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ROYAL AUDIT AUTHORITY

*Bhutan Integrity House*

Reporting on Economy, Efficiency & Effectiveness in the use of Public Resources



RAA/DoS/DAG-SP/2020-2021/1636

8<sup>th</sup> September 2020

## OFFICE ORDER

**Subject:** “Our Gyenkhu” - Managing the risk of COVID-19

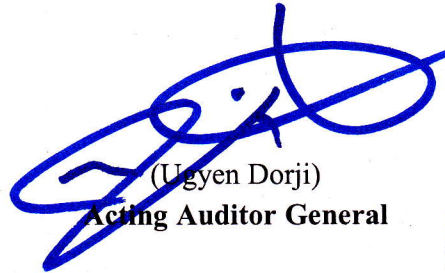
With the uplifting of lockdown by the government on 1 September, 2020 and the re-opening of offices from 7<sup>th</sup> September, the whole country is expected to return to the “new normal” in a phased manner.

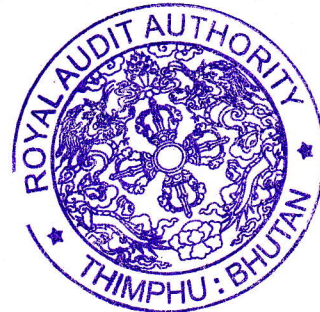
Under the “new normal”, all agencies are required to reconfigure office environment/setup and working procedures to align to health protocols and all Civil Servants are expected to observe the health protocols of ensuring physical distancing, washing hands regularly and compulsory wearing of face masks at all times.

Given the prevailing circumstances, the RAA has formulated the RAA’s “new normal” **Engagement Plan** including a Standard Operating Procedure for managing risk of COVID-19 and ‘new normal’ hygiene standards and best practices that provide minimum guidance for working arrangements as we navigate the current situation.

All officials and staff are also required to observe the general dos and don’ts as announced under ‘our Gyenkhu’ for the safety of the individual and community at large.

Issued for immediate compliance by all.

  
(Ugyen Dorji)  
Acting Auditor General



*“Every individual must strive to be principled. And individuals in positions of responsibility must even strive harder.”*  
- His Majesty the King Jigme Khesar Namgyel Wangchuck

## RAA'S "NEW NORMAL" ENGAGEMENT PLAN

### A. Working from office:

- a. All services to be attended;
- b. AAGs to prepare roster for staff in divisions facing space constraints;
- c. Field audits to be conducted as per approved AAS; (*DAG & AAGs to re-schedule AAS based on situation/changes*). Any changes/revisions to AAS shall be informed to PPD;
- d. Meetings with auditee agencies may be conducted at the convenience (*mode*) of agencies;
- e. All employees must follow the **SoP for managing risk of COVID-19 in RAA (Annexure A)** and comply with 'New Normal' Hygiene Standards and Best Practices (*Annexure B*).

### B. Working from Home:

- a. For staff without adequate working spaces; (*AAGs to identify*);
- b. Vulnerable group including breast feeding mothers, those with chronic health issues, etc. (*AAGs to identify*);
- c. Monitoring & Supervision of work. (*DAG & AAGs to discuss and identify mode*)
  - i. *Assign tasks with clear deadlines*;
  - ii. *Conduct virtual meetings periodically*;
  - iii. *Weekly Progress Report to be submitted*.
- d. Communication and reporting protocols:
  - i. *Encourage use of ICT tools and platforms*.

### C. During lockdown:

- a. Critical services to be attended to. (*as identified in critical services of RAA*);
- b. Audit planning and reporting activities. (*not entailing physical visits*);
- c. Ensure the continuity of ICT services in case of lockdown as per government protocols;
- d. Meetings to be conducted virtually using online platforms like Google Meet;
- e. Communication:
  - Dispatch number for official correspondences (*Dispatch Register to be maintained in Google Sheet by Despatcher*);
  - Audit Reports to be issued in PDF format with e-signature;
- f. Monitoring & Supervision: (*DAG & AAGs to discuss and identify*)
  - a. *Weekly Progress Report to be submitted*.
- g. Virtual/e-learning courses:
  - In-country trainings; (*blended e-Learning Specialists to spearhead*);
  - INTOSAI/ASOSAI/IDI trainings/programs; (*to be continued as usual*);

## **Royal Audit Authority's Standard Operating Procedures (SOP) for managing risks of COVID-19**

### **Agency Service Coordination Team (ASCT)**

1. Hon'ble Auditor General, Chairman (*provide overall directions and guidance*)
2. Deputy Auditor General, DoS, Coordinator (*coordinate and ensure proper functioning of team*)
3. Deputy Auditor General, DFR, Member
4. Deputy Auditor General, DSA, Member
5. Deputy Auditor General, DPCA, Member
6. Assistant Auditor General, FUCD, Member
7. Head, ICT Division, Member
8. Administrative Officer, AFS, COVID-19 Safety Focal Officer
9. Assistant HR Officer, Compliant Management Officer

