

PRIME MINISTER'S OFFICE  
ISLAMABAD

\*\*\*\*\*

Subject: MECHANISM FOR BETTER UTILIZATION OF SERVICES OF THE PRIME MINISTER'S CORONA RELIEF TIGERS (THE VOLUNTEERS) IN RELIEF ACTIVITIES AT DISTRICT LEVEL.

The Prime Minister's Corona Relief Tigers (Volunteers) force has been set up in the backdrop of COVID-19. This programme enables volunteers' mobilization for a national cause and placement of their services at the disposal of respective district administrations. The objective is to carry out relief activities in the best possible manner through community participation in support to government machinery.

2. Registration of the volunteers is under process since 31<sup>st</sup> March and will last till 10<sup>th</sup> April 2020. Soon after completion of the registration, the lists of the volunteers will be displayed to the respective Deputy Commissioners on the dashboards of Pakistan Citizen's Portal. They will be provided with the option to retrieve data of volunteers on the basis of locality, qualification or skill set, as the case may be.

3. The services of volunteers, while adhering to a laid down code of conduct (**Annex-I**), may be utilized by the district administration in relief activities by placing them at the disposal of;

- i. the Government Departments in the district i.e. Police, Health, PDMA etc (as per need)
- ii. the public representatives (as per need)

However, the district administration shall ensure that the services of volunteers are utilized only in the relief activities as per their ToRs (**Annex-II & III**). Furthermore, for better management and supervision of the volunteers' services, Deputy Commissioners shall notify three (03) Committees for different administrative tiers as per the composition and ToRs at **Annex-IV**.

4. Since, this initiative is all about a national cause and a service to humanity therefore, efforts may be made to make it successful and result oriented. Better coordination and consensus amongst the stakeholders at district, tehsil, UC and VC levels will be the hallmark of success. The District Administration is also required to ensure that the volunteers' participation may be facilitated in accordance with the guidelines at **Annex-V**.

Subject: CODE OF CONDUCT FOR PM'S CORONA RELIEF TIGERS

All volunteer while performing their duties, shall adhere to the following code of conduct. The volunteer shall;

- Regularly carry the Volunteer ID card or any other identity instrument provided while performing duties.
- Introduce him/her to the officer/person to whom their services are deputed & also to the community of work place.
- Not assume any duty/responsibility until assigned by the district administration or by the stakeholder to whom his/her services are deputed.
- Perform duties with honesty and provide actual information about the work done.
- Give quality time to this sacred cause and perform only the assigned duties during the course of volunteer work.
- Work only in the assigned area of responsibility.
- Not delegate any assigned task onward to any other volunteer/person until allowed.
- Not perform duties independently rather follow instructions/guidance of the officer/person to whom his/her services are deputed.
- Not engage in any illegal activities i.e. mis-appropriation of goods, provision of false information etc.
- Not misbehave with the partner volunteers or the community.
- Timely inform the authorities regarding their non-availability.
- Timely inform the authorities about any issue in the offing or being faced.
- Equally follow the instructions issued for general public to wash hands, use sanitizers, maintains social distancing, wear masks, avoid greetings etc.
- Maintain high moral and behavioral standard while performing duties.
- Maintain daily activity log and share at the end of the week.
- Not present him/her as a Govt; official or an official representative/office bearer of a political party.

**Note:** In case of non-observance of the above Code of Conduct by any volunteer, the membership of the volunteer shall be terminated forthwith, his card shall be cancelled and all concerned shall be informed to stop assigning duties.



Subject: TERMS OF REFERENCE/JOB DESCRIPTION OF THE PM'S CORONA RELIEF TIGERS

Services of the Volunteers may be utilized in the following areas;

- Identification of deserving people in respective locality subject to the direction of, and parameters given by the District Administration.
- Rashan distribution in respective locality under supervision of the concerned stakeholder.
- Quarantine Center Management in respective locality. However, the duties shall be non-technical.
- Transportation & Mobilization of Workers on honorary hired vehicles.
- Non-intrusive surveillance of home quarantine in respective locality as per specific parameters & SOPs and report on its proper maintenance or otherwise
- Social guide in Hospital / Public Places for awareness about Dos & Dnts.
- Data collection of unemployed laborer or in any other aspect required
- Track & Trace (Suspect & Report)
- Non-intrusive identification of the following and to the extent of reporting to the authorities or on Pakistan Citizen's Portal
  - Hoarding, high prices, adulteration
  - Violation of restrictions
  - High handedness of administration
  - Public announcements & Funeral management
  - Enforcement of Lockdown
- Any other task / assignment assigned by the concerned Govt. authority

