OVERVIEW

This document explains the scope of the logistics services provided by the National Logistics Cluster, in support of the COVID-19 response in Nepal, how humanitarian actors and Nepal Government may access these services, and the conditions under which these services will be provided.

The objective of the transport and storage services is to support humanitarian organisations and Government to establish a supply chain of medicines, medical goods and medical equipment mandated by the Ministry of Health and Population (MoHP) for Prevention of COVID-19 transmission, control and treatment to the hospitals and primary healthcare facilities. These services are not intended to replace the logistics capacities of responding organisations, nor are they meant to compete with the commercial market. Rather, they are intended to fill identified gaps and provide an option as last resort in case private sector service-providers are limited or unable to provide services due to the lockdown.

These services are planned to be available until 31 May 2020, with the possibility of further extension. The services may be withdrawn before this date in part or in full, for any of the following reasons:

• Changes in the situation on the ground
• No longer an agreed upon/identified gap in transport and storage
• Funding constraints

The Logistics Cluster in Nepal will provide storage service for medicines, medical supplies and medical equipment for COVID-19 response at three Humanitarian Staging Areas (HSAs) at Kathmandu Airport, Nepalgunj Airport and Dhangadhi Airport and transport services will be provided free-of-cost to the users as specified below.

Table 1, Kathmandu

From	Destination: Province	Delivery Point
HSA/TIA or Kathmandu	Province 1	Biratnagar/Morang
	Province 2	Janakpurdham / Janakpur
	Bagmati Province	Hetauda/Makwanpur
	Gandaki Province	Pokhara / Kaski
	Province 5	Butwal / Rupandehi
	Province 5	Nepalgunj / Banke
	Karnali Province	Birendranagar / Surkhet
	Sudurpashchim Province	Dhangadhi/Kailali

Table 2, Nepalgunj

From	Destination: District	Delivery Point
HSA/Nepalgunj Airport	Dailekh	Narayan Municipality (District Headquarter)
	Jajarkot	Khalanga
	Jumla	Chandannath
	Kalikot	Manma
	Mugu	Gamgadhi
	Salyan	Salyan Bazar
	Surkhet	Birendranagar
	Western Rukum	Musikot
	Bardiya	Guleriya
	Dang	Tulshipur
	Rolpa	Liwang
	Pyuthan	Khalanga

Table 3, Dhangadhi

From	Destination: District	Delivery Point
HSA/Dhangadhi Airport	Achham	Mangalsen
	Baitadi	Dasharathchand
	Bajhang	Chainpur Jayaprithivi Municipality
	Bajura	Martadi
	Dadeldhura	Amargadhi
	Darchula	Darchula Khalanga
	Doti	Dipayal
	Kailali	Dhangadhi
	Kanchanpur	Mahendranagar, Bhimdatta Municipality

This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the Nepal National Logistics Cluster operations page (https://logcluster.org/countries/NPL) and shared via the mailing list.

KEY NOTES TO USERS

i) Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in the Republic of Nepal are eligible to use these services (hereafter referred to as "service users").

ii) Any communications, requests, and **all documentation** related to these services should be sent to Nepal Logistics Cluster email id: Nepal LogCluster <nepal.logcluster@wfp.org>

iii) Customs clearance to import supplies to Nepal is the responsibility of the service user in all cases.

iv) Insurance for the cargo is the responsibility of the service user in all cases.

v) Implementation of all services is dependent on the security situation, this may affect schedules and access.

vi) Services will be provided in accordance with the priorities set by the Humanitarian Country Team. As a guiding principle, priority will be given to requests related to life-saving and COVID-19 emergency response activities.

OVERVIEW OF SERVICES

• **Road Transport** *as per above table 1, 2 and 3;*

• **Temporary Storage** *at HSAs (Kathmandu, Nepalgunj , Dhangadhi);*

• **Of** medicines, medical goods and medical equipment, intended for hospitals and primary healthcare facilities for prevention of COVID-19 transmission, control and treatment.

HOW TO ACCESS THE ROAD TRANSPORT SERVICES

The following services will be made available on a free-to-user basis:

• Road Transport from the 3 HSAs to the destinations as mentioned in the above table 1, 2 and 3 inside Nepal. NOTE: "Accessible locations" may vary, service users are encouraged to submit their Service Request Form (SRF) as soon as possible to allow the Logistics Cluster to assess the possibility for making the delivery.

• Service users are responsible for ensuring that all customs clearance formalities are met prior to transportation.

• Services will be planned based on the availability of transport capacity, access, security and permissions (the service includes obtaining the necessary permissions for the movement of cargo inside Nepal on behalf of the service user).

