



وزارة الداخلية
Ministry of Interior
دولة قطر • State of Qatar

National Command Center (NCC)

Joint Security Work System to Achieve the Best
International Standards in Security Performance
in the State of Qatar





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The National Command Center (NCC) is considered one of the most important centers under the Ministry of Interior (MOI), which includes the most advanced and technology-equipped regional and international operations rooms. The NCC has been working according to a solid security vision since its establishment in 2006 and continues with steady steps in implementing its tasks with a high degree of accuracy and responsibility to extend the influence of security and safety and respond immediately to incidents and crises calls, and prevent crimes before they occur.

The NCC has reached the highest levels of development with determination, accuracy and professional organization through different criteria, including:

- Sound and developed strategic planning.
- Keeping pace with the comprehensive renaissance in the State of Qatar.
- Predicting incidents and crises before their occurrence.
- Quick response and access to the incident site.
- Achieving the best international standards in security performance.



Emergency services operations room 999

The NCC Specializations

The NCC specializes in:

- Coordinating with the departments of the Ministry of Interior concerned with developing security plans for operations and following up on their implementation; furthermore, informing senior officials in the ministry of the most important daily events.
- Receiving calls, reports and complaints about various incidents at all times (24/7) and referring them immediately to the competent authorities and following up on their results.
- Supervising the procedures of major exercises and managing and securing sports events and competitions hosted by the State of Qatar.
- Coordinating to manage crises or security incidents in the event that it exceeds the capacity of the security authorities in cooperation with the competent authorities in the country.
- Linking and coordinating between various ministries, agencies, governmental and private institutions and other security apparatus in the country during major incidents, crises and disasters.



Command and control operations room

- Receiving warnings delivered from the entities using the early warning network around the clock and referring them immediately to the competent authorities and following up on their results.
- Security and traffic control through the CCTV system around the country.
- Monitoring and analyzing all security data and information received from the departments and classifying them with the aim of reaching statistical indicators that can be relied upon in making appropriate decisions, preparing periodic reports, and analyzing statistics related to incidents.
- Preserving, documenting, and updating information, ensuring its confidentiality and providing security departments with the required security information.

❖ **The competent departments within the MOI that are considered key partners in the work system at the NCC.**

- General Directorate of Civil Defense.
- General Directorate of Traffic.
- Emergency Police Department (Al-Fazaa).
- General Directorate of Coasts and Borders Security.
- Security departments.
- Establishments and Authorities Security Department.
- General Directorate of Industrial Security.
- Criminal Investigation Department.
- Public Transport Security Department.

❖ **Other entities coordinate with the NCC from outside the MOI:**

- Qatar Armed Forces
- Internal Security Force (Lekhwiya)
- Public Works Authority (Ashghal)
- Hamad Medical Corporation's Ambulance Service (Ministry of Health)

- ❖ The NCC consists of three departments:
- 1. Department of Administrative Affairs
- 2. Department of Technical Affairs
- 3. Department of Central Operations

Department of Administrative Affairs

It is responsible for the following:

- Following up and providing the administrative needs and services necessary for the employees, and developing the administrative work environment at the NCC in coordination with the relevant authorities in the MOI.
- Following up on the implementation of administrative orders and decisions issued by the competent authorities.
- Raising the efficiency of performance in the NCC departments in a coordinated work system, and conducting performance measurements for human cadres to improve the work levels.
- Training and rehabilitating human cadres at the NCC.
- Maintaining security and safe work environment at the NCC.
- Working to upgrade and develop administrative performance.

Department of Technical Affairs

It is responsible for the following:

- Following up on the operation of automated systems and devices used at the NCC and working on their maintenance and development.
- Preparing studies, statistical data and periodic reports on accidents, and working to achieve ease, flow and exchange of information at the NCC.
- Providing the required security information to the relevant authorities in the MOI, and meeting their data needs during incidents and crises.
- Monitoring, analyzing, classifying and storing all security data and information, in addition to delivering the statistical indicators.

Department of Central Operations

Its responsibilities include:

- Developing security plans for operations in coordination with security departments and other relevant authorities during major incidents, crises and disasters.
- Covering official events and occasions and sports competitions hosted by the State of Qatar.
- Receiving reports and complaints about various incidents around the clock and referring them to the competent authorities and following up on their results.
- Receiving warnings delivered to the NCC through the early warning system and taking the necessary measures accordingly.
- Responding to all emergency calls received by the emergency services department (999) around the clock in several international languages, including: (Arabic, English, French, Urdu, Italian, Brazilian, Bengali, Persian, Hindi, Filipino, Pashto, Chinese, Spanish, Turkish, Balochi, and Malayalam).
- Receiving emergency reports for the deaf on the hotline 992, which is staffed by qualified human cadres, communication with this group is performed through video call, SMS, and email.
- Overseeing security and traffic control systems throughout the country, controlling and facilitating traffic on the roads using the latest surveillance technology.
- Notifying senior officials in the MOI of major accidents, crises and disasters immediately after they occur and reporting on daily events.

The NCC utilizes advanced systems, including:

Unified Geographic System (Najm)

- It is considered one of the most important and latest modern technological systems in the Ministry of Interior, aiming to achieve rapid response to reports and transfer them to the patrols present in the field in various regions of the country. It is a system that automatically and integratedly links all departments of the Ministry of Interior concerned with security and safety and other important entities from outside the MOI under a unified work system, which helps in unifying information and speeding up and facilitating its transfer between responders to the event.
- The result of this system advancement was that the Ministry of Interior, represented by the National Command Center (NCC), won many international awards.



Najm system applications in the command and control room

Security Surveillance System (Tala'a)

- One of the working systems at the NCC, which is used in managing the security event and its name “Tala'a” is derived from the inherited Qatari traditions in the field of inspection and detection. The project idea is based on installing cameras and security surveillance systems on main roads and vital facilities.
- The project works in the field of security and traffic surveillance in cooperation between the National Command Center (NCC), represented by the Departments of Central Operations and Technical Affairs, and the General Directorate of Communications and Information Systems.



Security surveillance operations room

Crisis Management Unit

It is responsible for the following:

- Planning to take preventive measures against major crises and disasters in cooperation and coordination with the competent authorities in the country.
- Developing strategies to confront crises when they occur in coordination with the relevant authorities at the state level, allowing for the preparation of their resources and capabilities to confront the crises or disasters.
- Spreading the culture of crisis management and raising awareness of the related risks and measures.
- Predicting expected crises and determining mechanisms for dealing with them.



Tournament security operations room

Joint Operations Center (JOC)

It represents one of the main working mechanisms in the NCC; it is activated and operated in professional conditions related to the management of events, occasions, activities, joint exercises and major sports competitions hosted by the country. Its operations help keep the usual daily performance of the command and control operations room not affected. It is responsible for managing crises, disasters, occasions, and mega conferences in coordination with the security and military authorities, ministries, institutions, and relevant government bodies.



Joint Operations Room (JOC)

Mobile Operations Vehicle

The mobile operations vehicle was designed, equipped, and configured to function as a mobile field operations room used to manage any security incident. It consists of several displays, equipment, monitoring stations, and thermal cameras, and it also contains a meeting room to manage the security events.



**Control building
Security and Traffic (TCC)**
A recent qualitative development in the fields of
command and control

