

DEPT. OF SOCIAL WELFARE & DEVT.  
IBP ROAD, CONSTITUTION HILLS, Q.C.

OCT 06 2004

LEGAL SERVICE  
RECEIVED BY:                     

Administrative Order No. 30  
Series of 2004

Subject : **GUIDELINES ON THE MANAGEMENT OF THE  
DISASTER RESPONSE OPERATIONS  
MONITORING AND INFORMATION CENTER  
(DROMIC)**

## I. RATIONALE

In times of disasters, especially those of unusual magnitude where timeliness of action and decisive response are of the essence, the normal scheme of operations becomes temporarily incapable of effectively managing the situation. A major disaster usually creates an atmosphere of crisis and emergency which demands quick decision-making, prolonged hours of continuous operation, vastly increased client to worker ratio, and simultaneous demand from different affected communities for quick response, adequate resources and sustained high level of services. Such a situation demands "crisis management" techniques, structures, processes and procedures.

In 1994, DSWD conceptualized and implemented a five-year program called the Disaster Response and Monitoring Capability Building (DRAMCB) Project by virtue of Department Order No. 53 signed on December 02, 1994 by then DSWD Secretary Corazon Alma G. De Leon. It was a pilot project of the DSWD through the then Bureau of Emergency Assistance (BEA) in coordination with the Field Offices, LGUs, NGOs and other GOs. It was aimed to upgrade the monitoring and response capability of DSWD and the disaster responders in high risk areas to respond to disasters in the most effective and efficient manner and ensure its institutionalization at the national and local levels for a period of five (5) years in three (3) pilot regions of the country. The project was implemented in Region IV (Luzon), Region VIII (Visayas) and in Region X (Mindanao).

The Disaster Response Operations Monitoring and Information Center (DROMIC) was one of the components of the project aimed to ensure responsive data generation towards responsible decisions for timely and appropriate disaster response.

At the end of the program implementation in 1999, the DROMIC-Central Office was retained. It does not engage in direct or actual emergency operation but is mainly responsible in disaster data generation, data banking and reporting relevant information to respective decision-makers at the appropriate time and coordinating responses of various groups concerned on disaster response. DROMIC-Field Offices, however, are both engaged in disaster data generation and actual disaster operations such as rapid assessment and evaluation, technical assistance to LGUs and logistics and manpower support.

## II. LEGAL BASIS

1. **Executive Order No. 15, Series of 1998** – “Redirecting the Functions and Operations of the Department of Social Welfare and Development.”
2. **Presidential Decree No. 1566** – “Strengthening the Philippine Disaster Control Capability and Establishing the National Program on Community Disaster Preparedness.”
3. **Republic Act (RA) 7160** – “Local Government Code of 1991.”
4. **Department Order No. 53** – “Operational Guidelines on the Implementation of the Disaster Response and Monitoring Capability Building (DRAMCB) Project.”

## III. OBJECTIVES

1. To ensure availability of an operational, accurate, adequate and timely retrieval and relay of information and interpretation of policies relative to emergency environment;
2. To focus attention, action and resources to facilitate prompt and appropriate decision and response by Central and Field Office management to the needs of the disaster stricken areas, and;
3. To set up a system to simplify emergency management operations to allow a systematic, coordinated and integrated participation of all work units of the Central and Field Office and reduce uncertainty in management decisions under disaster conditions.

## IV. LOCATION OF DROMICs

The Disaster Response Operations Monitoring and Information Centers (DROMICs) should be under the Operations Division of the 16 Field Offices and if applicable, to include the Autonomous Region in Muslim Mindanao

(ARMM). The DROMIC-Central Office should likewise be located at the DSWD-Central Office compound.

