



CRISIS MANAGEMENT & COMMUNICATION

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CRISIS MANAGEMENT



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CRISIS MANAGEMENT

Case study...Air India IC 814: The perfect storm



ICRC FIELD OPERATIONS



ICRC SECURITY RULES

Danger and risk is the norm – it is part of the working environment – be alert and prepared.



Establish contact with all parties to a conflict.



Preserve the neutrality, independence and impartiality of ICRC's actions.



To promote compliance with International Humanitarian Law (IHL).

ICRC SECURITY RULES – NOT NEGOTIABLE!



**The
'24/20'
rule**

ROUTE OF AIR INDIA FLIGHT IC-814



PARTIES INVOLVED



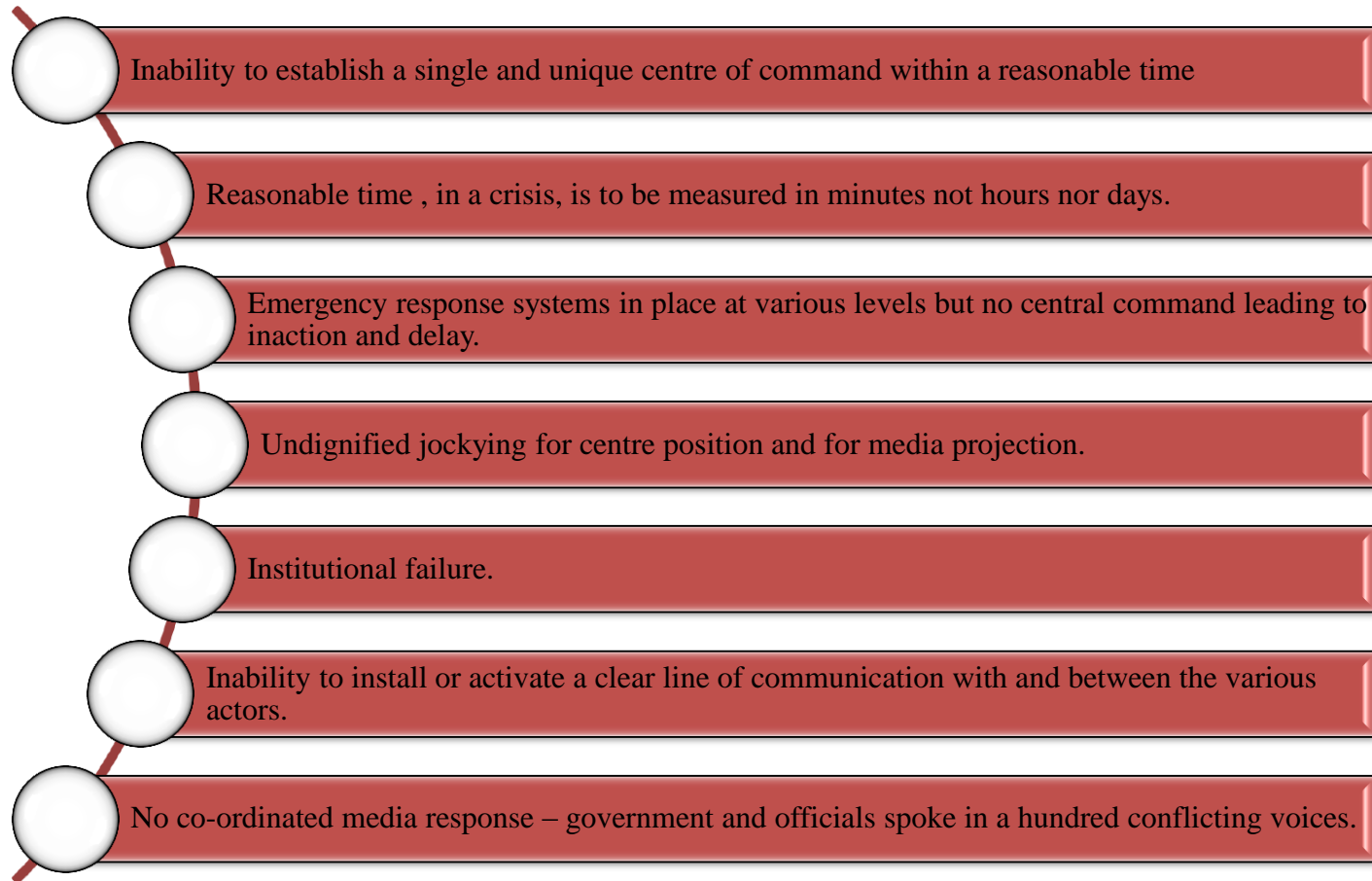
FLIGHT IC-814



Rupin Katyal



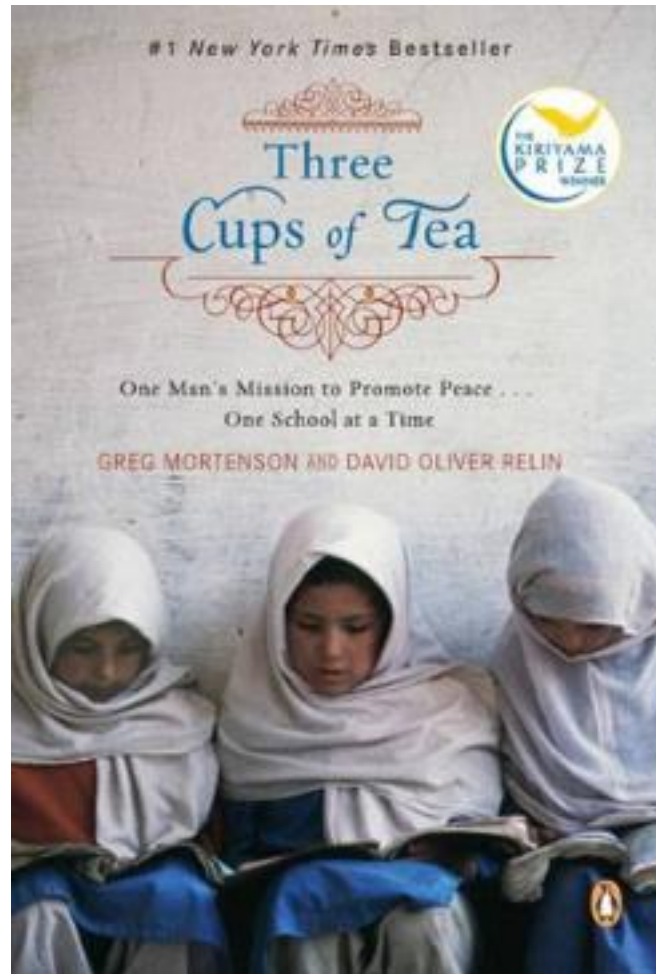
CRISIS MANAGEMENT: A PARADIGM OF FAILURE?



