



STANDING OPERATING PROCEDURE OF **BANGLADESH MULTINATIONAL COORDINATION CENTRE**

PREPARED BY



**ARMED FORCES DIVISION
PRIME MINISTER'S OFFICE
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PREFACE

The phenomenon of climate change has and will continue to affect the global population in tumultuous ways. According to National Geographic, one of the most vulnerable nations to the impacts of climate change is Bangladesh. Furthermore, due to its geographic location and dense population, Bangladesh is possibly the most disaster-prone country in the world. Despite such overbearing factors, this country has established itself as a role model in disaster management. Besides efforts at a national level, the Armed Forces Division (AFD) in coordination with the line ministry, i.e. Ministry of Disaster Management and Relief (MoDMR), has taken a number of initiatives in disaster management and risk reduction. One such initiative is organizing the Disaster Response Exercise and Exchange (DREE) programme. Established in 2010, it is the largest exercise in this region. National ministries, international NGOs, humanitarian organizations, as well as foreign participants, actively participate in this exercise.

One of the objectives of DREE is to integrate international practices into national systems of disaster management. While fulfilling such an objective, the concept of the Multinational Coordination Centre (MNCC) was put into practice. However, no detailed documents were available regarding the MNCC. In 2017, after attending DREE, the Singapore Regional Humanitarian Assistance and Disaster Relief Coordination Centre (RHCC) proposed that the AFD become one of the co-organisers for Exercise Coordinated Response (CORES) 2019 in Singapore. The essential concept of the exercise was to practice Bangladesh's MNCC initiative within a 7.8 magnitude earthquake scenario. Based on the outcome of DREE, plus a combination of pre-existing documentation on multinational force SOPs, country-specific MNCC SOPs, and the humanitarian coordination architecture of Bangladesh, the Standing Operating Procedure (SOP) on MNCC was prepared. This MNCC SOP was then validated during COORES 2019.

A concise guideline, the Bangladesh MNCC SOP is an earnest initiative made by the AFD and is periodically reviewed by them. Furthermore, all national and international MNCC members are given access to information, regarding the operating procedures of the MNCC, during any major disaster management efforts in Bangladesh.



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○ LIST OF ABBREVIATIONS

AAR	After Action Review
AFD	Armed Forces Division
C4IT	Command, control, communication and computer information technology
DIMT	Disaster Incident Management Team
DREE	Disaster Response Exercise and Exchange
DA	Defence Attaché
FMF	Foreign Military Force
FMA	Foreign Military Assets
GIS	Geographic Information System
Govt	Government
HQ	Headquarters
HADR	Humanitarian Assistance and Disaster Relief
HCTT	Humanitarian Coordination Task Team
HuMOC	Humanitarian Military Operations Centre
HC	Humanitarian Committee
INSARAG	International Search and Rescue Advisory Group
IO	International Organization
LO	Liaison Officer
MNF	Multinational Force
MNCC	Multinational Coordination Centre
MoFA	Ministry of Foreign Affairs
MoDMR	Ministry of Disaster Management and Relief
NEOC	National Emergency Operation Centre
NDMC	National Disaster Management Council
OSOCC	Onsite Operations Coordination Centre
POC	Point of Contact
RDC	Reception and Departure Centre
RFA	Request for Assistance
RFI	Request for Information
SOP	Standing Operating Procedure
SOD	Standing Order on Disaster
UNDAC	UN Disaster Assessment and Coordination
UNOCHA	United Nations Office for the Coordination of Humanitarian Affairs



CHAPTER ONE

INTRODUCTION

1.1 General

Recurrent natural disasters have placed Bangladesh as highly at risk. The country is situated at a fragile deltaic plain, with a presence of more than 300 rivers, it has severe overpopulation, and most pressingly, Bangladesh is extremely vulnerable to the impacts of global warming. However, despite the repeated occurrences of natural disasters, the resilient people of Bangladesh have established themselves as global role models when it comes to managing such disasters. Statistically, this success can be clearly evaluated by taking account of natural disaster-related death tolls in the country from 1970 to date. (MoDMR) along with other ministries, has taken a number of initiatives in this sector. Civil-military efforts in disaster management are omnipresent globally, as the military holds the major portion of all related resources. Since the country's independence, the Bangladesh Armed Forces has always stood firmly by the people when they are in need of aid. The Armed Forces have not only responded to calls for humanitarian relief at home but also abroad. In a few cases, i.e in 1991 and 2007, Bangladesh also received assistance from foreign militaries and humanitarian organizations. In a situation, when militaries from different countries are involved in HADR operations at home or abroad, the requirements of the MNCC surfaces. Therefore, it is imperative for countries to formulate country-specific MNCC that will allow both national and international organizations, especially militaries, to operate with common understanding in disastrous situations. As a premier document, this SOP will provide a basic understanding of the Bangladesh MNCC concept during any disaster-related situation.

1.2 Scope

This chapter deals with the following issues:

1.2.1 Concept of the MNCC

1.2.2 Situations

1.2.3 Assumptions

1.2.4 The purpose of MNCC SOPs

1.2.5 Consideration for the Bangladesh MNCC SOP 1.2.6 Key definitions

1.3 Concept of MNCC

The MNCC is a military concept used in conventional military operations. Later, it was applied to HADR operations. The MNCC mission is to support any disaster-affected state's disaster response efforts by coordinating the assisting states to promote efficient military support for the overall disaster response in order to save lives and mitigate the conditions of suffering. At present, the concept is widely practised during mega-disasters, where multiple countries participate to assist affected countries. A country-specific SOP is always preferred to facilitate humanitarian activities in any particular country.

1.4 Situations

Bangladesh has managed most large natural disasters with its own resources. However, situations may arise where Bangladesh requires humanitarian support from other countries. Such support often involves utilization of foreign military resources. It will necessitate the establishment of the MNCC, where the Bangladesh military will engage with accepted assisting foreign militaries, to facilitate their humanitarian operations. AFD will establish the MNCC with the approval of the Govt.

1.5 Assumptions

The following assumptions should be kept in mind before the establishment and operation of the Bangladesh MNCC:

1.5.1 The MNCC will be activated with the approval of the Bangladesh Govt only.

1.5.2 The MNCC will engage with a foreign military only after both countries' Govts have agreed at a strategic level.

1.5.3 Bangladesh shall continue to exercise its sovereignty and lead the response.

1.5.4 Bangladesh will participate, prioritize, and coordinate requirements, and make these requirements known to international disaster response agencies, and other nations.

