



**Concept Note on “National Emergency Operation  
Center (NEOC) in Bangladesh”**

**By**

**Technical committee for providing comments, suggestions  
and required corrections on Draft concept note of the  
National Emergency Operation Centre (NEOC)**

**11 April 2019**

## 1. Background:

Due to its hydrological and geo-morphological realities, its location at the bottom of the GBM (the Ganges, the Brahmaputra, and the Meghna) basin and bounded by the Bay of Bengal in its south, Bangladesh has become highly susceptible to a number of natural disasters. Among these tropical cyclones, droughts, storm-surges, floods, tornadoes, lightening, arsenic contamination, salinity, water-logging, river erosions and landslides are the most recurrent and common phenomena, wreaking havoc on the lives and livelihoods of the communities. Besides, human induced disasters (such as fires and infrastructure collapses) and technological disasters have been added to the list of disasters which increased the country's vulnerability. In recent years, enduring impacts of extreme climatic events have resulted in changing pattern of natural disasters both in terms of intensity and frequency.

Bangladesh's geographical location in the Alpine-Himalayan organic belt, one of the most seismically active regions globally, further increases its vulnerability to earthquakes. It has faced ten strong ground motions, of which, epicenter of two earthquakes (Great India Earthquake of 1897 at 8.7 Richter scale and Bihar-Nepal Earthquake of 1934,) were located within the territory of the country. The main channel of Brahmaputra River changed its course at Bhahadurabad point and shifted southwards as Jamuna due to the severe tectonic uplift of the Madhupur fault at 7.5 Richter scale magnitudes in 1762. The 1897 earthquake claimed hundreds of lives and caused serious damage to masonry buildings in Sylhet. The recent earthquake in Nepal (April, 2015) that killed more than 10,000 people and left 23,000 people injured was alarming for Bangladesh since it does not have much experience in managing earthquakes. This Nepal earthquake became a realization to urban resilience issues against earthquakes in Bangladesh further entailing a strong and effective emergency operational mechanism to response to mega disasters in the country.

The Government of Bangladesh (GoB) has undertaken different initiatives that made significant contributions in disaster risk reduction, emergency response and post-disaster recovery. These initiatives include but not are limited to the development of National Plan for Disaster Management, Disaster Management Act 2012, Disaster Management Rules 2015, Disaster Management Policy 2015 and most important of all the Standing Orders on Disaster (SOD) 2010. Based on the experiences of these legal and institutional frameworks the government, guided by the instruction of the Honorable Prime Minister of Bangladesh, initiated to form a centre of excellence, namely the National Emergency Operation Centre



(here in after mentioned as NEOC), for an effective and efficient management of emergency operations following a disaster of massive level.

**2. Vision:**

To enhance emergency response capacity, reduce the loss of life and property and alleviate the sufferings of people affected by mega disasters through establishing a centre of excellence, namely National Emergency Operation Centre (NEOC).

**3. Mission:**

Provide a sustainable strategic (policy level) arrangement (capable of withstanding 7- 10 Richter scale earthquakes, level 4-5 cyclone and tornados, devastating floods, severe fire and chemical explosions, etc.) with a view to issuing command and policy guidance for a quick and effective response during any mega disaster.

**4. Objectives of NEOC**

**a. Broad objective:**

Functioning as an apex body for coordination of policy directions and emergency operation according to the instructions of NDMC and establish command over executing agencies for supporting emergency response activities during disaster and post-disaster situations.

**b. Specific objectives:**

- i) To act as 24/ 7 central operation point to response in any mega disaster of the country;
- ii) Provide a central coordination point (including coordination with foreign support providers) for ensuring smoothen humanitarian assistances.
- iii) Collecting and sharing information related to the impacts of disaster;
- iv) Developing comprehensive response mechanisms based on real time disaster situations;
- v) Providing strategic advice based on evaluation of disaster situations, preparedness activities and previous responses;
- vi) Providing strategic directions and suggestions to implement the emergency response operations;
- vii) Institutionalizing an efficient monitoring and evaluation system to ensure the proper functioning of the NEOC;
- viii) Establishing data bank system regarding historical data related to disasters, preparedness and response activities in collaboration with National Disaster Management Research and Training Institute;

- ix) Securing an efficient communication system that will sustain during and post-disaster situation and act as a centre of information flow;
- x) Ensuring functioning of the roles and responsibilities of the NEOC officials at policy and operational levels.
- xi) To enhance national emergency response capacity through effective operation facilities and data management systems.

#### 5. Terminologies and operational definitions:

##### **Flood**

Flood is an annual phenomenon generally affecting 30 per cent of the country, but up to 70 per cent in extreme years. Flood-related fatalities are decreasing, but economic losses have been increasing over the years. The government has been developing and implementing various measures to better equip the country to deal with floods. Important initiatives include the flood action plan, flood hydrology study, flood management model study, national water management plan, national water policy, flood early warning study and construction of flood embankments and flood shelters. The flood damage potential is increasing due to climate change, urbanization, growth of settlements in flood-prone areas and overreliance on flood control works such as levees and reservoirs.

##### **Cyclone and surge, tornado**

Severe cyclones with storm surges sometimes in excess of ten meters frequently impact Bangladesh's low-lying coast. GoB has a well-coordinated cyclone forecasting, early warning and evacuation system and the cyclone mortality rate has been reduced greatly from 500,000 in 1971 to 138,882 in 1991 for the same category of cyclone. However, growing and higher concentration of assets has resulted in increasing economic losses. Tornadoes are seasonal and occur in the pre-monsoons season. The frequency of tornadoes in Bangladesh is among the highest in the world. The Brahmanbaria tornado of 2013 struck 20 villages and killed 31 people and injured around 500 in Brahmanbaria district.



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## Earthquake

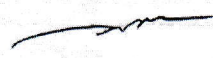
Bangladesh is located in a tectonically active region and some of the major cities including Dhaka, Chittagong and Sylhet are at risk of massive destruction by earthquakes from nearby seismic faults. To address the earthquake hazard, the Bangladesh National Building Code (BNBC) is updated in 2017. Other initiatives include Urban Community Volunteers trained in search-and-rescue and first aid, training on safe construction to masons and construction workers, and school safety and evacuation drills. The Urban Development Directorate (UDD) is promoting risk-integrated land-use planning and updating the existing policy for planned urbanization. Housing and Building Research Institute (HBRI) has formulated housing guidelines for disaster prone areas of the country. Earthquake risk assessments in some of the main cities were undertaken under CDMP. Earthquakes pose one of the highest risks in Bangladesh and NPDM 2016-2020 has prioritized earthquake risk reduction as a key action plan.

## Riverbank Erosion

Riverbank erosion is a common problem in Bangladesh due to the deltaic topography and it has been forcing people to migrate or resettle. Riverbank erosion has rendered millions homeless; the majority of slum dwellers in large urban and metropolitan towns and cities are victims of the erosion. The major rivers like the Jamuna, the Ganges, the Padma, the Lower Meghna, Arial Khan and Teesta are highly erosion-prone. Structural interventions are costly and need to be complemented by non-structural measures, such as erosion prediction and warning. From 2005, prediction activities were funded by the Jamuna-Meghna River Erosion Mitigation Project (JMREMP) and EMIN project of the BWDB and WARPO, and in 2008, by UNDP.