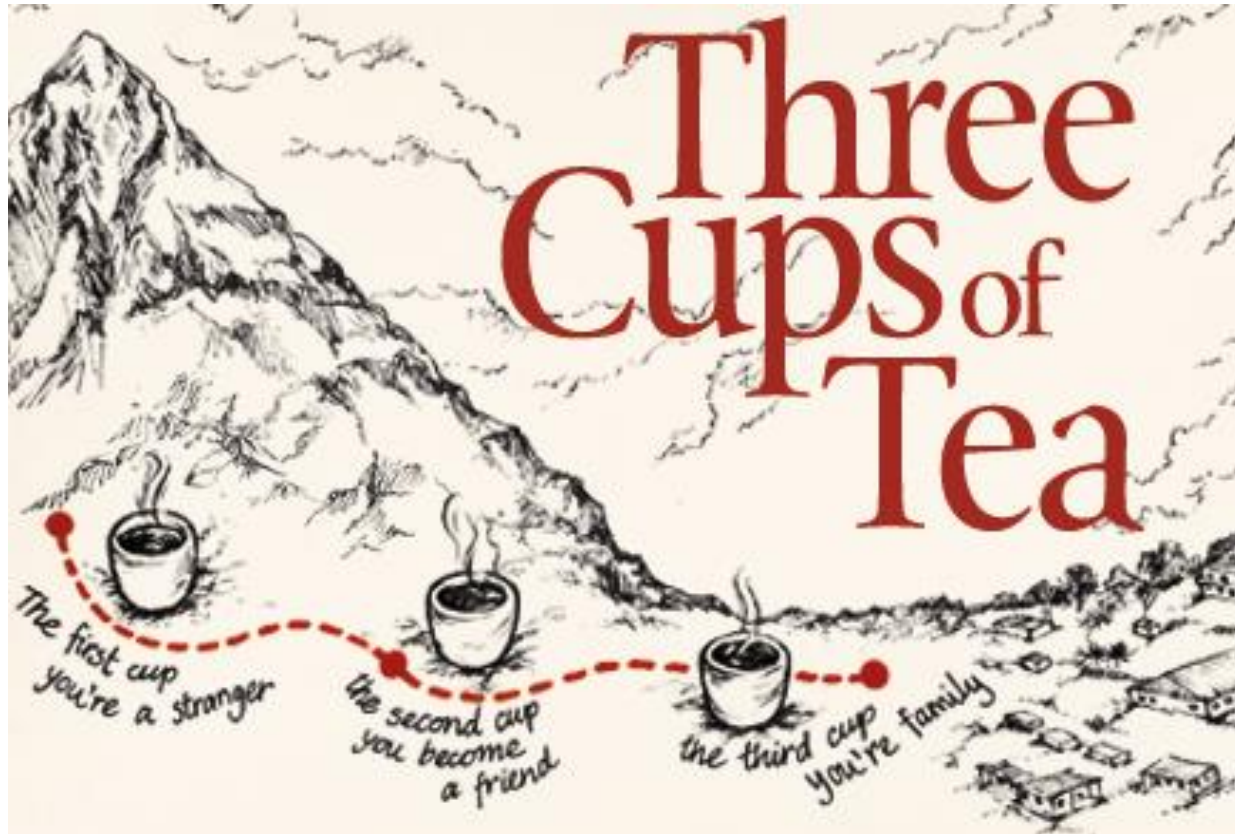
THE REALITY ON THE GROUND



KNOW YOUR 'CLIENTS' – CUSTOMS & CULTURE



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“If anyone slays a person - unless it be for murder or for spreading mischief in the land - it would be as if he slew all people. And if anyone saves a life, it would be as if he saved the life of all people.”

Quran 5:32

KNOW YOUR 'CLIENTS' – CUSTOMS & CULTURE

HOSTAGE SWAPS

■ On Dec 8, 1989, Rubaiya Sayeed, daughter of then home minister of India Mufti Mohammad Sayeed, was kidnapped by four JKLF militants. She was freed on Dec 13 after then V.P. Singh govt released five militants



■ On Dec 24, 1999, New Delhi bound Indian Airlines flight IC-814 was hijacked after taking off from Kathmandu. It was forced to land in Kandahar. The crisis ended seven days later after India released Mushtaq Ahmed Zargar, Ahmed Omar Saeed & Maulana Masood Azhar



■ Collector of Orissa's Malkangiri district, R. Vineel Krishna, was abducted by Maoists in Chitrakonda on Feb 16, 2011. He was released nine days later after state govt accepted all 14 demands of Maoists, including release of some rebel leaders



■ On March 14, 2012, Maoists kidnapped Italian tourists Bosusco Paolo & Claudio Colangelo from Kandhamal in Orissa. State govt facilitated release of Subhrashee, wife of Maoist leader Sabyasachi Panda, in exchange for their release

