**Templates to develop SOP for Agency Contingency Plan**

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| Name of the Agency: Bhutan Telecom, Samdrup Jongkhar |
| **Agency’s Normal Objectives and Routine Activities** | **Potential Impact of Priority Disaster on these Objectives and Activities** | **Stakeholder’s Objectives and Responsibilities to Reduce the Impact of Priority Disaster** |
| 1. 24/7 Monitoring of the following Networks:A) Transmission (DWDM, fiber and Radio).B) Mobile (2/3/4G)C) Switches (International and local)D) Leased line (enterprise customer, govt agency)E) Fixed line (Voice and Data)F) International linkG) Power supply (battery, DG set, commercial) |  Network break down due the failure of telecommunication system (Radio, fiber, power, or mobile equipment) which will affect the telecommunication services (voice & data). | -To stock all the necessary critical spares - POL for fleet and emergency DG set- Network recovery team (network, OSP and Power) with dedicated vehicle. |
| 2.Delivering of services | Services delivery will be affected depending on the situation. | Restoration of service will as per RTO and RPO mentioned in the BC policy document as follows:A)User priority:* P1 ( Dzongkhag, Hospital, RBP, RBA, Thromdue and Dungkhag, BPC)
* P2: Govt Agency, gewogs,enterprise customer, banking Institute.
* P3: General Public

B) Service Priority:* P1:Voice
* P2:SMS
* P3:data
* P4:Toll free
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RTO: Recovery Time Objective

RPO: Recovery Point Objective

In case of lockdown though the networks will work as it is, however in case a physical intervention is required we have to attend the system failures in persons. We also have dedicated staffs in Dungkhags like Jomoyshangkha and Samdrupchoeling. We have also stock of necessary spares and other basic necessity in respective exchanges.

However, the greatest worry to keep network 24X7 would be challenging especially when the monsoon starts at this time. We would always strive to maintain the services 24X7.

The following vehicle will be plyng for network restoration.

1. Hilux- BG-4A0220 (Driver Karma Thinley)
2. Hilux- BG-2-A1322( Dirver Rinchen Norbu)

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| **Emergency team in case of lockdown.** |
| **PC/CC** | **Team A** | **Team B** |
| SJK | Sr.Manager(Leader) | Cheku Dorji(Leader) |
|   | RF (Tshewang Chophel) | Karchung(FA) |
|   | Sonam Dema(TO) TX | Kinzang Wangchuk(TO) Tx |
|   | Thinley Dorji (FA) | N.B Chhetri (RD) |
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Submitted :

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