1.5.5 FMF will comply with the requirements of Bangladesh, operate using accepted humanitarian principles, and be willing to participate in the MNCC for as long as Bangladesh determines that the MNCC is required.

1.5.6 International and regional humanitarian organization will be coordinating their efforts following the existing HCTT structure of Bangladesh.

1.5.7 International and regional coordinating mechanisms (e.g. UN OCHA's OSOCC, RDC) need to be coordinated by MNCC.

1.6 Purpose of MNCC SOP

To provide information on the Bangladesh MNCC operating procedure for planning and executing multinational HADR operations. This involves foreign organizations, especially militaries, in Bangladesh, upon acceptance by the Bangladesh Govt in any particular disaster situation.

1.7 Considerations for Bangladesh MNCC SOP

While preparing the MNCC SOP, the following aspects have been taken into consideration:

1.7.1 National HADR Architecture.

Bangladesh follows certain patterns when it comes to HADR coordination architecture. In most cases, Bangladesh pursues a function-based

approach at an operation level. As per NEOC, at an operational level, there are five wings: Planning Wing, Operations Wing, Logistics Wing, Finance Wing, and Monitoring Wing. Moreover, once the City Corporation establishes DIMIT, different function-based cells will operate at a local level. Some examples are a Search and Rescue Cell, Medical Cell, Debris Management Cell, and IDP Management Cell. Therefore, a function-based approach has been actively considered for the operation of the MNCC.

1.7.2 The Legal framework of Bangladesh. The Legal framework of Bangladesh (i.e the Disaster Management Act, Disaster Management Policy, SOD, National Contingency Plan, etc) has been consulted to find out the parameter of military involvement in the disaster management of Bangladesh. These entire legal documents delineate the specific role of the Armed Forces in disaster management. Engagement of the Bangladesh Armed Forces with foreign militaries in specific fields has been narrated in this SOP.

1.7.3 Role of the AFD in National Disaster Management. In addition to the legal framework, the existing role of the AFD in disaster management has also been taken into consideration. It has helped in simplifying the coordination and control mechanism of the MNCC with other government and nongovernment agencies while operating with foreign militaries.

1.7.4 Existing Setup of the AFD. A feasibility study has been carried out on the existing structure/set-up of the AFD to validate its effectiveness and capability to operate the MNCC. MNCC staffing and operating procedures have been planned, keeping the generic layout and operating procedure of the AFD in mind.

1.7.5 Example of Foreign Countries' MNCCs. Before formulating the Bangladesh MNCC, other country models like MNF SOP, and country-specific MNCC SOP, have been examined. Thereafter, a fresh approach has been adopted to formulate Bangladesh's model of the MNCC.

1.7.6 Easy Orientation for Foreign Militaries. The terms used in this SOP have been kept similar to those used by other militaries' SOPs. It will allow foreign militaries to find commonality with the Bangladesh MNCC SOP. Therefore, it will appear more convenient during the implementation phase of disaster-relief.

1.7.7 Developing a Country-Specific MNCC. The uniqueness of the document has been given the highest priority during its preparation. Management, according to the existing culture and practices in Bangladesh, has also been considered. It will represent Bangladesh specific SOPs, unlike other existing documents, while operating in Bangladesh.

1.8 Key Definitions

A few important definitions, as included in this chapter, are mentioned below:

1.8.1 Disaster.¹ A serious disruption in the functioning of society, posing a significant, widespread threat to human life, health, property, or the environment; whether arising from accident, nature or human activity, and whether developing suddenly or as the result of long term processes.

1.8.2 Humanitarian Assistance.² Aid to an affected population that seeks, as its primary purpose, to save lives and alleviate the suffering of a crisis-affected population. Humanitarian assistance must be provided in accordance with the basic humanitarian principles of humanity, impartiality and neutrality.

1.8.3 Disaster Relief.³ Goods and services provided to meet the immediate needs of disaster-affected communities.

1.8.4 Affected State.⁴ The State upon whose territory persons or property is affected by a disaster.

¹ Part D – Chapter 1 – Annex C – Appendix 1: MNF SOP version 2.6 , October 2010.

² MNF SOP Ver3.2_05 Oct2018

³ *ibid*

⁴ *ibid*

1.8.5 Assisting State.⁵ A State, whether through civil or military components, is providing disaster relief or initial recovery assistance in any disaster.

1.8.6 Humanitarian Community.⁶ Agencies and organizations whose primary or significant focus is the provision of humanitarian aid, assistance, relief, development support and human rights advocacy. For the purpose of this SOP, these agencies and organizations include United Nations relief agencies, international organizations, non-governmental organizations, and the Red Cross/Red Crescent movement.

1.8.7 Assisting Humanitarian Organization.⁷ Foreign, regional, intergovernmental or international non-profit entities whose mandate and activities are primarily focused on humanitarian relief, recovery or development.

⁵ *ibid*

⁶ *ibid*

⁷ *ibid*



CHAPTER TWO OPERATIONAL PROCEDURE OF MNCC

2.1 General

This chapter describes operational procedures of the MNCC. All functional information of this initiative are endorsed here. A mixed approach has been adopted in articulating MNCC operational procedures. The concept of classical military operations have been mingled with a cluster-based approach to humanitarian operations. It gives a fair idea of the framework of the Bangladesh MNCC, and the working procedure of different groups and subgroups. Moreover, the means of coordinating with all assisting militaries are also mentioned in this chapter. Finally, MNCC relations with all other civilian humanitarian organizations is also indicated in this chapter.

2.2 Scope

This chapter deals with the following issues:

2.2.1 Mission.

2.2.2 Operational Procedures of the MNCC.

2.2.3 Execution.

2.2.4 Broad Outline of Tasks.

2.2.5 Organizational Structure of the MNCC.

2.2.6 Tasks of Different Wings and Teams.

2.3 Mission

To promote efficient military HADR support in any disaster, beyond the capabilities of Bangladesh, through coordination with other assisting countries' military and humanitarian communities operating at a functional level.

