



MEMORANDUM ORDER

No. 05-09-2012

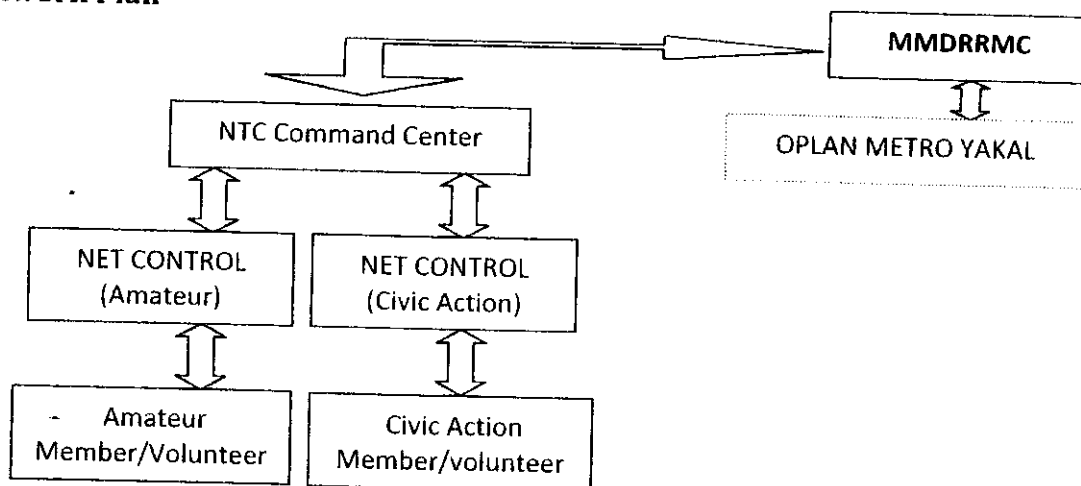
SUBJECT: **EMERGENCY RADIO COMMUNICATIONS PROTOCOL FOR RADIO VOLUNTEERS (NTC TASK FORCE BAYANIHAN)**

I. OBJECTIVES

- a. To prescribe standards operating procedures for radio volunteers in times of emergencies, disasters and calamities.
- b. To raise the level of awareness of radio volunteers of the need for communications support and handling of messages in times of emergencies, disasters and calamities.
- c. To set communications and messaging protocols that will ensure timely, accurate and correct message handling.
- d. To provide a platform for continuous training for the amateurs, civic action groups and other volunteer radio users for message handling during emergencies, disasters or calamities.
- e. To establish a repository of all radio communication messages in times of emergencies, disasters and calamities.

II. RADIO COMMUNICATIONS NETWORK

Network Plan



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The National Telecommunications Commission (NTC) shall:

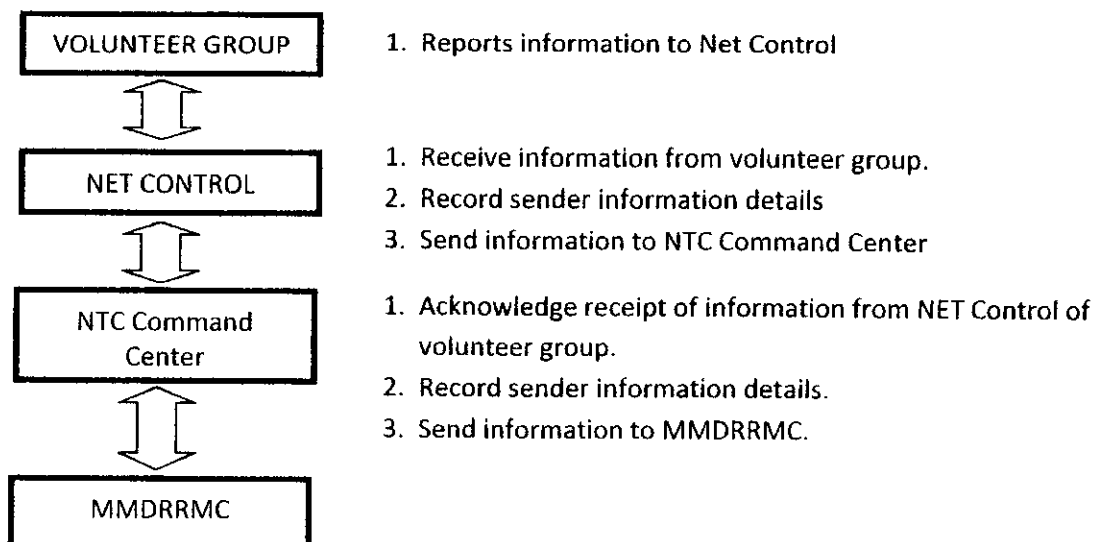
- a. Establish a Radio Control Center (RCC) where net control of Amateur and Civic Action Group shall report during emergencies, disasters or calamities.
- b. Have direct linkages to Metro Manila Disaster Risk Reduction and Management Council (MMDRRMC) and direct collaboration with other concerned agencies such as Metro Manila Development Authority (MMDA), Office of Civil Defense (OCD), Department of Interior and Local Government (DILG).
- c. Update all volunteer groups who are signed on the RCC any information from MMDRRMC that needs dissemination.
- d. Act as the overall coordinator of all radio messages from any volunteer groups. Any MMDRRMC or MMDA affiliated radio volunteers may directly send messages to MMDRRMC or MMDA, respectively.
- e. Assign emergency frequencies for this purpose.

