Overview

This document provides an overview of the logistics services being offered by the Logistics Cluster to all humanitarian actors, for the coordinated movement of humanitarian assistance to those affected by monsoon floods in Pakistan.

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/NDMA (National Disaster Management Authority).

These services will be offered for a limited period of time, initially until the end of October 2010 and may be withdrawn earlier, in part or in full, for the following reasons:

- 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/pak09a

Services Available – Provided by the Logistics Cluster

1. Provision of temporary storage capacity, handling, consolidation and tracking services at existing hubs for the north in Peshawar. Additional logistics hubs with temporary storage capacity will be established in Sukkur for Sindh Province and Multan in Punjab province.

2. Air transport services will be facilitated for the delivery of urgent humanitarian cargo for locations inaccessible by road (air assets provided by the Government of Pakistan) and will be based out of strategic location in KPK, Punjab and Sindh Provinces. Precise locations are being identified.

How to Access the Services

All services will be operating 7 days per week.

1. Provision of temporary storage capacity, handling, consolidation and tracking services

   a) Temporary storage and commodity management will be available in Peshawar. Additional logistics temporary storage capacity will be established in Sukkur for Sindh Province and Multan in Punjab province.

   b) Requests for storage should be submitted to pakistan.cargo@logcluster.org using the Temporary Storage Request (TSR) available at http://www.logcluster.org/ops/pak09a/temporary-storage-request. 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.

c) Stored items will only be released after a Release Order Form (ROF) 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/pak09a](http://www.logcluster.org/ops/pak09a). 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.

d) Transport to and from the warehouse is the responsibility of the user and at their own expense.

e) Unloading and loading of the cargo in the warehouses will be the responsibility of the service provider (Logistics Cluster).

f) Storage space will be allocated based on priorities set by the Humanitarian Country Team/NDMA (National Disaster Management Authority).

2. **Provision of air transport**

   a) Air transport services will be facilitated in strategic locations in KPK and Punjab Provinces and Sindh. Precise locations are being identified.

   b) Requests for air transport should be submitted to pakistan.cargo@logcluster.org using the Cargo Movement Request (CMR) available at [http://www.logcluster.org/ops/pak09a/cargo-movement-request](http://www.logcluster.org/ops/pak09a/cargo-movement-request). All requests must be received at least 48 hours in advance. The user will be informed by email (or by phone if email is not available) once the request has been “accepted” for further processing.

   c) Transport request are subject to the availability of resources and will be handled as per the priorities set by the by the Humanitarian Country Team/NDMA (National Disaster Management Authority).

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**Conditions of Service & Liability**

- When providing services under the SOPs, the Logistics Cluster acts as an agent for the Service Users. All contracts are entered into on behalf the Service Users.
- The Logistics Cluster 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 Logistics Cluster undertakes the services in good faith and will ensure that the services are carried out with due diligence.
- The Logistics Cluster 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 final destination**

- All cargo being delivered into a hub or staging area must be clearly marked with the organisation’s name and contact details.
**Hazardous Goods and Temperature Controlled storage**
- Logistics Cluster is not able to accept hazardous/dangerous goods for storage and transportation.
- Logistics Cluster is not in a position to offer temperature controlled transport or storage.

**Hubs locations and address details**
- The humanitarian Hubs location and status will be updated on a regular basis and will be available at: [http://www.logcluster.org/ops/pak09a](http://www.logcluster.org/ops/pak09a)

**Logistics Cluster Contact**
- All enquires related to Logistics Cluster services can be sent to: pakistan.cargo@logcluster.org