## Landslide

Landslides have emerged as a major hazard, usually triggered by heavy rainfall in hilly areas (18% of the total area of the country). Human settlements and activities on the slopes makes landslides lethal. An online landslide early warning system has been developed for Chittagong city under the BUET-JIDPUS project. Community-based early warning has been piloted in Cox's Bazar and Teknaf districts under GoB's Comprehensive Disaster Management Program (CDMP).



### **Salinity intrusion**

Salinity intrusion is an increasing hazard in the coastal areas of Bangladesh, posing a threat to ecosystems, livelihoods and public health and diminishing access to freshwater for household and commercial use. About 20 million people in the coastal areas of Bangladesh are affected by salinity in their drinking water. Bangladesh Water Development Board (BWDB) undertook studies on groundwater availability and found in some coastal districts there was no freshwater layer as deep as 300 meters; in many cases, saline water was found in aquifers at 200 meters.

### **Drought**

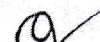

Drought is seasonal –northwestern parts of Bangladesh experience drought in the crop season. During the last 50 years, Bangladesh suffered about severe 20 drought episodes. As much as 20 per cent of the main crop - wet season paddy - may be lost in a typical year due to drought. Drought-prone areas are also affected by cold waves with impacts on human health. There is opportunity for supporting resilience to drought through institutional initiatives. The consultations for developing NPDM 2016-2020 strongly suggested the need for addressing drought through structural and non-structural measures.

### **Tsunami**

The 2004 Indian Ocean Tsunami raised awareness of the tsunami hazard, though Bangladesh suffered relatively minor damages. The Bangladesh Meteorological Department monitors tsunami risk and early warning. A tsunami inundation risk assessment was undertaken with the support from CDMP for the coastal areas of Bangladesh. The assessment identified fault zones in the Bay of Bengal which could possibly cause tsunami inundation in many coastal areas.

### **Lightning**

Bangladesh is prone to electrical storms. Deaths caused by lightning and thunder strike often occur during the pre-monsoon season - usually between March and May and often in rural areas where people work at outdoors. The open haor areas are particularly at risk. MoDMR has declared lightning and thunder strike as a hazard in Bangladesh.



### **Arsenic contamination**

Increasing arsenic contamination of groundwater in Bangladesh is a major disaster, especially in the southwest and southeast parts. Out of 64 districts, 61 are seriously affected by arsenic contamination of drinking water. Seventy-five million people are at risk and 24 million potentially exposed to arsenic contamination. GoB has set up the Arsenic Policy Support Unit (APSU) under the Local Government Division of the Ministry of Local Government, Rural Development & Cooperatives in 2003. The National Arsenic Policy and Implementation Plan for Arsenic Mitigation were passed in 2004.

### **Human-induced hazards**

Industrial hazards occur regularly in Bangladesh. Many chemical factories and warehouses are located in residential areas, making densely built urban areas highly vulnerable. Chemical explosion is another incident common in the industrial premises in Bangladesh. On average 21 people die in Bangladesh due to toxic chemicals each month.

*Fire:* Every year, major fires occur causing huge loss of lives and properties in Bangladesh. Between 2005 to 2015, there were 1,765 fire-related deaths from nearly 130,000 fire incidents. Bangladesh Fire Service and Civil Defense (BFSCD) is well-trained and equipped, but often hindered by traffic congestions in provision of timely response.

*Building collapse:* Weak construction and non-compliance with building regulations/ codes cause frequent collapse of buildings in Bangladesh. Such disasters highlight the need to develop an incident command system, training for professional rescue workers and volunteers, adequate and readily accessible tools and prepositioned supplies and better coordination with national and international agencies.

*Oil & Toxic Chemical Spills:* Spill of oils and toxic chemicals from maritime vessels is on the rise in Bangladesh. The most recent incident is the oil spill in the Shelariver in the Sundarbans protected forest area in 2014. 70,000 liters of oil had to be cleaned up by local residents, Bangladesh Navy and GoB.

### *Health Hazard:*

Health hazard refer human induced /natural causes which can make human vulnerable to disaster risk by its exposure. In Bangladesh, there are hazardous

substances increase the vulnerability by human activities. Use of formalin in preserving fish, fruits and other process is a growing concern for Bangladesh. GoB has taken some regulatory and awareness building program to protect people from its harm. Water contamination with chemical, microorganism also put people vulnerable thus need appropriate preventive and regulatory initiatives to reduce the risk. Biological hazard is the triggering factor for human health affecting by vector borne disease like bird flu, avian influenza etc. All these need include in comprehensive disaster risk management strategy, program and plans.

#### ***Chemical Hazard***

A Chemical Hazard is a condition with the exposure of chemicals that has the potential to cause injury / damage to people, property or environment. It is an inherent property of a chemical. Hazardous chemicals / substance fall into Global Harmonized System of Classification and labelling of Chemicals (GHS) for health effects, physicochemical properties or environmental impacts. It may be combined of the attributes of Dangerous Goods (which is classified by UN numbers) and Hazardous Substances (which is classified by GHS). Potential prospect of Chemical Hazards is also increasing by the rapid industrialization of Bangladesh. The chemical warehouse / stores and industries are more exposed to the chemical hazards due to large inventory of hazardous chemicals.

#### **6. Operational Procedures of NEOC –**

- i) There will be three parts of NEOC –
  - a. the **Policy/Advisory Body** headed by the Honorable Prime Minister,
  - b. the **Operational Body** headed by the Honorable Minister for MoDMR, and
  - c. the **Routine Functional Body** headed by the Director General (Additional Secretary/ equivalent).

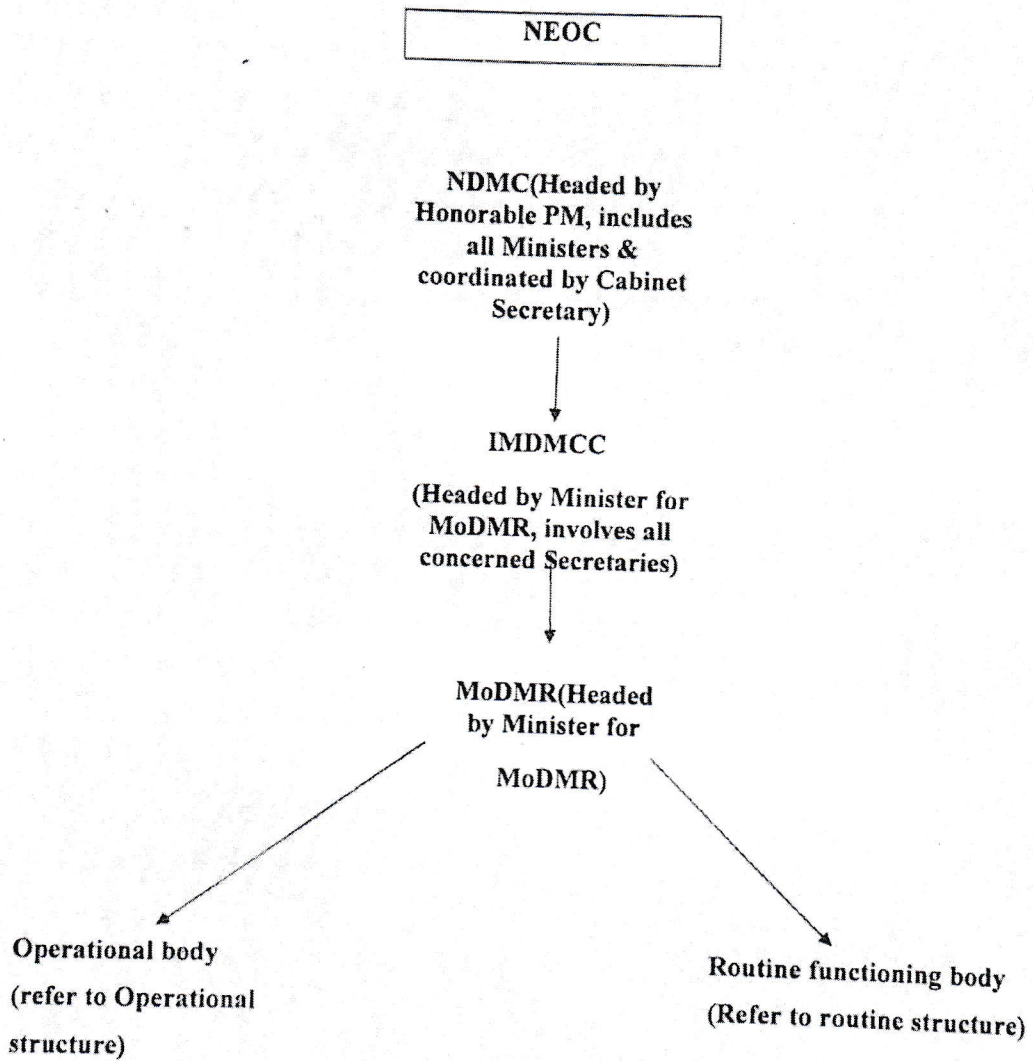
The operational body and routine functional body will be under the direct control of the Ministry of Disaster Management and Relief (MoDMR) and thus under the leadership of its Minister.

