

CONTINUING SERVICE DELIVERY PLAN



DZONGKHA DEVELOPMENT COMMISSION

KAWAJANGSA : THIMPHU

(APRIL – JUNE 2020)

**Service Continuity Plan
Agency Service Coordination Team (ASCT)**

1. Objectives of the Plan

- 1.1 To ensure the provision of essential services to the public as the COVID-19 outbreak continues;
- 1.2 To work towards stimulus and recovery plans of the Government;
- 1.3 To provide for the safety and support of all employees in the Agency; and
- 1.4 To facilitate civil servants to work from home, wherever viable.

2. Categorization of services

Attached as Annexure I

3. Composition of ASCT

The following comprise the ASC Team:

Sl. #	ASC Team	Task	Responsibility
1	Mr. Ugyen Tenzin	Chairperson	<ul style="list-style-type: none"> ● Spearhead all activities that ensure the delivery of critical services of the agency ● Draw-up a business continuity plan ● Rationalize services that can be provided remotely and give task based assignments with proper accountability ● Carryout any other task given by the Government and RCSC
2	Mr. Ugyen Dorji	Member	
3	Mr. Namgay Thinley	Member	
4	Mr. Tenzin Namgyel	Member	
5	Mrs. Yumkee Lhamo	Member	

4. Communication Protocol

Two communication officers/focals are appointed in DDC for dissemination of information related to COVID-19. Mr. Tenzin Namgyal, Sr. ICT Officer will be the first focal and Mr. Ugyen Phuntsho, Sr. LDO will be the second focal. They will share executive orders, circulars and press releases of the Government as well as internal office memos with the staff of DDC. Primary communication channels for sharing information and task management will be phone calls, SMS, emails, whatsapp and G-Suite. Important information will also be uploaded on the office website.

4.1 Mr. Tenzin Namgyel (Focal - 1)

- Create whatsapp or similar groups and moderate it.
- Share official press releases, circulars and executive orders from PMO, MoH, RCSC and other relevant agencies.

- Update on internal affairs of DDC.
- Keep Focal_2 in the loop on whatever he does.

4.2 Mr. Ugyen Phuntsho (Focal - 2)

- Receive calls/enquiries from external agencies and direct to concerned individuals.
- To work closely with Focal - 1 at all times.
- Take place of Focal_1, immediately, in his absence.

The focal must give a proper sequential file name and then share it with the office. An example of mail name format is ASCT_DDC_(Number)_(Subject). For e.g. *ASCT_DDC_01_Remote working guideline, ASCT_DDC_02_Stay home protocol, etc.*

All external communication will be either signed by the Secretary or Division Head depending on the existing delegation of power.

5. Complaint Management Officer

Mr Namgay Thinley, Chief Program Officer is appointed as the Complaint Management Officer to receive and manage complaints of the staff as fallout of COVID-19 closure. He must devise a complaint template for official use. Depending on the urgency, he may request the Chairperson, ASCT to convene a meeting to resolve the problem. All decisions made should be documented and maintained in a separate file/folder. Decisions of ASCT shall be conveyed to the Communication Officer for sharing with the aggrieved individual/individuals.

6. Contact details of employees

Attached as Annexure-II

7. Staff rotation roster (Split Team/Roster Team)

Attached as Annexure III

8. Namelist of employees working remotely (fully/partially)

Attached as Annexure IV

9. Government property allocation for working remotely

Attached as Annexure V

10. Miscellaneous

10.1 Sanitization of workplace

In the current crisis, hygiene and sanitation are of utmost importance both at home and workplace. The AFS must ensure continuous supply of water, hand sanitizers, disinfectants and toiletries for safety of those working in the office.

10.2 Coordination with the law enforcement agency

In the event it is required, travel pass for the employees who need to travel from home to the workplace shall be provided in coordination with law enforcing agencies. Mr Ugyen Tenzin, Officiating Head of AFS shall be responsible for issuance of the permits.

10.3 Government property protection

The office building and its surrounding are properties of the Government. In the absence of a security guard, the office will be looked after during the day by the drivers, on rotation, and during the night by Ms Kezand Lhamo. They will be solely responsible for any security lapses or issues.

10.4 Ad hoc task

Any ad hoc task from the Government/RCSC must be relayed to the Chairperson, ASCT for deliberation and necessary actions.

10.5 General issues

- 10.1 Biometric attendance system will remain suspended from 28 March 2020 until further notice.
- 10.2 Division Heads and the staff to work-out an effective accountability mechanism for works done remotely (*works to be done remotely are identified in Annexure I*).
- 10.3 As far as possible, meetings will be conducted remotely through phone/hangouts/skype/whatsapp, etc. However, face-to-face meetings may also be conducted depending on the exigencies.
- 10.4 All staff working remotely or staying at home shall strictly abide by the protocol for working from home (dos and don'ts)

CATEGORIZATION OF SERVICES (APRIL – JUNE 2020)

Agency: Dzongkha Development Commission (DDC)