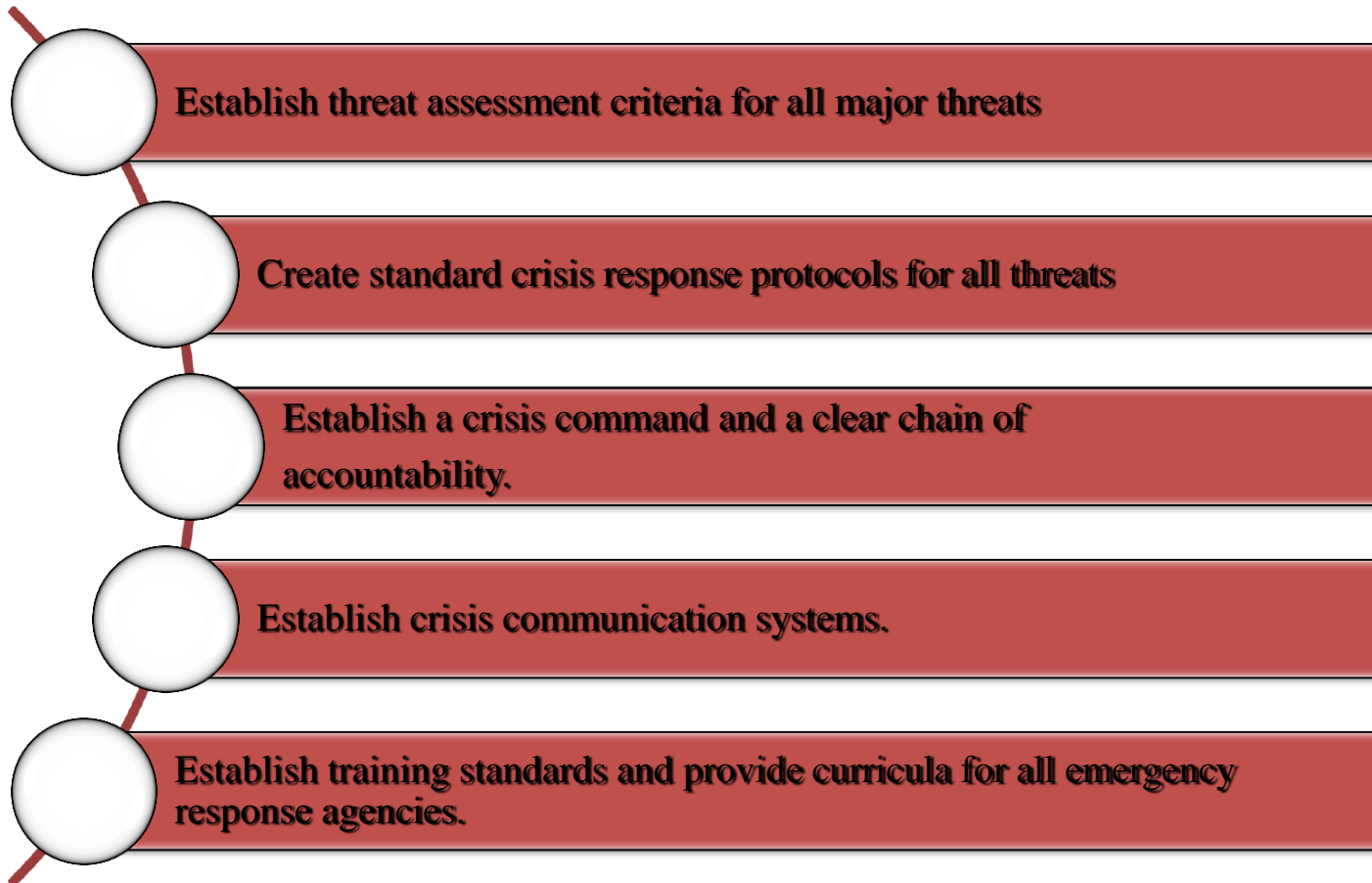


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HOSTAGES RELEASED ON 31 DECEMBER 1999



FINAL THOUGHTS



ANOTHER GOLDEN RULE: COOL HEAD + WARM HEART



THANK YOU
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