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 National Disaster Management Authority (NDMA)/Humanitarian Country Team.

These services will be offered for a limited period of time, initially until the end of October 2010 and may be withdrawn earlier, in part or in full, for the following reasons: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

Only humanitarian cargo processed through the Logistics Cluster system will be accepted by the Logistics Cluster.

I) Services Available – Provided by the Logistics Cluster at no cost:

1. Provision of temporary storage capacity, handling, consolidation and tracking services at existing hubs in the following locations:
   - Punjab Province – Multan: Operational
   - Sindh Province – Sukkur: Operational
   - KPK Province – Peshawar: As Required

2. Air transport services are being offered for the delivery of urgent humanitarian cargo to locations inaccessible by road using air assets provided by the UNHAS operation. Furthermore, the logistics cluster can facilitate access to Govt. of Pakistan managed air assets which are provided on an-ad-hoc (and gratis) basis. The air operations are based out of strategic locations in KPK, Punjab and Sindh Provinces as well as Islamabad. Precise locations are listed below under the provision of transport section.

II) 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
Logistics temporary storage capacity is being established in Sukkur for Sindh Province and Multan in Punjab province. Temporary storage and commodity management will be available in Peshawar.

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 48 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.

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. 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.

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

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

Storage space will be allocated based on priorities set by NDMA/Humanitarian Country Team.

Logistics Cluster Temporary storage is provided as a transhipment service. Cluster participants must ensure that distribution plans are in place for onward shipment within the time stipulated in the TSR and accepted by Logistics Cluster.

2. Provision of air transport

Air transport services will be facilitated in strategic locations in KPK, Punjab and Sindh provinces. Air operations are based in the locations listed below as of 26 August 2010. Additional staging areas and air-lift routes are being identified and will be established as required, subject to available resources.

- KPK Province – From Ghazi to Shangla and Swat
- KPK Province – From Kwasakhela to Shangla and Swat
- KPK Province – From Bisham to Kohistan
- Punjab Province – From Multan to D.G. Khan, Muzaffargarh and Rajanpur.
- Sindh Province – From Sukkur to Jacobabad
- To Gilgit-Baltistan – from Islamabad to Gilgit

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. All requests must be received at least 72 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.

Transport request are subject to the availability of resources and will be handled as per the priorities set by the NDMA/Humanitarian Country Team.

3. Overview of cargo movement process – From warehouses to delivery points

User submits CMR and detailed packing list to the Logistics Cluster dedicated email address Pakistan.cargo@logcluster.org.

Logistics Cluster will acknowledge receipt of the CMR by return email or any means of communication available.

Logistics Cluster checks CMR and resolves any queries with User.

Once the CMR has been checked, the User will be notified that the CMR has been ‘accepted’ for further processing.
If checking of the CMR results in any amendments, a copy of the amended CMR should be returned to the user.

Logistics Cluster assesses requests on the basis of priorities set by the Humanitarian Country Team/NDMA.

A Release Order Form (ROF) signed by an authorised person (User or final consignee) is needed before cargo will be handed over by the Transit Hub Staff to a transporter. The ROF can be downloaded from the Logistics Cluster web at the following link: [http://www.logcluster.org/ops/pak09a/release-order-form/view](http://www.logcluster.org/ops/pak09a/release-order-form/view).

Summary of documents needed for the dispatch of commodities:
- CMR approved
- Release Order Form

4. **The utilisation of military assets:**

   Please note: There may be occasions when military assets will be utilised to support the movement of goods by air. When there are gaps in service which cannot be filled by existing civilian capacity, military assets may be tasked to supplement this (these are provided at no cost to the humanitarian community).

   If a particular cluster user does not wish to utilise military assets this should be clearly communicated to the Logistics Cluster in advance and noted on the CMR.

### III) 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.

### IV) 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.
- Loading, offloading and shunting of cargo will be the responsibility of the service provider.

### V) 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.

### VII) 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)

### VIII) Logistics Cluster Contact

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