

NATIONAL SECURITY COUNCIL

Directive No. 20

POLICY AND MECHANISM

OF NATIONAL DISASTER MANAGEMENT

AND RELIEF

NATIONAL SECURITY DIVISION

PRIME MINISTER'S DEPARTMENT

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ABBREVIATION

Abbreviation used in MKN Directive No. 20 is as follows:

ATM : Malaysian Armed Forces

BKN : National Security Division

CCC : Contingent Control Centre

DCC : District Control Centre

DOR : Defense Operation Room

JBPM : Malaysian Fire and Rescue Department

JPBBD : District Disaster Management and Relief Committee

JPBBN : State Disaster Management and Relief Committee

JPBBP : Central Disaster Management and Relief Committee

JKR : Public Works Department

JPM : Prime Minister Department

LPTA : Atomic Energy Licensing Board

MCC : Malaysia Control Centre

MKN : National Security Council

PBSM : Malaysia Red Crescent Society

PDRM : Royal Malaysia Police

PKOB : Disaster Operation Controlling Centre

PKTK : Control Post On Scene

PTO : Operation Standing Rules

RELA : Malaysian People Voluntary Alliance

SMART : Special Malaysia Disaster Assistance and Rescue Team

STMB : Malaysia National Telecommunications Agency

TNB : Malaysia Electrical Power Agency

NATIONAL SECURITY COUNCIL

DIRECTIVE NO.20

POLICY AND MECHANISM OF NATIONAL DISASTER

MANAGEMENT AND RELIEF

GENERAL

1. Lately, various kind of accidents and disaster occurred in Malaysia whether as a result of natural phenomenon or human negligence and weaknesses , which sometimes claimed many lives and destroying property. Among these disasters are as follows:
 1. The collapse of Sultan Abdul Halim Ferry Terminal at Butterworth , Pulau Pinang on July 31st. 1998, which caused 32 death and 1674 others injured.
 2. An explosion and fire that ruined a fireworks factory belonging to Bright Sparkles Sdn. Bhd. at Sungai Buloh, Selangor on May 7th.1991 causing 22 death and 103 others injured.
 3. Fire and explosion razed a ship namely Choon Hong III at Kelang Port on June 20th. 1992 causing 10 death. The ship was carrying oil and such fire has the potentiality of spreading because it was close to Shell Company ,oil depot.
 4. The collapse of Highland Towers Condominium in Hulu Kelang, Selangor on December 11th. 1993, where 48 people was killed.
 5. A landslide at Km 34 feeder road to Genting Highlands, Pahang on June 30th. 1995, where 20 people killed and 22 others sustain injuries.

6. A tourist bus plumped into a gorge of 120 meters deep at Km 1.5 Genting Highlands Road , Pahang on July 15th. 1996 , where 17 people was killed.
 7. A sudden flood of mud smashed an Aborigines Settlement village at Dipang Post, Kampong Sahom, Mukim Kampar , Perak on August 29th. 1996 that claimed 44 lives and destroying 30 houses.
 8. A Tropical Storm ‘GregEsmashed West Coast Sabah on December 26th. 1996, killed more than 230 people and destroyed more than 4925 houses.
2. Following to the tragedy at the Highland Towers Condominium, the Cabinet meeting on May 18th. 1994 decided to form an organization or a mechanism of Great Inland Disaster Management on scene which is to be functioning under the National Security Division(BKN), Prime Minister Department(JPM). This mechanism shall be functioning on scene to streamline and administer actions to be taken in any major disaster by rescue agencies and Special Malaysia Disaster Assistance and Rescue Team(SMART) in order that all action carried out in swift, efficient and effectively.
1. In managing a disaster, it is not sufficient to rely on an agency or an organization alone, but it still need the involvement of many other agencies who have their own skill and capability. Any team involved in the management of a disaster should be able to carry out their duty and responsibility collectively and adhered to the standing order. However, a disaster management and relief policy and mechanism should be finalized , so that in future all actions taken at every level by Government and Non-Government agencies will be more firm, stable and productive. The existence of a Disaster Management and Relief policy will help all sectors involved to carry out their mission with more orderly and coordinated, thus avoiding any waste of energy and time, confusion, conflict and contradiction or conflict of interest while working in a disaster.

OBJECTIVE

4. The objective of this Directive is to draw a Land Disaster Management and Relief Policy based on level of disaster and to establish a Management Mechanism which decides the role and responsibility of agencies involved in actions against a disaster.

DEFINITION OF DISASTER

5. For the purpose of this directive, Disaster is defined as an incident which occur in a sudden manner and complex in its nature and that causes losses of lives, damages to property or natural environment and bring a deep effect to local activities. Such incident needs a management that involving extensive, resources, equipment, skills and man power from many agencies with an effective coordination, which is possibly demanding a complex action and would take a long time.

DISASTROUS INCIDENTS

6. The disastrous incidents covered by this directive is as below:

1. Natural disaster such as flood, storm, drought, shore erosion, landslide or any other disaster because of strong wind and heavy rain.
2. Industrial tragedy such as explosion, fire, pollution and leaking of hazardous materials from factories refineries and industrial depots which process, produce and stores such materials.
3. Accident that involved the transportation, supply and removal of hazardous materials.
4. The collapse of high rise building and special structures.
5. Air crashed occur at a place with building and men.
6. Train collision and derailment.
7. A fire which involve a huge areas or high rise building or any special structure with many people inside.
8. The burst of a hydroelectric power station or a reservoir.
9. Nuclear and radiology accident involving nuclear composites or radioactive agents in which the accident could spread out and causing the lose of live, property damage or the environment pollution and effecting the local activities.
10. The release of toxic gas at a public area; and
11. Haze which can cause a critical situation to the environment, threatening public harmony, government administration and economic activities of the state.

