TO : Members, NDRRMC
     Chairperson, RDRRMC X
     Concerned Private Organizations
     Non-Government Agencies, and
     Volunteer Organizations

SUBJECT : Tropical Storm “Sendong” (Washi) ONE STOP SHOP (OSS)
          Facility for the Acceptance and Processing of Foreign Donations

In the wake of Tropical Storm “Ondoy” (Ketsana) of 2009, Executive Order No. 831 was
formulated with the establishment of the ONE STOP SHOP (OSS) facility in the receipt of all
foreign relief goods and donations. It is headed by the Bureau of Customs-Department of Finance
(BOC-DOF) and composed of the Department of Social Welfare and Development (DSWD),
Department of Health (DOH), Department of National Defense (DND), and other agencies
concerned. These agencies expedited the documentation and processing of imported donations
which included, but not limited to, the issuance of custom and flight clearances.

Henceforth, the same concept of the OSS is hereby adopted in the aftermath of Tropical
Storm “Sendong” (Washi) to expedite relief, recovery, and rehabilitation efforts.

Cagayan de Oro shall be the point of entry and the OSS will be headed by the BOC with
the DSWD as the primary consignee. The OSS is constituted by the following agencies and
authorities:

1. District Collector - Bureau of Customs (Lead Focal Person)
2. Regional Director - Department of Social Welfare and Development
3. Regional Director - Office of Civil Defense
4. Regional Director - Department of Health
5. Regional Director - Department of Education
6. Regional Director - Department of Public Works and Highways
7. Regional Director - Department of Agriculture (BOQ)

Under Section 105 of the Tariff and Customs Code, relief donations from abroad are
exempted from all tariff duties and taxes normally levied to all imported items.

The DFA shall be responsible for conveying the humanitarian and relief needs identified by
the line agencies of the Philippine Government to the international community. Likewise, the
responding requests for the issuance of flight clearances shall be done.

Furthermore, the NDRRMC shall serve as the information hub for all transactions between
and among donors, consignee, and recipients of foreign and local donations. All communications
will be addressed to the Executive Director of the NDRRMC through the Chief of the NDRRMC
Operations Center.

For your information and compliance.