

Processing of Relief Augmentation Request

This process intends to provide a system on receiving, recording, approving and determining the requirements for request for resource augmentation to the Local Government Units (LGUs) in response to the needs of the families affected by disasters, calamities, and pandemic. Likewise, it aims to ensure that management and mobilization of food and non-food items (FNIs) are done in an effective, efficient, timely and coordinated manner.

This procedure applies to the processes to be undertaken in providing relief augmentation to the LGUs during disaster operations and other calamities and the pandemic. It covers the receipt of the Field Office/s request until the delivery or release of welfare goods. However, special requests from Legislators are not covered by this SOP. Assistance through congressional requests is considered direct assistance from the DSWD to the disaster victims subject to usual accounting and auditing rules. Further, requests for FNIs that are not disaster related are not covered in this process.

Office or Division:	Disaster Response Management Division (DRMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Local Government Unit (LGU)		
2. Disaster Report and/or Certified List of Disaster-Affected Beneficiaries				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a request letter addressed to the Office of the Regional Director with either of the following attachments: Disaster Report and/or its relative attachments based on existing guidelines.	1.1 Receive the request letter, log the document/s, and endorse the request letter to the DRMD Chief	None	5 minutes	<i>Atty. Michael Joseph J. Lorico Regional Director – Field Officer NCR</i>
	1.2 Endorse the same to DRRS Head		10 minutes	
	1.3 Review and assess the request by DRRS Head; Validate the request through the Local Disaster Risk Reduction and Management Council (LDRRMC) of requesting LGU or through the		2 hours	<i>Mr. Jonathan C. San Agustin Social Welfare Officer III - DRMD Mr. Joel S. Pangilinan SWO IV – OIC-Chief DRMD</i>

	<p>following reports, if available:</p> <p>Latest Disaster Response Operations Monitoring and Information Center (DROMIC) Report; or</p> <p>Rapid Damage Assessment and Needs Analysis (RDANA) Report</p> <p>If assessed to be invalid, proceed to Agency Action Step 1.9</p>			
	<p>1.4 Coordinate with the DSWD-NCR FNFI Warehouse Staff on the availability of FNFI Resources and determine other logistical requirements</p>		<p>30 minutes</p>	
	<p>1.5 If FNFI are not available, prepare a request letter for augmentation to DSWD-Central Office through the Disaster Response Management Group (DRMG) attention to Disaster Response Management Bureau (DRMB)</p> <p>If FNFI are available, prepare Requisition Issuance Slip (RIS) / Issuance</p>		<p>1 hour</p>	<p><i>Mr. Jonathan C. San Agustin</i> Social Welfare Officer III - DRMD</p> <p><i>Mr. Joel S. Pangilinan</i> SWO IV – OIC-Chief DRMD</p>

	Form (IF) and endorse to the DRMD chief			
	1.6 Review all documents; provide recommendation; affix initials on applicable documents; and endorse to the Assistant Regional Director for Operations (ARDO). If documents are not in order, return to AA #1.3.		1 hour	
	1.7 Review all documents; provide recommendation; affix initials on applicable documents; and endorse to the Regional Director. If documents are not in order, return to AA #1.6.		1 hour <i>Mr. Jonathan C. San Agustin</i> <i>Social Welfare Officer III - DRMD</i> <i>Mr. Joel S. Pangilinan</i> <i>SWO IV – OIC-Chief DRMD</i>	
1.8 Approval / Disapproval of RD, and route to DRMD for action	1 hour	<i>Atty. Michael Joseph J. Lorico</i> <i>Regional Director – Field Office NCR</i>		

	<p>1.9 Send a response to LGUs regarding the status of their request letter. If the request is approved, finalize the schedule of delivery/hauling of goods from DSWD-NCR warehouse to the requesting LGU.</p> <p>1.9.1 Forward RIS/IF and/or Assessment Report, and/or approved LGU Request Letter to DSWD-NCR warehouse staff for release of goods.</p>		<p>1 hour and 30 minutes</p>	<p><i>Mr. Joel S. Pangilinan SWO IV – OIC-Chief DRMD</i></p>
<p>2. Receive response from DSWD. If the request is approved, confirm / agree on the schedule of delivery / hauling of goods.</p>	<p>2.1 Facilitate the preparation and signature of delivery receipt by DSWD-NCR warehouse staff. Facilitate the release of goods to requesting LGU as per the delivery plan agreed upon by both DSWD-NCR and the requesting LGU.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Mr. Jonathan C. San Agustin Social Welfare Officer III- DRMD</i></p>
	<p>2.1.2 Should there be any delays from the agreed delivery plan, notify the LGU in writing through electronic mail or short message service (SMS) on the reason and the final date of release.</p>		<p>Within 5 days, 5 hours and 45 minutes</p>	<p><i>Mr. Jonathan C. San Agustin Social Welfare Officer III- DRMD</i></p>
<p>3. Receive requested goods through</p>	<p>3.1 Ensure signed receipts of</p>	<p>None</p>	<p>1 hour</p>	<p><i>Mr. Jonathan C. San Agustin</i></p>

hauling or delivery and sign the receipt of RIS/IF and Delivery Receipt / Issuance Receipt.	RIS/IF and Delivery Receipt / Issuance Receipt by receiving LGU and administer Client Satisfaction Measurement Form (CSMF) upon receipt of requested goods.			<i>Social Welfare Officer III- DRMD</i>
	3.2 Report on the release of FNIs thru submission of any of the following: a. Summary Report b. Feedback Report c. Signed RIS d. Delivery Receipts e. FNI Augmentation and Delivery Report – reflecting release of goods to the DRMD Head and DROMIC			
TOTAL	For the processing of request For full delivery of the approved augmentation based on the delivery plan agreed upon by both DSWD and the requesting LGU including the processing of request, and as consistent with the EODB Law	NONE	1 day, 2 hours, 15 minutes	7 Days