### **Communication Focal Officers**

1. Tashi Lhamo, Offtg. AAG, HRIRD (*1761-9117 / [tashilhamo@bhutanaudit.gov.bt](mailto:tashilhamo@bhutanaudit.gov.bt)*)
2. Robin Gajmer, Head, ICT Division (*1755-7676 / [rgajmer@bhutanaudit.gov.bt](mailto:rgajmer@bhutanaudit.gov.bt)*)

### **Compliant Management Officer**

1. Karma Yoezer, Asst. HRO, HRIRD (*1734-3021 / [kyoezer@bhutanaudit.gov.bt](mailto:kyoezer@bhutanaudit.gov.bt)*)

### **COVID-19 Safety Focal Officer**

1. Ugen Dorje, Administrative Officer, AFS, (*1761-2750 / [udorje@bhutanaudit.gov.bt](mailto:udorje@bhutanaudit.gov.bt)*)
  - To ensure overall compliance to COVID-19 health protocols in office.
2. For OAAGs, the concerned AAGs to identify COVID-19 Safety Focal Officer.

### **Auditing, Reporting and Follow-Up Services**

- Encourage to conduct audit planning remotely for audits as per approved AAS 2020-2021;
- Encourage to obtain required documents from agencies using email and online applications;
- Collaborate and draft audit report using google suite or other preferred online tools for completed audits;
- Submit completed reports electronically to respective Managers;
- Encourage issue of audit memos and reports to agencies electronically;
- Reduce visit to auditee agencies and physical verification when and where possible;

- If field visit and/or physical verification is very necessary, ensure new normal hygiene standards and COVID-19 protocols are followed and strictly adhered to.
- Officials should back-up important folders/files (*usually kept in RAA's server/division drives*) on their laptops/HDD to ensure continuity of work;
- Make habit of carrying laptop and chargers home every day;
- Encourage Audit entry/exit meetings to be conducted online using google meet/video conferencing;

### Service delivery by Head Office and Regional Offices

- For any audit replies or responses to pending audit issues/reports and audit recoveries, individuals should contact the following:

Sl. No.	For agencies under jurisdiction of	Mobile #	Email address
1	RAA, HQ, Thimphu	1783-1975	<a href="mailto:syangchen@bhutanaudit.gov.bt">syangchen@bhutanaudit.gov.bt</a>
2	OAAG, Bumthang	1738-9903/ 77400004	<a href="mailto:chimedorji@bhutanaudit.gov.bt">chimedorji@bhutanaudit.gov.bt</a>
3	OAAG, Phuentsholing	1716-1359/ 7733-2985	<a href="mailto:penjor@bhutanaudit.gov.bt">penjor@bhutanaudit.gov.bt</a>
4	OAAG Samdrupjongkhar	1763-8289	<a href="mailto:nsharma@bhutanaudit.gov.bt">nsharma@bhutanaudit.gov.bt</a>
5	OAAG, Tsirang	1761-4282	<a href="mailto:mdorji@bhutanaudit.gov.bt">mdorji@bhutanaudit.gov.bt</a>

- Submit replies/responses to audits completed through email to respective Teams. (*email addresses are available on RAA's webpage. <http://www.bhutanaudit.gov.bt/>*);
- Audit clearance will be issued online as usual. (As per *SOP*);
- ICT Division to ensure uninterrupted ICT services delivery and help set up remote working for critical employees in case of sudden lockdown in future;
- Secure laptops for those critical/essential service providers who are currently using desktops. (*AAGs to identify*);
- Look into providing data packages for critical service providers that require heavy use of the internet. (*for audit clearance and dispatch services*);
- For official correspondences - maintain dispatch register in google sheet;

### Other essential services

- Respective DAG & AAG discuss and determine critical/essential services for respective departments/divisions;
- Identify critical and vulnerable employees who maybe be required to WFH because of high health risks;
- AAGs to group staff and prepare rosters/shifts to ensure smooth delivery of important services incase WFH is reintroduced;
- Administration and Finance Service should re-deploy available staff who currently have no duties to perform. The Administrative Officer should monitor support staff (drivers and ESP/GSP) and ensure that they stay at home when not required to report to office.
- The Security Guard should restrict visitors at the entry gate unless deemed necessary and carry out temperature checks of everyone entering RAA premises.

## **“New Normal” Hygiene Standards and best practices to ensure safe and conducive working space at RAA**

As the country transitions from a full lockdown to a ‘new normal’, it is essential that re-opening of offices strictly comply with high standards of hygiene and strictly follow the COVID-19 protocols and etiquettes to ‘stay safe’.