- ii) **Policy/advisory body** will consist of existing National Disaster Management Council (NDMC headed by the Honorable Prime Minister and consisting of the Ministers of the relevant Ministries including other high officials as its Members) and Inter-Ministerial Disaster Management Coordination Committee (IMDMCC

headed by Honorable Minister for MoDMR and consisting of all the Secretaries including other high officials) as second line of forces after NDMC. The NEOC will instantly start its policy and operational activities during a disaster when it reaches at level 4-5 or as decided by the government. Honorable Prime Minister as the Chairperson of NDMC may direct/guide the NEOC's operational activities also.

- iii) The operational body will be headed by the Honorable Minister for MoDMR, while its wings will be headed by the Ministers of the concerned ministries/divisions. The routine functional body of NEOC will be headed by a Director General (Additional Secretary/ equivalent) through a permanent organizational structure. This body will have 3 supporting wings: operation & maintenance, planning & logistics, and administration & finance. Under each wings there will be several sections/ cells as per requirements.
- iv) The NEOC will function throughout the year (both during disaster and non-disaster times). During disaster, it will coordinate the operations related activities for emergency response, rescue and early recovery. During non-disaster time, it will be working on emergency preparedness such as contingency planning, collecting disaster related data from concerned bodies/institutions, analysis previous response and recovery actions, daily administrative jobs, etc.
- v) It will be working round the clock during the disaster time and 9.00am-5.00pm during non-disaster time.
- vi) This office will have full time & part time staff and enough facilities for representatives of different ministries, departments, media and humanitarian organizations who will be joining NEOC during the disaster time.
- vii) It will be equipped with all communication and IT facilities with standby transport and power system.
- viii) The Minister for MoDMR will take the lead at the inter-ministerial policy level and operational level activities. Similarly, the Secretary of MoDMR will take the lead at the wing level/ concerned cell level of all the operational meetings.
- ix) In case of any dilemmas, the head of the concern wing will have to act according to the directions of the head of NEOC (Prime Minister) to operate his/her assigned managerial functions for emergency response management.
- x) Before starting the functional activities of the wing, an inter-ministerial emergency coordination committee meeting presided over by the Minister for MoDMR will be held to coordinate the operational activities of different wings.

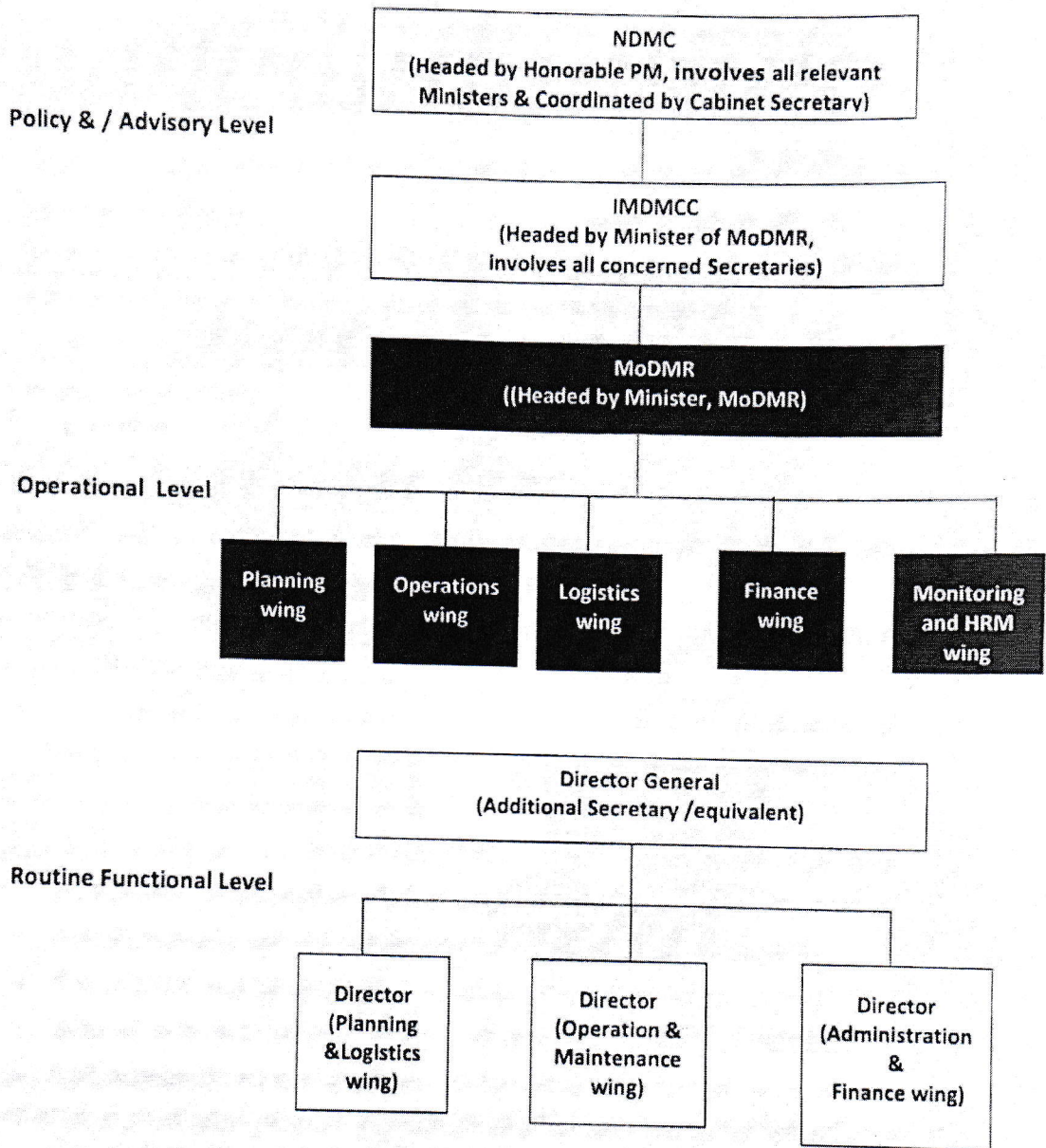
7. Organizational structure of the NEOC:



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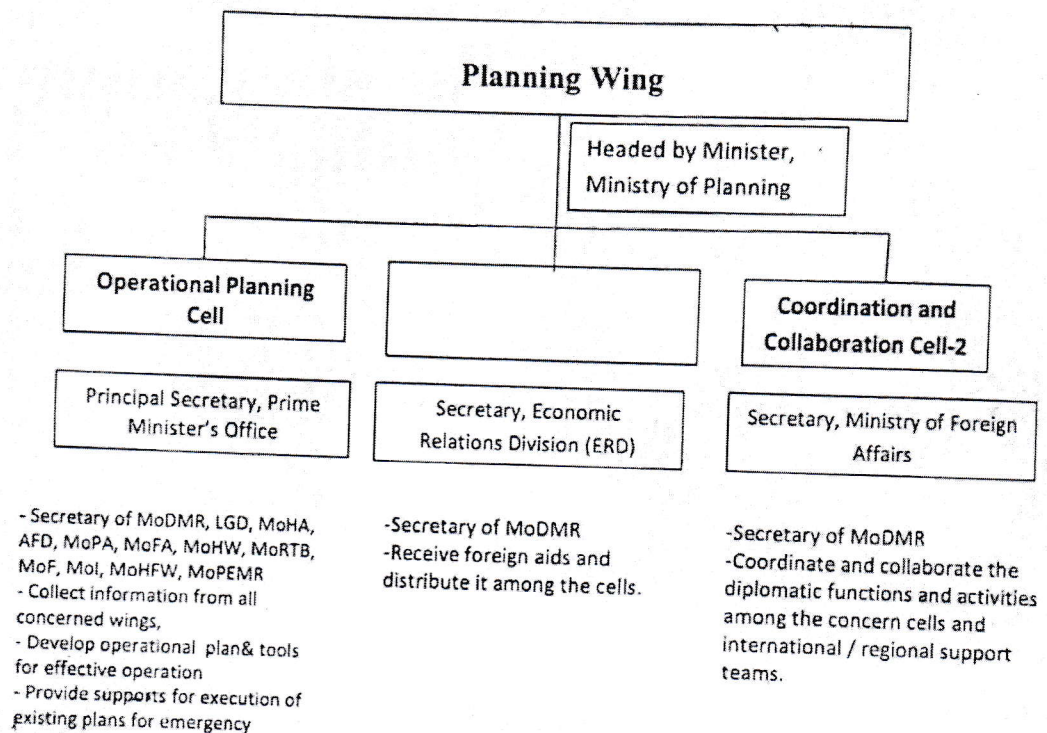
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8. Operational level



**Details description of Roles and Responsibilities of Concern Wings and Cells of Operational Level (during disaster & post-disaster):**

**1. Planning Wing**



**Planning Wing**

Planning wing will be headed by the Honorable Minister for Planning and will be responsible for operational planning of emergency response and overall coordination & collaboration for smooth operation of emergency response activities.

**Operational Planning Cell**

Operational Planning Cell will be headed by the Principal Secretary of Prime Minister's Office. This cell will collect data/information of Damage and Needs, Analyze the disaster Situation and provide operational plan following existing Contingency Plan/Strategic plan/Incident Management System for quick operation of emergency response.

The responsibilities of Operational Planning Cell will be as follows:

- To collect information from the Damage and Need Assessment Cell of Operation Wing regarding devastating disastrous situations and provide a quick decision on how to operate the different wings activities effectively;

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- To suggest a strategic plan on distribution of resources immediately among the concern cells;
- To develop operational plan & tools for effective operation of emergency response;
- To prepare and documentation of incident action plan following Incident Management System;
- To provide suggestions and directions for execution of existing contingency plans for the emergency response;
- To take a decision on which area will be the suitable assembly point for the affected and evacuated peoples based on physical situation of the affected areas;
- To prepare Standard Operating Procedures (SOP) for each cell to carry out the emergency operations;

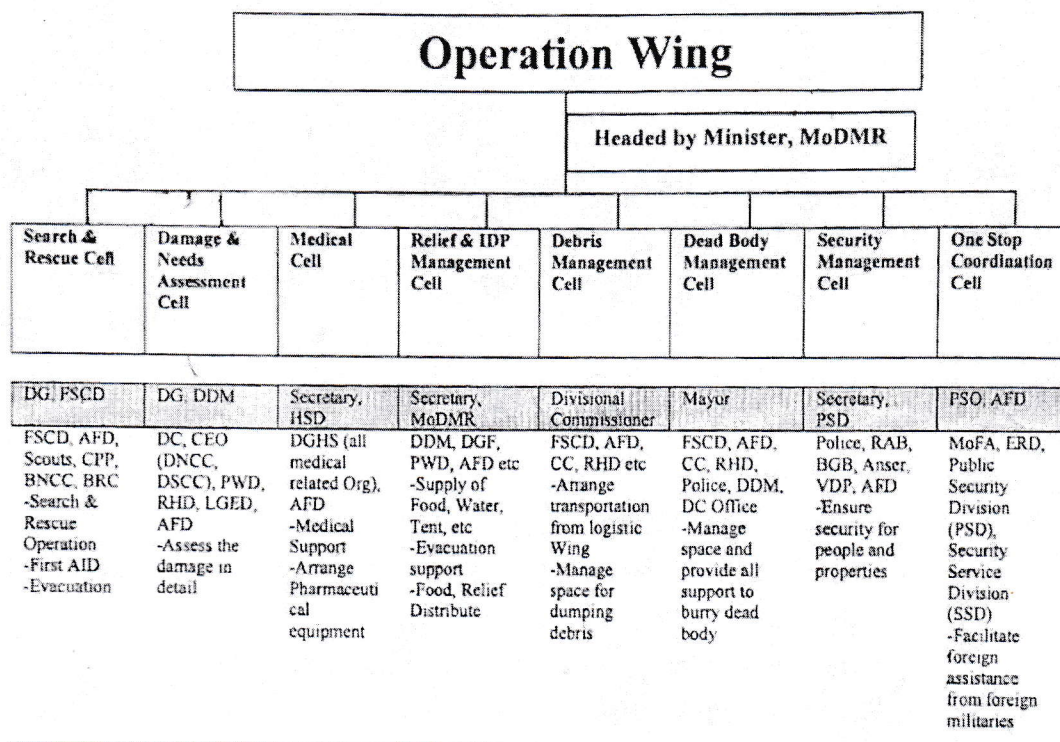
### **Coordination and Collaboration Cell**

This cell will **coordinate & collaborate between foreign support teams and local stakeholders and receive external/ foreign supports/ aids etc.**

The Secretary of Ministry of Foreign Affairs will be responsible to coordinate the overall functions of this cell.

- The cell will be responsible to coordinate and collaborate the functions of emergency management of external aid according to the intensity and needs of the affected people and community.
- The cell will be responsible to coordinate in receiving foreign aids, supporting civil-foreign military/military-foreign military coordination with the help of concern authority, and will distribute the aids among the cells as per needs.
- The cell will also be responsible to collect information regarding needs of the different cells and provide necessary information to the government, regional/ international donor agencies.
- The cell will also coordinate the functions and activities among the concern cells and the international/regional support teams 24/7 basis (24 hours 7 days a week).

