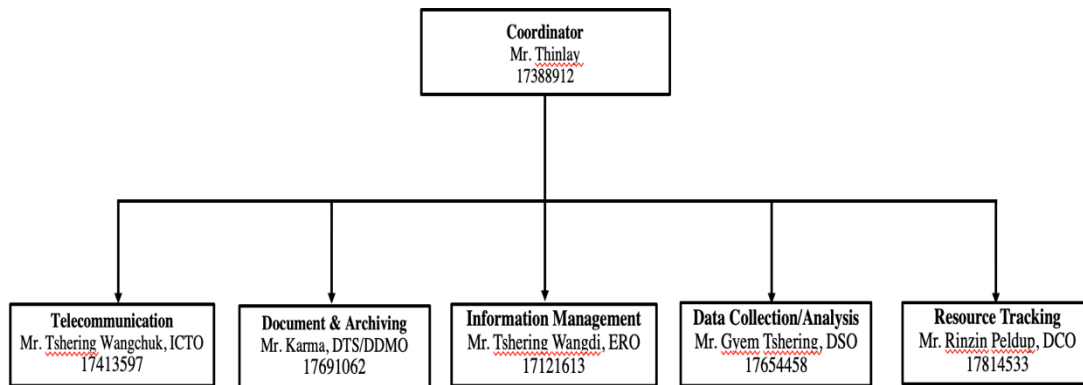


1. Dzongkhag Emergency Operation Center



Functions

1. The Emergency Operation Centre shall be function as the nerve centre for coordination COVID-19 preparedness and response;
2. The Operation Centre shall provide overall centralized management and control of any or all of the following:
 - i. The Operation Centre will be functional 24/7 or 0900hrs to 1700hrs on shifts based on the instruction of the Incident Commander;
 - ii. Maintain the daily log of calls, reports and information;
 - iii. Arrange and maintain the equipment Operation Centre's equipment and facilities functional at all times during the COVID-19 situation;
 - iv. Receive advisories/notifications, alerts and warnings from ICS coordinators, Eastern Regional COVID-19 Coordination Office, DEOCs of six Eastern Dzongkhags and HEOC;

- v. Disseminate/share advisories, notifications, information and reports for compliance and or as information;
- vi. Monitor clear, accurate and updated data in CR on real time basis;
- vii. Collect, analyze and document reports related to COVID-19;
- viii. Monitor and review implementation of Standard Operating Procedures and flag issues to Incident Commander for timely and strategic directives, clear guidance, advices and feedback;
- ix. Facilitate coordination among ICS Units in providing critical logistics support, response and relief;
- x. Manage and track resources for response and relief for COVID-19;
- xi. Ensure patient triage operation, assessing priorities, suitability of facilities and optimize resource sharing and utilization;
- xii. Convene coordination meetings amongst the CRs through Video Conference for cross-Dzongkhag coordination and resource sharing
- xiii. Liaise with the Gewogs, EOCs of Eastern Dzongkhags, Eastern Regional COVID-19 Coordination Office and Health Emergency Operation Centre for resource pooling and sharing;
- xiv. Follow up on instructions and directives of Incident Commander to ICS Unit Coordinators; and
- xv. Perform such other functions as may be directed by the Incident Commander.

Assignment and Division of Responsibilities COVID-19 Operation Centre Crews

1. Telecommunication facilities

- Ensure that telecommunication facilities in the Operation Centre are functional;
- Deployment and maintenance of COVID-19 systems;
- Arrange and maintain IT equipment required for the Operation Centre; and
- Coordinate Inter-Operation Centre (DEOCs) meetings amongst the CRs through Video Conference for cross-Dzongkhag coordination and resource sharing when necessary.

2. Information Management

- Monitor clear, accurate and updated data in CR on real time basis;
- Maintain contact details for key contact points;
- Respond to hotline calls and enquiries appropriately;
- Maintain daily log of calls and enquiries (**Form No. 1**);
- Check and maintain the information received in email (mongarcovid19@gmail.com), Telegram (Incident Command System Group), SMS (**Form No. 2**);
- Maintain the record of correspondences/office files; and
- Oversee the internal logistics and facilities of the Operation Centre and its crews.