2.4 Operational Procedures of the MNCC

Operational procedures of MNCC is depicted at Figure 1. The different functions are listed below:

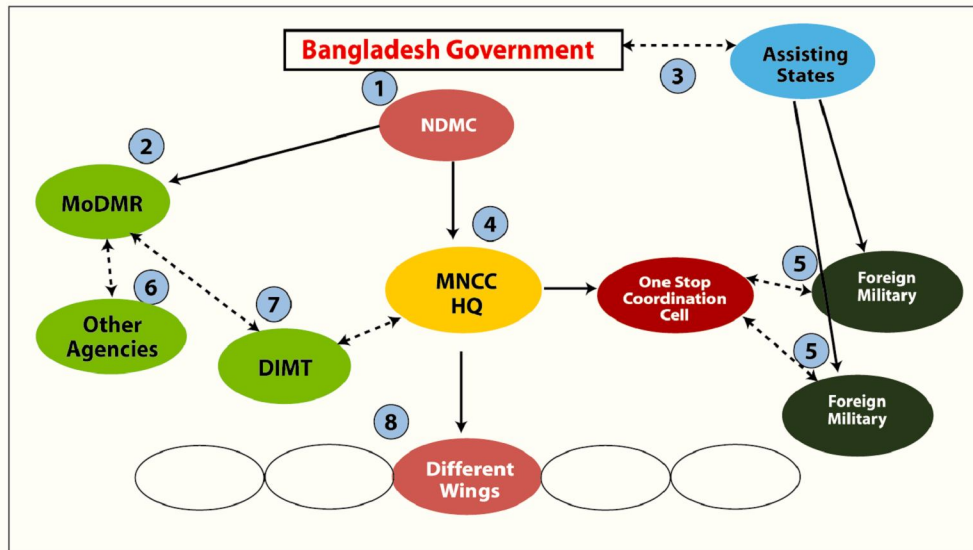


Figure 1: Operational procedure of the Bangladesh MNCC

2.4.1 Step 1. During any major disasters, such as a 7.5+ magnitude earthquake, NDMC is likely to come together and decide whether or not to accept foreign assistance, alongside continuing their own efforts.

2.4.2 Step 2. MoDMR, as the lead ministry, will continue with a full-scale effort to manage the disaster. While doing so, they will identify the areas where Bangladesh may require foreign assistance.

2.4.3 Step 3. Upon deciding on the acceptance of foreign assistance, the Govt will look for countries volunteering to provide humanitarian assistance for Bangladesh.

2.4.4 Step 4. The Govt will activate the MNCC with the AFD. The latter will coordinate with militaries of different countries, which have been accepted by the Bangladesh Govt, to provide humanitarian assistance.

2.4.5 Step 5. Through One Stop Coordination Cell, the MNCC will immediately coordinate with all Govt-approved assisting countries. Resident/nonresident DAs of the different countries will be the initial means for coordination with said countries at the One Stop Coordination Cell.

2.4.6 Step 6. MoDMR will continue its effort with all other ministries and humanitarian organizations.

2.4.7 Step 7. MNCC will get the need assessment from MoDMR and coordinate with the local DIMIT.

2.4.8 Step 8. MNCC will operate via its different wings by identifying and assessing the need on the ground.

2.5 Execution

The MNCC establishment belongs to the domain of Bangladesh. The following points should be kept in mind while establishing the MNCC at the AFD:

2.5.1 Prior to the activation of the MNCC, the host community of Bangladesh has been functional under national coordination architecture. Presence of such a workforce needs to be coordinated with the efforts of the MNCC.

2.5.2 The existence of the DIMIT in any urban area should be taken into consideration.

2.5.3 UNOCHA efforts in the form of OSOCC, RDC, HuMOC needs to be coordinated with the efforts of the MNCC.

2.5.4 Efforts of UNDAC need to be coordinated with MNCC.

2.5.5 Since the beginning, MNCC will be working in close coordination with MoDMR. Any difficulties at an operational level should be immediately resolved by MoDMR.

2.5.6 Composition of inter ministerial body as per SOP should be ensured at MNCC. This will allow the fastest solution delivery to any problem.

2.5.7 Identification of LO from an assisting country should be done as early as possible for better coordination at the MNCC.

2.5.8 Govt approved Resident/Nonresident DAs, of different assisting countries, are likely to act initially as LOs for the One Stop Coordination Cell.

2.6 Broad Outline of Tasks

The MNCC at the AFD in general will perform the following tasks:

2.6.1 Facilitate planning for the deployment and employment of FMA, such as deployment areas and reception requirements.

2.6.2 Optimize the use of military assets and avoid the duplication of efforts.

2.6.3 Coordinate RFA among the assisting countries' militaries, United Nations, and other assisting humanitarian organizations, only if requested. This includes identifying appropriate Assisting State validating authorities and facilitating the validation process for RFA.

2.6.4 Assist in prioritizing military support based on affected country's prioritized requirements. This may include assisting/supporting HC efforts as requested by the affected country.

2.6.5 Facilitate shared situational awareness of the progress of the HADR operations through the use of suitable C4IT platforms with common operating pictures. This will provide clarity in the continued need to employ FMA as well as determine when transition activities can commence.

2.6.6 Coordinate military public affairs messaging (including social media), local and foreign media management, and information sharing with the assisting countries' military to align and promote shared understanding of HADR support operations and promote a positive image of the relief effort.

2.6.7 Join (or be prepared to help establish) the Affected State's unclassified Local Area Network (LAN), internet (including social media), and email network to facilitate communication and information sharing among Affected and Assisting State militaries, the Affected State government, and the Humanitarian Community.

2.6.8 In conjunction with the Affected State and HC, coordinate appropriate measures of effectiveness to aligning FMF transition plans.

2.6.9 Monitor and assess the effectiveness of MNCC activities and FMF support to HADR operations.

2.6.10 Capture and disseminate lessons learned and best practices on MNCC operations/activities for improvement of the MNCC concept and SOPs.

2.7 Organizational Structure of MNCC

Organizational Structure of Bangladesh MNCC as depicted in Figure 2:

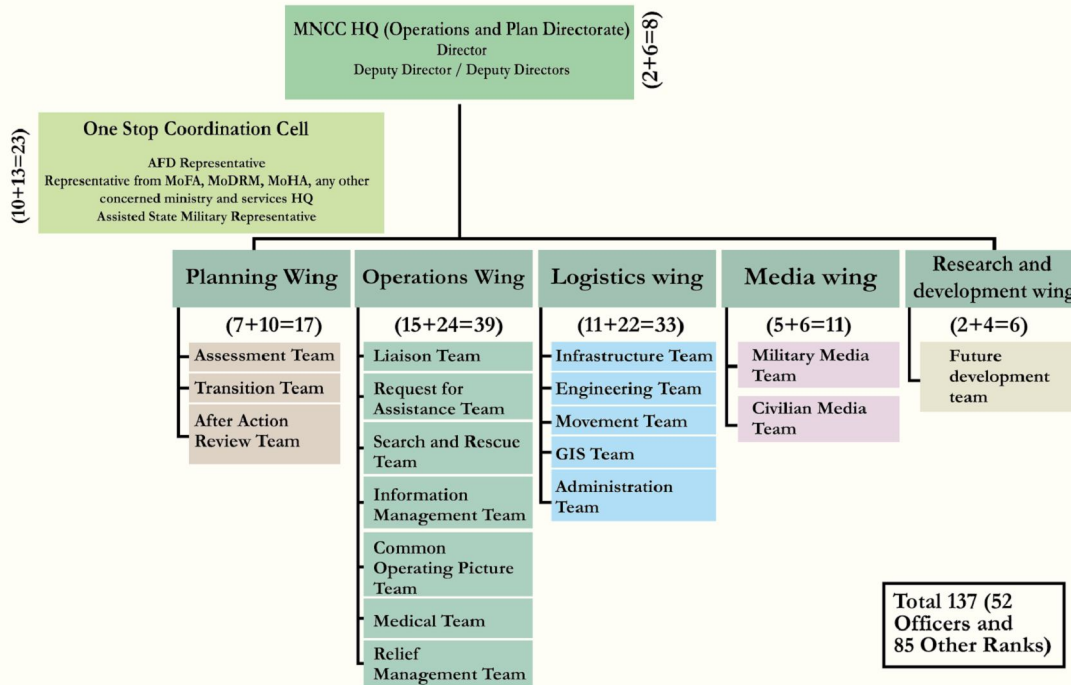


Figure 2: The structure of the Bangladesh MNCC

2.7.1 MNCC HQ. MNCC HQ will act as the executive of the MNCC. It will be led by the Director General Operations and Plan Directorate of AFD. He will be assisted by the Deputy Director of the host country. Total manpower from Bangladesh is considered 8 where 2 officers and 6 other ranks will man MNCC HQ.

2.7.2 One Stop Coordination Cell. The One Stop Coordination Cell is a unique body at MNCC. It is composed of both military and non military representatives from different ministries, i.e the Ministry of Foreign Affairs, the Ministry of Home Affairs, MoDMR etc. The focus

at the One Stop Coordination Cell is to provide all kinds of assistance to any assisting nation's military. It is generally experienced that due to lack of coordination amongst the functional groups, many assisting countries cannot adequately provide said assistance. Many goods remain pending at the Air/Sea Port. Such issues can be mitigated by this cell. It will also have one LO from assisting countries. The combined strength considered for the One Stop Coordination Cell is 23 members, where 10 officers and 13 other ranks will operate. As previously mentioned, resident/nonresident DAs of different countries will act as LOs initially at the One Stop Coordination Cell, prior to the arrival of assisting countries. AFD Staff of the One Stop Coordination Cell will coordinate with those DAs. After the arrival of any assisting country, DAs as LOs will be replaced by the member of the respective country.

2.7.3 Planning Wing. The Planning Wing consists of the Assessment Team, the Transition Team, and the After Action Review Team. A total of 17 members will operate the Planning Wing, comprised of 7 officers and 10 other ranks.

2.7.4 Operations Wing. The Operations Wing will have seven different teams. They are comprised of the Liaison Team, the RFA Team, the Information Management Team, the Common Operating Picture Team, the Search and Rescue Team, the Medical Team, and the Relief Management Team. A total of 39 members will man the Operations Wing, comprising of 15 officers and 24 other ranks.

2.7.5 Logistics Wing. The Logistics Wing will have five different teams i.e the Infrastructure Team, the Engineering Team, the Movement Team, the GIS Team, and the Administration Team. A total of 33 members, comprised of 11 officers and 22 other ranks, will operate this wing.

2.7.6 Media Wing. The Media Wing is a joint effort made by the Military Media Team and the Civilian Media Team. The Military media personnel will man the Military Media Wing, whereas the civilian media personnel will be grouped under the Civilian Media Team. A total of 11 members, comprising of 5 Officers and 6 other ranks, will operate this wing.

2.7.7 Research and Development Wing. The Research and Development Wing is represented by one team i.e. the Future

Development Team. A total of 6 members, comprised of 2 officers and 4 other ranks, will operate the Research and Development Wing.

2.8 Task of Different Wings and Teams

The tasks of different Wings and Teams are as follows:

2.8.1 MNCC HQ. Tasks of the MNCC HQ are as follows:

- a. Coordinate efforts of foreign militaries with the host country military.
- b. Assist local HADR coordination architecture with military efforts.
- c. Synchronize HADR efforts of all humanitarian organizations with military efforts for any particular sector as per the demand of MoDMR.
- d. Provide directives and coordinate activities of all the wings of MNCC.
- e. Harmonize foreign military support with the national effort.

2.8.2 One Stop Coordination Cell. Tasks of the One Stop Coordination Cell are as follows:

- a. Receive first hand information from any assisting foreign military, especially through respective country resident/nonresident DAs in Bangladesh.
- b. Share RFA and RFI with the assisting countries as per specimen at Annex A and B respectively.
- c. Facilitate the arrival of foreign militaries in coordination with all concerned ministries.
- d. Direct any foreign military asset to the concerned wing as per the directive of the MNCC HQ.
- e. Send feedback to assisting countries through concerned LO.

2.8.3 The Planning Wing. The Planning wing will focus on future activities of the MNCC through its different teams. Specific tasks of different teams are as follows:

a. The Assessment Team.

- i. Focus on the overall effectiveness of MNCC operations.
- ii. Identify missing/weak areas of coordination amongst different HADR efforts.
- iii. Operate based on specific requests from the MNCC in order to ensure effectiveness of MNCC HQ.
- iv. Will not act as performance evaluation for any assisting party.
- v. Identify likely resource requirements based on the input from DIMIT for onward transmission to MoDMR.

b. The Transition Team.

- i. Determine transition conditions of HADR operation in terms of food security, availability of shelter, accommodation, water, sanitation and hygiene, medical and healthcare, communication, reviving a sense of stability to life etc
- ii. Continuously monitor overall capabilities of the affected state and provide feedback accordingly to MNCC HQ.
- iii. Evaluate host community's capabilities, including militaries, to achieve transition conditions.
- iv. Facilitate transition of the assisting militaries from the affected state

c. After Action Review.

- i. Endorse lessons learned during MNCC operations.
- ii. Endorse AAR against each RFA.

- iii. Share learning with outside agencies
- iv. Provide a consolidated AAR to the Research and Development Wing at the end of the MNCC operation.