AIR DISASTER

7. Air disasters especially those involving an aeroplane are generally handled by Department of Civil Aviation, Ministry of Transport. A Standing Order on Air Disaster is already set out and being effective. An Air Disaster Mechanism is also enforced.
1. However, in view that the definition of disaster under National Security Council (MKN) No.20 covers any incident which causes damage to a land property and the loss of many lives and such incident could occur in public areas and building such as housing estate or airport, the management and control of any air disaster should be divided into two(2) sections, each section to be arranged and controlled by Department of Civil Aviation and a mechanism set by National Security Council directive no. 20 respectively. For this purpose, Department of Civil Aviation will manage and handle all zones of aeroplane accident such as on the mountain, the air, in the forest or at the sea when it is not an area with building and men inside other than the plane passengers and crews. Any air crash that involved an area with building and men shall be governed by the National Security Council Directive No. 20.

FLOOD DISASTER

9. Flood Disaster has its own committee and mechanism through the standing order on Flood Relief Machinery issued earlier by the National Security Division(BKN), Prime Minister Department(JPM). With the enforcement of the National Security Council's Directive no. 20, all flood disaster will be handle under this directive. Because of that, the Committees of Natural Disaster Relief was dissolved.

NUCLEAR AND RADIOLOGY DISASTER

10. This directive also covers any nuclear and radiology incidents. However, the major rescue agency is Atomic Energy Licensing Board, Ministry of Science, Technology and Environment.

SEA DISASTER

11. Sea disasters are dealt and controlled by the Marine Department, Ministry of Transport. Malaysia Permanent Regulation and Mechanism is already existing and being effectively. There by, the sea disaster management is not under the National Security Council's(MKN) Directive No.20.

NON-DISASTROUS INCIDENTS

12. Non-disastrous incidents is defined as an accidental incidents in the form of critical or non-critical and involving a small number of victims and effects only to the related victims. The form of the accident or incident has no possibility of spreading. Among the non-disastrous incidents are the vehicle accident, the small fire or a mishap in a lake or river. Such happening usually can be handled in a time by relevant agencies, using minimum resources and facilities at local level. Such incidents of non-disastrous is not govern under this directive.

DISASTER MANAGEMENT LEVEL

13. Through this directive, the disaster management is controlled in accordance with disaster definition given above and the following elements:

1. Level I Disaster

13.1.1. Local incident which are controllable and with no potentiality of spreading out. It is not complex and could cause only a small damage to life and property. The form of disaster would not be a jeopardy to local daily activity in a large scale. The District Level Authority is capable of controlling such incident through district level agencies without or with a limited assistance from outside.

2. Level II Disaster

1. More serious incident covers a wide area or has exceeding two(2) district and has a potential to spread out. Possibly would cause death and damage to a large number of property. The incident also effecting public daily activities. Being more complex than Level I Disaster and difficult in aspect of search and rescue. Need to and could be able to be controlled by State Level Authority with or without a limited help from outside.

3. Level III Disaster

Any incident caused by Level III Disaster is more complex in nature or effecting a wide area or more than two(2) states. Need to and could be able to handled by Central Authority with or without foreign help.

4. The classification on assessment is rely on the district level authority or state level authority or central authority which decide on its management or to suggest any other movement of taking over the disaster by another higher authority.

DISASTER MANAGEMENT AND RELIEF COMMITTEE

14. To ensure any disaster incident being managed according to its level, the

Disaster Management and Relief Committee has to form the following:

1. District Disaster Management and Relief Committee (JPBBD) for Level I Disaster;
2. State Disaster Management and Relief Committee (JPBBN) for Level II Disaster; and
3. Central Disaster Management and Relief Committee (JPBBP) for Level III Disaster.

15. JPBBP is responsible in formulating a policy and framing a strategy towards the management of national disaster. JPBBP also should introduce a programme of education for the public in aspect of prevention and preparation against a disaster. Besides that, it is also responsible to make sure that the relevant agencies is exposed to every aspect of development of training and management in handling the disaster. Membership and role of every committee is shown in **Appendix A, B and C**.

1. JPBBP is responsible in management of Level III Disaster. Also to ensure that policy, rules and directive are fully respected at all levels and states. And to adjusting, specifying and helping when it is necessary in managing the Level I and Level II Disaster.
2. When a situation of disaster is reported, JPBBP, JPBBN and JPBBD, where ever applicable, should take a responsibility to act as follows:
 1. Evaluate the situation and decide the level and the scope of disaster.
 2. Formulate an acting plan to overcoming the disaster.
 3. Decide the ability in overcoming the disaster.
 4. Decide on the nature of assistance needed from higher level or outside.
 5. Hand over or take over of disaster management based on evaluation of incident.

18. JPBBP should decide that all agencies at every level in Government Administration should obey the rules and the regulations aimed to control or to reduce impact of disaster.

