Practical Tips: Effective Interaction with the Military in the Field, v0.3

Remember that the national military:

- Is an arm of the GoB tasked to respond to the impact of the Rohingya Refugee Crisis and has been historically relied upon in responding to disasters and emergencies within the country.

- Has a long and distinguished UN peacekeeping history and has been consistently in the top 10 troop contributing countries globally, lost peacekeepers in the line of duty, and takes pride in having a high standard for pre-deployment training.

- Has shown genuine willingness to work with the international humanitarian community and help in addressing the needs of the refugees.

- Is separate from the Border Guard Bangladesh (BGB); they have different but complementary responsibilities/missions.

Levels of interaction:

- Field level interaction takes place at the coordination cells and/or camps/sites. Each Coordination Cell has a military officer serving as the Cell Coordinator; each of the camps have a designated military officer-in-charge (OIC) who is either a Major or a Lieutenant Colonel (Lt Col).

- The military established four coordination cells that correspond to four geographic areas in the CXB District: **Ukhia** (for Kutupalong area), **Kerontoli** (Balukhali to Chakmarkul area), **Unchiprang** (for Unchiprang and Shamlapur area) and **Nhilla** (for Leda and Nayapara). These cells are the main focal points for specific issues that arise and require bilateral coordination at the area/site level (contacts details below).

- It was recently decided to hold every Thursday at 16:00hrs a **Coordination Cells weekly meeting** in **Ukhia** to raise operational issues from the Sectors, follow-up action points agreed from previous meetings, and discuss and analyse potential issues for upcoming activities. In this regards, Sectors Coordinators are strongly encouraged to participate.

Coordinator (name/rank)	Coordination Cell and Unit	Email Address	Mobile Number	Weekly Meeting Schedule
Lt Col Moin	Ukhia 65 Inf Bde	ukhiacoordcell@gmail.com	+88 017 6910 2454	As needed
Major Bakhtiar	Nhila 2 Inf Bde	2infbde@gmail.com	+88 017 6910 2576	As needed
Major Mahedi	Kerontoli 10 Arty Bde	60hasanmahedi@gmail.com	+88 017 6903 5463	As needed
Lt Asraf	Unchiprang 97 Inf Bde	asraf34bir@gmail.com	+8801689221548 +8801776461865	As needed

- Sector focal points (FP) for a geographic area will benefit from sustaining dialogue with the military coordinator and his team at the coordination cell; Site Managers and Camp Sector FPs will likewise benefit from knowing who the camp OIC is and maintaining dialogue with him/her and his/her team of officers – note that camp OICs will be rotated regularly.

- Adopt a troubleshooter's and planner's (what's happening next) mindset when interacting with military officers – this way, potential problems/issues can be avoided or anticipated and hopefully resolved; it also helps to manage expectations from both sides.
- At Coordination Cell meetings, DO NOT report on what your organization or sector are doing unless specifically asked; you can share this electronically or with a printed copy, if needed; go straight to operational issues – unresolved, current or anticipated; they cannot help if they are not aware of the problems being encountered – troubleshooting and referrals should be the focus of coordination cell meetings.
- If a major activity is being planned and organized, it is best to share the information/plan at the coordination cell level, especially if some form of support will be requested from the military.

Know the officers:

	Second Lieutenant	Lieutenant	Captain	Major	Lieutenant colonel	Colonel	Brigadier General	Major General	Lieutenant General	General
Title	Second Lieutenant	Lieutenant	Captain	Major	Lieutenant colonel	Colonel	Brigadier General	Major General	Lieutenant General	General
Abbreviation	2LT	LT	CAPT	MAJ	LT COL	COL	BRIG GEN	MAJ GEN	LT GEN	GEN

- Officers wear ranks on their shoulders. Enlisted (non-officer) personnel wear different ranks.
- Addressing officers by their rank is the norm; add their name (on their upper right chest) to the rank if you can read it (some name patches are in Bangla only).
- Address "2LT" and "LT" as Lieutenant; "LT COL" and "COL" as Colonel. Address a Brigadier General, who chairs coordination cell meetings in some locations, as "Brigadier". If you get to meet one with the rank of Maj Gen to Gen, call him/her General.
- Army Officers could come from the Infantry, Artillery, Cavalry, Education Corps (AEC) and Medical Corps (AMC) and this is reflected on their shoulder ranks.

Share feedback/observations and actionable information using 5Ws and 1H:
- Make it a point to equally share good and not-so-good observations to officers you talk to.
- When sharing an information that needs action, provide the essential elements of information by using the *What* (is/was the issue), *Who* (is/are/were involved), *Where* (did/will it happen), *When* (time and day), *Why* (what was going on at the time/what will happen) and *How* (did/will it happen) – doing this makes it an actionable information.
- Always add a smile when saying "thank you". You'll know what it does once you do it.

Know what the military mean when they say:
- *Sector* – a geographic area where someone is designated as the responsible officer; an area of responsibility (AoR)
- *PoC* – Point of Contact, NOT protection of civilians
- *Factors* – when used, they actually refer to the humanitarian sectors
- *Command and control* – is their version of coordination within their chain of command; also used sometimes to mean "coordination" in general

- *Camp commander* – means an officer responsible for ensuring security, order and coordination of activities in camps; does NOT mean the military is going to command organizations working in camp

Referral of information on policing issues (human trafficking, smuggling, extortion, other crimes and violent incidents), where appropriate: Major Ruhul, +8801777710722, Police Rapid Action Battalion (RAB)

ISCG Civil-Military Coordination (CMCoord) Contacts:

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