Subject: TERMS & CONDITIONS FOR THE PM'S CORONA RELIEF TIGERS

The services of a volunteer shall be availed as if they agree to the laid down Terms & Conditions;

- The services to be provided by the volunteer will be considered as a donation towards a greater cause i.e. service to the nation and humanity and under no circumstances any wages, salary or benefits from the government to be expected.
- The services to be provided by the volunteer are considered to be willful not forced.
- The volunteer shall not consider this assignment as an employment.
- The volunteer shall act responsibly and abide by all laws, rules, regulations and conduct enforced by the Government.
- The volunteer if required shall keep the Government's data confidential.
- The volunteer shall remain stand-by till any assignment conveyed to him/her.
- The volunteer shall ensure that all the relevant details provided are authentic/correct.
- The volunteer can be assigned any need based task that might be different to the skill mentioned by him/her.
- Once registration is completed, volunteer will be informed through messages on Pakistan Citizen Portal (PCP)/Cell phone for further proceedings.
- The volunteer will be contacted by the concerned Deputy Commissioner Office or the authorized stakeholder.
- There is possibility that the volunteer may use his/her logistics during his volunteer work for which he/she shall not claim any reimbursement.
- The volunteers are equally entitled for all kinds of services, facilities and legal protection meant for a common man. However, during the course of his/her duty, the volunteer shall accept the tasks and risks associated with the choice to provide volunteer services. No claim or liability to be accepted in terms of;
  - Natural disasters;
  - Accident;
  - Injury;
  - Facing rage of community ;
  - Illness or disease;
  - Damage to or loss of property;



Subject: MECHANISM FOR MANAGEMENT AND SUPERVISION OF PM'S CORONA RELIEF TIGERS (THE VOLUNTEERS) AT FIELD LEVEL

**A-District Steering Committee**

i. Deputy Commissioner	Convener
ii. District Police Officer	Member
iii. Concerned MNAs	Member
iv. ADC (General or F&P)	Member/Secretary
v. Distt; Officer Social Welfare	Member
vi. Distt; Health Officer/ Authority	Member
vii. Rep of LG Deptt	Member
viii. Local noble personality (To be nominated by the convener)	Member
ix. Any coopted member	Member

**ToRs:**

- To assemble on need basis
- To oversee overall activities being carried out by the Volunteers.
- Identification of stakeholders & delegation of roles and responsibilities
- Approval of the distribution plan for utilization of the volunteer services by different stakeholders in the light of their qualification, experience, skill set .
- To provide guidance in matter pertaining to utilization of services of the registered volunteers.
- To monitor, review, evaluate and analysis overall working of the Volunteers in the district.
- Coordination with concerned stakeholders

**B-Tehsil Management Committee**

i. Assistant Commissioner	Convener
ii. DSP concerned	Member
iii. Concerned MPAs	Member
iv. Tehsildar concerned	Member/Secretary
v. Rep of Distt; Social Welfare	Member
vi. MS of the Tehsil Hospital	Member
vii. Local noble personality (To be nominated by the convener)	Member
viii. Any coopted member	Member

**ToRs:**

- To assemble on need basis
- To solicit demands for volunteer services from different stakeholders i.e. Police, Health, NDMA/PDMA, Public representatives etc.
- Allocation of volunteers on the basis of their qualification, experience, skill set etc to different stakeholders (Police, Health, NDMA/PDMA, public representatives etc) in the concerned tehsil as per need in accordance with the approved distribution plan by the distt; steering committee.