THE ROLE OF NATIONAL SECURITY DIVISION

19. National Security Division act as a secretariat to the disaster management and relief committee at all levels in managing the related disaster to ensure those committees be able to carry out their duty smoothly and effectively. National Security Division also instrumental to ensure that the Policy and Mechanism of National Disaster Management and Relief is implemented and practiced to run smoothly. Besides, National Security Division is responsible to ensure that 'post-mortem' is done after any disaster incident, to evaluate and identify weaknesses in disaster management and taking steps to remedy it in future. In relation to SMART assignment, General Director of National Security Division is responsible to issue directive in order to mobilize the force into search and rescue operation in the state whenever the disaster is occur.
1. National Security Division is responsible to provide enough allocation to generalize the Disaster Management and Relief Committee and its operation mechanism at the beginning stage. An expenditure to be defray by National Security Division would cover the need for providing movable facilities as tent on the scene and basic communication equipment. This is purposely to enable secretarial jobs on scene of incident is done smoothly and effectively. All search and rescue mobilization, transport, work force, food and etc. in any disaster operation is the responsibility of relevant agencies or department. The role of National Security Division against the management and relief of national disaster in detail is in **Appendix D**.

DISASTER MANAGEMENT MECHANISM

21. Relief operation or action procedure in overcoming the disaster at every stage by the government authority level is as below:

1. District Level

1. Any disaster incident at early stage should be manage by the relevant agencies using the facilities and resources at District Level Management.
2. On receiving a disaster report, District Police Officer Chief and District Fire Brigade Chief should take appropriate steps by the help from main rescue agencies and supporting agencies and other organization and voluntary bodies responsible in giving aid and rehabilitation to disaster victims. District Police Officer Chief and District Fire Brigade Chief would be commander and deputy commander of disaster operation respectively.
3. JPBBDD which is headed by District Officer should be mobilized to ensure all activities of search and rescue operation, taking over and preparation of facilities and machinery and other emergency aid, i.e. food and treatment could be executed and managed in good order and fully coordinated.
4. JPBBDD Chairman together with the commander and deputy commander would assess the disaster to know the level of the disaster and ability of local agencies at District Level in handling it. After assessment is done and early step is taken, but it is found that the disaster could not be handled at District Level or needs assistance from State Level, JPBBDD should inform JPBBN to get prompt assistance and taking over the disaster management. A chart of Managing Communication and Disaster Relief is shown in **Appendix E**.

2. State Level

1. The whole management and control of Level II Disaster will be taken over by the State Level Authority or by mobilizing

certain sources under the state control. State Police Chief and Director of State Fire Brigade will be a commander and deputy commander of disaster operation respectively at this stage.

1. JPBBN headed by State Secretary should be mobilized to ascertain that all disaster management run smoothly and coordinated. For Federal Territory of Kuala Lumpur, the chairman of JPBBN is the mayor while for Federal Territory of Labuan is the Director of Administration Federal Territory, Labuan.

1. JPBBN on advice by Disaster Operation Commander shall decide on capability rescue agencies to handle disaster incident as needed, so JPBBN should inform JPBBP immediately through a fixed information and communication channel.

3. Central Level

1. When the disaster administration taken over by Central Level (Level III Disaster), all related agencies and sources including search and rescue team, emergency aid and etc. at District and State level shall be combined to face disaster that occurred under JPBBP. The Director of Internal Security and Public Order, Royal Malaysia Police(PDRM) and Deputy Chief Director of operation, JBPM respectively will be the commander and deputy commander of disaster operation.

2. JPBBP headed by a minister appointed by the prime minister should be mobilized to ensure that all aspect in relation to policy and decision in search and rescue operation and etc. is carry out in a professional and effective manner.

THE RESPONSIBILITY OF STATE DISASTER MANAGEMENT AND RELIEF COMMITTEE CHAIRMAN TO THE STATE OPERATION DIRECTOR

22. The honorable of Chief Minister and Menteri Besar of each state who is also appointed as the Director of State Operation is also responsible in ensuring the smooth of the control and management of disaster that occurred in their state. In this aspect, the head of JPBBN is responsible to the State Operation Director. The duty of JPBBN to the State Operation Director is shown in **Appendix F**.

ASSISTANCE FROM THE SUPERIOR LEVEL

23. In any type of disaster and without consider what level it is, the responsible group entrusted to manage the disaster at the District or State Level is allowed to call for expert assistance, equipment and man power from superior level(State or Central Level) in order to get the important works done smoothly and quickly. Assistance of (expertise, equipment and man power) may be rushed directly to the District Level or State Level by the Superior Level if it is found to be necessary.

ORDER AND CONTROL

24. To ensure the move of managing the disaster is taken in good order, consolidated and effective, two(2) stages of order and control should be performed, that is Control Post on Scene(PKTK) and Disaster Operation Controlling Centre(PKOB).

1. Control Post on Scene(PKTK)

1. As soon as the incident is classified as a disaster which is need a combined operation by many sections, PKTK should be opened immediately. The authority to open such a control post is given to the District Police Chief which is also entrusted to appoint a members of Royal Malaysia Police(PDRM) and members of other agencies through the agents to run the operation at this control post.
2. PDRM also supposed to prepare a complete communication equipment to be used during the operation. A communication network should be laid out between PKTK and PKOB based on the level of incident. PDRM also should prepare enough workers at PKOB to manage the communication equipment and to record all information on the commitment of agencies and the progress of search and rescue operation.
3. The commander of disaster operation at the sight of scene is responsible to assess, to control and to coordinate all search and rescue activities on the scene. The duty and responsibility of operation commander is stipulated in **Appendix G**.
4. In case of disaster caused by fire or hazard materials(hazmat), JBPM will act as a main agency to handle it. District Police Chief or State Police Chief which is relevant, still hold the responsibility as commander of disaster operation on scene to coordinate the involvement of the other agencies.
5. In case of nuclear and radiology incident, Atomic Energy Licensing Board will act as a prime technical in charge of any nuclear and radiology disaster.
6. All agencies involved in the activities at the sight of scene should report themselves to PKTK before starting their work. The role chart of agencies involved in the disaster management and relief on scene is shown in **Appendix H**.
7. Agencies involved in disaster management is requested to field their agent or representative at PKTK to help the operation commander in coordinating their works and responsibility.