## V. DEFINITION OF TERMS

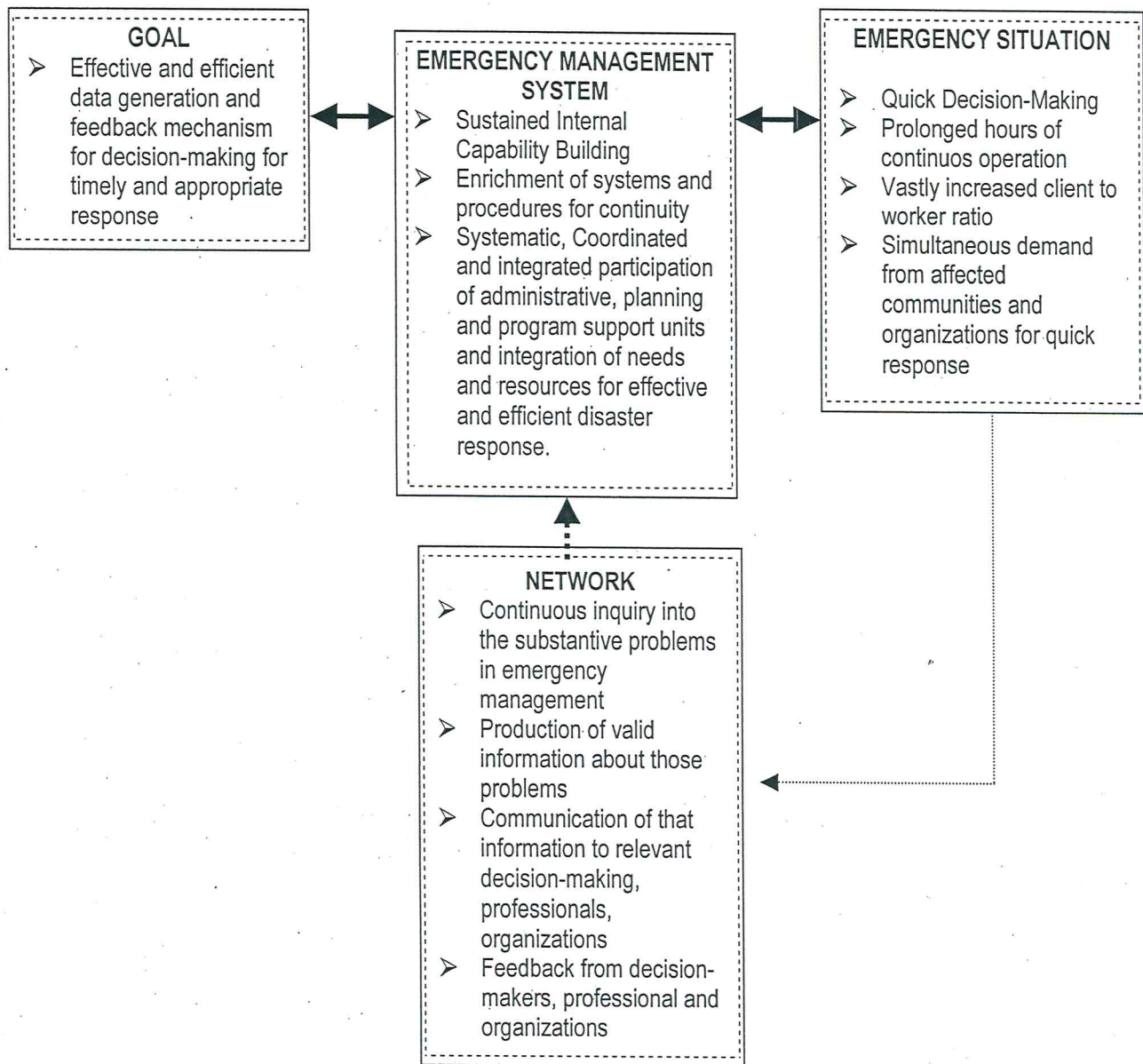
1. **Disaster** - a natural or man-made event that results to the serious disruption of the functioning of a community causing widespread human, material, financial and environmental losses which exceed the ability of the community to cope using its own resources.
2. **Emergency Operation** - refers to the immediate assessment and provision of the need resources of the affected population in a disaster stricken area.
3. **Non-Government Organization (NGO) Desk** - refers to a centralized information center situated in the affected areas responding to queries of NGOs relative to the needs of the affected population and other information in view of the on-going disaster operations.
4. **Disaster Welfare Inquiry Desk** - refers to a one-stop information center located in disaster stricken areas to respond to various queries relative to the on- going disaster operations.
5. **Rapid Assessment** - refers to an urgent and quick field evaluation in disaster stricken areas to determine the number of affected population and their immediate needs and the extent of damage of the disaster.

