.

The existing **DROMIC** shall continue to fulfill the following:

- A. Serve as the main repository of the Department's data in terms of DRRM-related information;
- B. Assist in disaster preparedness, response, and early recovery planning;
- C. Provide technical assistance and capacity building on DRRM-related data / information management and processing;
- D. Develop and implement enhancements and innovations relative to DRRM-related reporting system and data / information management;
- E. Develop information products and visual materials based on captured DRRM-related data;
- F. Develop and/or enhance DRRM-related policies, manuals, plans, and modules; and,
- G. Perform other functions, as needed.

VII. DRCC ALERT SYSTEM

The alert status at the DRCC is based on the NDRRMOC alert level, however, the Disaster Response Management Group (DRMG) Undersecretary or its designated authorized official shall have the authority and discretion in the raising and downgrading of the DRCC alert status based on the condition of the disaster-affected areas and population and the overall status of the DSWD disaster operations as recommended by the Disaster Response Management Bureau (DRMB). All DSWD FOs and OBSUs shall be notified on the raising and downgrading of the DRCC alert status through an official memorandum.

The DRCC operates on a 24/7 basis under two (2) conditions: **NORMAL** and **EMERGENCY**.

- A. **Normal Condition** - This is often referred to as **White Alert** and pertains to normal operations monitoring, coordination, and reporting.
- B. **Emergency Condition** - This condition is declared when a hazard or disaster has been assessed to have major potential impacts and/or effects on a community or a society and may warrant the need to coordinate the delivery of emergency assistance or augmentation support from relevant government agencies.

There are two (2) types of Emergency Conditions:

1. **Blue Alert** - The raising of alert status to Blue at the DRCC is primarily in preparation for a slow-onset disaster and/or in anticipation of situation

escalation. This pertains to a condition of standby readiness in preparation for a full-scale disaster response operation and may require the DRMB and National Resource and Logistics Management Bureau (NRLMB) composite team to render 24/7 actual duty at the DRCC.

2. **Red Alert** - This is the highest level of alert in preparation for an imminent emergency situation or in response to a sudden onset of disaster. This may result in the activation of the Response and Early Recovery Pillar and the National/Regional/Local Incident Management Teams (N/R/LIMTs) including the escalation of the highest level of response. As such, inter-cluster action planning is done during this status. (Source: NDRRMOC-SOPG)

VIII. OPERATIONAL STRUCTURE

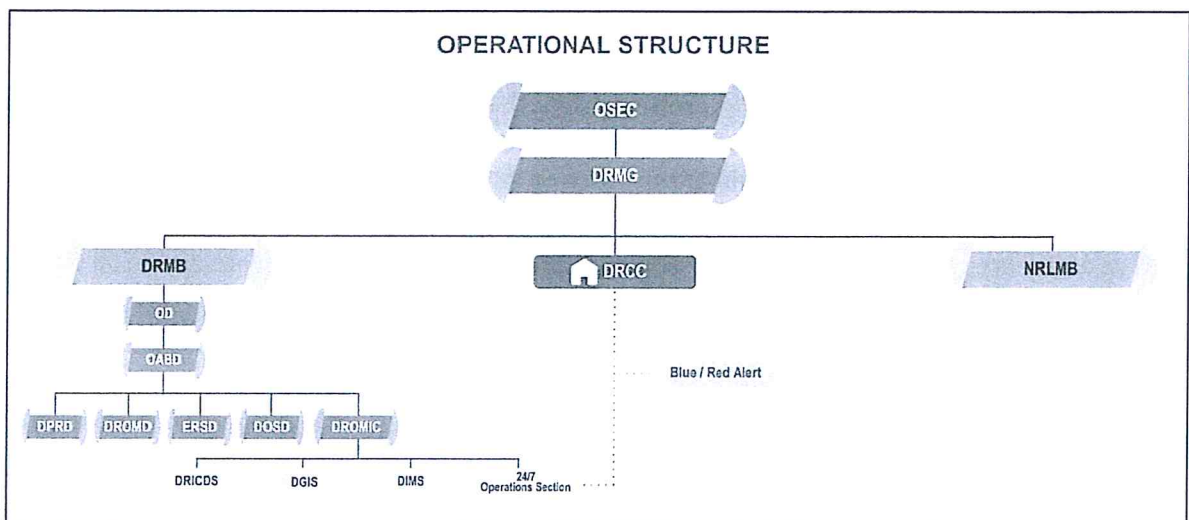


Figure 1. Operational Structure

The 24/7 Operations Section shall operate on a 24-hour basis to monitor, coordinate, and produce reports relative to the Department's disaster response operations in coordination and collaboration with all DSWD-FOs, OBSUs, and other key stakeholders.

During White Alert, the 24/7 Operations Section shall be managed under the DROMIC Division of DRMB while during Blue and Red Alert, the DRCC shall be directly supervised by the Office of the Undersecretary for DRMG.