Ministry/Agency	Services	Staff	Remark
Form 1: Critical services that require the physical presence			
DDC	1) Office security. 2) Dispatch/Photocopying/PABX 3) Clerical work and Stores 4) Finance services.	9	<ul style="list-style-type: none"> ● On rotation (roster) ● On rotation (roster) ● On-call ● As and when required
Form 2: Services that can be provided through remote working			
	1) Public Service 2) Adm./HR services. 3) Dzongkha educational AV audiovisual production. 4) Multidisciplinary research (Data punching) 5) Publish Comic Book. 6) Production of Samphel Animation. 7) Editing of Oral Literature /Newsletter. 8) Development of Joyig font. 9) Development of Dzongkha typing tutor software. 10) Development of Dzongkha mobile app. 11) Development of corpus for TTS and ASR. 12) Drafting of the 2 nd edition of English-Dzongkha dictionary. 13) Review of Dzongkha textbooks. 14) POS tagging of new corpus (validation) 15) POS tagging of new corpus (Spelling validation) 16) Brokkat-Eng-Dzo phrasebook (proofreading) 17) Lhokpukha-Eng-Dzo lexicon (proofreading)	17	<ul style="list-style-type: none"> ● All divisions to work from home fully/partially ● Division heads to set clear target and deadline ● Divisions to manage task, keep track and update status (fix accountability) ● All staff to be responsive and active in checking email and internal communication systems. ● All/individual staff to report to the office as and when required or on-call.
Form 3: Services that are not so critical and can be suspended for the time being			
	1) Annual focal person workshop. 2) Dzongkha competency training. 3) Multidisciplinary research (Competency test) 4) Monitoring Dzongkha usage. 5) Refreshers course on Dzongkha 6) Dzongkha Literary Skill Development. 7) Brokkat-Dzongkha-English Phrasebook. 8) Lhokpukha-Dzongkha-English Lexicon. 9) Support in developing the bilingual website. 10) Expert Committee workshop. 11) Drafting of 4 th edition of Dzongkha Dazhung.	4	<ul style="list-style-type: none"> ● These activities require travel and gathering of people posing risk to public health due to Covid-19. ● Cost savings could be surrendered to RGoB. ● Will adversely affect APA achievement; need a clear directive from the government.
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CONTACT DETAILS OF EMPLOYEES

No.	Name	Designation	Mobile	Email	Emergency Contact other than Employee
1	Tshewang Norbu	Secretary	17114275	tnorbu@dzongkha.gov.bt	17693290
2	Ugyen Dorji	Chief Language Dev. Officer	17635850	udorji@dzongkha.gov.bt	17792528
3	Ugyen Tenzin	Chief Research Officer	17949680	utenzin@dzongkha.gov.bt	17829292
4	Namgay Thinley	Chief Program Officer	17411490	nthinley@dzongkha.gov.bt	
5	Phurba Dorji	Program Analyst	17807693	pdorji@dzongkha.gov.bt	
6	Yumkee Lhamo	Language Dev. Officer	17141912	ylhamo@dzongkha.gov.bt	17622664
7	Tenzin Wangchuk	Dy. Chief Language Dev. Officer	17649997	twangchuk@dzongkha.gov.bt	
8	Ugyen Phuntsho	Sr. Language Dev. Officer	17689221	uphuntscho@dzongkha.gov.bt	
9	KibaLhaden	Sr. Research Officer	77201251	klhaden@dzongkha.gov.bt	
10	Tenzin Namgyel	Sr. ICT Officer	17280720	tnamgyal@dzongkha.gov.bt	
11	Rinzin Peldon	Sr. ICT Officer	17632049	rpeldon@dzongkha.gov.bt	Maternity Leave
12	Sonam Rinchen	Research Officer	17655178	srinchen@dzongkha.gov.bt	
13	Yeshi Lhamo	Research Officer	17521330	ylham@dzongkha.gov.bt	Study Leave
14	Karma Dukar	Asst. Language Dev. Officer	17296104	kdukar@dzongkha.gov.bt	
15	Karma Gyeltshen	Asst. Program Officer	17715445	kgyeltshen@dzongkha.gov.bt	
16	Tshewang Tashi	Asst. Language Dev. Officer	17944860	ttashi@dzongkha.gov.bt	
17	Tseten Dorji	Asst. Language Dev. Officer	17450286	tshetendorji@dzongkha.gov.bt	
18	Sonam Dorji	Asst. Program Officer	17359845	sonamdorji@dzongkha.gov.bt	
19	Sangay Wangchuk	Asst. Research Officer	17324271	swangchuk@dzongkha.gov.bt	
20	Tashi Dorji	Asst. Language Dev. Officer	17450286	tashid@dzongkha.gov.bt	
21	Singye Dorji	Sr. ICT Technical Associate	17521566	sdorji@dzongkha.gov.bt	
22	Sonam Tobgay	Accounts Asst.	17624414	stobgay@dzongkha.gov.bt	
23	Parbati Subba	Sr. Store Keeper	17611943	psubba@dzongkha.gov.bt	
24	Namgay Zangmo	Accounts Asst.	17631235	nzam@dzongkha.gov.bt	
25	Tshering Yangzom	Sr. Personal Assistant	17955139	NA	EOL
26	Sangay Lhendup	Admin Assistant	17612492	slhendup@dzongkha.gov.bt	
27	Chogyal	Diver	17682996	NA	
28	Jigme Tshewang	Dispatcher	17430329	sangay250.t@gmail.com	