## VI. CONCEPTUAL FRAMEWORK

To address the complexity in the management of emergency operation, a clear organizational structure with specific roles and tasks of various units shall be set up.

The over-all management of emergency operations at the Central Office shall be handled by the Office of the Capacity Building Group (OCBG) headed by the Undersecretary who reports directly to the Secretary. Direct operations and execution of policies and decisions shall be carried out by the Program Management Bureau (PMB), through the DROMIC-Central Office. At the Field Office level, the Field Director shall be the over-all administrator with the assistance of the assistant Field Director and Social Welfare Officer (SWO) IV on disaster management. The Operations Division unit shall be its executory arm.

The following Conceptual Model shall be used as guide:



## VII. ORGANIZATIONAL COMPONENTS AND FUNCTIONS

### a. Components:

1. Data Banking and Packaging;
2. Continuing skill/expertise upgrading of staff through attendance/participation in seminars, conferences and trainings on disaster management;

3. Standardization and manualization of rules, procedures and techniques in emergency operations management;
4. Institutionalized assessment of disaster occurrence and evaluation of emergency operations management;
5. Enhancement/strengthening of networking and collaboration with all sectors concerned on disasters at various levels of management;
6. Compilation and utilization of relevant maps and other monitoring tools.
7. Establishment and operationalization of NGO desks and disaster welfare inquiry desks and the mobilization of volunteers in its management.

**b. Functions:**

• **DROMIC-CO**

1. Data Generation Banking, Processing and Monitoring:

- 1.1. Generate/compile relevant disaster statistics/baseline data including maps and monitoring tools for data banking;
- 1.2. Alert Field Offices of an impending disaster;
- 1.3. Consolidate disaster data in a quarterly, semi-annual and annual basis;
- 1.4. Receive/reach out for reports from the Field Offices and relay feedback/instructions to the field;
- 1.5. Establish linkage with warning agencies and other disaster monitoring government line agencies;
- 1.6. Analyze and update data on existing capabilities of field offices and LGUs of affected areas, the extent of damage, assistance extended, number of evacuation centers, the GOs and NGOs involved, shopping lists of needs and requirements and problems and constraints in the management of emergency operations;
- 1.7. Package reports and relevant information, and;

- 1.8. Disseminate disaster data and information to the public through the Social Marketing Service (SMS) of DSWD, media, NGOs and other government agencies.

- **DROMIC-Field Office**

1. Data Generation, Analysis, Banking, Processing and Monitoring:
  - 1.1. Generate/compile relevant disaster statistics/baseline data including maps and monitoring tools for data banking;
  - 1.2. Alert LGUs of an impending disaster;
  - 1.3. Receive/reach out for reports from the LGUs and/or affected areas and relay feedback/instructions to the LGUs;
  - 1.4. Establish linkage with warning agencies and other technical experts, and;
  - 1.5. Analyze and update data on existing capabilities of LGUs of affected areas, the extent of damage, assistance extended, number of evacuation centers, the GOs and NGOs involved, shopping lists of needs and requirements and problems and constraints in the management of emergency operations.
2. Rapid assessment and evaluation;
  - 2.1. Validate reported disaster occurrences, identify gaps in service implementation and management of disaster operation and package reports and substantive information as basis for making decisions for provision of augmentation support, and;
  - 2.2. Initiate/facilitate the conduct of post emergency management review.
3. Technical Assistance:
  - 3.1. Review and analyze disaster reports;
  - 3.2. Provide technical consultations on emergency management;

