**STANDARD OPERATING PROCEDURES FOR COMMUNICATION NETWORK, COVID-19**

**1.Line of Communication for the Network facilities**

**Network Facilities Unit**

Section Coordinator

Tshering Wangchuk, ICTO

17413597

**T-CELL**

Team Coordinator

Tashi Zangpo, Manager, Tcell

77900700

**BHUTAN TELECOM**

Team Coordinator

Tashi Norbu, Manager, BT

17113424

**QUARANTINE PLACES**

**ISOLATION PLACE**

**QUARANTINE PLACES**

Royal Guest House,

Dessup Guest House

ARDC Guest House

Retard Armed Guest House

ARDC Hostel

Kilikhar Girls & Boys Hostel

Wangchuk Hotel

Mongar HSS Boys Hostel

KHPC Guest House, Gyelposhing.

DoR Guest House, Tshokhor

ARDSC Guest House, Lingmithang

**2. Roles and responsibilities of team members.**

Roles and responsibilities of team members of Internet facilities are assigned as follows as per the line of communication.

**2.1 Overall Coordinator**

The overall coordinator shall ensure that the isolation rooms and the quarantine rooms have a reliable internet connection at all times.

2.1.1 Visit and survey the identified quarantine places and isolation rooms to see

feasibility of internet extension and nearest point of internet source.

2.1.2 Consult with Bhutan Telecom and Tashi Cell managers for the internet extension

to the quarantine places and isolation rooms.

2.1.3 Work out on internet extension in consultation with BT and TCell in consideration of minimum time and cost.

2.1.4 Distribute ICT Team members for attachment with Bhutan Telecom or Tcell for

internet extension.

2.1.5 Follow up on internet extension with extension team.

2.1.6 Visit internet extended quarantine places to see network speed, coverage and reliability.

2.1.7 Report to logistic coordinator or Incident commander about work progress daily.

2.1.8 Media Advocacy for the public on COVID-19 preventions in terms of video or posters. Display preventive measure videos in public places where there is TV installed, share posters and notification on COVID-19 in dzongkhag official pages and website.

2.1.9 submit periodic report on internet services to the incident commander and logistic

coordinator.

**2.2 Bhutan Telecom Coordinator**

Bhutan Telecom coordinator will ensure a reliable 24x7 Wifi connection in the quarantine rooms allocated to the Bhutan telecommunication.

2.2.1 Visit and survey the identified quarantine places and isolation rooms to see network extension feasibility by Bhutan Telecom.

2.2.2 Discuss on possible internet extension by Bhutan Telecom in identified quarantine places with internet facility team coordinator.

2.2.3 Deploy members from Bhutan Telecom for the internet extension to the assigned quarantine places for Bhutan Telecom.

2.2.4 Report any issue during internet extension to the Incident commander or logistic coordinator or internet facilities coordinator.

2.2.5 Follow up on internet extension by Bhutan Telecom members.

2.2.6 Review and deployment of BT member for any maintenance required after internet extension.

2.2.7 Media Advocacy on COVID-19 preventions.

**2.3 TCell Team Coordinator**

TCell team coordinator will ensure a realiable 24x7 Wifi connection in the quarantine rooms allocated to TCell team.

2.3.1 Visit and survey the identified quarantine places and isolation rooms to see network extension feasibility by TCell.

2.3.2 Discuss on possibilities of internet extension and resource required for extension by TCell in identified quarantine places with internet facility team coordinator.

2.2.3 Deploy members from TCell for the internet extension to the assigned quarantine places for TCell.

2.2.4 Report any issue during internet extension to the Incident commander or logistic coordinator or internet facilities coordinator.

2.2.5 Follow up on internet extension by TCell members.

2.2.6 Review and deployment of TCell member for any maintenance required after internet extension.

2.2.7 Media Advocacy on COVID-19 preventions.

**2.4 ICT Team**

ICT Team and Electrical engineer will assist Bhutan Telecom and TCell during Internet extension to isolation rooms and quarantine rooms and ensure that the identified places have a reliable Wifi connection.

2.4.1 Set up personal computer in ICU ward and isolation ward.

2.4.2 Ensure all the computers in ICU and isolation ward are connected to internet.

2.4.3 Ensure backup of network equipments in ICU and isolation ward in case of any network equipment damage.

2.4.4 Assist Bhutan Telecom or TCell team member for internet extension as per work distribution by internet facilities section coordinator.

2.4.5 Report any issues during internet extension to the incident commander or logistic coordinator or internet facilities team coordinator.

