

SOP for ICT Section

Service	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact Nos
Website Updating	Receive Information from Sector Data Punching/Uploading	Information such as report/news/events/NIT/Results	NA	NA	30 mins	Samdrup Tshering Lepcha	stlepcha@tronsa.gov.bt	16914447 / 03-521577
Google Apps Update	Request to DITT of new google apps account Request to DITT transfer of google apps account	Transfer and Appointment Order	NA	NA	20 mins	Samdrup Tshering Lepcha	stlepcha@tronsa.gov.bt	16914447 / 03-521577
Fibre Optic	Receive Complain and forward to BPC	Complain letter/call/email	NA	NA	20 mins	Samdrup Tshering Lepcha	stlepcha@tronsa.gov.bt	16914447 / 03-521577
Establishment and renewal of license for Entertainment Facilities	Receive Application for Establishment OR renewal of license for entertainment facilities	Application letter addressing DELC, Tax Clearance Certificate, License Copy	NA	Technical Standard Checklist	1 week for conducting Inspection, 1 month for new establishment after following up with BICMA	Samuel Pradhan	spradhan@tronsa.gov.bt	17643059 / 03-521577

Technical Service to Schools and other agencies within Dzongkhag	Receive application/call/email	Application related to problems	NA	NA	Depends on the kind of works	Samdrup Tshering Lepcha/ Samuel Pradhan	stlepcha@tro.ngsa.gov.bt	16914447
Maintenance of Network and Network Infrastructure at offices within Dzong	Receive Information /call/via telegram (messaging app)	NA	NA	NA	depends on the nature of work, from 3 mins to 30 mins	Samdrup Tshering Lepcha/ Samuel Pradhan	stlepcha@tro.ngsa.gov.bt	16914447 / 17643059
Setup and Configure Video Conferencing and Virtual Zomdue equipments as and when there is an order from higher Authority at Dzong Office and Gewogs	Assembling of the Equipment at designated Places	Office Order /Circular	NA	NA	30 mins to 1 hrs depending on the Location	Samdrup Tshering Lepcha/ Samuel Pradhan	spradhan@tro.ngsa.gov.bt	16914447 / 17643060
Online Technical Helps to Gewogs and CCs	Through call/Video Conferencing and using software like Team Viewer	NA	NA	NA	30 mins	Samdrup Tshering Lepcha	stlepcha@tro.ngsa.gov.bt	16914447 / 03-521577

