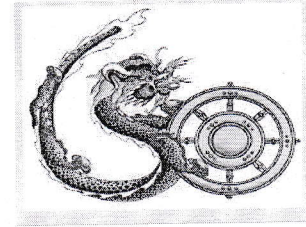




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ROYAL GOVERNMENT OF BHUTAN
DZONGKHAG ADMINISTRATION
SARPANG: BHUTAN



HR Section

SD/Zheyog-20/2019-2020/ 5631

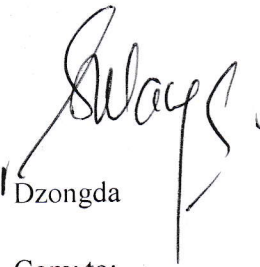
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Sub: Plan for Continuous Service Delivery.

Dear all,

As per letter No. RCSC/LS-57/2020 dated 27th March 2020 of Royal Civil Service Commission and subsequent decision of General Meeting held on 1st April 2020, the Sarpang Dzongkhag is hereby realising the guidelines and protocols for continuous service based on service categorization as attached.

Therefore sector heads are requested to provide necessary support and all are instructed to strictly follow with immediate effect.

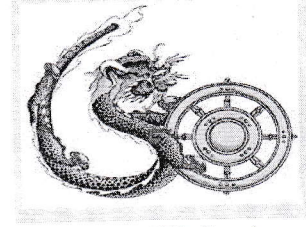

Dzongda

Copy to:

1. General Notice
2. ICT officer to Update information in Website
3. Office Copy



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ROYAL GOVERNMENT OF BHUTAN
DZONGKHAG ADMINISTRATION
SARPANG: BHUTAN



HR Section

SD/Zheyog-20/2019-2020/

02/04/2020

PLANS FOR CONTINUOUS SERVICE DELIVERY

Ground Rules for Remote Working

Remote Working Hours

- ✓ Usual office hours (9:00 am to 5:00 pm)

Communication

- ✓ For any official correspondence official email, WeChat, Telegram shall be means of communication.
- ✓ Sector concerned shall use groups (WeChat/WhatsApp/telegram/etc.) for active communication.

Internal Communication

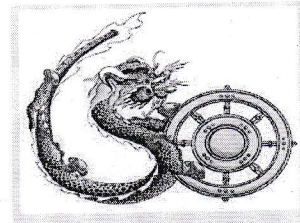
- ✓ All internal communication hierarchy within the organization will be as per the existing delegation of authority.
- ✓ Sectors are required to manage their task through their own task management tool, for keeping track of task and to get status update from members
- ✓ Sectors shall create their own internal protocol (Ground rules) on how and when the teams will coordinate and meet depending on their nature of work, and also how tasks will be managed.
- ✓ Sectors shall also maintain document movement and equipment movement log for their own division

External Communication:

- ✓ All external communication will either be signed by Dasho Dzongda or Dzongrab depending on the existing delegation of authority.
- ✓ In order to enable dispatch of all outgoing letters, officials shall follow the usual process



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 ROYAL GOVERNMENT OF BHUTAN
 DZONGKHAG ADMINISTRATION
 SARPANG: BHUTAN



HR Section

SD/Zheyog-20/2019-2020/

02/04/2020

All Sector Heads are requested to develop staff rotation Roster for physical presence of staff in the following format: Staff rotation should be on alternative basis.

SL. No	Day	Date	Name of Staff	Contact Number

Annexure 1

General Do's and Don'ts for civil servants working from home

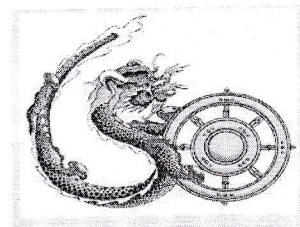
Do	Don't
Stay Home and limit the number of visitors coming into your space to only very essential visitors.	Organize or attend social gathering like dinner parties, meeting up with friends or make unnecessary visits to hospitals and other public places
Plan gainful engagements or pursue hobbies like reading, listening to music, writing or giving time to family and children.	Get into alternate employment/engagements like operating businesses, driving taxis, manning shops or working in any commercial establishments etc.
Maintain at least 6 feet distance from others when going out to do essential errands such as buying food, get necessary health care, take care of relatives, etc.	Engage in contact sports like playing football, volleyball, or other group games like Khuru/Archery etc, where there is possibility to come into close contacts with others
Maintain personal hygiene like washing hands frequently for at least 20 seconds and using hand sanitizer.	Leave the duty station without informing immediate supervisor
Keep yourself healthy through exercise like solitary walks or jogs and having a balanced diet.	Change contact addresses or contact numbers without prior information to your immediate supervisor
Keep updated about organizational activities and be ready to be called to duty at any time	Use public transportation (Bus, Taxis) unnecessarily
Update yourself with the news and follow BBS,	Spread rumours and fake news which might lead

