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**BHUTAN STANDARDS BUREAU**



The National Standards Body of Bhutan

BSB/DG-18/2019-2020/899

31 March 2020

**OFFICE ORDER**

In accordance with the Notification issued by the Royal Civil Service Commission vide RCSC/LS-2/2019-2020/3482 dated 27/3/2020, BSB has categorized its services as per the guideline. The list of services is at Annexure 1.

For the effective delivery of services, a technical guideline (Annexure 2) has been adopted for strict compliance by all the BSB employees. The guideline among other things outlines the service continuity plan, code of conduct and management, communication protocol, and protocol for working from home and when necessary in Office. To maintain service transparency and accountability, respective programme divisions and support units have listed key activities that would be implemented by the officials working from home or when necessary from office.

This service continuity plan shall effect from 31 March 2020 until further notice.

**Sonam Phuntsho**  
Director General

Copy to:

1. Hon'ble Chairperson of BSB Board, C/O Ministry of Economic Affairs, Thimphu
2. Hon'ble Chairperson, Royal Civil Service Commission, Thimphu
3. All officials of BSB for information and compliance.

**BHUTAN STANDARDS BUREAU (BSB)**

**Form 1: Services that require physical presence**

Department, Ministry; Division, Agencies	Services	No. of Staff	Remarks
Metrology and Laboratory Service Division	Product and materials testing	4	
	Field Tests such as Standard Penetration Test (SPT), Core	4	
	In-house calibration Services	9	
Standardization Division	1st meeting of Sub-Committee on Hand-made Paper (TC-07/SC-01) for development of National standards on hand made paper	4 (1 BSB Staff and 3 Members of the Committee)	Only during the meeting dates
	4th Meeting of Textile Technical Committee for development of silk standards	4 (1 BSB Staff and 3 Members of the Committee)	
	5th TC 10 Meeting for the development of Bhutan Standard for Household Air Pollution	4 (1 BSB Staff and 3 Members of the Committee)	
	1st Sub-committee meeting for the development of Bhutan Standards on Incense	4 (1 BSB Staff and 3 Members of the Committee)	
ICT Unit	Final presentation of the online system - Product and Management Application System (PAMS)	5	During the final date of completion - 15th April 2020
	Testing of the system	2	After the completion - Date will be finalized and updated accordingly to Certification Division
	System upload and testing - online	3	After the testing - Date will be finalized and updated accordingly to Certification Division

**Form 2: Service that can be provided through Remote Working**

Department, Ministry; Division, Agencies	Services	No of Staff	Remarks
Metrology and Laboratory Service Division	Finalization and internal review of the draft Rules on provision of Metrology and Testing Services	2	
	Resolving of non-Conformities for renewal of accreditation	1	
	Review of Standard Operating Procedure (SOP) for Product Testing Service	1	
	Review of Standard Operating Procedure (SOP) for provision of Metrological Services	1	
Certification Division	Document review for product and management system certification	7	
	Conduct of Certification Committee meetings for decision on certification of products	13	
	Responses to certification enquiries	1	
Standardization division	Review of documents & standard operating procedures in preparation for ISO 9001 implementation by the Division	6	
	Review of standards including identical adoption, reaffirmation and commenting.	6	
	Preparation to submit draft standards for approval of the Board	6	
	Notification in media as well as relevant agencies	6	
	Publication of the standards	6	
ICT Unit	Finalization and internal review of PAMS	4	
	Information dissemination through website	1	
	Response to internal communication and management	2	
	Tender upload - Website	1	
	File Management - Google Drive	1	
	Conduct of BSB-ASCT meetings and other (Hangouts)	7	
International Relations Division	Attend to any International/regional Queries and making appropriate responses	1	
	Review of MoU or any contractual documents	1	
	Prepare roadmap for National Accreditation Body	1	
Secretariat	Preparing for Board Meetings	6	
	Overall-coordination of BSB programmes & activities	1	
	Review & finalize documents for follow-up actions	1	
	Coordinate online HRC Meetings	1	
	Maintenance & Procurement	1	
	settlement of bills	1	
	Disbursement of salaries & remittances	1	
	Deposit of revenues	1	
Liaising with Department of Budget and other agencies	1		

**Form 3: Services that are not so critical and be Suspended for time being**

Department, Ministry; Division, Agencies	Service	No Staff	Remarks
Metrology and Laboratory Service Division	Construction of National Metrology Laboratory	0	
	Electrical Product Testing	0	
	Verification of weights and measures including Fuel Dispensing Pumps	0	
	Consumer education on product testing and metrology	0	
	Calibration of Standard equipment in Metrology Laboratory	0	
	Calibration of Testing equipment in Product Testing Laboratory	0	
	On-Site calibration of weights and measures	0	
	Construction of National Metrology Laboratory	0	
	Electrical Product Testing	0	
Certification Division	Factory inspection for product certification for manufacturers in India. Factory inspections for new clients in-country may also be kept on hold.	0	
	Witness Assessment for Certification to Quality Management System (ISO 9001:2015)	0	
	Sampling of products from the market or construction sites for third party testing	0	
	Periodic factory surveillance for certified national manufacturers	0	
	Audit for certification to Quality Management System for local clients	0	
	Awareness programs on conformity assessment to the Dzongkhag Engineers	0	