## 2. Operation Wing



### Detail functions of Operation Wing

The operation wing will be responsible for the operational activities of NEOC. The Minister for Ministry of Disaster Management and Relief will be the chair/chief of the operation wing. The responsibilities of the wing will be as follows:

- The chief of Operation Wing will be responsible to coordinate the overall functions taken for the emergency response management;
- The chief will also instruct the head of the cells to act according to the terms of reference of concern cells;
- The chief will also monitor the activities of each cell;
- The chief will also be responsible for providing report on daily operational activities to the Head of NEOC (Honorable Prime Minister);

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- There will be a 'Technical Advisory Committee' who will provide advice to the Chief. The committee is consisting of the following members:

Sl. no	Name and Designation	Organization	Position in the Committee
1.	Dr. Jamilur Reza Choudhury, Vice Chancellor	University of Asia Pacific	Convener
2.	Dr. Ainun Nishat, Emeritus of Professor	BRAC University	Member
3.	Dr. Saleemul Huq, Director	International Centre for Climate Change & Development (ICCCD)	Member
4.	Dr. A. S. M. Maksud Kamal, Professor	Department of Disaster Science & Management and Dean, Faculty of Earth & Environmental Science, University of Dhaka.	Member
5.	Dr. Mahbuba Nasreen, Director	Institute of Disaster Management & Vulnerability Studies, University of Dhaka.	Member
6.	Dr. Mehedi Ahmed Ansary, Professor	Department of Civil Engineering, Bangladesh University of Engineering & Technology (BUET)	Member
7.	Representative from Armed Forces Division (AFD)	Armed Forces Division (AFD)	Member
8.	Representative from Bangladesh Fire Service & Civil Defense (FSCD)	Bangladesh Fire Service & Civil Defense (FSCD)	Member
9.	Representative from Ministry of Disaster Management & Relief (MoDMR)	Ministry of Disaster Management & Relief (MoDMR)	Member Secretary

- The Chief will manage the all activities of the Humanitarian Staging Area (HSA) which will be set up under this wing. In Bangladesh the construction of a Humanitarian Staging Area (HSA) will act as the 'logistics backbone' for an effective emergency preparedness strategy, as the design and management of an operational, efficient and well-planned emergency supply chain is vital for the distribution of relief goods to the affected population. HSA will manage the supply chain during emergency response and to coordinate the receipt, local transport and dispatch of international relief items coming into the country during an emergency. HSA will mitigate congestion and facilitate receipt of airlifted cargo by providing storage for receiving and consolidating incoming relief items, facilities for cargo handling and transshipment.

Under the Operation Wing, following Cells will be established: -

### **Search and Rescue Cell**

The Director General of Fire Service and Civil Defense will be the head of Search and Rescue Cell.

- To identify potential or existing threat for search and rescue and execute appropriate plan;
- Ensure that all staff are familiar with the emergency response /evacuation plan;
- The Cell will be responsible for immediate search and rescue operations according to the severity nature of affected area/regions in cooperation with Damage and Need Assessment cell;
- The Cell will hand over the evacuated/rescued persons to the Relief and IDP management cell for their temporary shelter;
- Maintain close liaison with other local safety and emergency service providers nearest to the location.

### **Damage and Need Assessment Cell**

The cell will be headed by the Director General, Department of Disaster Management and consists of seven/eight members from the several government organizations (i. e. Deputy Commissioner, Chief Executive Officer of City Corporation, Chief Engineer of Public Works Department, Chief Engineer of Roads and Highways Department, Chief Engineer of Local Government Engineering Department, Chief Engineer of Public Health Engineering Department, Chief of Electric Supply, Gas distribution and water supply & Sewerage Authority and other lifeline services agencies). The overall damage and need assessment during and post-disaster period will be operated by the direction of DG. The following tasks will be carried out to assess the needs:-

- To assess the damage of infrastructures (i. e. buildings, roads, bridges, railways, metro rail roads),
- To assess the damage of life line services in coordination with utility cell (i.e. supply lines of water, gas, electricity, telecommunications, internet and mobile networking, health services etc.);
- To assess the death tolls and number of injured persons due to disaster in coordination with respective cell;

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- To assess the needs of relief and recovery materials for managing instant needs of the affected peoples.

### Medical Cell

The secretary of the Health Services Division will be the chief of the cell. He has to look after the activities of cell's personnel and provide emergency medical supports in coordination with other organizations (i. e. Director General of Health Services, Head of Public Medical Universities, Head of Public and Private Medical Colleges, Head of all Public and Private Hospitals, and medical service providers etc.). The Secretary will also be responsible to develop a medical support plan to deliver the medical services immediately with the support of other members.

The following activities shall be performed by the cell during and post disaster period: -

- To ensure available medicines and First Aid Kits at the Assembly points, shelters and at the hospitals to provide immediate treatment;
- To make sure that the doctors/nurses/medical specialists/Family Planning health workers will be available at the assembly points, shelters or at hospitals to support the medical treatment;
- To provide counseling and psychosocial services for the affected and vulnerable women, children, elderly and others living in camps/assembly points/hospitals;
- To arrange special treatment for pregnant mothers and children and setting up safe camps for children and women;
- To provide special supports and treatment for the People with Disabilities (PWDs);
- To establish surveillance system to control the outbreak of diseases (communicable and non-communicable diseases) and collect data regarding health hazards during and post disaster situations;
- To establish mobile hospital and clinical supports for the people living in outreach area;
- To establish hygiene management system for the affected people (including mobile toilet);
- The cell will assist the operational planning wing/cell (well ahead of disaster) in signing MOU/Contract with pharmaceutical industries to provide necessary medicines and medical equipment to the medical service providers appointed by the Government during disastrous situations.

### **Relief and IDP (Internally Displaced People) Management Cell**



The secretary of the Ministry of Disaster Management and Relief will be the chief of the cell. He has to look after the activities of cell's personnel and provide immediate emergency relief and IDP management supports in coordination with other organizations (i. e. Director General, Department of Disaster Management; Director General, Directorate of Food, CEO of concerned City Corporation, Chief Engineer of Public Works Department, Director, CPP etc.). The Secretary will also be responsible to develop a relief and IDP management support plan with the support of other cell members.

The following tasks will be carried out to operate the emergency response functions.

- To distribute the relief materials among the victims/affected people;
- To collect the relief materials from the govt./donor agencies as well as local market;
- To arrange tent/temporary shelter for the displaced people with food and water;
- To provide portable water like bottle water, bag water and water purification system;
- To establish a water distribution management system during and post disaster period with the support from water supply authority;
- To coordinate in providing first aid supports to the IDPs. In case of serious injury and diseases, the cell will coordinate with medical cell to manage the situation;
- Identification of the orphan children with the help of Social Welfare Department and provide necessary support;
- Refer to medical cell to provide mental health and trauma management services for the children and women;

### **Debris Management Cell**

The Divisional Commissioner/Deputy Commissioner/ Mayor of City Corporation/Pourashava will be the chief of the cell depending on the incident area. She/he has to look after the activities of cell's personnel and provide immediate debris management supports in cooperation with other organizations (i. e. Head of Fire Services and Civil Defence, Head of Armed Forces Division, CEO of City Corporation, Chief Engineer/Regional Head of Roads and Highways Department). Chief of this Cell will also be responsible to coordinate among all relevant stakeholders (i. e. damage & need assessment cell, transportation support cell, operational planning cell, Coordination and Collaboration Cell) for disposing the debris management activities.