2. Disaster Operation Controlling Centre(PKOB)

1. At the same time, PKOB has to be opened in accordance to the stage of disaster management at the District Office, BKN State Operation Room or BKN Operation Room. The relevant disaster management and relief committee should hold a meeting at PKOB to check the development and decide on the means of facing disaster, search and rescue operation and emergency relief is managed systematically and effectively.
2. PKOB should have a complete communication equipment, so that it is always has a contact with PKTK; report any development to the higher authority and to issue important directives to cope with the disaster.
3. Agents or representatives from all of agencies involved in the disaster management shall be placed at the PKOB as liaison officer for their agency to speed up and smoothen any activities be taken based on the resolution made by the Disaster Management and Relief Committee.

MANAGEMENT AT THE SCENE OF DISASTER BASED ON ZONE

25. Agencies and voluntary bodies involved in disaster management and relief can be divided into 3 categories:

1. The main rescue agencies ,such as SMART, PDRM, JBPM, Emergency Medical Department, Malaysian Armed Forces(ATM) and any special team formed by agencies with certain expertise or capability to do works with the main rescue force.

2. Supporting Rescue Agencies such as Civil Defense Department and any special team formed by any agency to assist with search and rescue operation.
 3. Relief and recovery agencies such as Civil Defense Department, Social Welfare Department, Public Works Department(JKR), Malaysian People Voluntary Alliance(RELA), Malaysian Red Crescent Society(PBSM), St. John Ambulance, Malaysia Electrical Power Agency(TNB), Malaysia National Telecommunication Agency(STMB) and any other agencies or voluntary bodies.
26. To strengthen the disaster management and controlling, the location of incident will be divided into three(3) zones such as Red Zone, Yellow Zone and Green Zone.
1. Red Zone covers an area surrounding the actual spot of incident. This zone is a special area for the main rescue teams which has certain skills and special units from SMART, JBPM, ATM, Emergency Medical Department and any special team formed by any agencies. Any agencies which has special skill carry on their works will works together and assisting the main rescue teams.
 2. Yellow Zone covers an area surrounding the Red Zone. The zone is subjected the place the Control Post on Scene and posts for any main rescue agencies, such as SMART, PDRM, JBPM, ATM, Emergency Medical Department and any other teams formed by any agencies with special skills to do their duty hand in hand and helping main rescue team and supporting rescue team such as Civil Defense Department.
 3. Green Zone covers an area surrounding the Yellow Zone. This zone is purposely to place the relief and recovery agencies and other voluntary bodies. There are JKR, Social Welfare Department, TNB, STMB, RELA, PBSM, St. John Ambulance and other relevant agencies and voluntary bodies. This Green Zone also placed Media Management Centre, Victims Family Centre, Counselling Centre, Food Store and Morgue.
 4. The distance between zones depends on the level of disaster and this will be decided by the Disaster Operation Commander. He also responsible to decide on which and how many units are needed to take part in search and rescue operation at the concerning zones.
 5. Every agencies involved in disaster operation should be inside their allocated zone. This zone also has to be purposely controlled in response to the security and movement by Royal Malaysia Police or RELA where moving in and out are allowed only to the authorized persons only. The graph of Disaster Management and Relief on scene by zones is shown in **Appendix I**.

GUIDELINES IN DISASTER MANAGEMENT

32. Through this directive, a procedure of movement phase for the search and rescue units and the relevant agencies in disaster operation at location is based on the Guidelines on Disaster Operation in **Appendix J**. While Guidelines on Phase Movement Chart of Disaster Operation is in **Appendix K**.

STANDING ORDER FOR AGENCIES OPERATION

33. The relevant agencies should always be prepared up and make use of Standing Order Operation (PTO) at their respective agency level. In their action during the Disaster Operation. Anyway, the PTO should be governed by in accordance with this directive. All agencies must bring forward their PTO to the BKN.

THE ROLE AND DUTY OF MAJOR RESCUE AGENCIES AND SECONDARY RESCUE AGENCIES IN DISASTER MANAGEMENT ON SCENE

34. Through this directive, the role and duty of major rescue agencies and secondary rescue agencies involved in disaster operation on scene is fixed as in **Appendix L**.

THE ROLE AND DUTY OF RELIEF AND RECOVERY AGENCIES AND VOLUNTARY BODIES IN DISASTER OPERATION ON SCENE

35. Through this directive, the role and duty of relief and recovery agencies and voluntary bodies involved in disaster operation is fixed as in **Appendix M**.

EXERCISES

36. Disaster management and control exercises involving all relevant agencies has to be done from time to time to ensure the preparedness of the officers from those agencies in a real job in dealing with a disaster.
1. BKN should coordinate exercise of management and control involving all related agencies from time to time.

TRAINING AND COURSES

38. Chance to attend any programme of development disaster and training that able to be applied with the disaster management and control should be given to officers for concerned whether in local or outside the country. Training and courses is necessary to upgrade the disaster management and control among the officers. BKN and related agencies are responsible in creating their own training courses of planning and performing if necessary.

COLLABORATION FROM GOVERNMENT AGENCIES, STATUTORY BODIES AND PRIVATE SECTORS

39. Government agencies, statutory bodies and private sectors are requested to give their cooperation and logical assistance of tool and equipment etc. in supporting the disaster operation activities. The three levels of Disaster Management and Relief Committees could apply supports and requisition temporarily of any tools or equipment belonging to government agencies, statutory bodies and private sectors which is urgently needed during the disaster operation based on the existing rules.