2.8.4 The Operations Wing. The operations wing is the core of the MNCC. It will keep the MNCC effective in terms of receiving assistance and later distributing them to appropriate places. The employment of operational assets will be the sole authority of the Operations Wing. It also has a very important role in maintaining coordination with all other UN agencies like UNDAC, UNOCHA, and INSARAG etc while conducting operations. Specific tasks of different teams of the Operations Wing are as follows:

a. The Liaison Team

- i. Shall be formed by taking one representative from each assisting country.
- ii. Facilitate any assisting countries with the required team of the Operations Wing.
- iii. Prepare a summary of activities of the Operations Wing and send it to MNCC HQ.
- iv. Coordinate intra team's effort of the Operations Wing.
- v. Coordinate RFA with the LO group

b. The RFA Team

- i. Upon confirmation of the response from any assisting country's participation through diplomatic channels, it shall send out requirements needed on ground to that specific country.
- ii. Generate an RFA form for the approved assisting countries.

- iii. Process any RFA received from MoDMR through the appropriate team of the concerned wing.
- iv. Compile assistance received from assisting countries.
- v. Liaise within and outside of the MNCC for appropriate asset deployment of any affected area.
- vi. Coordinate arrival of appropriate assets without being duplicated.

c. Information Management Team

- i. Maintain global communication related to specific disasters in Bangladesh.
- ii. Post updates on the disaster in a specific website.
- iii. Maintain a database on the affected site and share it with the assisting militaries.
- iv. If necessary, develop a new website on any particular disaster.
- v. Share information amongst the assisting and assisted militaries.

d. The Common Operating Picture Team

- i. Develop a Common Operating Picture Matrix for both internal and external assets.
- ii. Provide information regarding utilization of foreign assets in any particular time framework.
- iii. Provide information regarding utilization of own resources in any situation.
- iv. Highlight likely hazards for foreign militaries in any particular areas.

e. Search and Rescue Team

- i. Monitor local Search and Rescue Teams of nearby DIMIT.
- ii. Maintain liaison with the INSARAG Search and Rescue Team.
- iii. Coordinate the Search and Rescue Team of INSARAG and DIMIT for optimum utilization of resources.
- iv. Facilitate the activities of UNDAC team at the affected site.

f. Medical Team

- i. Identify sectors of medical assistance after any major disaster.
- ii. Coordinate national and international medical efforts for any disaster.
- iii. Monitor progress of medical assistance provided by the foreign militaries.
- iv. Recommend the type of foreign military medical assistance required for the affected site after transition periods.
- v. Remain prepared to take over foreign medical facilities if contributed by the foreigners during their departure.

g. Relief Management Team

- i. Ensure distribution of relief to appropriate places.
- ii. Coordinate storage of relief items in coordination with the Logistics Wing.
- iii. Facilitate the arrival of relief in the port areas.

2.8.5 The Logistics Wing. The Logistics Wing primarily looks after resource sharing and management. Through its different teams, the prime focus of the wing is to ensure an uninterrupted supply of resources with appropriate storage facilities. The tasks of the different teams of the Logistics Wings are mentioned as follows:

a. The Infrastructure Team

- i. Evaluate the existing structures of any disaster affected areas.
- ii. Recommend likely structures that can be used by the assisting militaries.
- iii. Identify vulnerable structures in the affected site and warn others.

b. The Engineering Team

- i. Carry out appropriate route clearance
- ii. Remove any obstacles enroute.
- iii. Facilitate movement of any groups by constructing bridges or culverts.

c. The Movement Team

- i. Determine the mode of transportation for movement of any team or assets.
- ii. Monitor movement of any asset from one place to another.
- iii. Assist in quick movement of assets through proper planning.

d. The GIS Team

- i. Update maps of the affected sites.
- ii. Prepare required maps of the affected zones.
- iii. Provide statistics on the affected sites to other teams of the MNCC as demanded.

e. The Administration Team

- i. Look after the administration of the MNCC personnel and resources.
- ii. Ensure required manpower of different wings and teams.
- iii. Manage space for each of the teams under different wings.
- iv. Supply food and local hospitality to all members of the MNCC.

2.8.6 The Media Wing. Media is a vital aspect of any post-disaster management programme. A lack of facts lead to misinformation and circulation of rumors. Specific tasks of different wings are as follows:

a. The Military Media Team

- i. Coordinate activities of all military personnel related to media.
- ii. Hold press briefings followed by press releases after an appropriate period of time.
- iii. Share information with the Civilian Media Team.
- iv. Engage the Civilian Media Team as and when required.

b. The Civilian Media Team

- i. Maintain tight coordination with the Military Media Team.
- ii. Verify information from the military before giving it out to the media.
- iii. Actively participate in press briefings of the military.
- iv. Disseminate information in the Media in Coordination with the Military Media Team.

2.8.7 The Research and Development Team. The Research and Development Team is involved with long-term engagement. It cooperates closely with the AAR Team of the Planning Wing. Specific duties of the team are as follows:

a. Future Development Team

- i. Endorse the difficulties faced by different stakeholders of the MNCC.
- ii. Identify the lessons needed to be carried forward for the MNCC.
- iii. Reviews the tasks of different wings in line with the lessons endorsed during operations
- iv. Suggest the changes required for the MNCC in order to operate more efficiently and effectively.
- v. Update the disaster archive.



CHAPTER THREE

COORDINATION ASPECTS

3.1 General.

This chapter focuses on the different coordination aspects of MNCC operation procedures. It will allow MNCC to commence operations with appropriate conditions and assist different wings to provide their expected deliverables. Furthermore it aims to bring clarity to the assisting militaries regarding their administrative arrangement while staying in Bangladesh. Finally it will set the stage for the transitional phase of the operation.

3.2 Conditions.

A few conditions need to be taken into consideration prior to the commencement of the MNCC operations, as mentioned below:

3.2.1 Establishment Aspects. The Bangladesh Govt's approval is the preeminent condition for establishing the MNCC. After gaining said approval, the AFD will immediately start activating the MNCC. Taking information from MoDMR and MoFA, the AFD will coordinate with the assisting state's military and host stakeholders on the ground to prepare for the MNCC.

3.2.1 Capability of the MNCC. The capability of the MNCC will depend on the type of foreign military assistance available to Bangladesh. Therefore, MNCC capabilities will remain flexible in accordance with the arrival of different teams. For example, it may not have the capability to provide medical assistance from the start, due to a lack of medical assistance from foreign nations. This will change with the arrival of medical teams from other countries.