A. Composition

1. 24/7 Operations Section

Aside from the core functions discussed in Item VI, the 24/7 Operations Section shall also perform the following:

- Facilitation of various disaster operations meetings and other related events as needed;

- Maintenance of the DRCC facility and equipment;
- Management of the DRCC dashboard; and,
- Perform other functions as needed.

The 24/7 Operations Section shall be composed of four (4) teams. Each team shall consist of a total of eight (8) member staff including the Team Leader (TL) who will render 12-hour shifts.

The basic structure of a 24/7 Operations Section Duty Team is as follows:

- (1) Team Leader (TL)
- (1) Administrative Support (Administrative Assistant)
- (2) Report Writers
- (1) Public Information Officer
- (1) Supply Chain Coordinator
- (1) Project Development Officer (PDO) for ICT Services
- (1) Geographic Information System (GIS) Data Analyst

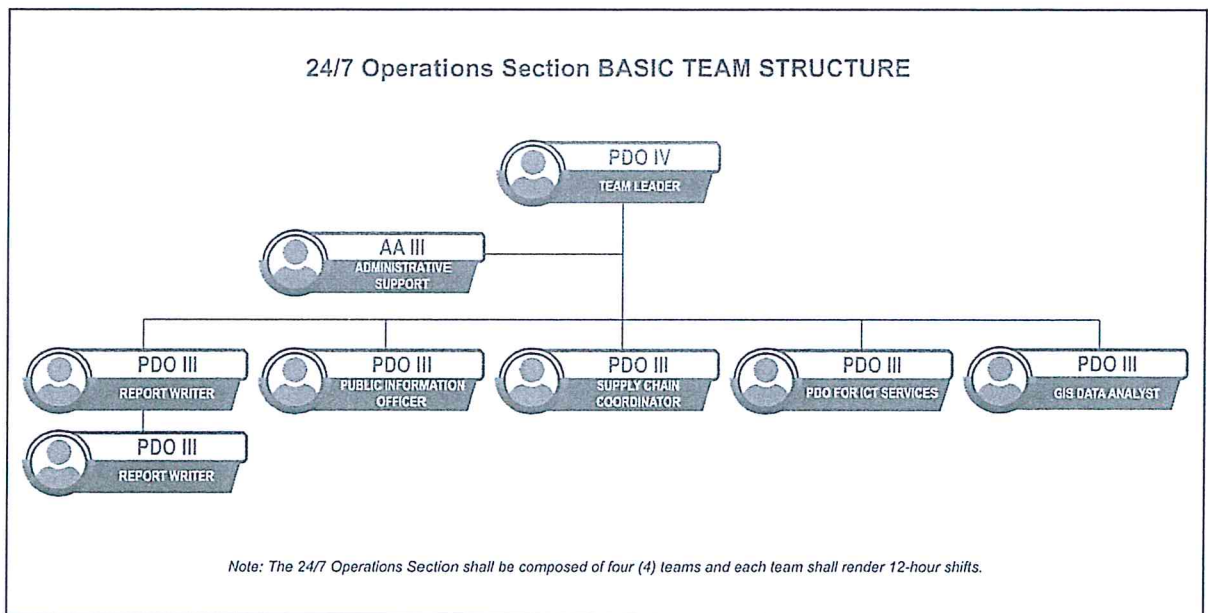


Figure 2. 24/7 Operations Section Basic Team Structure

As the DSWD-FOs are considered as the main link of the Department to the Provincial/City/Municipal Disaster Risk Reduction Management Office/Council (P/C/MDRRMC), a DRCC facility that follows the minimum standards of an Operations Center shall also be established at the DSWD-FOs. In addition, the basic structure of the 24/7 Operations Section Duty Team shall be replicated in all FOs in order to sustain 24/7 disaster monitoring, coordination, data collection, consolidation, and reporting within the Department.

While the establishment of the DRCC at the regional level is being worked out, the DSWD-FOs shall maximize the use of its existing Regional

Operations Centers (ROC) facility. The DRMD shall ensure that all disaster operations-related functions are being performed at the regional level in coordination and collaboration with the DRCC CO. Support from the DSWD-FOs Quick Response Teams (QRTs) shall be employed in the advent of the raising of the Alert Levels requiring whole-of-agency response interventions.