MEDIA CONTROL CENTRE

40. A media control centre should be formed at the sight of incident and installed in Green Zone. It is a place where media officers and staffs can perform their duty in connection with the disaster coverage. The facility at this centre, such as media conference space, briefing space, radio, television and communication facilities or equipment also should be prepared. Information Department at disaster management level is responsible to set up and control the

centre. Information officers also should coordinate matters on coverage and news release about the disaster to the public. Representative from mass media shall be confirmed in Green Zone only and not allowed to enter Yellow or Red Zone except they get a permission from Disaster Operation Commander.

DECLARATION OF DISASTROUS SITUATION

41. The declaration of disastrous area is issued according to administrative procedures and executives by the Honorable Prime Minister based on suggestion from the Central Disaster Control and Relief Committee.
1. Disaster is defined as a catastrophic situation that claimed many lives and caused extensive damage to property and potentially endanger the public peace and security.
2. When declared as a disaster, disaster management, relief and recovery for the relevant victims are controlled by the Central Government.

MANAGEMENT OF DISASTER RELIEF FUND

44. Disaster Management and Relief at district, state and central level are responsible to control, coordinate and keep watch on the collection of donation for the victims. Financial Statement should be forwarded at the Disaster Management and Relief at their level respectively.

STATEMENTS AND OTHER MESSAGES

45. To avoid any confuse during disaster, only certain important items should be released to the public through mass media. Only the Chairman of Management and Relief Disaster, Operation Commander or an officer authorized by the Chairman of Management and Relief Disaster is allowed to issue any statements to the press if necessary.

ENFORCEMENT

46. MKN directive no. 20 come into force at the moment when it is approved by the honorable Prime Minister and on enforcing this directive, the stand order of Flood Relief Machinery is having no legal force and all committees under this standing order are also dismiss.

DATOESERI DR. MAHATHIR BIN MOHAMAD,

Prime Minister,

Concurrence : National Operation Chairman

Dated on: May 11th.1997

Appendix A

NATIONAL DISASTER MANAGEMENT AND RELIEF COMMITTEE

A: MEMBERSHIP

Chairman: Honorable Minister appointed by Prime Minister.

Members: 1) Minister of Finance

2) Minister of National Unity and Community Development

3) Chief Secretary of State

4) Commander of the Armed Forces

5) General Director of Police Department

6) General Director of Health

7) General Director of National Security Division

8) General Director of Fire Brigade and Rescue Malaysia

9) General Director of Atomic Energy Licensing Board

10) General Director of Broadcasting

11) General Director of Information

12) General Director of Transportation Department

13) General Director of Public Work Department

14) General Director of Environmental Department

15) General Director of Social Welfare Department

16) General Director of Working and Health Security Department

17) General Director of Meteorology Service Department

18) General Director of Civil Aviation Department

19) General Director of Geology Research Department

20) General Director of Irrigation and Drainage

1. Representative of General Solicitor

1. Budget Director for Ministry of Finance

2. General Director of RELA

Also Present: Other Concerning Officers

Secretary: Director of Crisis and Disaster Management Unit,

National Security Division(BKN)

Prime Minister Department.

B: RANGE OF RESPONSIBILITY

1. To formulate policy and frame the strategy in managing the national disaster.
2. To define the policy and directives in managing a disaster is carried out in accordance with the decided procedures and active plans.
3. To ask all involved agencies to present reports on the preventive steps taken in order to reduce the disaster impact.
4. To coordinate the requirement in Disaster Management and Relief, such as to decide on logistic assistance and requisition of tools and machinery needed temporarily owned by government agencies or private sectors.
5. To get expertise assistance from local authority or foreign country to help in managing a disaster.
6. To form an investigator committee, if necessary.
7. To assure that search and rescue exercises are carried out from time to time by the relevant agencies.
8. To offer all forms of assistance needed by Operation Commander in order to succeed the function of search and rescue on scene.
9. To form a National Disaster Operation Centre in respect of Disaster Level III.
10. To determine on comprehensive relief, such as welfare, health, shelter and security to the victims and the rescuers including rehabilitation aspects.
11. To form working committees, such as committee of welfare, transport, finance etc. where is applicable so that the process of disaster management runs smoothly.
12. To form a data bank on tools, equipment and list of expertise or skill at national level needed in a disaster management.
13. To set and carry out a 'post-mortem' after a disaster and bring out recommendation or proposals to overcome the weaknesses identified from the post-mortem.
14. To arrange a coordinated training programme for the rescuers with full spirit of consolidation and united and attain the skill level needed in a disaster.
15. To formulate an educational and early preventive programme for the public in avoiding and facing a disaster.
16. To ensure any steps taken by the relevant agencies in preventing, controlling and training or education programmes is done smoothly and effectively.
17. To review from time to time the existing policy, directive, strategy and procedure in order to strengthen the National Disaster Management.

18. To prepare report on disaster management and control from the past disaster covering all aspects of search and rescue operation and emergency relief and rehabilitation offered to the victims.

Appendix B

STATE DISASTER MANAGEMENT AND RELIEF COMMITTEE

A: MEMBERSHIP

Chairman: State Secretary

Members: 1) State Police Officer Chief

1. Brigade Commander(ATM)
1. Director of State Fire and Rescue Department.
2. Director of State Health Department.
3. Director of State Public Works Department.
4. Director of State Social Welfare Department.
5. Director of State Information Department.
6. Director of State Broadcasting Department.
7. Director of State Civil Defense Department.
8. Director of State Environment Department.
9. Director of State Workers Security and Health Department.
10. Director of State Meteorology Department.
11. Director of Civil Aviation Department.
12. Director of State Irrigation and Drainage Department.
13. Director of State Geological Survey Department.
14. Director of Transport Department.
15. Director of Malaysian People Voluntary Alliance(RELA).
16. Manager of State STMB(Malaysia National Telecommunication Agency).
17. Manager of State TNB(Malaysia Electrical Power Agency).

