



Standard Operating Procedure

Office of the De-Suung

Contents

1. Purpose	1
2. Call on for De-Suung duty.....	1
2.1 Authority	1
2.2 Procedure for mobilizing De-Suups.....	2
2.2.1 Employed De-Suups	2
2.2.2 Un-employed De-Suups	2
3. Completion/ call- off from duty.....	2
4. During duty period.....	3
5. Procedure for reporting to De-Suung duty.....	3
6. Code of Conduct while on duty	3
7. Grievances and Disciplinary Procedures while on duty	5

1. Purpose

This Standard Operation Procedure (SOP) is proposed to underline the procedure for mobilizing and deploying De-Suups for any service as and when their services are felt deemed necessary to the nation.

2. Call on for De-Suung duty

2.1 Authority

- The Office of the De-Suung Management shall be the only authorized organization to coordinate and mobilize De-Suups through various communications channel including social media
- If any Agency/organization requires the services of De-Suups a request needs to be submitted to the Office of the De-Suung Management. The Director of the De-Suung Management would review and then take appropriate decision to mobile De-Suups for the said assignment.
- For activities in the Dzongkhags, the Dzongkhag Coordinator/Focal person in consultation with the De-Suung Office shall be responsible for mobilizing and coordinating the task.
- During any National disaster, the Office of the De-Suung Management shall be the overall coordinator for the deployment of De-Suups in all the Dzongkhags. Similarly, the respective Dzongkhag Coordinators where the disaster has occurred shall consult and coordinate with the De-Suung Office to facilitate immediate deployment/ search and rescue /reconstruction or rehabilitation operations.

2.2 Procedure for mobilizing De-Suups

2.2.1 Employed De-Suups

- Once the Office of the De-Suung sends out the request for the service of De-Suups, every individual De-Suup wanting to volunteer shall register with the Office of the De-Suung, in person or through telephone or through social media.
- Upon completion of the registration, the Office of the De-Suung shall then issue formal letters addressed to their respective parent organization/agencies requesting them to relieve the De-Suup(s) for duty service.
- Once the registered De-Suups are relieved for duty, they shall submit the copy of the relieving orders from their respective organization/agencies to the Office of De-Suung.
- Upon receipt of the reliving letter, the Office of De-Suung shall send an acknowledgement letter to all respective organizations/agencies that have relieved De-Suups from their offices.

2.2.2 Un-employed De-Suups

- For any un-employed De-Suups wanting to volunteer, he/she shall directly register and then report for duty on the prescribed date and venue.

3. Completion/ call- off from duty

After completion of the call-on duty, the Office of the De-Suung shall:

- **For Civil servants:** Issue relieving order.
- **For Corporate/NGO/Private employees:** Issue individual relieving order and also an acknowledgement /appreciation letter to respective

organization/agencies for contributing to the national call for service. The acknowledgement/appreciation letter shall be either issued by the Office of the Gyalpo Zimpon or the Office of the De-Suung, whichever is deemed appropriate.

4. During the duty period

- The Office of De-Suung shall maintain a record of every day attendance of all De-Suups who have registered and actually volunteered for duty.

5. Procedure for reporting to De-Suung duty

- After registering and availing with leave for duty, every De-Suup shall report on time at the prescribed date and venue.
- All De-Suups shall ensure to carry the following items for duty:
 - ⇒ Minimum two sets of De-Suung uniform (field dress, beret /jap cap);
 - ⇒ Good pair of boots.
 - ⇒ Any other search and rescue operation equipment to be supplied by Office of the De-Suung or personally owned
- De-Suups shall not use their private vehicle for travel to the duty area unless authorized by the De-Suung Management or in the event De-Suung Management transportation is not available.

6. Code of Conduct while on duty

De-Suups who have reported for duty after receiving request from the Office of the De-Suung Management or the Dzongkhag Coordinator shall strictly abide by the following code.

- **Uphold the Principle of De-Suung**

The principles of De-Suups' core values; Unity, Harmony, Integrity, Duty and Courage must be observed at all times.

- **General Code of Conduct**

⇒ All De-Suups shall strictly uphold the De-Suung Code of Conduct as enshrined in the Annexure 2 (Section 2.1) of the De-Suung Charter.

- **De- Suups' Dress Code**

⇒ De-Suups shall, unless authorized by the De-Suung Management, only wear the De-Suung uniform when actually on duty, en-route to or from duty smartly with all the necessary kits.

- **Use of intoxicants or drugs**

De-Suups shall:

⇒ not consume alcohol/drugs while on duty or twelve (12) hours prior to reporting to work.

⇒ not use any controlled substances, narcotics or hallucinogens except when prescribed by a physician for an illness or injury.

⇒ shall not report to work or be on duty under the influence of such drugs unless approved by a physician.

⇒ Not store any alcoholic beverages within the De-Suung barracks/ camps or inside vehicles.

- **Absence from duty**

De-Suups shall:

⇒ Not take any unexplained absence or leave the duty area without seeking proper leave from the representative of the De-Suung Management; and

⇒ Seek leave from the De-Suung Management or representative when expected to be out of duty area or unable to report for assigned duty due to unavoidable circumstances.

- **Insubordination or Disrespect**

De-Suups shall:

- ⇒ treat his/her supervising officers with courtesy and respect;
- ⇒ at all times be humble, civil and orderly; and
- ⇒ control their tempers and exercise the utmost patience and discretion.

7. Grievances and Disciplinary Procedures while on duty

While on duty, any De-Suup facing grievance or any disciplinary action shall be dealt in accordance with Annexure 2 (Section 2.4 and 2.5).