All RAA employees returning to office for work must *strictly* observe the following:

### **1. Entry into office premise**

- Get their temperatures checked at the entry gate;
- Wear face masks/shields while entering and at all times within the premise;
- Scan the Druk Trace App at the point of entry every day, diligently, and
- Dip your feet at the entrances to ensure the virus and germs are not spread through shoe soles.

### **2. Practice good personal hygiene**

- Wash your hands frequently with soap and water or with alcohol based hand sanitizer;
- Keep the facemask on at all times and dispose-off used masks properly in designated bins;
- Don't leave a used mask in common areas and surfaces;
- Wash hands after removing the mask;
- Observe safe distancing when talking to your colleagues and clients, and
- Disinfect your work stations and surfaces/frequently touched areas and equipment with commonly available cleaning agents containing alcohol content.

### **3. Hygiene for Common Spaces**

- Foot dip (water with bleach content) will be provided;
- Washing Station with soaps will be provided to maintain hand hygiene
- Hand sanitizer will be provided at the entrances or common spaces.
- Ensure proper ventilation of rooms;
- Sitting arrangements to ensure a minimum distance of 1 meter apart;
- Wipe all frequently touched areas including door knobs, water dispensers, water boilers, door curtains, etc.and
- Keep toilets clean and dry

#### 4. General advisory

- Encouraged to use video-conference/tele-conference whenever and wherever possible;
- Cancel non-critical work events and personal gatherings, and
- Reduce duration and proximity of physical interaction

#### 5. Meals in Office

- Avoid eating in your workstation wherever possible. Workstations are a hotspot for germs that feed on the dropped crumbs;
- If people do need to eat at their desks, clean up properly when finished eating;
- It is also important to clean up the desks after having tea and snacks;
- Do not crowd in the canteen space and make your canteen visit quick and maintain safe physical distance, and
- Getting away from your workstation at lunchtime can be a good way to combat stress and increase your fitness too but ensure to keep the safe physical distance.

#### 6. Clean Together

- Organise weekly cleaning sessions for 20 minutes: *(to be done every Friday afternoon)*;
- Tidying your work space and put away books or files;
- Wipe down surfaces and equipment in shared areas, and
- Sanitize workstations

#### 6. Avoid Presentism

- Take sick leave if you are not well;
- Don't be an illness "hero" – you'll be spreading germs, and
- If you are showing symptoms of any kind of illness, opt for Work-From-Home and observe the WFH protocol.

#### 7. Mental Hygiene

- Meditate, pray or read books for a few minutes daily to enhance wellbeing.

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## Standard Operating Procedures (SOP) for the RAA's ICTD

### New Normal

- a. All ICT services will be delivered as usual;
- b. COVID-19 protocols will be complied strictly;
- c. Encourage virtual meetings and discussions;
- d. Encourage to troubleshoot through electronic platforms (*focal person will guide through any means of communications*);
- e. Physical troubleshooting will be carried out only if it's really necessary.

### Lockdown

1. Make all systems online or remotely accessible;
2. During the time of system failure or any assistance the user shall inform the Focal Person as shown in the table below:

Sl. No	Services	Focal Person	Contact Numbers	Email id
<b>1</b>	AIMS & Audit	Sangay Pemo	17602129	<a href="mailto:spemo@bhutanaudit.gov.bt">spemo@bhutanaudit.gov.bt</a>
	Clearance	Karma Dorji	17234843	<a href="mailto:karmad@bhutanaudit.gov.bt">karmad@bhutanaudit.gov.bt</a>
<b>2</b>	Internet & Connectivity	B.K Subba	17561680	<a href="mailto:bksubba@bhutanaudit.gov.bt">bksubba@bhutanaudit.gov.bt</a>
<b>3</b>	ARMS	Tshering Yangchen	17616030	<a href="mailto:tyangchen@bhutanaudit.gov.bt">tyangchen@bhutanaudit.gov.bt</a>
		Tshering Phuntsho	17914522	<a href="mailto:tphuntsho@bhutanaudit.gov.bt">tphuntsho@bhutanaudit.gov.bt</a>
<b>4</b>	Website	Sangay Pemo	17602129	<a href="mailto:spemo@bhutanaudit.gov.bt">spemo@bhutanaudit.gov.bt</a>
		Bal Kumar	17561680	<a href="mailto:bksubba@bhutanaudit.gov.bt">bksubba@bhutanaudit.gov.bt</a>

3. All systems and Networks will be monitored by the respective ICT personnel.
4. In-case of power failure in the entire office respective focal person of Administration & Finance Section (AFS) shall inform the ICTD Focal at the earliest possible;
5. The RAA Night Guard will be responsible for following activities:
  - He/she will inspect all the critical systems made remotely accessible at-least once in a day

- In case of power failure in the whole zone, he/she will make sure all the systems are rebooted and logged-in (*FUCD users will keep user credentials sticker note on the desktop*)

## **Overall Coordinator**

Robin Gajmer

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Mobile: 17557676

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