- 3.3. Conduct spot visits to affected areas;
  - 3.4. Develop and/or interpret issuances/guidelines, systems and procedures relative to disaster management;
  - 3.5. Set-up/operationalize NGO Desks and Disaster Welfare Inquiry Desks;
  - 3.6. Provide guidance and assistance in the preparation of field reports;
  - 3.7. Prepare substantive feedback reports to the Field Director and to DSWD-CO.
4. Logistics and manpower support:
    - 4.1. Maintain an updated information on levels of stockpiles at the field office;
    - 4.2. Prepare recommended allocation and utilization of donations and quick response funds;
    - 4.3. Coordinate the operationalization of a scheme for personnel rapid deployment;
    - 4.4. Coordinate and monitors procurement of emergency relief supplies and other materials, and;
    - 4.5. Coordinate/facilitate the transport or shipment of relief goods with the LGUs and NGOs to the beneficiaries.
5. Public Information:
    - 5.1. In coordination with the Regional Information Officer (RIO) deals with media and the general public as far as disaster information is concerned;
    - 5.2. Ensure operationalization of NGO desks and disaster welfare inquiry desks, and;
    - 5.3. Liaison with NGO's and other government agencies.
6. Networking and Linkages:
    - 6.1. Coordinate with warning institutions/agencies;

- 6.2. Coordinate with Disaster Coordinating Councils, and;
- 6.3. Establish/strengthen linkage with LGUs GOs and NGOs on resource generation and coordination for timely and appropriate response.

## **VIII. OPERATING GUIDELINES**

### **A. Organizational Management:**

#### **1. DROMIC-CO**

- 1.1. The Undersecretary for OCBG shall provide overall directions to all operating units and shall report directly to Secretary;
- 1.2. The Program Management Bureau (PMB) is responsible for the implementation of policy directions through the DROMIC. The Bureau shall coordinate with concerned Bureaus and Services as required for the efficient management of emergency operations, and;
- 1.3. DROMIC shall operate 24 hours a day and 7 days a week including holidays with or without occurrence of disasters.
- 1.4. DROMIC shall be manned by a Technical Staff and Administrative Staff every shift duty and staff augmentation may be required when as the need arises during massive disaster monitoring and operation.

#### **2. DROMIC - Field Offices**

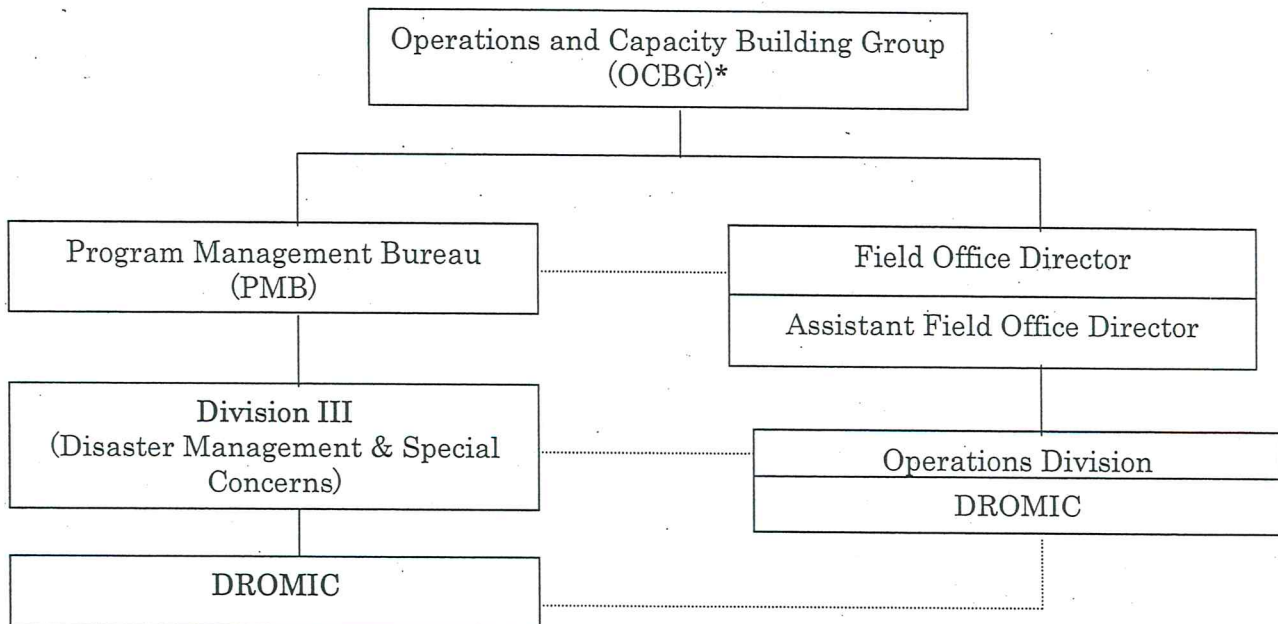
- 2.1. DROMIC shall be reactivated and lodged at the Operations Division with the Division Chiefs as the action officer and the planning officer as the alternate action officer;
- 2.2. The DSWD- Field Office Director shall direct the operation of DROMIC. She/he shall ensure the fast implementation of policies and decisions, assist in coordinating, ensures efficient monitoring of relief operations and submit daily or periodic updates of disaster operations at DROMIC-CO, and;
- 2.3. The Assistant Field Director shall assist and work closely with the Field Director. He/she may need to go to disaster stricken area to assess, monitor and



