

REGIONAL MEMORANDUM ORDER

NO. 003 = =

Series of 2020

SUBJECT: Guidelines on the Establishment of Operations Center for the FO-NCR's Implementation of Social Amelioration Program relative to the Enhanced Community Quarantine in Luzon

In compliance to the directive of Secretary Rolando Joselito D. Bautista on the establishment of Operations Center and activate its 24/7 operation for the Implementation of Social Amelioration Program relative to the enhanced community quarantine in Luzon, the Field Office – NCR hereby adopts the following guidelines:

A. ESTABLISHMENT AND FUNCTIONS OF THE AGENCY OPERATION CENTER FIELD OFFICE –NCR (AOC FO – NCR)

1. The AOC FO-NCR shall be located at the 2nd Floor, Operations Center - Office of the Regional Director, DSWD-NCR 389 San Rafael St. cor. Legarda, Manila.
2. The Operations Center shall serve as the command and control facility of the Regional Director including the Regional Management Committee (RMANCOM) Members to monitor the implementation of the Social Amelioration Program (SAP). **All RMANCOM Members shall be on – call as deemed necessary to assist the Regional Director in ensuring the effective implementation of the Social Amelioration Program.**
3. The Operations Center shall operate 24/7 with day and night shift from 8AM – 8PM and vice versa from **April 15, 2020 until further notice.**

B. ORGANIZATION AND COMPOSITION OF THE AOC FO – NCR

1. The AOC FO-NCR shall be supervised by the Regional Director.
2. It shall be headed by the Assistant Regional Director for Operations as the AOC Officer – in – Charge for SAP AICS for both Pantawid and Non Pantawid. In the absence of the ARDO, the Chief of Protective Services Division shall be next in succession to be assisted by the core team from different divisions.
3. The Operations Center shall compose of the following teams:

3.1. SAC Accomplishment Team

- This team shall be headed by Regional Information and Communication Technology Management Section. The designated SAC Accomplishment Team as prescribed based on the memorandum from Central Office shall be as follows:
 - a. Regional Information and Communication Technology Management Section (RICTMS)
 - b. Crisis Intervention Section (CIS)
 - c. LGU Monitoring Team

3.2. Reporting and Documentation Team

- The lead is the Policy and Plans Division thru its Policy Development and Planning Section with members from Protective Services Division, Promotive Division and Finance Management Division.

3.3. Coordination and Monitoring Team

- This team shall be headed by the Protective Services Division with members from Centers and Residential Care Facilities (CRCFs), Human Resource Management and Development Division (HRMDD), Policy and Plans Division (PPD) and Promotive Division.

3.4. Communication Response Team

- This team shall compose of staff from Protective Services Division, Promotive Division and Social Marketing Office. Each division shall assign communicators with minimum number of 17 staff to complement with the 17 LGUs.

3.5. Fund Liquidation Team

- The Protective Services Division shall create a team to facilitate the liquidation of the LGUs.

C. INSTITUTIONAL ARRANGEMENT

1. Office of the Regional Director

Monitor and ensure that all reports of whatever template relative to Social Amelioration Program must be submitted to DSWD Central Office using the official email of the region: foncr@dswd.gov.ph within the CO prescribed template.

2. AOC FO NCR Officer- in-Charge

- 2.1. Manage and oversee the over-all implementation of Social Amelioration Program both for Pantawid and Non – Pantawid.
- 2.2. Review the consolidated narrative and physical reports of the Reporting and Documentation Team with regard to the implementation of Social Amelioration Program (SAP) which shall be submitted to the Office of the Regional Director within the FO level prescribed timeline.
- 2.3. Ensure operation of FO-NCRs hotline numbers by assigning staff from Pantawid and Crisis Intervention Section to answer calls from clients on various concerns regarding SAP.
- 2.4. Perform other management roles as may be necessary for the effective implementation of Social Amelioration Program.