• Transport can be requested for cargo in Logistics Cluster-coordinated storage facilities in HSAs. The service user may also request collection of their cargo from the warehouses of the service user located in Kathmandu, Nepalgunj and Dhangadhi.

• Service users requesting collection of their cargo from their warehouse, or the warehouse of a commercial service-provider acting on their behalf, will be responsible to arrange the loading.

• Service users will be responsible to arrange the unloading at the delivery locations; except in cases where the cargo is received into a Logistics Cluster-coordinated storage facility at the HSAs in Kathmandu, Nepalgunj and Dhangadhi

NOTE: The Logistics Cluster, through WFP, can apply for deconfliction and security clearances of the trucks on behalf of service users. To enable WFP to do this, service users must submit a cargo delivery plan alongside the SRF.

Procedure

• Service users must submit a completed SRF a minimum of **48 hours** before they expect to have the cargo ready to load. The SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: nepal.logcluster@wfp.org.

• A single SRF for the Road Transport Service can have only:

- One location where the cargo will be handed over for service(s) to begin (in the "FROM" field);
- One date when cargo will be handed over for service(s) to begin (in the "Date Ready for Movement" field);
- One location where the cargo will be handed back when service(s) end (in the "TO" field);

Note: *The Service Request Form* can be found on the Logistics Cluster website at the following link: https://logcluster.org/document/wfp-nepal-service-request-form. General instructions for completing the SRF can be found at: https://logcluster.org/document/wfp-nepal-service-request-form-user-instructions

• Service users must provide their organisations PO Number(s) for the cargo (in the "Consigner Reference" field).

• Service users requesting collection of their cargo from the warehouse of their clearing and forwarding agent are asked to provide contact details for their agent on the SRF in the "Clearing Agent" fields (including: agent/company name, telephone number, contact name, and e-mail address).

• Service users are required to submit copies of a Packing List and/or an invoice with the SRF.

• The Logistics Cluster will confirm receipt of the SRF within 24 hours, and will either:

- request additional clarification or documentation required;
- or, will register the SRF as "New" in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User. All enquiries on the status of cargo should be checked online on the RITA platform, using the tracking number, at: https://rita.logcluster.org/public/track.htm

Note: At this point no commitment has been made to provide the service as requested.

• The Logistics Cluster will review all "New" SRFs within 24 hours, and will either:

- request additional clarification or documentation;
- "Accept" the SRF; or
- communicate the reason why the service cannot be provided at this time and give the service user the option to "Cancel" or place the SRF "On-Hold".

- For "New" and "On-hold" SRF status there is a limit of two weeks to provide all requested missing information and/or supporting documentation, or to make a agree on a resolution concerning "On-Hold" SRFs. If all requested information and/or documentation is not received within two weeks, or a resolution for the "On-Hold" SRFs is not communicated the SRF will be cancelled.

• Please note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organization.

• The requesting organization is responsible for the loading of the trucks at the point of origin. If the loading is undertaken at the Logistics Cluster warehouses, loading will be managed by the Logistics Cluster. The requesting organization is also obliged to provide the shipping documentation to the truck drivers.

• The Logistics Cluster will transport items from its warehousing locations, using WFP waybills.

• The Logistics Cluster will confirm the time and pickup of the cargo, once trucks have been confirmed.

NOTE: For "Accepted" SRF status all cargo must be ready to load at the agreed upon date. Any quantity of cargo not ready at that time will be recorded as "Not received from service user". A new SRF will have to be submitted for the "not received" cargo, with a new 'Ready to load' date.

• The Logistics Cluster will facilitate the transport of the cargo and keep the service user informed on the progress.

• At the final destination, the receiving organisation is responsible for the offloading of the cargo.

• The sending organisation, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo.

• Inquiries regarding the consignment should be sent to: nepal.logcluster@wfp.org

HOW TO ACCESS TEMPORARY STORAGE SERVICES

The following services will be made available on a free-to-user basis:

• Temporary storage *at HSAs (Kathmandu, Nepalgunj and Dhangadhi)*.

• Temporary storage will be provided, subject to availability, in a common area to humanitarian organisations.

• All storage space provided is temporary and for a specified time period. The storage space available and the time this is made available for may change according to the level of usage.

• Service users should check availability of storage minimum of 72 hours in advance by sending an email to: nepal.logcluster@wfp.org

• Service users are responsible for ensuring the removal of their cargo prior to, or on the date agreed upon.

• In the event that additional time is required for storage usage, the service user must inform the Logistics Cluster of such requirements prior to the specified date agreed upon.

NOTE: Additional storage time will be subject to availability and at the discretion of the Logistics Cluster.