Also Present: Other relevant officers.

Secretary: Director of National Security State Division(BKN).

- o (For Federal Territory of Kuala Lumpur, the Mayor is appointed as Chairman, while for Federal Territory of Labuan the Director of Labuan Administration is the

Chairman).

B: RANGE OF RESPONSIBILITY

1. To implement the policy and strategy of National Disaster Management in handling any disaster at state level.
2. To coordinate all needs of disaster management and relief, such as deciding on logistical assistance and requisition of tools and machinery needed temporarily owned by the government agencies of private sectors.
3. To provide facilities and necessities to victims and rescuers in aspect of food, medical treatment, evacuating and other emergency assistance.
4. To activate the State Disaster Operation Controlling Centre(PKOB) if there is any level II disaster.
5. To form working committee if necessary, so that the works of handling the disaster by Welfare Committee, Transportation Committee etc. could be done smoothly.
6. To form a data bank on tolls, equipment and list of skills at State Level needed in disaster management.
7. To form a system of announcement and warning for public information.
8. To prepare exercises from time to time involving the state and district level agencies.
9. To organize research and to collect information on the potentiality and risk of a disaster in the state or district.
10. To formulate and to operate a 'post-mortem'After every disaster covering all aspects of disaster, such as the origin and the effect of the incident, conclusion and recommendation to overcome any weaknesses identified.
11. To ask those relevant agencies to bring forward their reports on the preventive steps taken to avoid or to minimized the impact of disaster.
12. To ensure that actions taken by the relevant agencies at state level in respect of preventing, controlling, providing education and exercises programme is runs smoothly and effectively.
13. To prepare reports on disaster management and control including all aspects of search and rescue operation, emergency assistance and rehabilitation given to the victims.

Appendix C

DISTRICT DISASTER MANAGEMENT AND RELIEF COMMITTEE

A: MEMBERSHIP

Chairman: District Officer

Members: 1) Chief of District Police Officer

1. District Fire and Rescue Officer

1. District Health Officer
2. District Engineer , Public Works Department.
3. Representative from Malaysian Armed Forces(ATM).
4. District Council Secretary.
5. District Social Welfare Officer.
6. Officer of District Civil Defense Corporation.
7. District Information Officer.
8. District Engineer, Irrigation and Drainage Department.
9. District RELA Officer.
10. District TNB Officer.
11. District STMB Officer.

Also present: Other related officers.

Secretary: Assistant Director, National Security Division(BKN), District.

Note: Any district without National Security Division Assistant Director, Assistant District Officer(Security) will took over the place.

B: RANGE OF RESPONSIBILITY

1. To coordinate Disaster Management and Relief Necessities, such as arranging the logistic support and requisition of equipment and machinery needed temporarily from government agencies or private sectors.
2. To activate the District Disaster Operation Controlling Centre(PKOB) whenever a level I disaster occur.
3. To fix the distribution of works for relevant agencies at the Disaster Operation Controlling Centre(PKOB).
4. To identify and to form evacuation centres and front post.
5. To provide with basic necessities and facilities including shelters, food, clothes and medical treatment to the victims and rescuers.
6. To ensure that search and rescue operation is done smoothly and effectively.
7. To create a communication system between PKTK and PKOB and with State PKOB to simplify all communications in the disaster management.
8. To form working committee wherever necessary to help with the disaster management operation, such as Welfare Committee, Transportation Committee, Financial Committee etc.
9. To form sub-committee if necessary at mukim, village, residents association or Rukun Tetangga(neighborhood) level to assist with the work of disaster management on scene.

10. To create a data bank on tools, equipment and list of skills in disaster management at District Level.
11. To decide and carry on a 'post-mortem' soon after any disaster and to bring forward with recommendations in overcoming any weaknesses identified.
12. To carry out research and to collect information of any disaster potentiality and risk in the district.
13. To ask those relevant agencies to submit their reports on preventive steps taken to avoid or to minimize the impacts of disaster.
14. To prepare a reports on the disaster management and control, covering all aspects of search and rescue and emergency assistance and rehabilitation offered to the victims.

Appendix D

THE ROLE OF NATIONAL SECURITY DIVISION IN NATIONAL DISASTER MANAGEMENT AND RELIEF

1. To offer secretarial services to all disaster management committees according to level of disaster that occurred.
2. To ensure that the experience and implementation of policy and mechanism in disaster management is carried out smoothly.
3. To ensure that a 'post-mortem' of disaster management is carried out soon after the incident.
4. To mobilize SMART for search and rescue operation when necessary.
5. To coordinate disaster management and search and rescue training which is carried out from time to time.
6. To monitor the implementation of disaster preventive steps and controls taken by the relevant agencies.
7. To plan, coordinate and control the implementation of training and preventive education strategy for officers and staffs from government departments, public and non-government bodies in overcoming the disaster.
8. To advise the Disaster Management and Relief Committee when needed to promote the management and control of the disaster.