#### Specific tasks of the Cell:

- To maintain existing notification of rosters, designate staffing, establish procedures for reporting of emergency information regarding emergency response activities;
- To implement necessary activities for debris management according to the Standard Operating Procedures (SOP)/ Debris Management Guidelines;
- To arrange transports in coordination with transportation support cell of logistics wing during response (i.e. requests for bulldozer, excavator, forklift, trucks, operators, different materials, and related supplies of equipment);
- To select suitable place for dumping the debris ;
- To coordinate with the contractors assisting with cleanup operations and environmental issues during recovery;
- To make a liaison with Transportation support cell to expedite emergency debris clearance to enable rescue responders access to disaster areas and to ensure effective utilization of resources based upon priorities;
- To execute assigned responsibilities to dispose of debris generated by the disaster;
- To coordinate with the Department of Environment (DoE) and respective city corporation/pourashava to monitor emergency disposal of debris materials so that new hazards/decease can be avoided;
- To coordinate and monitor issuance of emergency solid waste permits for privately owned dump trucks and equipment hauling debris towards specific dumped place.

#### Dead Body Management Cell

The primary authority and responsibility for the management of dead bodies will be the Mayor of concerned city corporation/pourashava or Divisional Commissioner/ Deputy Commissioner. The secretary of the Local Government Division will be the chief of the cell to coordinate the activities of the cell in cooperation with other organizations (i. e. Head/Representative of Fire Services and Civil Defence of that area, Head/Representative of Armed Forces Division, Head/ Representative of Bangladesh Police, Chairman//Representative of BDRCS, Head/Representative of DGHS, CEO of City Corporation, Chairman/Representative of BRTC, Chief Engineer/Representative of Roads and Highways Department etc.).

### **Specific activities of the cell**

- To establish a team including key professionals of Armed Forces Division, Fire Service and Civil Defence, local emergency or rescue organizations like *Anjuman-e-Mofidul*, CPP, Bangladesh Red Crescent Society etc. to coordinate management of the dead bodies;
- To address legal issues with the help of medical cell regarding identification and death certification;
- To provide technical support for identification and documentation of dead bodies;
- To keep dead bodies in body bags, if these are not available, use plastic sheets, shrouds, bed sheets, or other locally available material;
- Body recovery teams will work most effectively in two groups: one group to take bodies to a nearby collection point and second group to take them to identification or storage areas.;
- Noting with the place and date where the body was found helps for identification ( as per SOP);
- Personal belongings, jewelry, and documents should not be separated from the corresponding remains during recovery;
- Body recovery activities must be completed with personal protective equipment;
- Manage Space and provide all support to bury or dispose of dead body;
- Each dead body or any part of dead body should be transported with a Refrigerated Vehicles to refrain the dead body from decomposed;
- Available storage options should be used to each body or body part to keep in a body bag or wrapped in a sheet before storage with waterproof labels with a unique identification number so that the relatives can identify the remains.

### **Security Management Cell**

The Secretary of the Public Security Division of Ministry of Home Affairs will have full responsibility to ensure the security of the victims as well as the property and belongings of all affected people and organizations irrespective of private and public. She/he has to look after the activities of cell's personnel and provide immediate security management supports in cooperation with other organizations (i. e. Inspector General of Police, Head of Rapid Action Battalion, Head of Boarder Guard Bangladesh, Head of Ansar and Village Defence Force). The Secretary will also be responsible to develop a security management support plan with the help of other agencies.



### Specific responsibilities

- To ensure the security for people and properties in post-disaster situations;
- To ensure the security during relief operations;
- To operate the 24/7 Control Room in the Ministry/Division;
- To collect information of Law and Order situation and issue the necessary instructions;
- To ensure quick mobilization of Police, Rapid Action Battalion (RAB), Border Guard Bangladesh (BGB), Ansar and VDP (remain stand-by and move as per government instructions);
- To ensure assistance to local administration and concerned BGB, Police, Ansar and VDP, Fire Service and Civil Defence to rescue and evacuation of people, animals and poultry and shift them to the shelter/safe places;
- To ensure security of IDP shelter so that the evacuated people can stay in a safe manner;
- To protect children and women from trafficking and other forms of sexual exploitation;
- To prevent and protect Gender Based Violence;
- To ensure operation of 24/7 disaster control room in the Head Quarter of Police, BGB, RAB, Ansar & VDP and sending continuous information to the NEOC;
- To keep the secondary field level Forces active and coordinate with local administration;
- To supervise the field level work of Police, BGB, RAB, Ansar & VDP regularly;
- To keep close watch on any criminal and anti-state activities in the affected areas and take stern measures, if necessary;
- To maintain law and order situation and control traffic in disaster affected areas;
- To ensure security of government property, institutions, basic facilities related to life line services damaged in disaster;
- To assist the local administration to prevent theft and misuse of relief materials;

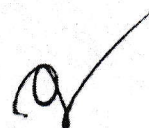
### **One Stop Coordination Cell**

- During any major earthquake, if Bangladesh Government accepts the foreign assistance, it's likely that foreign militaries will respond to provide humanitarian assistance. One Stop Coordination cell can be the focal point to facilitate all arrival formalities of foreign militaries.
- The Principal Staff Officer (PSO) of the Armed Forces Division will have full responsibility to manage the foreign assistance from foreign militaries. She/he has to look after the activities of cell's personnel and provide immediate management supports in cooperation with other organizations such as Ministry of Foreign Affairs, Economic Relations Division, Public Security Division and Security Service Division. PSO will also be responsible to develop a security management support plan with the help of other agencies and submit it to the Chief of the Operation Wing.