III. SOURCES OF INFORMATION

- a. Information from MMDRRMC, Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA) or the Philippine Institute of Volcanology and Seismology (PHILVOCS) are considered as official sources of information which need not be validated.
- b. Information from other sources other than the above shall be properly verified by MMDRRMC before dissemination.

IV. VALIDATION OF RAW INFORMATION/MESSAGES

- a. Information received thru this network shall be validated by MMDRRMC.
- b. To readily facilitate verification of information the following procedures shall be followed:



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- c. All volunteer groups are enjoined to ensure the validity and correctness of information to be reported to Net Control.
- d. Only communications traffic with valid calling formats shall be entertained by NTC Command Center.

V. STANDARD OPERATING PROCEDURES

- a. NTC shall activate the RCC during emergencies, calamities, disasters or whenever the MMDRRMC requested.
- b. During an emergency, all volunteer groups shall monitor or check in when requested on frequencies defined by NTC.
- c. Upon activation, NTC RCC shall call for stations to stand by and request stations in the affected area of the emergency to check into the network. NTC RCC shall likewise ask for volunteer relay stations to stand by in case of poor signals coming from the stations in the affected areas.
- d. Only plain language shall be used. Radio Communications traffic shall be controlled by NTC RCC. The NTC RCC shall be the clearing house for any radio messages to and from MMDRRMC.
- e. Only the station acknowledged by NTC RCC shall transmit and state his/her traffic using the message format provided for in this Order. The order of importance for traffic shall be: emergency, priority and welfare traffic.
- f. Some operations are conducted using repeater frequencies. In the event of a repeater failure, operations shall be continued using the repeater output frequency in simplex mode, until operation is restored, or until the NTC RCC requests that a network change frequency.
- g. Volunteers working with government agencies such as MMDRRMC or Provincial, City, Municipal, RRMCS as the need arises to serve will monitor the frequency assigned to their city/town for any traffic for their station. They are encouraged as necessary to conduct operations on other frequencies, but must keep a "watch" on the assigned frequency for their community.
- h. All reports to the NTC RCC shall follow the standard message format prescribed by this Order.
- i. Upon termination of any operation, the NTC RCC shall advise MMDRRMC and the volunteer groups and records/logs the said termination.

VI. Message format

- a. The following message format shall be observed for all emergency traffic:
 - a.1. Callsign and Club Affiliation

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a.2. Message addressee and originator in terms of name, title, agency, address

a.3. Contact verification numbers either phone number, cell phone number, email address or residence address.

a.4. Body of Message

a.5. Sign off using callsign.

a.6. End of Transmission

b. All emergency traffic records shall be kept by participating operators for five (5) years. A sample Radiogram Form is hereby appended.

VII. **REPEALING CLAUSE.** – All circulars, memoranda or orders inconsistent with this Circular are hereby repealed or modified accordingly.

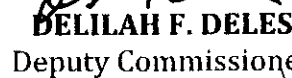
VIII. **SAVING CLAUSE.** – Should any part or parts of this Circular be found unlawful or unconstitutional by the courts, the remaining parts, insofar as they can stand on their own, shall be given force and effect.

IX. **EFFECTIVITY.** – This Circular takes effect immediately.

Issued on 6th day of September 2012 at Quezon City, Philippines.



GAMALIEL A. CORDOBA
Commissioner



DELILAH F. DELES
Deputy Commissioner

Sample Message Format for Emergency Communications



(letterhead)

Instruction: Put one word per box. Use X for STOP. Maximum: 40 words. Breakup phone numbers into one box per number.

URGENT	SEND	RUBBER	BOAT	TO
BARANGAY	SAN	ISIDRO	PARANAQUE	CREEK
NEAR	WALTER	MART	30	FAMILIES
STRANDED	ON	ROOF	OF	HOUSES
EOT				

Message No.	1	Classification:	EMERGENCY
UTC Received:	0030	From: (callsign/club)	DU1VHY/PARL
Recipient:	NTC RCC	Office/Title	ARES Chairman
UTC Sent:	0033	Verification:	0922848854
<i>SIGN-OFF:</i>			
	DU1EQ	SIGNATURE	