3.2.3 Transition Conditions. Transition conditions will be triggered according to the capabilities of the Bangladesh Govt and other humanitarian organizations, and how these conditions are increased. Such conditions will allow foreign militaries to reduce their activities and plan for withdrawal procedures. However, there may be situations where assisting militaries need to redeploy troops to other countries due to far more severe disasters, etc. In all cases, the Bangladesh Govt reserves the prerogative to declare a transition phase at any point of the MNCC operation.

3.3 Coordinating with Assisting Countries. Coordination with the assisting countries remains a national responsibility. However, to expedite the operation, AFD will have redundancy of all communications. The AFD through MoFA will coordinate with the local embassy of any particular country. Moreover, the Bangladesh Defence Attachés abroad will also be requested to make necessary plans accordingly. In all cases, MoFA will be kept informed for improved coordination with any particular country's participation in the MNCC.

3.4 External RFA / Task Process. Coordination with any particular country requires RFA forms which will be shared by the MNCC. A sample of the RFA form is provided in Chapter Four. It will allow assisting countries to get a general picture of the disaster in Bangladesh and the type of assistance required in any particular situation. Considering requirements on the ground, assisting countries will be advised by the MNCC to review their support if necessary.

3.5 Internal MNCC Process. Effective utilization of any appropriate asset will not be possible if the internal coordination of the MNCC is not carried out properly. The following points will be kept in mind for internal coordination of the MNCC:

3.5.1 Task Assignment and Definition. The One Stop Coordination cell, as the focal point of the MNCC, will immediately assign any particular asset upon arrival to the concerned wing of the MNCC. This will allow more lead time for the assisting teams. Assigned Wing heads are required to answer the following:

- a. What kind of additional information is needed and who is the POC?

- b. Are there any other countries or humanitarian organizations supporting the same initiative? If yes, then what is the progress?
- c. Provide feedback to the assisting team regarding the extent of support needed from them.
- d. Ensure the presence of the LO at the One Stop Coordination Cell and the Liaison Team of the Operations Wing.

3.5.2 Decision Brief. A quick decision brief is suggested after the arrival of major assets. The brief should include the type of assistance that has arrived, whether there are any other forms of assistance working on ground, ground requirements for such assistance, and finally, recommendations for the nature and extent of that asset's engagement. The brief will be presented by the Operations Wing Commander to the Director of the MNCC. Finally the asset will be employed as per the decision of the Director.

3.5.3 Assisting State's LO Responsibility. The Bangladesh MNCC has made provisions for the LO in two teams. One is at the One Stop Coordination Cell and the other one is at the Liaison Team under the Operations Wing. The LO at the One Stop Coordination Cell mainly acts as a liaison with the respective country, and also facilitates the arrival of subsequent assistance from that country. Before the arrival of any assisting country, the respective country's resident/nonresident DA will look after this aspect. On the other hand, the LO at the Liaison Team facilitates movement of the respective country within Bangladesh through coordination with concerned wings or teams.

3.5.4 Information Management. Information management is the prime responsibility of the Bangladesh MNCC. However, any compatible arrangement of information management systems by any other foreign country may be incorporated, following the national Govt policy of Bangladesh.

3.5.5 Information Sharing. The AFD website will be sharing all necessary information amongst all other stakeholders. The MNCC will reserve the right to disseminate any required information on the AFD website.

3.6 Types of Briefing. Briefings will be planned at the MNCC according to the following timetable:

Ser	Type of Briefing / Meeting	Time	Chair	Facilitator	Members	Issues to be covered
1	Morning Briefing	0830-0900	MNCC Director	Operations Wing	All Wing Heads and LOs	Situation Update and plan of the day
2	HCTT Meeting	1030-1100	MNCC Director	One Stop Cell		Harmonize MNCC and civilian support
3	Media Briefing	1200	MNCC Co-Director	Media Wing Commander		Daily press release to be covered in media
4	RFA Meeting	1400	MNCC Co-Director	One Stop Coordination Cell		Prioritize RFA and ensure required response
5	Logistics Meeting	1500	MNCC Co-Director	Logistics Wing		Uninterrupted flow of assets to the affected areas and smooth administration of MNCC
6	Decision Brief	1600	MNCC Director	Operations Wing		Identify the task unaccomplished and provide guidance accordingly

3.7 Command and Control Arrangement. The Director of the MNCC retains overall control of the MNCC where wing heads remain in charge of their respective wings. Foreign nations' participation are coordinated through LOs at the One Stop Coordination Cell and the Liaison Team of Operations Wing.

3.8 Administrative Arrangements of the MNCC. AFD will provide all kinds of support for the integral MNCC. Assisting countries are expected to be self-sustainable. However, there may be a situation where Bangladesh will face difficulties in maintaining essential elements like communication, water, power, workshops, etc. In such situations, the assisting country's assistance can also be sought by the MNCC for initial operations. Conversely, assisting countries may also suffer from the shortage of basic commodities like ration, fuel, water, etc. The MNCC, through mutual agreement, may also provide such forms of support to the assisting country. In all cases, it becomes obligatory for the AFD to provide maximum possible support to the assisting military.

3.9 Rations. The assisting country is likely to be self-sustainable upon arrival. However, it will be difficult to carry rations for long durations. Bangladesh will make arrangements to provide the required support to the assisting country, when feasible. Local warehouses need to be earmarked during such situations to provide the required support for the assisting country. Rations will be mainly comprised of dry goods and then switched to fresh goods based on the requirements of the assisting country.

3.10 Transportation. The AFD will provide required support with own resources to integral MNCC Staff. Due to the participation of foreign countries, it will be difficult to provide support with the MNCC's own resources. In such situations, vehicles from other assisting countries will also be utilized for coordination and consent of assisting countries. Provision of acquisition of the Govt's assets / vehicles will also remain open.

3.11 Maintenance. The MNCC will be responsible in providing maintenance facilities to all its assets. There may be situations where such maintenance may be sought or hired from other assisting countries if available on the ground.

3.12 Common Supplies. The Provision of common supplies like petroleum oil and lubricant, maps, and stationery will be supplied by the MNCC as much as possible.

However, at the beginning of operation, it will be difficult for the MNCC to provide all the support. Assisting countries are required to be self-sufficient as much as possible.

3.13 Accommodation. MNCC will arrange field accommodation with tents, and other indigenous methods, based on the availability of resources on the ground. An attempt will be made to provide similar standard accommodations to all participants. However, assisting countries should also try to bring their required items for accommodation as much as possible.