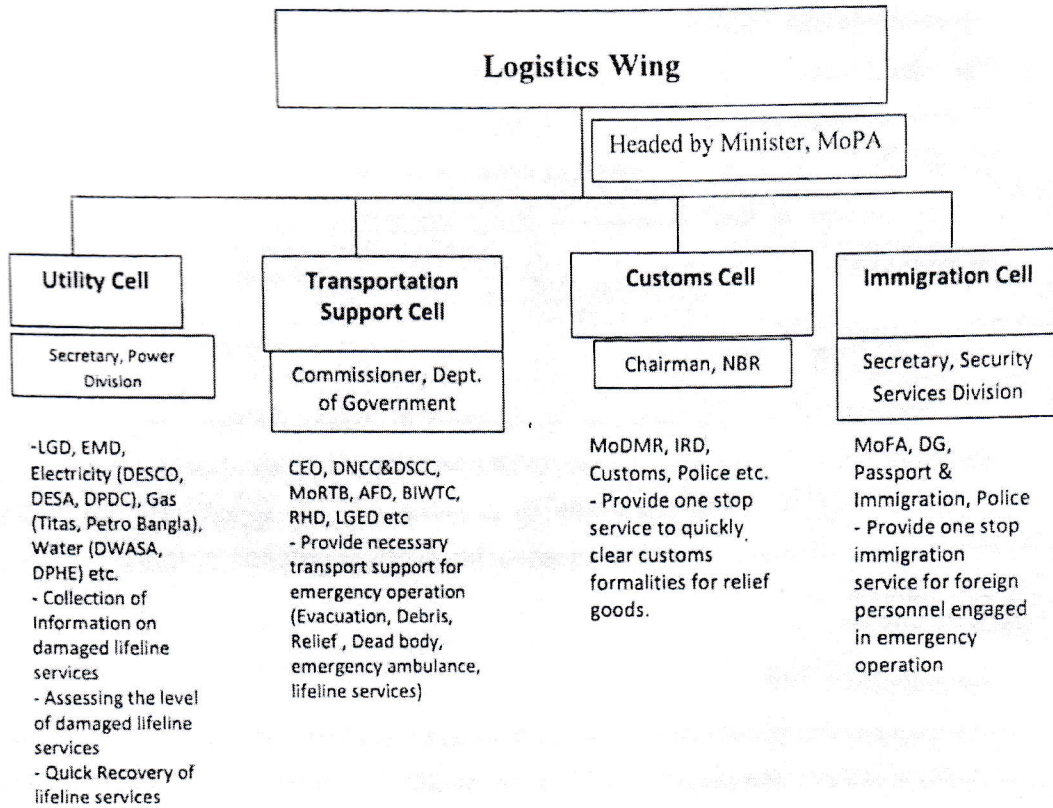
### **Specific responsibilities**

- Receive first hand information from any assisting foreign military.
- Share Request for Assistance (RFA) with the assisting countries.
- Facilitate arrival of foreign militaries in coordination with all concerned ministries.
- Direct any foreign military asset to concerned cell as per directive of Operation Wing.
- Provide feedback to concerned liaison officer on the activities of assisting countries.





## 2. Logistics Wing



The Logistics wing will be responsible to arrange all necessary transportation, utilities, equipment, immigration and custom clearance for supply and support of goods and equipment towards disaster affected area and to ensure appropriate repair or reconstruction of utilities, roads, bridges and culverts to maintain communication links efficiently with the affected area.

### Utility Cell

The Utility Cell will be headed by the Secretary of Power Division, Ministry of Power, Energy and Mineral Resources. The secretary will be responsible for collecting information of damaged lifelines services and ensuring quick recovery of lifeline services in cooperation with Additional Secretary, Energy and Mineral Resources Division, and Additional Secretary, Local Government Division.

### **Transportation Support Cell**

The Transportation Support Cell will be headed by the Commissioner of Govt. Transport Department. The commissioner will be responsible for providing necessary transport support for smooth and uninterrupted emergency operation with the help of Armed Forces Division (AFD), Ministry of Road Transport & Bridge (MORTB), Local Govt. Division (LGD), Ministry of Shipping (MoS) etc.

### **Customs Cell**

The Customs Cell will be headed by the Secretary of Internal Resource Division (IRD) / Chairman of National Board of Revenue (NBR), Ministry of Finance. The Secretary of IRD/ Chairman of NBR will be responsible for providing one stop service for quick custom clearance of relief goods and rescue equipment for smooth operation of emergency response.

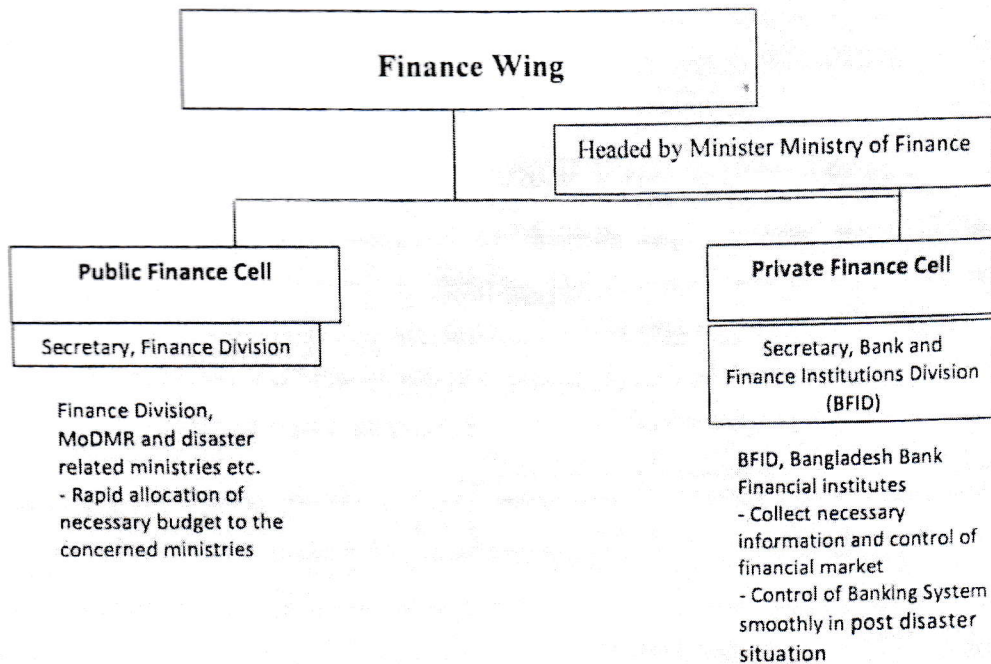
### **Immigration Cell**

The Immigration Cell will be headed by the Secretary of Security Services Division, Ministry of Home Affairs. The Secretary will be responsible for preparing/ providing One Stop Service for issuing visa to foreign personnel engaged in emergency response/support activities in cooperation with Civil Aviation Authority, Ministry of Foreign Affairs and the Department of Police.



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### 3. Finance Wing



The Finance wing will be headed by the Honorable Minister for Finance and responsible to ensure quick allocation of funds for relief and rescue operations, control of all accounts under the responsibility of the Chief Accounts Officer and keep them ready for mobilizing resources for procurement of relief, re-construction of infrastructure, public facilities and structures required to recoup loss and damage during post-disaster period.

#### **Public Finance Cell**

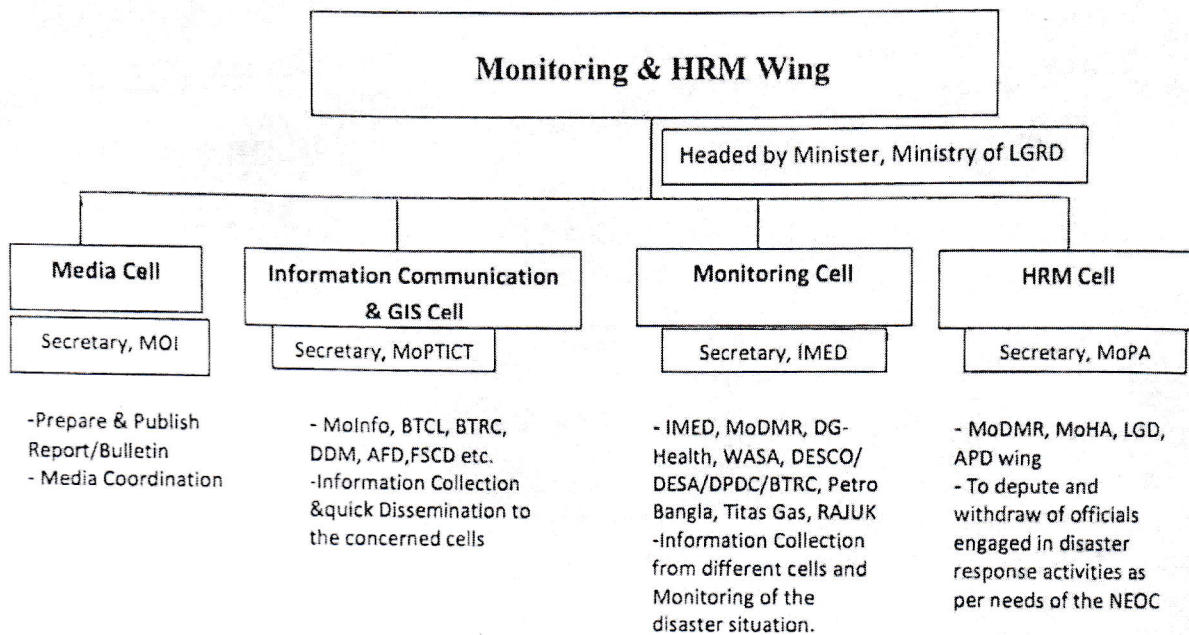
The Public Finance Cell will be headed by the Secretary of Finance Division, Ministry of Finance. The secretary will be responsible for rapid allocation of necessary fund/budget to concerned ministries for procure and supply of relief goods and equipment for emergency response during post-disaster period.