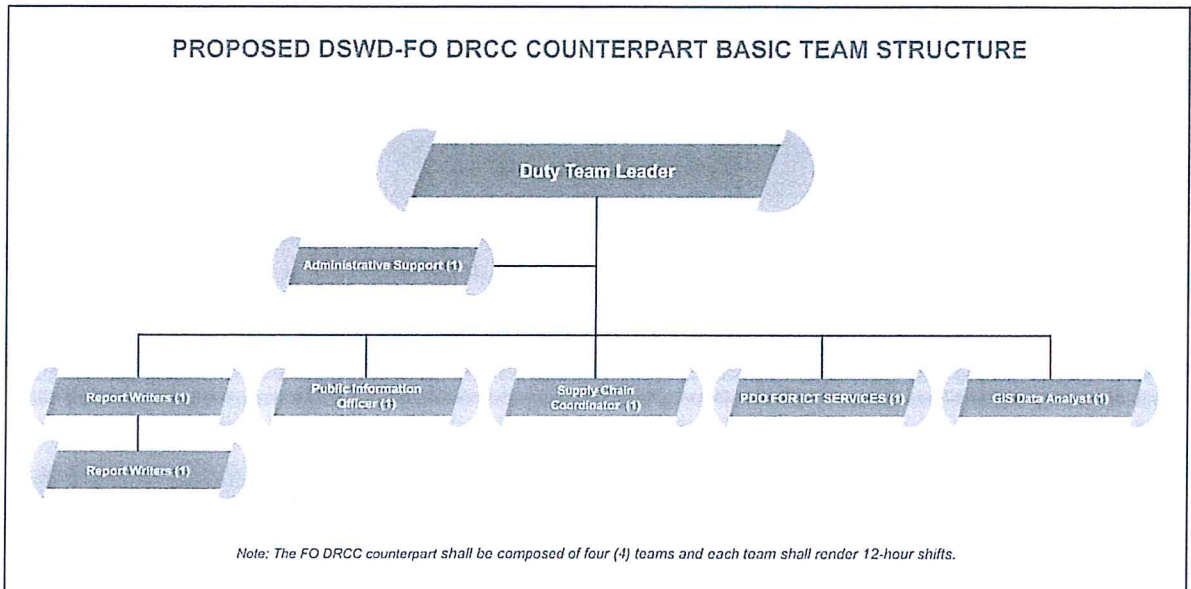


Figure 3. Proposed DSWD-FO DRCC Counterpart Basic Team Structure

2. DROMIC

As the 24/7 Operations Section shall perform the core responsibilities of monitoring, reporting, and coordination during disaster response operations, the other existing sections of DROMIC shall now focus on the following responsibilities:

- Lead in the DRRM data / information management of the DRCC through storing, analyzing, and processing of all data / information captured and reported by the 24/7 Operations Section for planning, evaluation, and other purposes;
- Lead in the development and implementation of essential enhancements and innovations to DRRM-related reporting system and data / information management;
- Lead in the development of information products and visual materials based on captured DRRM-related data;
- Lead in the development and/or enhancement of DRRM-related policies, manuals, plans, and modules; and,
- Perform other functions as needed.

B. Duty at the DRCC

The DRCC shall be operated by the 24/7 Operations Section during White Alert. During Blue and Red Alert, the 24/7 Operations Section shall be augmented by DRMB and NRLMB Composite Team to ensure swift monitoring, coordination and reporting, and efficient delivery of services.

1. 24/7 Operations Section Tour of Duty

The following standard protocols shall be observed by the 24/7 Operations Section Duty Team personnel and other concerned staff rendering actual duty at the DRCC:

- To cover the 24/7 monitoring, coordination, and reporting functions of the DRCC, each of the four (4) teams of the 24/7 Operations Section shall render 12-hour shifts. The detailed duty schedule shall be internally crafted within the DRCC in accordance with existing DSWD internal policies and applicable Civil Service Commission (CSC) guidelines and in coordination with the DSWD Human Resource Management and Development Service (HRMDS).
- An official transition meeting with the incoming duty team shall be conducted after the tour of duty of the outgoing team. Therefore, an **After Duty Report** indicating the significant disaster response updates including pending and upcoming activities, shall be prepared, submitted, and endorsed by the outgoing duty team to the incoming duty team to ensure efficient turnover of tasks and functions;
- All outgoing duty personnel shall not leave their posts until the incoming duty personnel arrive and shall observe proper turn-over of documents and responsibilities. Each member of the duty personnel shall personally endorse / turn-over any unfinished tasks before leaving the post to ensure the continuity of the work assigned;
- During Emergency Conditions, the duty personnel shall prioritize his / her duty at the DRCC in case he / she is required by other offices to attend meetings and participate in activities that are not directly related to his / her core responsibilities;
- All duty personnel shall stay at the DRCC during their entire tour of duty and shall refrain from doing other unofficial business outside the DRCC facility. In case of personal emergency, the concerned personnel shall inform the Duty Team Leader (TL) prior to leaving the office premises;
- In the event that a duty personnel is not able to report for duty due to an emergency, he / she shall immediately inform his / her TL. The Duty TL shall then subsequently inform the Duty Team as necessary;
- A concerned personnel who will not be able to render actual duty due to personal reasons shall look for a replacement at least two (2) days

before his / her scheduled duty. A written agreement through an official form shall likewise be submitted to the Duty TL. Personnel can only swap duty schedules with other personnel with the same functions / tasks / responsibilities;

- All duty personnel leaving the DRCC premises during the tour of duty without permission from the Duty TL shall be subjected to corresponding disciplinary action as determined by the Human Resource Management and Development Division (HRMDS); and,
- For special cases (such as pandemic or any related circumstances) that would require strict health protocols, limit physical contact, and observance of social distancing, a work-from-home (WFH) arrangement or a combination of physical and WFH duty system / arrangement may be applied.