• Service users are required to submit a complete SRF, SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: nepal.logcluster@wfp.org. The SRF must be submitted a minimum of two working days before they expect to have the cargo ready to deliver to the storage facility.

• A single SRF for the Temporary Storage Service can have only:
-   **One location** *where* the cargo will be handed over for service(s) to begin (in the "FROM" field);
-   **One date** *when* cargo will be handed over for service(s) to begin (in the "Date Ready for Movement" field);
-   **One location** *where* the cargo will be handed back when service(s) end (in the "TO" field);

Note: ***The Service Request Form*** can be found on the Logistics Cluster website at the following link: https://logcluster.org/document/wfp-nepal-service-request-form. General instructions for completing the SRF can be found at: https://logcluster.org/document/wfp-nepal-service-request-form-user-instructions

• Service users should provide their organisations PO Number(s) or any other internal Reference Number for the cargo (in the "Owner Reference" field) to facilitate tracking of their cargo.

• Service users requesting collection of their cargo from the warehouse of their clearing and forwarding agent must provide the contact details for their agent on the SRF in the "Clearing Agent" fields (including: agent/company name, telephone number, contact name, and e-mail address).

• Service users must submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.

• The Logistics Cluster will confirm receipt of the SRF within 24 hours, and will either:
-   request additional clarification or documentation required;
-   or, will register the SRF as "New" in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User. All enquiries on the status of cargo should be checked online on the RITA platform, using the tracking number, at: https://rita.logcluster.org/public/track.htm

• The Logistics Cluster will review all "New" SRFs within 24 hours, and will either:
-   request additional clarification or documentation;
-   "Accept" the SRF; or
-   communicate the reason why the service cannot be provided at this time and give the service user the option to "Cancel" or place the SRF "On-Hold".

• For "New" and "On-hold" SRF status there is a limit of two weeks to provide all requested missing information and/or supporting documentation, or to agree on a resolution concerning "On-Hold" SRFs. If all requested information and/or documentation is not received within two weeks, or a resolution for the "On-Hold" SRFs is not communicated, the SRF will be cancelled.

• After receiving confirmation from the Logistics Cluster that the request has been accepted, the requesting organisation should inform the Logistics Cluster of the estimated date and time of the cargo arrival at the warehouse. The requestor should also provide contact details of the truck driver/convoy leader to the Logistics Cluster contact person to enable the trucks with cargo to be guided to the Logistics Cluster's warehouse.

• The requesting organisation should also provide the Logistics Cluster with the waybill numbers (and if possible, copies of the waybills) for the consignment, as well as the plate numbers of the trucks on which it will be delivered. This will enable the Logistics Cluster to easily identify the arriving cargo. However, if the agency is already using the Logistics Cluster-facilitated transport services, these details will already be with the cluster.

• Service users will bring their cargo to the Logistics Cluster warehouse at their own cost; offloading and handling-in will be arranged by the Logistics Cluster.

NOTE: For "Accepted" SRF status all cargo must be received into the warehouse within two weeks of the agreed upon delivery date. Any quantity of cargo not received by that time will be cancelled and recorded as "Not received from service user"

• The Logistics Cluster will confirm receipt of the cargo in the warehouse by updating the cargo tracking system.

• The Logistics Cluster will share a consignment report upon receipt of the cargo in the warehouse, which will include a tracking number and details of the consignment.

• Cargo will not be released from the warehouse unless the Logistics Cluster either receives a signed Release Order Form (ROF) from the consignor organisation or a scanned copy attached to email from a known agency contact or implementing partner.

NOTE: All ROFs must indicate Consignment Number, number of units, volume and tonnage of the cargo to be released, and should specify to whom the cargo should be made available.

• The Logistics Cluster will arrange handling-out and will confirm release of the cargo to the receiving organisation.

• Inquiries regarding the consignment information should be sent to: nepal.logcluster@wfp.org

LIMITATIONS AND CONDITIONS OF SERVICES

• Only UN Agencies, International Humanitarian Organisations (e.g. IOM, IFRC, etc.), and International or National Non-Governmental Organisations (NGOs) operating in Nepal are eligible to use this service.

• When providing services under this SOP, WFP acts as agent for the service users/ requesting organisations. WFP assumes no responsibility for storage or transportation and/or any loss or damage to the goods carried. The service users are responsible for making adequate arrangements for the insurance of their goods. WFP undertakes the services in good faith and will ensure that the services are carried out with due diligence.

• Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.

• The Logistics Cluster does not regularly coordinate services for cold chain and dangerous goods, however requests for such services will be assessed on a case by case basis.

• **The point of contact for Nepal inquiries related to Road Transport and Temporary Storage services is** nepal.logcluster@wfp.org