- d. Progress review of volunteer work on the basis of ToRs.
- e. Assignment of tasks to volunteers as per listed ToRs.
- f. To identify and motivate local philanthropists for donations in Kind.
- g. Identification of on-ground issues for discussion & possible remedial measures.
- h. To submit report to Distt steering committee

#### **C-Union Council/Village Council/Neighborhood Council Operational Committee**

i. The DC shall notify the convener of the UC/VC/NC (as the case may be) from amongst the Members of the Committee	Convener
ii. Local Political Representative/s	Member
iii. Secretary Union Council/VC/NC	Member/Secretary
iv. Rep of Police (SHO/Addl; SHO/Choki In-charge)	Member
v. Local Political Rep;	Member
vi. Rep of Education Deptt (Headmaster of the Local School)	Member
vii. Rep of Revenue Deptt;	Member
viii. Local Elder (To be nominated by the convener)	Member
ix. Rep; of Masjid Committee	Member
x. Any coopted member/s	Member

#### **ToRs:**

- a. To assemble on need basis
- b. To keep close coordination with volunteers deployed for various activities.
- c. To provide list of all the households (if available) to the volunteers in their Ward or Village Council for necessary coordination.
- d. To mobilize the volunteers of respective locality to identify needy households and provide guidance on how to register with the Ehsas and Provincial Assistance programs etc.
- e. To assign tasks to volunteers under the auspices of a govt; official or person nominated by the philanthropist organization to deliver assistance of any kind collected from local Philanthropists/NGOs to those needy households who don't qualify for govt assistance.
- f. To ensure that the volunteer equally guide the people to practice social distancing, washing their hands regularly and covering their face in sickness even when the lockdown is eased.
- g. To keep the volunteer duly updated about frequently asked questions of the public e.g. about the lock down, opening of schools, any other upcoming instructions etc.
- h. To monitor the code of conduct of volunteers (addition/deletion)
- i. Assignment of tasks to volunteers as per listed ToRs.
- j. To ensure that services of volunteers are utilized to the possible level in all listed areas/ToRs.
- k. To ensure that code of conduct is followed by the volunteers.
- l. To report the issues faced by volunteers at work
- m. Progress review of volunteer work on the basis of ToRs/Stock taking.
- n. To submit report to tehsil steering committee.



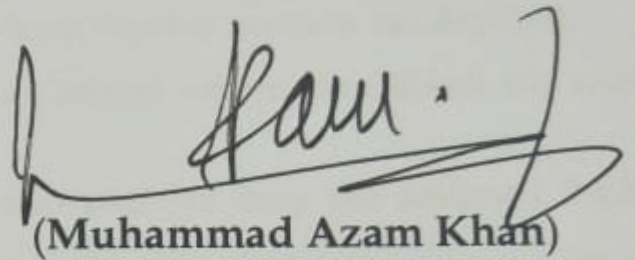
Subject: INSTRUCTIONS REGARDING FACILITATION AND PRIVILEGES OF  
THE PM'S CORONA RELIEF TIGERS

The district administration shall ensure through all stakeholders that the volunteers shall;

- Be given due respect on account of volunteering for a greater cause.
- Be encouraged & appreciated
- Be dealt politely
- Be guided regularly
- Be treated at par with all other staff in terms of facilitation
- Not be forced for work
- Be assigned duties in local vicinities
- Get all possible protective gears during their volunteer work.
- Be facilitated to the maximum possible level within the means of the stakeholders to whom their services are deputed.
- Not get any impression of being inferior on account of their free work or that is of any lesser value than the official duties performed by the normal staff working under the district administration.

Note: In this regard proper circular shall be issued to all concerned.

5. Keeping in view the above, the Prime Minister has been pleased to desire that all Chief Secretaries shall issue necessary instructions to all Deputy Commissioners concerned and direct them to make necessary preparations to kick-off the initiative immediately after announcement by the Prime Minister. For the time being all volunteers will remain on stand-by.
6. For any clarification, DS (PMDU) may be contacted please.



(Muhammad Azam Khan)  
Secretary to the Prime Minister  
13<sup>th</sup> April, 2020

**All Chief Secretaries**

Cc:

- Secretary to the President, Islamic Republic of Pakistan.
- Secretaries to Provincial Governors.
- Principle Secretaries to Provincial Chief Ministers
- Chairman, National Disaster Management Authority (NDMA)