Situation Documentation and Archiving

- Receive and archive advisories/notifications, alerts and warnings from ICS coordinators, Eastern Regional COVID-19 Coordination Office, DEOCs of six Eastern Dzongkhags and HEOC;
- Disseminate/share advisories, notifications, information and reports for compliance and information as may be required;
- Ensure proper documentation of COVID-19 situation;
- Liaise with ICS Unit Coordinators, Law and Order and Medical Response Team, ICS Unit Coordinators and relevant stakeholders as and when deemed necessary for reports and updates on COVID-19 events;
- Review patient triage operation, assessing priorities, suitability of facilities and optimize resource sharing and utilization;
- Review the implementation SOP, identify coordination/COVID-19 preparedness and response issues;
- Assemble candid feedbacks and comments from different stakeholders for information sharing and future references;
- Brief Incident Commander on the overall situation, event updates, issues for

timely and strategic directives, clear guidance, advices and feedback; and

- Disseminate and follow up, on Incident Commander's directives and feedbacks, with concerned unit coordinators or stakeholders.

3. Data Collection and Processing

- Collect data, process and analyze data in relation to COVID-19 on demography, local economy (change in market prices, employment, local trade and businesses and local resources) as and when required;
- Liaise with ICS Unit Coordinators, Local Government Leaders, RTIO, BCCI, private firms/entities, FCB, BOD in obtaining the data as and when necessary;
- Fit in the data to the shared google sheet; and
- Provide data to Incident Commander or concerned agency as per the requirement and to Situation Documentation & Archiving crews for archiving.

4. Resource Tracking

- Organize and manage centralized stock and inventories of Human Resource Pool, Food Supplies, Quarantine Facilities, Vehicles and other logistics;
- Validate stock and inventories from time to time liaising with ICS Unit Coordinators;
- Track resource for resource pooling and sharing; and
- Project and requisition for additional resources.

Facilities set up for Operation Center

- a. 1 TV Screen and internet connection for video conference
- b. 4 Hotlines- 1236, 1237, 1238 and 1239 for queries and reporting
- c. 2 post-paid phones- 77112123 & 77112124 for outgoing calls
- d. 9 Two-way radios as alternative communication devices;
- e. Internet and WiFi Connectivity; and
- f. 1 Desktop Computer -Laptops (improvise with the existing devices).
- g. 1 common email ID (mongarcovid19@gmail.com) for receiving emails/reports.

Annexure:

Form-1 Daily Log of Calls

Caller details:

Name:

Address of caller:

Purpose of call:

Contact Number (if required):

Action by the Operation Centre Crew:

Response/Action taken:

Follow up action taken (if required):

Form-2 Log of Daily Event

Name of Event

Event Details

Form-3 Log of Information Receipt

Sender Details:

Name of sender:

Address of sender:

Subject/Purpose of information:

Action by the Operation Centre Crew:

Response/Action taken:

Follow up action taken (if required):

Assignment

Sl. No.	DEOC Role	Name/ Designation	Contact Number	Assignment
1	Telecommunication facilities	Mr. Tshering Wangchuk, ICT Officer	17413597	Head
2		Ms. Tshendup Zangmo, Sr. ICTA	17678183	Member
3		Mr. Thinley Norbu, Sr. ICTA	17253661	Member
4		Ms. Tshering Choden, ICTA	17739433	Member
5		Ms. Karma Choden, ICTA	17943667	Member
6		Mr. Tshering Sonam, ICTA	17616206	Member
7	Documentation and Archiving	Mr. Karma, Sr. DT Secretary/DDMO	17691062	Head
8		Mr.	17121613/17670147	Member
9		Ms. Chador Wangmo, Admin Asst.	17721604	Member
10	Information Management	Mr. Tshering Wangdi, ERO	17121613	Head
11		Ms. Tshering Dekar, Env.O	17507170	Member
12		Ms. Druptho Wangmo, Help Desk	17546037	Member
13	Data Collection and Analysis	Mr. Gyem Tshering, Sr. DSO	17654458	Head
14		Ms. Deki Tshomo, PO, NCSIDBL	17961097	Member
15		Ms. Sangay Zangmo, Admin Asst.	17956447	Member
16	Resource Management and Tracking	Mr. Rinzin Peldup, DCO	17814533	Head
17		Ms. Sonam Tshomo	77697431	Member
18		Ms. Yangki, DFO, FMCL	17495438	Member