2. Protocols for Augmenting Personnel

- Upon notification of the raising of DRCC alert status, concerned divisions of the DRMB and NRLMB based on the Composite Duty Team schedule shall immediately augment at the DRCC;
- As deemed necessary, QRT members and other key personnel from DSWD-Central OBSUs and FOs with critical data / information related to disaster response operations may also be required to render actual duty at the DRCC. This shall be properly coordinated with the concerned OBSU in accordance with existing rules and/or policies of the Department;
- All augmenting personnel shall provide information and other related requirements to the duty team. Likewise, they shall inform their respective divisions or offices on relevant matters gathered during their tour of duty;
- All augmenting personnel present at the DRCC are expected to be conversant or knowledgeable of the situation and response actions, and are prepared to represent their respective divisions or offices to attend emergency meetings, as deemed necessary;
- All augmenting personnel shall observe proper turn-over of tasks / responsibilities and shall not leave until incoming personnel have reported for duty;
- All augmenting personnel shall provide inputs on the After Duty Report;
- All augmenting personnel shall stay at the DRCC during their entire tour of duty and shall refrain from doing other unofficial business. In case of emergency, they should secure approval from the designated head of duty before leaving the premises; and,

- In the event that an augmenting personnel shall be absent due to personal reasons, the augmenting personnel shall provide prior notice of his / her absence to his / her division or office and to the Duty TL at least an hour before his / her duty. The concerned division or office shall provide a replacement personnel.

IX. OPERATIONAL FEATURES OF THE DRCC

To ensure efficient and effective delivery of services and to facilitate well-coordinated response actions, the following procedures shall be observed by the personnel rendering duty at the DRCC.

A. Monitoring and Reporting

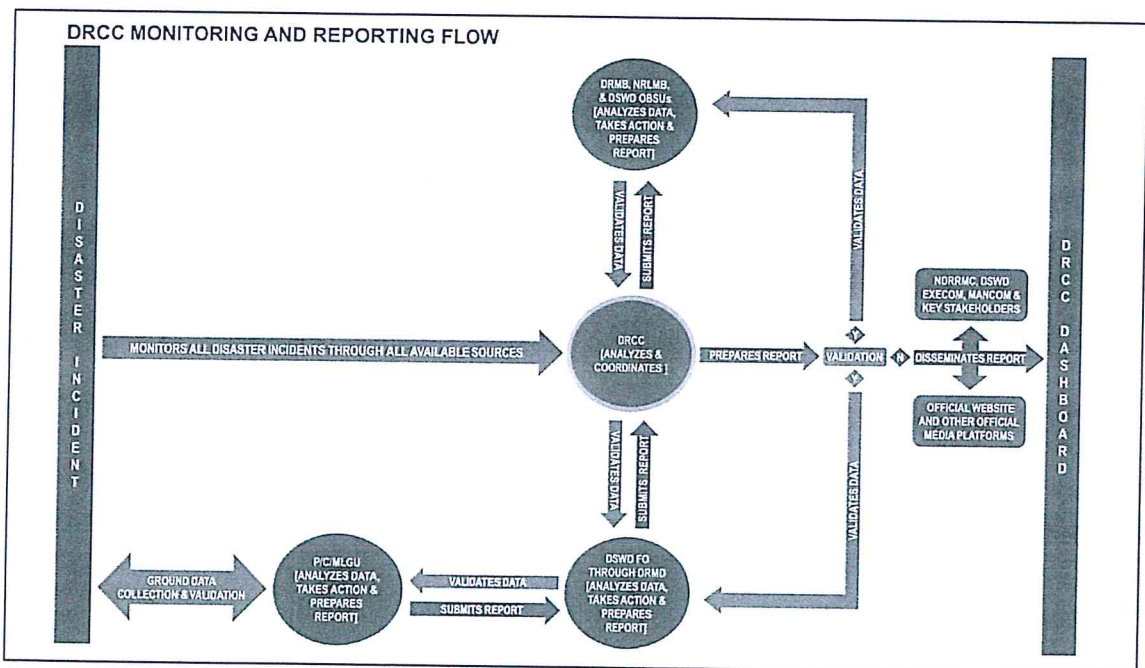


Figure 4. DRCC Monitoring and Reporting Flow

1. The DRCC through the 24/7 Operations Section shall be the central disaster operations monitoring and reporting facility of DSWD.
2. Any disaster data / information monitored and received from various sources shall be assessed and validated in coordination with the DSWD-FOs, DRMB, NRLMB, and other concerned DSWD-OBSUs.
3. Once validated and verified, all data / information related to the disaster incident shall be processed by the 24/7 Operations Section into an official DRCC report.
 - The 24/7 Operations Section shall utilize the existing DROMIC Forms as its official reporting template/s, hence, the reporting protocols stipulated in the existing DROMIC Reporting Guidelines shall be applied accordingly.
 - As may be required by the Secretary or the DRMG Undersecretary, or its designated authorized official, the DROMIC shall submit separate reports

for internal planning purposes in coordination with DSWD-FOs and concerned offices.