3.14 Medical Support. Bangladesh will provide medical facilities as per the national medical policy. Depending on the agreement between the countries, the extent of medical support will be determined. The MNCC will try to address the basic medical support for all the assisting countries. To allow uninterrupted operations by the MNCC, it is always appreciated when the assisting countries participate in HADR with maximum possible medical treatment facilities for their own members, as well as the disaster-affected people of Bangladesh.

3.15 Possible Layout. The layout of the MNCC will depend on the time, space, and specific situations prevailing on ground. Efforts will be taken to establish the MNCC close to the operational site or affected areas. Close coordination between OSOCC and other coordinating agencies will be maintained while operating the MNCC from any particular location. A standard layout of the MNCC is presented in Figure 3 as per a centralized approach. The following points should be kept in mind during the layout of the MNCC:

3.15.1 Adequate space for all wings/teams of the MNCC and LOs of assisting countries.

3.15.2 Communication arrangements between wings and teams.

3.15.3 Presence of audio visuals.

3.15.4 Power supply.

3.15.5 An alternative venue for the MNCC.

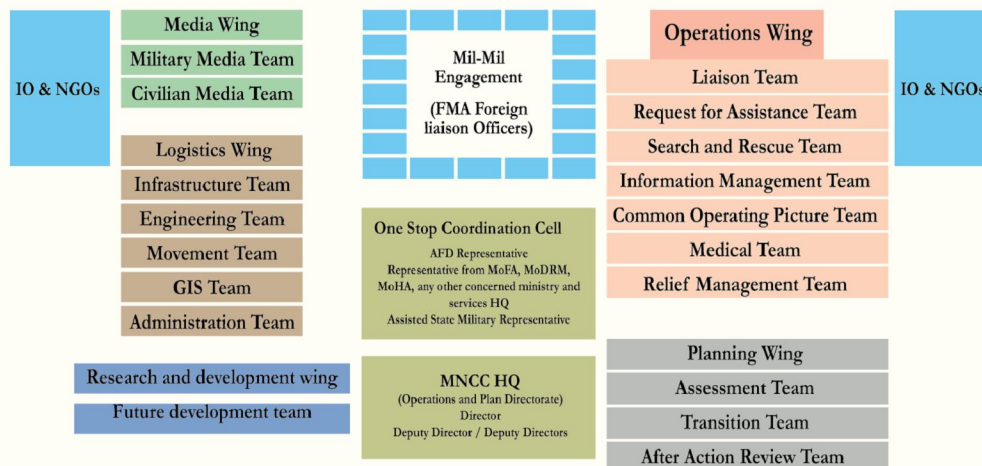


Figure 3: The layout of the Bangladesh MNCC following a centralized approach

Figure 3 describes the centralized approach where all the wings / cells will operate within one place. When adequate space is not available, especially in field conditions, a centralized approach is likely to pay more dividends. However, in a situation when it is possible to establish the MNCC in a preplanned location, it will be feasible to adopt a decentralized approach as shown in Figure 4.



Figure 4: The layout of the MNCC following a decentralized approach



CHAPTER FOUR
DIFFERENT TYPES OF FORMS
USED FOR MNCC

- 4.1 General.** Different patterns of forms are used in the MNCC. The AFD has developed the form considering the humanitarian coordination architecture of Bangladesh. The forms have been kept quite simple so that responsible stakeholders can easily fill them up and facilitate the MNCC operation. This chapter will introduce those forms with some indication on how they are used.
- 4.2 RFA Form.** The form is designed to disseminate initial requirements following any large scale disasters in Bangladesh. Once assisting countries coordinated at a national level with the Bangladesh Govt, the MNCC will get in touch with the concerned militaries of said assisting countries and send the RFA Form. This form will allow assisting militaries to get brief information about the disaster, a short assessment of the situation, actions taken by the Bangladesh Govt, and existing operating procedures in Bangladesh. The form will also highlight the nature of assets required for Bangladesh, with their expected employment. Finally, all coordination contact details will be included in the form. A specimen of a filled up RFA Form is labeled as Annex A in this chapter.
- 4.3 RFI Form.** Once requirements from the MNCC have been sent to different countries, the MNCC will send the RFI Form to the assisting militaries. The purpose of this form is to facilitate the arrival of all the assisting foreign militaries. The form will demand specific information from any particular country regarding arrival details, mode of transportation, point of entry, details of humanitarian assistance, etc. Availability of this information from the assisting countries will allow smooth immigration, custom clearance and timely employment of the resources. A specimen of a filled up RFI Form is labeled as Annex B in this chapter.
- 4.4 No Objection Certificate.** This form is designed to ensure a safe exit or departure of the assisting countries at the end of their humanitarian support to Bangladesh. It will also facilitate these assisting countries in leaving behind any support if they so desire. At the end of the operation, the MNCC will hand over this form to assisting countries mentioning that no pending issues exist between the MNCC and the concerned military of the assisting country. A specimen of a No Objection Certificate is labeled as Annex C in this chapter.



Annex A

SPECIMEN

Government of the People's Republic of Bangladesh

**Prime Minister's Office
Armed Forces Division
Headquarters Multinational Coordination Center**

Request for Assistance

EARTHQUAKE – _____, BANGLADESH

Date:

XXXXX
Brigadier General
Director
MNCC HQ, Bangladesh

MNCC HQ, Bangladesh, Telephone: +88-9834332, Fax: +88-9834399, Email: mncchq@afd.gov.bd

INITIAL RFA (FOR EXAMPLE ONLY)

Description of the Disaster in Brief

Brief Incident. Bangladesh has witnessed a major earthquake on XXXXX am local time, which jolted Dhaka city, the capital of Bangladesh. The 7.8 magnitude earthquake occurred during the working hours of a Tuesday, when garments, schools and offices were open. According to the United States Geological Survey (USGS), the epicentre was located in Tangail town (24.3917°N, 89.9948°E), about 60 km NW of Dhaka city. With an appeal from the Bangladesh government, foreign assistance is pouring in at the airport and seaport of Chattogram. On D+1, many UN organizations and foreign militaries (like UNDAC), Singapore, India, China and Thailand have arrived in Bangladesh, awaiting coordination in order to reach heavily affected areas.

Short Assessment. The situation is dire. Heavy human casualty, and the disruption of emergency utility services and communication, has forced Dhaka city to a standstill. It is very difficult to visualize the level of destruction, and evaluate the requirements. However, it is estimated that the death toll has crossed 50000, while the number of injured has gone over 100000. About a million may be displaced for a substantial amount of time. Life-saving drugs, drinkable water, heavy & light rescue equipment, helicopters, food, and temporary shelter are the immediate needs.