3. SAC Accomplishment Team

- 3.1. Conduct orientation and provide technical assistance to LGUs on the SAC, including but not limited to accomplishing, printing and encoding of the form.
- 3.2. Generate daily reports on the distribution of Social Amelioration Cards such as the status of distribution / encoding (attached reporting template SAC Form Monitoring).
- 3.3. Perform other related tasks as may be directed by the AOC Officer – in – charge and the Regional Management Committee.

4. Reporting and Documentation Team

- 4.1. Consolidate reports from the Protective Services Division, Promotive Division and Finance Management Division with regard to the implementation of SAP AICS using the prescribed templates and submit the same to the AOC Officer – in – Charge for onward submission to the Office of the Regional Director.
- 4.2. Perform other related tasks as may be directed by the AOC Officer – in – charge and the Regional Management Committee.

5. Coordination and Monitoring Team

- 5.1. Coordinate concerns of the LGUs and provide technical assistance relative to the implementation of Social Amelioration Program.

- 5.2. Ensure that all SAC Forms are submitted to the Field Office NCR Operation Center thru SAC Accomplishment Team.
- 5.3. RPMO Pantawid and NHTS shall encourage the 17 LGUs to forge MOA on Data Sharing with DSWD – NCR to ensure non- duplication of beneficiaries in the distribution list.
- 5.4. Facilitate submission of the Accomplishment report of LGUs to the Reporting and Documentation Team for review and consolidation;
- 5.5. Prepare and consolidate issues and concerns raised by the LGUs during monitoring activities;
- 5.6. Monitor submission of the liquidation reports including the unutilized funds by the LGUs within 15 days from the completion of the cash distribution. All liquidation reports must be submitted to Operation Center thru its Liquidation Team for checking and onward submission to Finance Management Division;
- 5.7. Perform other related tasks as may be directed by the AOC Officer – in – charge and the Regional Management Committee.

6. Communication Response Team

- 6.1. Respond to hotline calls, emails / social media reports / grievances / text messages from clients on various concerns regarding Social Amelioration Program.
- 6.2. All assigned communicators shall be required to submit daily reports on the issues to the Communication Response Team assigned at the Operation Center on the grievances received with actions taken.
- 6.3. Consolidate all issues and concerns with actions taken from the communicators for onward submission to the Office of the Regional Director every Wednesday of the week.
- 6.4. Perform other related tasks as may be directed by the AOC Officer – in – charge and the Regional Management Committee.

7. Fund Liquidation Team

- 7.1. Check documents to ensure its completeness and genuineness prior to submission to Finance Management Division.
- 7.2. If in case there are documents needing LGU compliance, the team shall coordinate the same to the LGU Monitoring Team for completion of the documents by the concerned LGUs.

D. FREQUENCY OF REPORTING

1. Timeline at the FO Level

To ensure that all reports will be reviewed and approved by the Regional Director prior to its submission to DSWD Central Office, the following prescribed timeline shall be followed in submitting reports to the Office of the Regional Director thru its official email foncr@dswd.gov.ph and copy furnished RD's official email vgbtomas@dswd.gov.ph

Reportorial Requirements	Coverage	Timeline of Submission to the Office of the Regional Director	Responsible Division / Team
Report using the template of OSEC-AOC Central Office	SAP AICS both Pantawid and Non Pantawid	<u>NOT LATER THAN 4PM DAILY</u>	PPD, PSD, Promotive and Finance
Report using the template of Office of the Undersecretary for Operations Group	SAP AICS Non – Pantawid and Social Pension Program	<u>NOT LATER THAN 2PM EVERY TUESDAY</u>	PSD and Monitoring Team
Report using the template of OSEC - HEA	SAP AICS Non Pantawid	<u>NOT LATER THAN 11AM and 7PM DAILY</u>	PSD and Monitoring Team
Other reports such as actions taken of FO to the grievances of clients	Other concerns as need arises	<u>NOT LATER THAN 4PM EVERY THURSDAY</u>	PSD / Client Support Team

2. Timeline at the CO Level

For centralize reporting, the Office of the Regional Director shall be in – charge in sending all reports to Central Office within the prescribed timeline:

Required Reports	Coverage	Timeline of Submission to CO and emails
Report using the template of AOC Central Office 1. Narrative Report and Summary of Accomplishment Reports (Attached as Annex A) 2. Monitoring Matrix of SAP AICS (Attached as Annex B)	SAP AICS both Pantawid and Non Pantawid SAP AICS both Pantawid and Non	<u>NOT LATER THAN 5PM DAILY</u> grbgascon@dswd.gov.ph osec@dswd.gov.ph hagiray@dswd.gov.ph

3. Monitoring of MOA with LGU and Fund Transfers / Liquidation Reports (Attached as Annex C) 4. SAC Form Monitoring (Attached as Annex D)	Pantawid SAP AICS Non – Pantawid SAP AICS Non – Pantawid	fdsomera@dswd.gov.ph jpnwane@dswd.gov.ph pdpb@dswd.gov.ph raalbrecht@dswd.gov.ph
Report using the template of Office of the Undersecretary for Operations Group (Attached as Annex E)	SAP AICS Non – Pantawid and Social Pension Program	<u>NOT LATER THAN 3PM EVERY TUESDAY</u> ousoperations@dswd.gov.ph
Report using the template of OSEC – HEA (Attached as Annex F)	SAP AICS Non Pantawid	<u>NOT LATER THAN 12NN and 8PM DAILY</u> grbgascon@dswd.gov.ph osec@dswd.gov.ph hagiray@dswd.gov.ph fdsomera@dswd.gov.ph jpnwane@dswd.gov.ph pdpb@dswd.gov.ph raalbrecht@dswd.gov.ph
Other reports such as actions taken to grievances of clients	Other concerns as need arises	<u>NOT LATER THAN 5PM EVERY THURSDAY</u> osec@dswd.gov.ph

Note: The reports of Finance Management Division (Budget, Accounting and Cash) regarding SAP AICS both for Pantawid and Non Pantawid can be directly sent to the email of CO Finance Consolidation Team **NOT LATER THAN 5PM DAILY** based on the prescribed templates and copy furnished the official email of the region foncr@dswd.gov.ph for monitoring purposes.

E. WORKFORCE COMPLEMENT

- The following offices / divisions are instructed to provide staff augmentation at the Office of the Regional Director's Operations Center starting April 14, 2020. The list of staff with corresponding schedule shall be endorsed to the Office of the Regional Director not later than April 14, 2020.

Office / Division	Number of Staff and Expected Function
Protective Services Division	<ol style="list-style-type: none"> One (1) personnel to operate the FO – NCR's hotline numbers to answer calls from clients regarding the Social Amelioration Program. One (1) personnel to collaborate with PDPS in the preparation of regional reports re: SAP.

	<ul style="list-style-type: none"> c. One (1) personnel to be in – charge of the Social Amelioration Cards and collaborate with RICTMS. d. One (1) personnel to be in – charge of the technical support to the monitoring team, provide data to PDPS and shall also be assigned as the head of the liquidation team.
Promotive Services Division – RPMO Pantawid	<ul style="list-style-type: none"> a. One (1) personnel to perform duty at the operations center and answer calls relative to the Social Amelioration Program of Pantawid Beneficiaries. b. One (1) personnel to prepare reports of SAP AICS - Pantawid and collaborate with PSD, PDPS and Finance.
Policy and Plans Division (PDPS and MIS)	<ul style="list-style-type: none"> a. One (1) personnel from RICTMS to be designated as ICT staff and collaborate with CIS as to the Social Amelioration Cards b. Two (2) personnel from PDPS to be in – charge in the preparation of the regional reports of FO-NCR.
Finance Management Division	One (1) personnel to be designated as Finance staff and collaborate with PSD, Promotive and PDPS in the consolidation of reports.
Social Marketing Office	One (1) personnel from SMO to ensure the press releases and information being disseminated is up to date.

2. The management enjoins all FO-NCR staff to observe and follow the precautionary health measures and security protocols especially those who are directly implementing the Social Amelioration Program.

This memorandum order shall take effect immediately until further notice for guidance and immediate compliance of all concerned offices.

Issued this 14 day of April, 2020 in the City of Manila.


VICENTE GREGORIO B. TOMAS
 Regional Director