2.4.6 Maintain record on network equipment’s used for future reference.

2.4.7 Maintain record on ip address, user name and password of Wi-Fi routers.

2.4.8 Review and submit report to team coordinator.

2.4.9 Media Advocacy on COVID-19 prevention.

**Bhutan Telecom / Tcell Connection in Quarantine places.**

As per Quarantine places mandatory checklist the following quarantine places will be connected with Wi-Fi by BT/TCell as per list below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl.No** | **Quarantine places** | **BT/TCell** | **Status** | **Remarks** |
| 1. | ARDC Guest House | BT | Connected | 21/03/2020, extended from ARDC office |
| 2. | ARDC Hostel | BT | Connected | 21/03/2020, extended from ARDC office |
| 3. | DoR Guest House, Tshokhor | BT | Connected |  |
| 4. | ARDSC Guest House, Lingmithang | BT | Connected |  |
| 5. | Dessup Guest House | TCell | Not Connected |  |
| 6. | Retd. Armed Guest House | TCell | Not Connected |  |
| 7. | Gyelposhing KHPC Guest House | BT | Connected |  |
| 8. | Wangchuk Hotel | TCell | Connected | Wangchuk hotel already have internet subscribed to TCell |
| 9. | Royal Guest House | BT | Connected | Broadband connection |
| 10. | Mongar HSS Boys Hostel | BT | Connected | 23/03/2020, extended from MHSS |
| 11. | Kilikhar CS Hostel (Boys & Girls) | BT | Connected | 22/03/2020, extended from KCS |

The following are the list of Quarantine places in which the Wi-Fi services will be given through TCell 4G Mingle Devices which works exactly like a Data Card and each device supports upto ten users. In the remarks is the list of nearest internet service provider if internet extension is required.

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.No** | **Quarantine place name** | **Status** | **Remarks** |
| 1. | Yadi CS | Not Connected | BT |
| 2. | Sherab Reldri HSS | Not Connected | TCell |
| 3. | Chaskhar CS | Not Connected | TCell |
| 4. | Drametse CS | Not Connected | BT |
| 5. | Kengkhar MSS | Not Connected | BT |
| 6. | Nagor MSS | Not Connected | BT |
| 7. | Serzhong LSS | Not Connected | BT |
| 8. | Thangrong PS | Not Connected | BT |
| 9. | Balam PS | Not Connected | BT |
| 10. | Jurmey PS | Not Connected | BT |
| 11. | Tsakaling PS | Not Connected |  |
| 12. | Tsamang PS | Not Connected |  |
| 13. | Narang PS | Not Connected |  |
| 14. | Silambi PS | Not Connected |  |
| 15. | Daksa PS | Not Connected |  |
| 16. | Zunglen PS | Not Connected |  |

**Roles and responsibilities of internet facilities Team Members**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sl. No** | **Name** | **Designation/Agency** | **ICS Responsibility** | **Assigned Task** | **Contact Number** |
| 1 | Tshering Wangchuk | ICTO/ Mongar Dzongkhag | Chief Coordinator | Look at the overall Task. Report and submit report to Logistic coordinator. | 17413597 |
| 2 | Tashi Norbu | Manager/Bhutan Telecom | Asst. Coordinator | Survey and assist in required network equipment and network extension allocated to Bhutan Telecom and Media Advocacy | 17113424 |
| 3 | Tashi Zangpo | Manager/Tcell | Asst. Coordinator | Survey , assist in required network equipment and network extension allocated to TCell and Media Advocacy | 77900700 |
| 4 | Phuntsho Dorji | Electrical Engineer/ MDA | Member | Extend power supply during internet extension ( ARDC GH, ARDC Hostel, Kilikhar CS, Mongar HSS, Dessup GH, retd. Armed GH) and media advocacy | 17576424 |
| 5 | Tandin Wangchuk | Asst. Technical officer/BT | Member | Survey and network extension in Isolation and Quarantine places (Royal Guest House, ARDC GH, ARDC Hostel, Kilikhar CS Hostel, Mongar HSS Hostel) and Media Advocacy | 17171709 |
| 6 | Yeshey Dorji | Asst. technical Officer/BT | Member | 17113541 |
| 7 | Sona Zangpo | Field Assistant | Member | 17113669 |
| 8 | Sangay Norbu | Tech Officer/BT, Gyelposhing | Member | Survey and network extension in Isolation and Quarantine places (DoR GH Tshokhor, ARDSC GH Lingmithang, KHPC GH) and Media Advocacy | 17122109 |
| 9 | Tshering Wangdi | Sr. Field Assistant | Member | 17117070 |
| 10 | Parrmod | Tech Supervisor | Member | Survey and internet connection in (Dessup Guest House, Retd. Armed Gguest House, Wangchuk Hotel) and Media advocacy | 77218318 |
| 11 | Tshendu Zangmo | Sr.ICTA/Mongar Dzongkhag | Member | Survey and internet connection in (Zimchu, ARDC GH wengkhar, ARDC Hostel wengkhar, Kilikhar CS hostel, Mongar HSS Hostel) and Media advocacy | 17678183 |
| 12 | Tshering Choden | Sr.ICTA/Mongar Dzongkhag | Member | 17739433 |
| 13 | Karma Choden | ICTA/Mongar Dzongkhag | Member | 17943667 |
| 14 | Thinley Norbu | Sr.ICTA/Mongar Dzongkhag | Member | Survey and internet connection in (DoR GH Tshokhor, ARDSC GH Lingmithang, KHPC GH, Dessup GH, Retd. Armed GH) and Media Advocacy | 17253661 |
| 15 | Tshering Sonam | Sr. ICTA/Mongar Dzongkhag | Member | 17616206 |