Overview

This document provides an overview of the logistics services offered by the Logistics Cluster to humanitarian actors, for the coordinated movement of humanitarian assistance in Kyrgyzstan.

The objective of these services is to facilitate the delivery of humanitarian assistance in an efficient and coordinated manner based on the priorities outlined by the Humanitarian Country Team.

These services are planned for the next two months; however the services could be withdrawn earlier depending on the following criteria,

- Gap analysis determines that services are no longer required.
- Funding constraints.
- Situational changes on the ground.

This document will be periodically updated, to match the developing logistics environment and to meet operational needs. Please check for updates at: http://www.logcluster.org/ops/kgz10a

Services Available – Provided by the Logistics Cluster

1. Handling, Storage and Commodity Management at Bishkek, Osh and Jalalabad*, storage facilities; these services will be available 7 days a week.
   
   Note:  *Jalalabad storage facility will soon be operational.

How to Access the Services

1. Storage and commodity management will be available in the warehouse facilities of Bishkek, Osh, and Jalalabad.

2. Requests for storage should be submitted to kyrgyzstan.cargo@logcluster.org using the Temporary Storage Request (TSR) available at http://www.logcluster.org/ops/kgz10a/tsr/view All requests must be received at least 24 hours in advance of the arrival of commodities. The user will be informed by email (or by phone if email is not available) once the request has been “accepted” for further processing.

3. Stored items will only be released after a Release Order Form is duly completed and signed by the requesting Organisation’s authorized releasing authority. The Release Order Form is available at http://www.logcluster.org/ops/kgz10a/release-order-form/view The Logistics Cluster will acknowledge receipt of the form by return email and will advise the user about the time and date that the cargo can be released from the warehouse.
Note:
- Storage will be provided at no cost to all users.
- Transport to and from the warehouse is the responsibility of the user and at their own expense.
- Unloading and loading of the cargo in the warehouses will be the responsibility of the service provider (Logistics Cluster).

4. Storage space will be allocated based on priorities set by the Humanitarian Country Team and the availability of space.

Logistics Cluster Contacts:

All enquires related to these services can be sent to: kyrgyzstan.cargo@logcluster.org

**Conditions of Service & Liability**

- When providing services under the SOPs, the service provider acts as an agent for the Service Users. All contracts are entered into on behalf the Service Users.
- The service provider assumes no responsibility for any loss or damage to goods carried or stored under the SOPs.
- Service Users are responsible for making adequate arrangements for the insurance of their goods. The service provider undertakes the services in good faith and will ensure that the services are carried out with due diligence.
- The service provider assumes no responsibility for amounts which cannot be recovered but will extend their assistance to the Service Users / their Insurers with regard to any reasonable recovery action that they may contemplate at their own costs and risks.

**Deliveries to warehouses**

- Packing list including user details (organisation, person name, email, telephone) must be provided by the consignee prior to arrival of the cargo in the warehouse. The packing list does not replace the Temporary Storage Request (TSR) as mentioned in the paragraph “How to access the services”.
- All cargo being delivered into a warehouse must be clearly marked with the organisation’s name.

**Hazardous Goods and Temperature Controlled storage**

- Logistics Cluster is not able to accept hazardous/dangerous goods for storage.
- Logistics Cluster is not in a position to offer temperature controlled storage.

**Hub address details**

- Bishkek: Address of the warehouse to be confirmed
- Osh: OSH International Airport
- Jalalabad: Not yet operational