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29	Leki Drakpa	Driver	17809411	NA	
30	Sangay Choden	Messenger	17420545	NA	
31	Kesang Lhamo	Sweeper	77257617	NA	

STAFF ROTATION ROSTER

Critical services requiring physical presence: (Split/Roster responsibilities)

No.	Task	Rotating Staff	Rotation type (Split/Roster/Remote)	Rotation Frequency
1	Office security	1. Kezang Lhamo 2. Chogyal 3. Leki Dakpa	1. Night security (Kezang Lhamo) 2. Day security (Chogyal and Leki Dakpa)	1. Night security is fixed. 2. Day security on a weekly rotational basis.
2	Dispatch/Photo-copying/PABX/ clerical work/ stationery	1. Sangay Lhundup 2. Parbati Subba 3. Jigme Tshewang 4. Sangay Choden	1. Clerical work (Sangay Lhundup) 2. Stationery (Parbati) 3. Dispatch/Photocopying/PABX (Jigme Tshewang and Sangay Choden)	1. On-call 2. On-call 3. On a weekly rotation basis
3	Finance services.	Sonam Tobgay and Namgay zam	As per division of work	As and when required

SERVICES TO BE PROVIDED REMOTELY (FULLY/PARTIALLY)

Division Heads shall set clear targets and ensure delivery of services as per the Remote Working Guidelines.

No.	Task	Staff	Remarks
1	Public Service	Editing Committee (8)	
2	Dzongkha educational AV production.	1.Namgay Thinley 2.Sonam Dorji	
3	Multidisciplinary research (Data punching).	1. Sonam Rinchen 2. Karma Gyeltshen	
4	Publish Comic Book.	Literary division staff (3)	
5	Samphel Animation Production .	1. Yumkee Lhamo 2. Tashi Dorji	
6	Editing of Oral literature/ Newsletter	Editing Committee (8)	
7	Development of Joyig font.	1. Chris J. Fynn 2. Singye Dorji 3. Tsheten Dorji	
8	Development of Dzongkha typing tutor software.	1. Tenzin Namgyal 2. Singye Dorji	
9	Development of Dzongkha mobile app.	1. Tenzin namgyal 2. Singye Dorji	
10	Development of corpus for TTS and ASR.	1. Tenzin Namgyal 2. Ugyen Phuntsho 3. Yumkee Lhamo 4. Kiba Lhaden	
11	Drafting of the 2nd edition of English-Dzongkha dictionary.	Development division staff (5)	
12	Review of Dzongkha textbooks.	Development division staff (5)	
	POS tagging of new corpus (validation)	Research division staff (5)	
12	POS tagging of new corpus (Spelling validation)	1. Ugyen Tenzin 2. Sonam Rinchen	
13	Brokkat-Eng-Dzo phrasebook (proofreading)	1. Kiba Lhaden 2. Sangay Wangchuk	
14	Lhokpukha-Eng-Dzo lexicon (proofreading)	1. Kiba Lhaden 2. Sangay Wangchuk	

GOVERNMENT PROPERTY ALLOCATION FOR WORKING REMOTELY**1. Computer**

Anyone who works remotely without a computer will be provided one by the office. The computer will be either laptop or desktop available in the store. Store-in-charge will issue the computer based on a request put up to the Officiating Head of AFS. In order to mitigate shortages, the staff must schedule his work without clashing with other staff/division.

2. Mobile Voucher and Internet Data

Staff working remotely from home may be provided a monthly lump-sum amount as indicated in the table below for mobile voucher and data package *upon getting approval from the government*. However, the allowance will not be eligible for those working from office on a split/rotation basis. They will use office internet and fixed-line for communication purposes.

Category-wise monthly allowance proposed for mobile voucher and data package

Sl. #	Eligibility	Rate	Total for one month	Total for three months
1	ASCT Members: 1. Ugyen Dorji 2. Namgay Thinley 3. Ugyen Tenzin 4. Tenzin Namgyel 5. Yumkee Lhamo	Nu. 1,000/month	Nu. 5,000	Nu. 15,000
2	Professionals: 1. Ugyen Phuntsho 2. Karma Dugar 3. Tshewang Tashi 4. Tsheten Dorji 6. Sonam Rinchen 7. Kiba Lhaden 8. Sangay Wangchuk 9. Karma Gyeltshen 10. Sonam Dorji 11. Tenzin Wangchuk 12. Tashi Dorji 13. Singye Dorji	Nu. 600/month	Nu. 7,800	Nu. 23,400
		Total	Nu. 12,800	Nu. 38,400

3. Pool Vehicle

Anyone who wants to avail of pool vehicle services will be provided for official work/emergency purposes, only. The concerned employee must submit a request to the Officiating Head of AFS.