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**TECHNICAL GUIDE FOR REMOTE WORKING FOR  
BHUTAN STANDARDS BUREAU (BSB)**

**March 2020**

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## **Technical Guide for remote working for the Bhutan Standards Bureau (BSB)**

### **I. OBJECTIVE**

This technical guideline for remote working is for the office of Bhutan Standards Bureau (BSB) as a measure to reduce spread of COVID-19. This guideline will help guide employees at BSB to deliver the services remotely and will help BSB outline the protocols of official communications, reporting and accountability for remote working/work from home.

### **2. ROLE AND RESPONSIBILITY**

The roles and responsibilities shall be as per the BSB business continuity plan developed by respective programme divisions.

### **3. CODE OF CONDUCT AND MANAGEMENT**

All employees of BSB (members) shall refrain from any activities that would be in conflict with the interests of the BSB, the Royal Government and the Country. In keeping with this undertaking, all the members shall:

- 3.1. Work from home based on a work plan agreed with their respective supervisors;
- 3.2. Respond instantly to provide any services as directed by the BSB Service Coordination Team (SCT);
- 3.3. Be available remotely during normal office hours;
- 3.4. Maintain confidentiality of official information or subjects discussed with colleagues and supervisor.
- 3.5. Apply for leave if required to travel outside the place of your residence.

Except with the prior approval of the Director General, all members shall refrain from:

- 3.6. Leaving their homes except to purchase food and other essentials;
- 3.7. Engaging in any commercial activity;
- 3.8. Attending social functions involving gathering of crowds;
- 3.9. Comply with Civil Service Values and Conduct; and
- 3.10. Comply with all directives issued by the Government related to COVID 19 outbreak.

### **4. RESOURCES**

To facilitate members work from home efficiently, as per their requirements, they shall be provided with:

- Laptops and internet access at their respective home based on their work plan; and
- Transportation if required to travel.

## 5. COMMUNICATION PROTOCOL

5.1. All employees of BSB shall electronically, submit a progress report every Tuesday to the respective supervisor and a summary of the report to the Director General by the Supervisors.

5.2. All communications shall be from official emails and shall be accessible by phone calls and SMS.

5.4. List of staff with communication details is attached.

## 6. REMOTE TOOLBOX

In order to facilitate efficient, reliable and effective communication, the following virtual tool shall be used:

- Synchronous communication channel - Virtual 'Google Hangouts' and 'Phone calls & SMS'
- Asynchronous communication channel – Official emails

## 7. VIRTUAL MEETING

If a virtual meeting is conducted, the minutes of the meeting is recorded and shared in goggle drive.

## 8. PROTOCOL FOR CIVIL SERVANTS STAYING AT HOME

The civil servants who have been identified to stay at home are to abide by the following do's and don't:

DO	DON'T
Stay Home and limit the number of visitors coming into your space to only very essential visitors.	Organise or attend social gatherings like dinner parties, meeting up with friends or make unnecessary visits to hospitals and other public places.
Plan gainful engagements or pursue hobbies like reading, listening to music, writing or giving time to family and children.	Get into alternate employment/engagements like operating businesses, driving taxis, manning shops or working in any commercial establishments etc.
Maintain at least 6 feet distance from others when going out todo essential jobs such as buying food, get necessary health care, taking care of relatives, etc.	Engage in contact games like playing football, volleyball, or other group games like Khuru/Archery etc where there is possibility to come into close contacts with others.
Maintain personal hygiene like washing hands frequently for at least 20 seconds and using hand sanitizer.	Leave the duty station without informing immediate supervisor

Keep yourself healthy through exercise like solitary walks and eating a balanced diet.	Change contact addresses or contact numbers without prior information.
Keep updated about your organisation's activities and be on standby to be deployed for duty at any time.	Use public transportation (Bus, Taxis) unnecessarily.
Update yourself with the news and follow BBS, the Ministry of Health Facebook page and website and PMO's Facebook page and twitter handle for updates on Covid 19 outbreak.	Spread rumours and fake news which might lead to unnecessary fear and panic amongst the public.
Seek appropriate medical assistance if you develop flu like symptoms.	

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## CONTACT DETAILS OF THE EMPLOYEES OF BSB

Name	Designation	Mobile No	Email	TrueConf ID/Skype	WhatsApp/Msg	Emergency Contact other than Employee
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