4. The 24/7 Operations Section shall then disseminate the official report to the NDRRMC, DSWD EXECOM and MANCOM, concerned OBSUs, and other external partners and key stakeholders.
5. The 24/7 Operations Section shall also publish the official report to DSWD's official websites and other official media platforms.
6. All official disaster reports or data / information shall also be made available in the DRCC dashboard.

B. Coordination

1. Coordination and Referral

The DRCC through the 24/7 Operations Section shall serve as the central disaster operations coordinating facility of the DSWD, and it shall ensure that critical disaster data / information as well as other disaster-related concerns shall be referred to the proper DSWD-OBSUs for appropriate action. Hence, the following coordinating mechanisms shall be put in place during disaster operations:

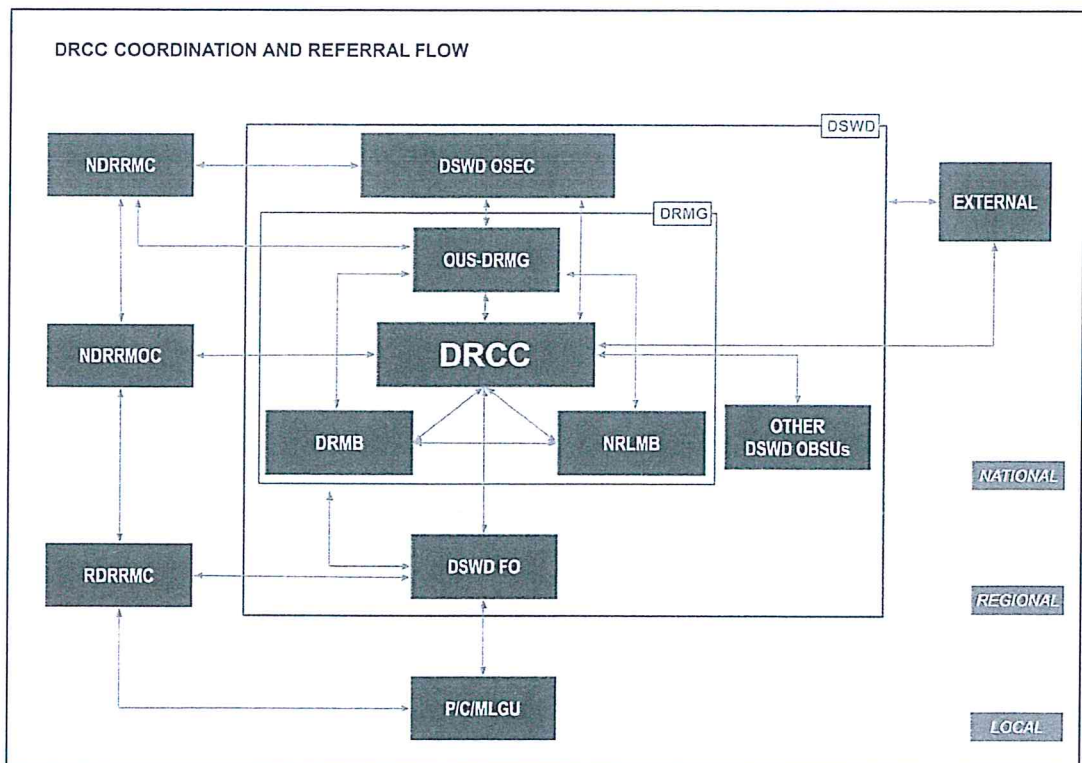


Figure 5. DRCC Coordination and Referral Flow

- At the Local and Regional levels, the DSWD-FOs shall maintain direct coordination with the Provincial/City/Municipal Disaster Risk Reduction and Management Councils (P/C/MDRRMCs) and with the Regional

Disaster Risk Reduction and Management Council (RDRRMC). Any disaster data / information or concern received by the DSWD-FOs from the R/P/C/MDRRMCs and other external partners and stakeholders shall be officially communicated to the 24/7 Operations Section, as necessary, for information or appropriate action.

- The 24/7 Operations Section shall maintain direct coordination with the DSWD-FOs, NDRRMOC, DSWD-Central OBSUs, and other external partners and stakeholders. Any disaster data / information or concern received from these sources shall be referred to the DRMG and the concerned office/s for information or appropriate action.
- The DRMG through the DRMB and NRLMB shall maintain direct coordination with the NDRRMC. Any disaster data / information or concern received from the NDRRMC shall be communicated to the 24/7 Operations Section for information, further referral, or appropriate action.
- The DRMG through the 24/7 Operations Section shall also maintain direct coordination with the Office of the Secretary (OSEC) for any disaster data / information, concern, or instruction from the DSWD Secretary.
- The DRMG through the 24/7 Operations Section shall maintain direct coordination with the OSEC for any disaster data / information or concern directly received by the DSWD Secretary from P/C/MDRRMCs, external agencies/partners, and the NDRRMC.
- The 24/7 Operations Section shall ensure that in all types of coordination being undertaken, concerns on disaster data / information are immediately received and acted upon. The necessary information shall be made available at the DRCC dashboard for reference of the DSWD Secretary or DRMG Undersecretary and Assistant Secretary.