PABX-365173/365340/FAX-365145, Dzongdag-365100, PA to Dzongda-365261, F-365128 Dzongrab-365194, Adm./HRO-365264/365230, Account Section-365222, Finance-365263/365296, DE-365168, Census Officer-365102, Planning Officer-365146, DEO-365277, Survey-365184, RNR-365174, DMO-365120, DHSO-365159, DMS-365127(www.sarpang.gov.bt)

Signature



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ROYAL GOVERNMENT OF BHUTAN
DZONGKHAG ADMINISTRATION
SARPANG: BHUTAN



HR Section

SD/Zheyog-20/2019-2020/

02/04/2020

the Ministry of Health Facebook page and website and PMO's Facebook page and twitter handle for updates on Covid 19 outbreak	to unnecessary fear and panic amongst the public.
Seek appropriate medical assistance if you develop flu like symptoms	

Annexure 2

In addition to above Do's and Don'ts civil servants under Sarpang Dzongkhag must adhere with following:

- ✓ All civil servants should be at home and no movement shall be allowed.
- ✓ Update official work reports daily to supervisor
- ✓ Be responsive and active in checking your mail and internal communication system.
- ✓ Mobile phones should be always kept on.
- ✓ In case of mobile breakdown, officials should report to the office physically during office hours.
- ✓ Get travel authorization signed by immediate supervisor.

HRC shall be conducted in the morning followed by DTC meeting every Tuesday.

Accountability: Individuals should be accountable for lapses and will be dealt according to the existing laws.

Agency Service Coordination Team (ASCT)

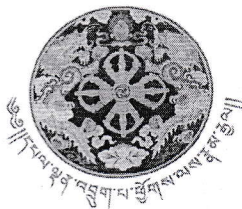
Terms of Reference:

The ASCT shall:

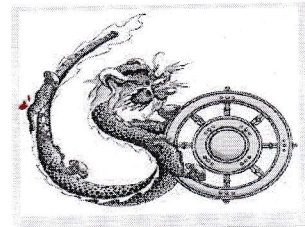
1. Spearhead all activities that ensure the delivery of critical services of the Agency.
2. Draw-up a business continuity plan that:
 - a. ensure the provision of essential services to the public as the COVID-19 outbreak continues;

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Signature



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ROYAL GOVERNMENT OF BHUTAN
DZONGKHAG ADMINISTRATION
SARPANG: BHUTAN



HR Section

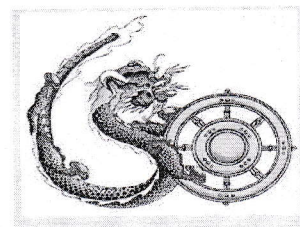
SD/Zheyog-20/2019-2020/

02/04/2020

- b. work towards stimulus and recovery plans of the Government; and
- c. Provide for the safety and support for all its employees in the Agency.
3. Identify two Communication Focal Officers. The Communication Officers will be responsible for all communication responsibilities
4. Nominate a Complaint Management Officer. The name of the Complaint Management Officer should be announced/published on the website and other communication platforms for the benefit of the general public.
5. The list of ASCT members along with their individual responsibilities must be shared with staff in the Agency.
6. Work to provide reassurance and confidence amongst their employees
7. Collect all the contact details of the employees as per the *Annexure I*.
8. Set-up communication platforms using social apps like whats-app for easier, faster and reliable communication.
9. Develop and implement a staff rotation roster for physical presence of staff and also limiting exposure of key staff to reduce risks of them being unavailable at the same time.
10. Rationalise services that could be provided remotely and give task based assignments with proper accountability
11. Rationalise government properties like computers to support those that require urgent assignments to be delivered from home.
12. Ensure to provide sufficient sanitisation of the work-place for the safety of those delivering physical presence service delivery.
13. The formation of the ASCT shall be left to the best judgement of the Agency.
14. Coordinate with law enforcing Agencies shall ensure to provide travel pass to the employees from home to work-place in the event it is required.
15. Ensure that mechanisms are put in place to protect all Government properties.
16. Carry out any other task given by the Government and RCSC related to managing the COVID-19 situation.



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ROYAL GOVERNMENT OF BHUTAN
DZONGKHAG ADMINISTRATION
SARPANG: BHUTAN



HR Section

SD/Zheyog-20/2019-2020/

02/04/2020

ASCT with contact details:

Sl.No	Name	Position Title	Moblie Number	Email ID	Remarks
1	Sonam Wangdi	Sr. Dzongrab	17721412	sonamwangdi@sarpang.gov.bt	Chair Person
2	Tashi Delek	ICT Officer	17366826	tdelek@sarpang.gov.bt	Communication Officer
3	Chimi Yuden	Culture Officer	17421950	cyuden@sarpang.gov.bt	Communication Officer
4	Tshering Dendrup	DPO	17580651	tdendup@sarpang.gov.bt	Complaint Management Officer
5	Yangchen Dema	AHRO	17595802	ydema@sarpang.gov.bt	Member coordinator

Annexure 3

Signature