provide technical assistance in the management of disaster operations.

3. The flow of information and decisions relative to the management of DROMIC shall run within the framework of the organization structure which shall be installed at various levels as shown in Figure I.
4. The Undersecretary for OCBG or the Field Director (in their respective levels), the highest ranking official shall decide on what action to take during emergency situations where life or property are at stake. They shall exert all efforts to consult with the highest ranking official. A report shall subsequently be submitted to the Secretary or to the Field Director (as the case maybe) on the conditions behind the decided course of action, and;
5. Skeletal force consisting of management and monitoring teams shall be organized where a team leader shall be designated for the team's output.

**Figure I - DSWD-DROMIC Organizational Chart**



*Note: \* Reporting directly to the Secretary*

**Operation Planning and Coordination:**

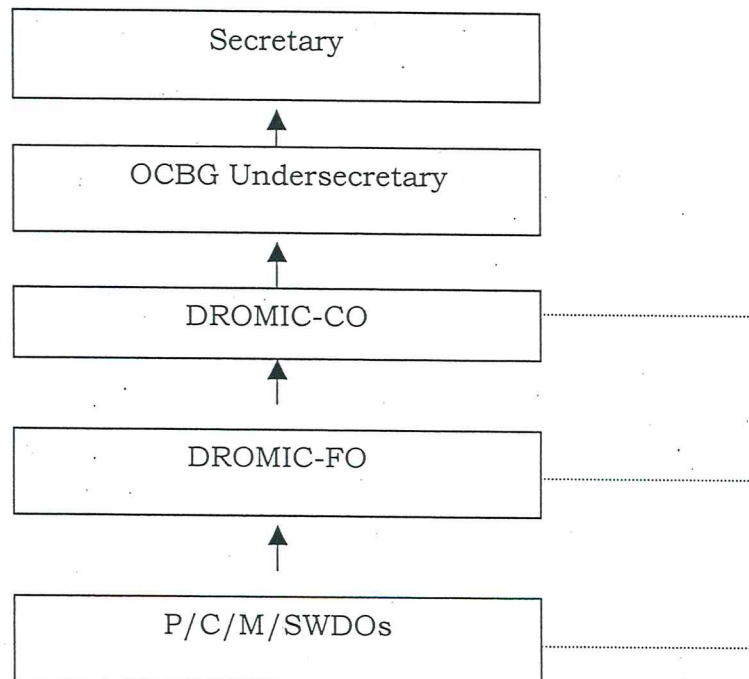
1. A Disaster Operation and Monitoring Team shall be organized as part of the preparedness activity of DROMIC.