2. Handling Concerns Requiring Immediate Action

In the event that the disaster data / information of concern received from various sources requires emergency response or immediate action such as Search and Rescue (SAR) requests, the 24/7 Operations Section shall promptly refer to the appropriate DSWD-FO, OBSU/s or the NDRRMOC. Concerned official/s of the DRMG and DRMB shall be duly informed and shall approve or render decision making on highly critical concerns requiring immediate action.

C. Other Functions

1. Meetings

The DRCC, as a facility, shall also serve as the venue for disaster-related activities or meetings that require the participation, either virtually or physically, of DSWD-FOs and/or OBSUS, other government agencies, and key stakeholders. These activities or meetings include, but are not limited to, the following:

a. Preparedness for Response Meeting

- In view of an impending hazard or a planned event, Preparedness for Response Meetings composed of authorized and designated representatives from concerned DSWD-FOs and/or OBSUs shall be convened at the DRCC.
- Authorized representatives or experts from the Department of Science and Technology (DOST) and other relevant government agencies may also be called upon to facilitate the immediate execution of needed assessment and dissemination of agreements or results, as deemed necessary.
- The Preparedness for Response Meetings shall be conducted to provide status updates on the possible areas to be affected and to evaluate the readiness of the Department and preparedness of the Regional Response Cluster to respond to the impending hazard or planned event.
- The facilitation of the Preparedness for Response Meetings shall be spearheaded by the DRMG, through the DRMB Preparedness for Response Division, in coordination with the 24/7 Operations Section in order to capture important discussion points, instructions, directives, and agreements.

b. Emergency Meetings during Disaster Operations

- To effectively address the requirements in the affected regions, emergency meetings during disaster operations shall be conducted.
- Authorized and designated representatives from concerned DSWD-FOs and/or OBSUs, as well as representatives or experts from DOST and other relevant government agencies, shall be convened at the DRCC.
- Facilitation of the emergency meetings shall be spearheaded by the DRMG through the 24/7 Operations Section, supported accordingly by DRMB and NRLMB.

c. Other Disaster-related Meetings

- In coordination with all concerned OBSUs and/or other offices, the 24/7 Operations Section shall also facilitate other disaster-related meetings, as necessary.

2. Media Management

a. Press Conferences and Media Coverage

- The DRCC may serve as a facility for various media activities such as press conferences and media coverage of DSWD disaster-related activities.
 - A designated area for press conferences and media coverage shall be made available at the DRCC.
 - All media personnel are required to stay at the designated area until the end of the event.
 - Entering the DRCC without permission shall be strictly prohibited.
- The facilitation of the disaster-related press conferences and media coverage shall be spearheaded by the Digital Media Service (DMS) - Strategic Communications Office of the Secretary Group and shall be supported by the DRMG through the 24/7 Operations Section.
- The press conferences and media coverage shall only be facilitated by the designated DSWD Spokesperson or the authorized officer to manage and brief the media on DSWD disaster-related activities, as well as the proceedings. The facilitator shall ensure that the media will be given ample time to ask questions.
- The DMS - Strategic Communications Office shall closely coordinate with the 24/7 Operations Section for all the disaster-related data / information needed for the press conferences and media coverage. The 24/7 Operations Section, in coordination with all concerned offices, shall ensure that all information being disseminated to the media are validated.
- For instances that the DMS - Strategic Communications Office or the OSEC received and relayed significant changes and/or updates outside the validated information during the press conferences or media coverage, the 24/7 Operations Section shall be promptly notified and shall immediately conduct coordination and verification. Once validated, the 24/7 Operations Section shall communicate the necessary data / information to the DMS - Strategic Communications Office or the OSEC for further dissemination and other appropriate actions, as necessary.

b. Media Interview and Coverage inside the DRCC

- Media personnel are strictly prohibited from staying in the report development area of the DRCC in order to avoid unwanted or untimely disclosure of data / information that needs further verification and validation. They shall stay strictly at the designated area for the media.
- Requests for media coverage outside the designated media area/s shall be initially evaluated by the DMS - Strategic Communications Office. Once the request is evaluated, assessment for approval or refusal together with other recommendations shall be forwarded to DRMB.
- For circumstances wherein the DRMG Undersecretary or Assistant Secretary directly received requests for media coverage, the requests shall still be redirected to the DMS - Strategic Communications Office.

