



NCHM/ORDER/2020-2021/ 23

8 September, 2020

**OFFICE ORDER**

In line with the Government unlocking and return to the "New Normal" in a phase wise manner from September 7, 2020, the Royal Civil Services Commission (RCSC) directed all agencies to prepare for office reopening with the new protocols considering the possible lockdown in future. According the Center has developed and submitted the following the COVID19 Continuing Service Delivery (CSD) Plan and Standard Operating Procedures (SOP) for the "New Normal" and "Lockdown" to RCSC.

- a. NCHM COVID-19 Continuing Services Delivery (CSD) Plan, March, 2020
- b. NCHM COVID-19 Continuing Services Delivery (CSD) Plan and Standard Operating Procedure (SOP) for Lockdown, August, 2020

All the Division are hereby directed to adopt the above CSD plans and SOP for the implementation of activities for delivery of hydro-met services. Divisions are also asked to take note of the following.

1. All those employees based on the nature job where essential routine services can be delivered by working from home shall commence from 7 September, 2020. However, Civil servants working from home/remote working must abide by the RCSC guideline and Protocol for Civil Servants.
2. All those employees based on the nature of their job, where physical presence is required for delivery of critical services shall continue as per the normal or shift system with extra precautionary measures as advised by the Ministry of Health. These includes the operation of following of following offices:
  - a. Hydro-met observation, data collection and transmission from the hydro-met stations to HQ from all the site staff shall continue as per the routines functions to deliver weather, flood/GLOF early warning services for disaster preparedness and to maintain data continuity.
  - b. 24/7 operation GLOF Early Warning Control Room at Wangdi, Trongsa (MHPA Dam colony). and Kurjey, Bumthang shall continue on shift system as per the existing Standard Operating Procedures (SOP) considering the critical needs for real time monitoring and dissemination for flood/GLOF warning services for disasters preparedness.
  - c. 24/7 operation of National Weather and Flood Warning Center (NFWFC), HQ, Thimphu shall continue on shift system as per the existing Standard Operating Procedures (SOP) as the NCFWC is the supervisory and command center to provide critical weather and flood warning services for disaster preparedness.
  - d. Aviation meteorological services at Paro International Airport and all the domestic airports shall continue functions as per the existing procedures based on operation of flights and helicopter services.
3. Considering the technical nature of job and efficient services delivery will depend on the efficient operation and management ITC facilities and databases, ICT staff shall continue



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**NATIONAL CENTER FOR HYDROLOGY AND METEOROLOGY**  
**THIMPHU: BHUTAN**  
*"Center of Excellence in Hydrology, Meteorology and Cryosphere Science and Services"*

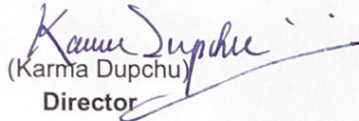


providing technical backstopping and physical presence at sites based on needs and during the emergencies.

4. For the smooth implementation of project activities, capital works, running and maintenance of national hydro-met network and early warning system and field works that requires travelling, all the divisions are directed to develop strategy and plan in consultation with relevant central and local governments.
5. All the Divisions and Secretariat Services to development Staff Engagement Plan and Ensure Safe Office as per the guidelines and protocol issued by RCSC and the Ministry of Health.

All the officials and staff are requested to be mindful and observe the general health and safety protocol as advised by the Ministry of Health.

Issued for immediate implementation and compliance.

  
(Karma Dupchu)  
**Director**

1. The Commissioner, RCSC focal National Center for Hydrology and Meteorology (NCHM) for information.
2. The Chairman, NCHM Governing Board/Secretary, National Environment Commission for kind information,
3. Chief of Division, NCHM for information and circulate to all the employees under your divisions.
4. Head, Administration and Finance Services, Secretariat, NCHM for information and circulate to all the employees under the Secretariat.
5. HRO, NCHM Secretariat for information
6. ICT Officer, NCHM Secretariat information and necessary action.
7. The Program Office, NCHM Secretariat for information,
8. Officer In-charge Weather Forecasting and Command Room, NWFWC, Thimphu for necessary action
9. Officer In-charge, Flood Monitoring and Command Room, NWFWC, Thimphu for necessary action;
10. Head, Aviation Meteorology Section, WCSD, Paro International Airport, Paro for necessary action.