

Standard Operating Procedure to Address Issues that need Intervention, Direction, and Prompt Decision

1.0 Purpose

To ensure that issues that need intervention, direction or prompt decision are pursued with clear roles, responsibilities, authorities, and accountability.

2.0 Scope

It applies to the Secretary, Head of Divisions and Services including the Environment Officers.

3.0 Procedure

The channel of communication will be as follows:

- a. An officer will liaise or report to the respective Head of Divisions or Services;
- b. Head of Divisions or Services to the Secretary; and
- c. Secretary may refer or forward any such matter to the Committee or the Commission.

4.0 Responsibility

The Head of Divisions or Services shall be responsible for deciding the issues that need intervention or direction and bringing it to the notice of the Secretary in writing with a copy to the Personal Assistant (PA) for information and record.

The Secretary shall be responsible for the following:

- a. To issue instruction (s) within two working days to the concerned officer in writing;
- b. To decide whether to refer the matter to the committee or the Commission;
 - i. If the issue is to be referred to the Human Resources Committee (HRC), the issue will be forwarded to the Assistant Human Resource Officer for inclusion in the subsequent HRC meeting agenda with a copy to the concerned;
 - ii. If it is to do with Environmental Clearance, the matter will be forwarded to the Chief, EACD for further action; and
 - iii. If the matter is to be referred to the Commission, it will be forwarded to the Head, PPS with a copy to the concerned officer.

The Environment Officers at the Dzongkhags may submit any issue in writing that needs intervention or direction to the PA to the Secretary. The PA shall submit the same to the Secretary within one working day of the receipt of such information.

5.0 Compliance

Every officer is required to adhere to this SOP without fail. In case of non-compliance, the matter may be referred to the HRC by the Secretary.

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