Appendix E

THE INFORMATION CHANNEL AND COMMUNICATION CONTROL AND DISASTER RELIEF CHART

Appendix F

THE RESPONSIBILITY OF STATE DISASTER MANAGEMENT AND RELIEF COMMITTEE TOWARD THE STATE OPERATION DIRECTOR

1. To inform the implementation of disaster management policy and strategy
2. To inform the steps taken in reducing and preventing a disaster.
3. To inform the preparedness of disaster management mechanism.
4. To inform the level of preparedness of all relevant agencies in managing and handling a disaster.
5. To inform all decisions and development of actions taken by JPBBN on search and rescue operation and utilization of resources needed in emergency assistance to the disaster victims.
6. To get an order, decision and advice from State Operation Director if necessary in the effort of handling the occurring disaster.
7. To tender a 'post-mortem' report of the disaster occurred.

Appendix G

THE DUTY AND RESPONSIBILITY OF ON SCENE COMMANDER

1. Move immediately to the sight of scene and make an early assessment of the disaster.
2. Establish a Control Post On Scene(PKTK).
3. Act as a leader, supervisor and coordinator in search and rescue operation.
4. Appoint a Forward Commander among the members of search and rescue agencies.
5. Decides on the distribution of responsibility among agencies based on skills.
6. Identify the tools and equipment specially needed for disaster management on scene.
7. Coordinating works on establishing control centres for rescue agencies and other agencies involved in relief and rehabilitation works.
8. To make assessment and bring out suggestion to PKOB in deciding whether search and rescue works should be terminated and issue directive to vacate the disaster area.
9. Reporting the last developments in search and rescue works to the Disaster Management and Relief Committee and other concerning parties.
10. Coordinating the participation and investigation works by special investigative groups from various agencies on the scene of incident.
11. Issuing statements on the latest developments of search and rescue works to the mass media. Any statement related to policy matter should not be issued unless permitted by Disaster Management and Relief Committee.
12. To prepare a detailed report based on chronology of search and rescue works done at the scene of incident.

Appendix H

THE ROLE CHART OF AGENCIES INVOLVED IN DISASTER MANAGEMENT AND RELIEF ON SCENE

Appendix I

DISASTER MANAGEMENT AND RELIEF ON SCENE BASED ON ZONE

Appendix J

GUIDELINES IN DISASTER MANAGEMENT

1. Whenever a report of disaster is received either from District Control Centre of Contingent Control Centre, or Malaysia Control Centre which relevant to the Royal Malaysian Police(PDRM) has to be on the scene immediately to make assessment on the disaster level.
2. At the same time, search and rescue agencies and any agencies involved in disaster management also has to be at the scene and get ready to act when order is given by Disaster Operation Commander.
3. District Police Chief or State Police Chief or Director Internal Security and Public Order, PDRM whichever relevant according to level of disaster management, has to open the Control Post On Scene with he himself being the Operation Commander, based on levels of disaster management.
4. The Operation Commander has to coordinate all action taken by group/agencies involved in search and rescue operation and emergency relief to the disaster victims.
5. The Disaster Management and Relief Committee will be mobilized at the same time pursuance to the stage of disaster management, to coordinate, supervise and to carry out search and rescue activities and other emergency relief.
6. Operation Commander must report from time to time the situation of disaster to the Disaster Management and Relief Committee which meet at the Disaster Operation Controlling Centre(PKOB) to get any form of aid etc.
7. Any groups/agencies involved in search and rescue operation and other emergency aid on scene must carry out their duty in accordance with their classification of skills and works as directed by Operation Commander.

Appendix K

GUIDELINES-FLOW CHART

MOVEMENT PHASES

IN DISASTER MANAGEMENT

Appendix L

THE ROLE AND DUTY OF MAJOR RESCUE AGENCIES AND SECONDARY RESCUE AGENCIES IN HANDLING DISASTER ON SCENE

MAJOR RESCUE AGENCIES

A: SPECIAL MALAYSIA DISASTER ASSISTANCE AND RESCUE TEAM (SMART)

1. To search and rescue victims in any disaster which need the help of special skill, expertise, tools and equipment.

Note:

The detailed scope of networking and responsibility of SMART is stated as in MKN Directive No 19(the institution of Special Malaysia Search and Rescue Team).

B: ROYAL MALAYSIA POLICE(PDRM)

1. To inform the relevant agencies of the occurrence of the disaster.
2. To coordinate disaster operation at the scene of incident with other agencies.
3. To establish Control Post On Scene.
4. To control and cordon special areas at the sight of incident.
5. To search and rescue lives and properties.
6. To control movement at the scene of disaster.
7. To carry out investigation on the disaster.
8. To protect unclaimed properties and to trace their owner.
9. To help in protecting lives/properties.
10. To collect and protect information and exhibits for the use of investigation/ litigation.
11. To give air transport service through the PDRM Air Unit whenever necessary.

C: MALAYSIAN FIRE AND RESCUE DEPARTMENT(JBPM)

1. To search and rescue victims.
2. To prevent incident from being spread by fighting the fire, control any chemical leakage and other dangerous situation.
3. To collect information and study the risk in order to advice the police on evacuation step.

4. To cooperate with the police in establishing operation border/zone(inner cordon) around the proper place of incident to enable JBPM carry out surveillance and control operation.
5. To ensure the security of workers involved in rescue operation.
6. To take into account the incident effect on environment and take action to reduce the effect of incident.
7. To cooperate with incident medical officer and other medical officer and the ambulance in helping the victims who need such help and removing patients from place of incident.
8. To support the police in searching killed victims.
9. To carry out investigation whenever necessary and prepare report and evidence.
10. Always being ready at the proper place of incident to ensure that the situation is safe and under control.