2. A listing of the FO disaster operations management and monitoring teams shall be available at DROMIC-CO.
3. The DROMIC shall activate a round-the-clock operation to be decided by the Field Coordinator when Public Storm Warning Number 2 is raised a major disaster.
4. Each disaster operations monitoring team shall be properly oriented by the Division Chiefs. They shall be adequately briefed on specific tasks, expectations and outputs.

B. Emergency Operations Management:

1. Immediately upon activation of the 24-hour disaster operations monitoring, the team on-duty shall ensure availability of the following baseline information for ready reference.
  - 1.1. Map of the affected/potentially at risk area/s;
  - 1.2. Population of affected/potentially at risk area/s (up to the barangay level);
  - 1.3. Manpower complement (workers and volunteers) at various levels (region, province, municipality);
  - 1.4. Disaster operations monitoring teams in the affected/potentially at risk areas;
  - 1.5. Directory with contact numbers and addresses of P/C/MSWDOs in the affected areas/potentially at risk area/s;
  - 1.6. Listing of NGO's operating on the area, and;
  - 1.7. Levels of stockpile and amount of funds available.
2. Each disaster operation monitoring team on duty is responsible for the following outputs:
  - 2.1. Maintain an updated data bank on disaster occurrence generated from the disaster stricken areas;
  - 2.2. Production of quick facts for dissemination to media, NGOs and other interested parties;
  - 2.3. Preparation of an update on disaster operations monitoring for submission to the Field Director/Coordinator;

- 2.4. Record in a log book all calls, decisions, transactions which transpired;
  - 2.5. Management of NGO Desk and Disaster Welfare Inquiry Desk and integrate highlights of accomplishment to the quick facts and updates;
  - 2.6. Maintain and update disaster data board;
  - 2.7. Write in the logbook the summary of decisions, action taken and matters for follow-up for use of the monitoring team.
3. A proper turnover of responsibility and information shall be facilitated to the incoming staff upon the completion of rendered duty by the outgoing staff.
  4. The following flow chart of disaster reporting shall be followed. DROMIC-CO may directly coordinate with the P/C/M/SWDOs for disaster data and information for initial reporting subject for validation by the FOs concerned for progress reporting.



#### D. Direction and Control:

1. The team on duty shall not just wait for reports to be sent by the workers in the affected areas, they shall initiate contact and generation of relevant information.
2. Initial report/situationer report shall be submitted to DROMIC-CO six (6) hours upon the onset of the disaster.
3. The coordinator shall orchestrate day-to-day relief operations, and shall ensure the immediate and precise execution of decisions handed down by the Secretary and/or members of EXECOM and expedite the outputs expected.
4. To further heighten the efficiency in the management of NGO and Disaster Welfare Inquiry Desks, youth, student, elderly volunteers shall be mobilized.
5. DROMIC shall ensure the closest coordination possible with GOs, NGOs and LGUs by sharing reports and other relevant information, which hopefully shall lead to:
  - 5.1. Decisions and agreements relative to delineation of areas of coverage during relief operations;
  - 5.2. Agreements on standard rate of assistance, and;
  - 5.3. Ensure availability of inventory of needs/requirements and shopping lists.
6. The termination of the round-the-clock disaster operations monitoring shall be recommended by the Field Director for DROMIC-FO.

#### E. Assessment and Evaluation:

1. DROMIC shall deploy technical staff to conduct rapid assessment of the disaster stricken area. Assessment shall be used as basis for decision-making for provision of augmentation support (funds, manpower or relief commodities);
2. A post - disaster operations monitoring review shall be initiated by DROMIC to assess and evaluate the operations undertaken for further improvement of disaster response system, and;
3. A terminal report shall be prepared by DROMIC upon the conclusion of disaster operation monitoring.

**IX. EFFECTIVITY**

This order shall take effect immediately and revokes all previous Orders or Issuances inconsistent thereto.

Signed this 23<sup>rd</sup> of September 2004 in Quezon City, Philippines.

  
**CORAZON JULIANO-SOLIMAN**  
Secretary

**A CERTIFIED COPY:**

  
**CARMELITA F. ZAFRA**  
Chief, General Services Division  
and OIC, Records Unit