Once the request is approved or refused, the 24/7 Operations Section shall inform and coordinate with the requestor, in coordination with the DMS - Strategic Communications Office, for further arrangements, as necessary. If the request is approved, the following shall be observed:

- The media staff and crew shall be guided accordingly by the 24/7 Operations Section Duty TL and other authorized personnel on the recording of videos or taking of pictures inside the DRCC.
- Setting-up of Electronic Field Production (EFP), other media equipment connected to the Outside Broadcasting (OB) Van, etc. must be approved and supervised by authorized DRCC personnel.
- Members of the 24/7 Operations Section Duty Teams, personnel from the other sections of DROMIC, and other duty personnel are not allowed to entertain questions from the media. Only the DSWD-designated Spokesperson or the other authorized DSWD Official shall only be allowed to accommodate interviews.

c. Website and Social Media

- The DRCC, through the 24/7 Operations Section, shall utilize existing DSWD disaster-related websites and Social Media Accounts (SMAs) in the publication of its official reports and dissemination of all necessary information to the public.
- These websites and SMAs shall be used solely in advancing the Department's DRR mandate, programs and services, policies, and advocacy campaigns; shall be apolitical and shall not be used for

promoting any political or personal agenda; and shall submit to existing government code of conduct and discipline on civil service, and national policies on data privacy, transparency, freedom of information, and other related laws.

- The concerned DROMIC section/s shall facilitate the regular updating, content management, and maintenance of the websites and SMAs in close coordination and collaboration with the 24/7 Operations Section, NRLMB, and other concerned OBSUs.
- The concerned DROMIC section/s shall also lead in the crafting and dissemination of disaster-related Information, Education, and Communication (IEC) materials of the DRMG in close coordination and collaboration with the 24/7 Operations Section, NRLMB, and other concerned OBSUs.
- The 24/7 Operations Section shall lead in the monitoring of disaster incidents and other disaster-related concerns through Social Media.
 - The 24/7 Operations Section shall ensure that all monitored incidents and other related concerns are responded to in a timely manner.
 - The 24/7 Operations Section shall also ensure that all monitored incidents and other related concerns are systematically reported.
 - The 24/7 Operations Section shall ensure that all monitored incidents and other related concerns are referred to the concerned OBSUs FOs, of the Department for information or appropriate action.

The DRCC facility shall only be accessible to the DSWD Secretary, DRMG Management and staff, 24/7 Operations Section Duty teams, concerned DROMIC staff, and other authorized personnel.

Requests for entry shall be initially evaluated by the DRMB. Once the request is evaluated, assessment for approval and other recommendations shall be forwarded to the Office of the Undersecretary for DRMG.

Once the request is approved or declined, the 24/7 Operations Section shall inform and coordinate with the requestor for further arrangements, as necessary.

X. DATA MANAGEMENT

A. Data Sharing and Information Dissemination

In accordance with Republic Act (RA)10173 or the Data Privacy Act (DPA) of 2012 and its IRR, at all times, it will be DSWD's accountability to ensure the utmost protection and security of all disaster data generated and collected at the

DRCC. All provisions of RA 10173 shall be considered in the implementation of this AO, and the same principles of transparency, legitimate purpose, and proportionality shall govern the implementation of this AO. The following shall also be observed:

1. All data / information collected, reported, and generated at the DRCC shall be shared within the Department and other concerned offices to primarily serve as the basis for decision-making, planning, and reference of concerned DSWD Officials and other stakeholders.
2. Official reports shall be produced and disseminated at the DSWD-FOs at the regional level and the DRCC at the national level.
3. Official reports vetted and approved by the Regional Director of the concerned FO which is submitted to the 24/7 Operations Section may already be utilized as a reference during Regional Disaster Response Meetings, briefing at the RDRRMC, and other similar meetings which require the need to share the reported data.
4. The 24/7 Operations Section shall disseminate the official reports to the MANCOM and EXECOM members, copy-furnishing the NDRRMOC and DRMB official email. The same report shall also be published on official DSWD disaster-related websites and shall be made available at the DRCC Dashboard.
5. Only numerical data, narrative reports, and/or report infographics and other visual materials such as maps based on the official reports may be shared.
6. The data officially published in any authorized platforms shall be non-editable, consistent with the guidance and protocols of the DMS - Strategic Communications Office.
7. For internal and external requests for data, the requesting party must submit an official letter / memorandum that contains the comprehensive details of the request (i.e. requested data sets, purpose, reasonable timeline, contact details etc). Existing mechanisms shall be considered in the processing of the said data requests, such as the Freedom of Information Process, the Department's Research Protocols, and other existing standard operating procedures for obtaining DSWD data and information.
8. DROMIC shall maintain close coordination with the Department's designated Data Protection Officer to provide guidance on the provisions of the DPA specifically on the management of sensitive personal information in order to ensure compliance with the rules and regulations provided under the law.

B. Data / Information Management Systems Enhancement

As an operations center, the DRCC is envisioned to be innovative and responsive in performing a transformative role that provides timely, strategic, flexible, well-targeted, and inclusive disaster data and information. Hence, the

DRMB and DRCC, together with ICTMS, shall lead in the operationalization of a harmonized response information management system for critical services in Disaster Preparedness to Response and Early Recovery phase.