Actions Taken by the BD Government. The Bangladesh government has employed all their resources for a swift rescue operation. Military, Fire Services, Civil Defence, and community volunteers are engaged in daily/nightly search and rescue efforts. SAR operations at Adabor, Mirpur, Mohammadpur and Pallabi are very slow due to the collapse of tall residential and garments buildings. Heavy SAR equipment can only be taken to the site after clearing debris.

Expected Operating Procedure. The MNCC established at the Armed Forces Division will coordinate the assistance of the Foreign Military. Affected areas are divided into four parts - Mirpur, Mohammadpur, Pallobi and Adabor. The Disaster Incident Management Team (DIMIT), established in each area, are locally coordinating all the activities of the SAR operation.

Requester		RFA Number	01/2019
Name	Brigadier General Md Nurul Anwar		
Appointment	Director		
Organisation	MNCC HQ, Bangladesh		
Address	Dhaka Cantonment		
Telephone	+88-9834330	Fax	+88-9834399
Email	mncchq@afd.gov.bd	Facebook	MNCCHQ Bangladesh
Nature of Expected Support			
Asset Required	Expected Employment		
Helicopter	Human transportation, cargo transportation, search and rescue operations, casualty evacuation etc		
SAR Team	To conduct SAR at affected areas		
Field Hospital	Medical treatment		
Medical Team	To reinforce existing hospitals		
Medicine/ Drugs	Life-saving essential drugs		
Engineer Support	Search and rescue, debris removal, minor repair of roads and tracks, repair of airfield/runway, the provision of drinkable water		
Temporary Shelter	Tents and other temporary shelters.		
Generator	For additional and mobile power supply at all required areas		
Expected Date and Time of Support		As soon as possible	
Destination/ Location of the Required Support			
Country	Bangladesh	District	Dhaka
Specific Location	Chattogram Sea or Air Port for initial unloading		
Point of Contact	Lieutenant Colonel Raju Ahmed +8801769014332, +88-9834332		
Availability of Unloading Facilities	Human labour, crane of heavy, medium and light capability, fork lifter of heavy, medium and light capacity are available at the unloading point		
Distribution Plan	Will be proclaimed on arrival		
Miscellaneous	Nil		



Annex B

SPECIMEN

Government of the People's Republic of Bangladesh

**Prime Minister's Office
Armed Forces Division
Headquarters Multinational Coordination Center**

**REQUEST FOR INFORMATION
ONE STOP COORDINATION CELL**

EARTHQUAKE – _____, BANGLADESH

Date: _____

MNCC HQ, Bangladesh, Telephone: +88-9834332, Fax: +88-9834399, Email: mncchq@afd.gov.bd

REQUEST FOR INFORMATION ONE STOP COORDINATION CELL

The One Stop Coordination Cell of the MNCC, Bangladesh is pleased to address any difficulties of FMA including visa, custom clearance, air passage, sea and airport facilities, local security etc. To ease the process, the One Stop Coordination Cell requests that you forward the following information as soon as possible on/before your arrival.

Name of Country		
Date of Arrival		
Port of Entry		
Likely Date of Departure		
Port of Exit		
Point of Contact		
Total Military Personnel		Details are to be given as per Enclosure
Total Civilian Personnel		
Total Aircraft		
Total Water Craft		
Total Road Transport		
List of Arms		
List of Ammunition		
Other Resources		

ENCLOSURE

REQUEST FOR INFORMATION - ONE STOP COORDINATION CELL

LIST OF MILITARY PERSONNEL

Serial	Military Number	Name	Passport Number	Visa Number (If Obtained)	Remarks

LIST OF CIVILIAN PERSONNEL

Serial	Name	Name of Organisation	Passport Number	Visa Number (If Obtained)	Remarks

INFORMATION ABOUT AIRCRAFT

Serial	Type of Aircraft	Number of Aircraft	Any Special Information	Remarks

INFORMATION ABOUT WATER CRAFT

Serial	Type of Water Craft	Number of Water Craft	Required Draft	Any Special Information	Remarks

INFORMATION ABOUT ROAD TRANSPORT

Serial	Type of Road Transport	Number of Road Transport	Any Special Information	Remarks

LIST OF ARMS

Serial	Name of Arms	Number	Any Special Information	Remarks

LIST OF AMMUNITION

Serial	Name of Ammunition	Number	Any Special Information	Remarks

LIST OF OTHER RESOURCES

Serial	Name of Resources	Number	Any Special Information	Remarks



Annex C

SPECIMEN

Government of the People's Republic of Bangladesh

**Prime Minister's Office
Armed Forces Division
Headquarters Multinational Coordination Center**

NO OBJECTION CERTIFICATE

EARTHQUAKE – _____, BANGLADESH

Date: _____

TO WHOM IT MAY CONCERN

This is to certify that in response to the call of the Government of People's Republic of Bangladesh the following personnel/team, with necessary resources, rendered their untiring support and assistance to the normalcy in Bangladesh after the horrific destruction caused by the earthquake of 02 April 2019:

- a. Name of Country.
- b. Date of Arrival.
- c. Date of Departure.
- d. Total Manpower.
- e. List of Left behind Equipment.

We the undersigned on behalf of the Government of the People's Republic of Bangladesh hereby sincerely acknowledge the divine contribution you have made in bringing back the normalcy in the affected areas and declare that we have no pending issues.

Sign

Md Abul Mansur

Representative from the Chattogram Port Authority

Sign

Md Mushfiqul Karim

Representative from the Civil Aviation Authority, Bangladesh

Sign

MdSharafot Ali

Representative from the National Board of Revenue, Bangladesh

Sign

AbulKalam Azad

Representative from The Ministry of Disaster Management and Relief

Sign

K M Ejajul Kaarim

Representative from The Ministry of Foreign Affairs

Sign

Md Nurul Anwar, hdmc, afwc, psc, G

Brigadier General

Director, MNCC HQ

Armed Forces Division

Prime Minister's Office, Bangladesh

PREPARED BY



ARMED FORCES DIVISION
PRIME MINISTER'S OFFICE
BANGLADESH



একটি সঙ্গতিপূর্ণ প্রকাশনা

STANDING OPERATING PROCEDURE OF
BANGLADESH MULTINATIONAL COORDINATION CENTRE

Shobdoshaily
38/4 BanglaBazar Dhaka-1100
Phone : 01712 254 997



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