D: MALAYSIAN ARMED FORCES(ATM)

1. To support by offering services of members from all ranks during disaster.
2. To support in providing a limited transportation vehicle for land, air or sea at all level of disaster.
3. To assist with preparing machinery equipment facilities to be used in relation to disaster at all level.
4. To provide skill services, such as experts in explosive, engineering, communication and any form of aid if necessary.
5. To assist with construction works if needed to facilitate the operation during a disaster.
6. To provide divers services.
7. To carry out search and rescue operation base on necessity during a disaster.
8. To prepare 'Air AmbulanceEas first aid and to evacuate victims.
9. T provide 'liaison officersEat all level.
10. To offer emergency relief services when ATM is the first agency to reach the place of incident and will only hand over the responsibility when official authority on disaster arrived to continue works according to the issued directive.

E: EMERGENCY MEDICAL SERVICES

1. Emergency and Rescue Services

1. To offer skill services on emergency treatment in rescue operation hand in hand with rescuer from other agencies. .
1. To give emergency treatment service to the trapped victims.
2. To provide ambulance, pre-hospital and transport services.

II. Medical Depot Service

1. To provide emergency treatment service to victims and rescuers.

2. To give forensic services including identification, placing of corpses and evidence documentation.
3. To give medical supply.
4. To give health services and to control infectious disease.
5. To give psychological services, such as post trauma disorder, psychotherapy, counselling and debriefing.

F: ATOMIC ENERGY LICENSING BOARD(LPTA)

1. To control and prevent radioactive materials from spreading.
2. To provide trained staff and skill services at scene of incident to manage and coordinate technical matters in aspect of atomic power, such as to monitor radiation and to clear radioactive agent.
3. To provide all related equipment for search and rescue works in a nuclear and radiology accident.
4. To carry out investigation and prepare report in relation to nuclear and radiology accident which occurred.
5. To collect and protect information, evidences and exhibits in connection with nuclear and radiology accident occurred.
6. To evaluate the accident and collect information in order to advise Disaster Operation Commander so that evacuation steps could be taken.
7. To advise workers in security aspects of radiation protect before and during the search and rescue operation.
8. To evaluate whether Malaysia Institute of Nuclear Technology(MINT) services is needed and to get such service when necessary.
9. To evaluate whether International Atomic Energy Agency (IAEA) services is needed and to get such service when necessary.

RESCUE BANKING AGENCY

A: CIVIL DEFENSE DEPARTMENT

1. Backing in works to save life and victim's property.
2. Backing in preparation and maintenance of evacuation centres and to provide food for the victims.
3. Backing in offering first aid service to the victims, if necessary.

Appendix M

THE ROLE AND DUTY OF RELIEF AND REHABILITATION AGENCIES AND VOLUNTARY BODIES IN THE WORKDS OF RELIEF AND REHABILITATION ON SCENE

A: PUBLIC WORKS DEPARTMENT(JKR)

1. Providing stores, transport and work force from JKR to do the jobs of cleaning up the scene of incident and transportation.

2. Providing temporary shelter as canopy or tent.
3. Supplying water and to raise water pressure at places where such services are needed (where water supply is under the supervision of JKR/Water Supply Department (JBA)).
4. Providing technical and skill services in the field of forensic, geotechnics, structures and etc. as in landslide or structure failure cases.

B: SOCIAL WELFARE DEPARTMENT

1. Prepare and maintain the evacuation centres.
2. To make an arrangement and distributing food, clothings and other necessities.
3. To carry out registration on the victim for the purpose of rehabilitation.
4. To offer guidance, advice/counselling to victims.

C: MALAYSIAN PEOPLE VOLUNTARY ALLIANCE (RELA)

1. To assist with the evacuation of victims.
2. To assist with preparing /distributing food to victims/duty officers.
3. To assist with providing places of evacuation.
4. To assist with distributing of clothes and other necessity to the victims.
5. To assist with crowd control at the scene of incident.
6. To assist with traffic control.
7. To assist with the construction of control centres.

D: NATIONAL ELECTIRCAL POWER AGENCY (TNB)

1. To assure the continuous supply of safe energy at the scene of incident in order to smoothen the search and rescue operation.
2. To ensure the electrical power should be supplied again as soon as the situation is back to normal.
3. To stop the electric supply at the area of incident temporarily for security reasons.
4. To provide with lights and electrical equipment during search and rescue operation at the scene of incident.
5. To supply with electricity through a mobile generator temporarily during search and rescue operation.
6. To offer counselling services, needed at the scene of incident.
7. To provide extra manpower (if necessary).

E: MALAYSIA NATIONAL TELECOMMUNICATIONS AGENCY (STMB)

1. To ensure that telephone and telecommunication services, maintenance and control are not interrupted throughout the time when disaster management and search and rescue operation is being carried out.
2. To extend telephone direct line/self-circuit services needed by Disaster Operation Room.

3. To provide other telecommunication services needed for the operation by the relevant agencies.
4. To place enough officers and staffs to give counselling services and maintenance services on the telecommunication lines and other equipment being used.

F: MALAYSIA RED CRESCENT SOCIETY(PBSM)

1. To assist the Social Welfare Department with maintaining evacuation centres, cooking and serving food, distributing clothes, blankets and doing registration and rehabilitation works for the victims.
2. To assist other agencies with rescuing and evacuating victims.
3. To assist Emergency medical Service(Hospital) with offering first aid and other emergency relief and health care at the evacuation centres.

G: ST. JOHN AMBULANCE MALAYSIA

1. To assist with humanitarian works, including emergency medical services and emergency aid to the disaster victims.
2. To assist with giving emergency aid to the disaster victims together with the other agencies.