The information management system shall provide a platform for generating data and information necessary for preparing official disaster briefers, reports, infographics, and presentations.

While the development of the information management system is underway, existing tools, information systems, and available technologies shall be utilized at the DRCC.

The DRCC shall also continue to coordinate and collaborate with other DSWD OBSUs for the interoperability of existing systems and databases that contain critical information relative to disaster response, relief, and rehabilitation operations. These may be integrated as part of the information management system for DSWD-DRRM.

XI. INSTITUTIONAL ARRANGEMENTS

- A. DSWD-FOs** – The DSWD Field Offices shall initially utilize and strengthen existing mechanisms on DRRM but shall also endeavor to establish a system that will serve as a conduit to the DRCC, with functions similar to the DRCC, in order to sustain 24/7 disaster monitoring, coordination, data collection, consolidation, and reporting; and submit data / information to DSWD key decision-makers for onward submission to the DRCC.
- B. National Resource and Logistics Management Bureau (NRLMB)** – shall collaborate with the DRCC in all aspects of disaster response operations and other DRRM activities.
- C. Human Resource Management and Development Service (HRMDS)** – Assist in the preparation of necessary documentary requirements for the request to the DBM on the institutionalization of the DRCC.
- D. Administrative Service (AS)** – As to the disposition of all equipment of the DRCC, the AS shall cause the transfer of accountability of the equipment to the personnel of the DRCC. The AS shall also ensure the provision of standby vehicle/s and driver/s for the 24/7 operations of the DRCC.
- E. Information and Communication Technology Management Service (ICTMS)** – To provide the necessary technical support to IT hardware and software and improve infrastructure to maintain the operations of the DRCC.
- F. Office of the Chief Information Officer** – to provide guidance and oversight on technology management.

G. Strategic Communications Office

- i. **Digital Media Service (DMS)** – To provide the necessary technical assistance and support in the development, packaging, and dissemination of IEC materials aligned with the DSWD branding and media guidelines; and, facilitation and management of media concerns.
- ii. **Agency Operations Section (AOS)** – To provide the necessary technical assistance and support in the facilitation of non-disaster grievances and redress management concerns.

H. Offices, Bureaus, Services, and Units (OBSUs) – to designate personnel to act as DRCC focal and include alternates to perform necessary tasks and accomplish actions related to disaster response operations and other DRRM activities.

I. Operational Systems for DRCC – the office of the DRMG Undersecretary and Assistant Secretary shall allocate funds required for the effective operation of the DRCC until funds are institutionalized.

XII. MONITORING AND EVALUATION

Tracking the adherence to the stipulated standard protocols and procedures is fundamental in ensuring the availability of reliable, accurate, and timely data as in the efficient delivery of services. Hence, the following strategies must be in place to ensure that deliverables are compliant with the prescribed indicators, format, templates, and timelines:

- A. The P/C/MDRRMCs through their respective P/C/MSWDOs in coordination with their P/C/M/LDRRMCs shall be the primary source of data or information;
- B. The DSWD-FOs shall be responsible for the monitoring and evaluation of P/LGU disaster reports based on prescribed indicators, format, templates, and timelines; and,
- C. The DSWD-CO through the DRCC shall be responsible for the monitoring and evaluation of DSWD-FO disaster reports based on prescribed indicators, format, templates, and timelines.

XIII. GRIEVANCE AND REDRESS MANAGEMENT

The 24/7 Operations Section shall maintain direct coordination with the Agency Operations Section (AOS) - Strategic Communications Office for the referral and facilitation of other grievance and redress management concerns. Other workable strategies may be tapped in furthering the feedback mechanism and complaint resolutions, such as:

- A. Consolidation of complaints directly forwarded to Provincial/City/Municipality Action Teams (P/C/MATs) and/or Social Welfare and Development Teams (SWADTs) at the local level;
- B. Setting-up of information or grievance / complaint desks at the DSWD-CO and FOs;
- C. Use of social media platforms (e.g. Facebook, Twitter, Instagram, and others); and,
- D. Mobilization of other existing grievance and redress management such as the 4Ps, Social Pension, etc.

XIV. OTHER ARRANGEMENTS

Upon the effectivity of this AO, a Manual of Operations detailing the implementation of the provisions stipulated in this AO shall be created and published. This shall serve as guidance for all those engaged in preparing DRRM reports at both the CO and FOs.

XV. REPEALING CLAUSE

All previous issuances inconsistent with this Administrative Order are hereby repealed, modified, or amended accordingly.

XVI. EFFECTIVITY CLAUSE


This order shall take effect immediately upon completion of its publication in the official gazette or in a newspaper of general circulation unless rescinded.

Issued this 28 day of DECEMBER 2023 in Quezon City, Philippines.


REX GATCHALIAN
Secretary

Date: 28 DEC 2023

Certified True Copy


WILLIAM V. GARCIA, JR.
OIC-Division Chief
Records and Archives Mgt. Division

29 DEC 2023