#### **Private Finance Cell**

The Private Finance Cell will be headed by the Secretary of Bank and Financial Institutions Division, Ministry of Finance. The secretary will be responsible for collecting necessary information from concerned cell of NEOC and control the financial market, and banking

system for smooth operation of emergency response during post-disaster situation in cooperation with Bangladesh Bank.

#### 4. Monitoring & HRM Wing



The Monitoring & HRM wing will be headed by Honorable Minister for MoPA and responsible to collect the information/data from the devastating areas on particular issues i. e. physical infrastructures (buildings, roads, gas lines, water lines, electric lines etc.), economic problems, health issues, social problems etc. to support the disaster response mechanisms through efficient data dissemination to concerned cells for smooth operation of emergency response. Also coordination with media to avoid rumor and misunderstanding. They also look after the requirement of proper human resources in different cells for smooth management of operation.

#### Media Cell:

The Media Cell will be headed by the Secretary, Ministry of Information. He will be responsible for collecting information from all concerned cells and make daily report/bulletin for the Local & International media. He will also make press briefing for the media (electronic & print) in every evening /afternoon to keep the people informed about disaster situation.

*[Handwritten signature]*

### **Information Communication & GIS Cell**

The Information Communication & GIS Cell will be headed by the Secretary, Ministry of PTICT. The secretary will be responsible for rapid collection of information and dissemination to all concerned cells for smooth operation of emergency response with the help of Ministry of Information, DDM, AFD, FSCD, BTCL, BTRC etc.

### **Monitoring Cell**

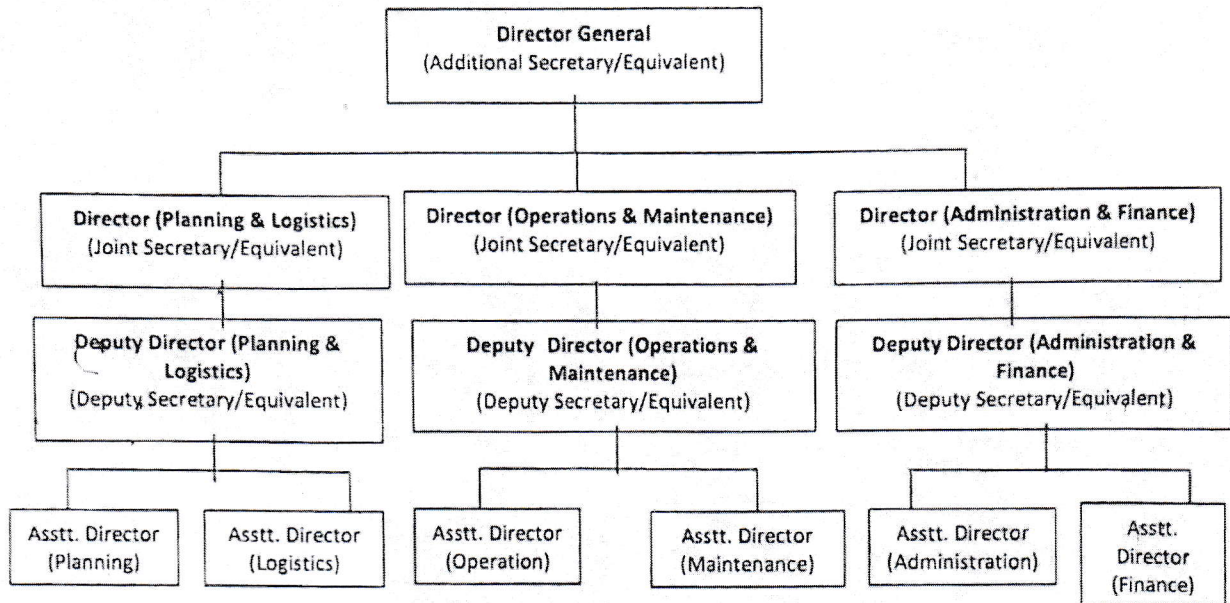
The Monitoring Cell will be headed by the Secretary, Implementation, Monitoring and Evaluation Division of Ministry of Planning. The Secretary will be responsible for conducting overall monitoring activities through collecting necessary information from all the cells, analyze the disaster situation and will feedback to the Operational Planning Wing of NEOC for smooth emergency response.

### **HRM Cell**

The HRM Cell will be headed by the Secretary, Ministry of Public Administration. He will be responsible for appointment, deputation and withdraw of human resources to all concerned cells as per their need for proper management of the emergency response operation. He will also monitor the disaster situation and withdraw or depute the personnel to the concerned wing/cells instantly.

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**Detail description of different wings of NEOC for Routine Functional Body**



**Director General**

Director General will be the chief of Routine Functional Body of NEOC . He will look after all the activities of NEOC during normal time and act as "Staff Officer" to the Chief of Operational Body (Minister for MoDMR) during disaster time. He will be the Principal Accounting Officer as well as Chief Executive Officer of Routine Functional Body of NEOC.

**Director (Planning & Logistics)**

Director (Planning & Logistics) will be responsible for preparation of contingency plan of different hazards of the country, collection & analysis of disaster data from different parts of the country and collection & review of damage and need assessment report from the affected areas. He will also be responsible for procurement of relief goods & materials required for emergency response & early recovery activities operated by the NEOC.

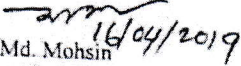
**Director (Operation & Maintenance)**

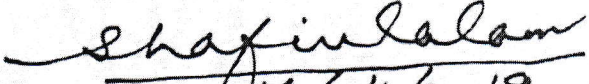
Director (Operation & Maintenance) will be responsible for conducting emergency response operation during any type of disaster (except mega disaster) may occur in Dhaka City and adjacent area of Dhaka city. He will also be responsible for operation and maintenance of all disaster related equipment owned by the NEOC.

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**Director (Administration & Finance)**

Director (Administration & Finance) will be responsible for maintaining all administrative activities of the NEOC round the year. He will also be responsible for personnel administration and financial management of NEOC. Moreover, he will look after the procurement of office materials required for the day to day administration of NEOC.

  
Md. Mohsin  
Additional Secretary  
Ministry of Disaster Management and Relief  
And  
Member Secretary of NEOC Concept Note  
Finalization Committee

  
016/04/2019

Cabinet Secretary  
Cabinet Division  
and  
Convener of NEOC Concept Note Finalization Committee