

Draft Standard Operating Procedures for HOTLINE CHANNELS
Technical Support to ESNFI Cluster Partners
Khost EQ Response

Miyamoto has set up below hotline channels to provide uninterrupted technical support related to *Vernacular construction for Khost EQ Response only.*

1. AFGSC_MI_SupportHUBS@miyamotointernational.com
2. Cell Phone: 0711254800
3. WhatsApp Group: <https://chat.whatsapp.com/BVNx4z5TZtq7fx2UE0I1NI>
4. Help Desk (Walkup/in-person to Miyamoto International Desks at UN Hubs in Barmal, Gayan, Spera)

Hotline Channel	While requesting support via Hotline channels, please follow the below pattern for Miyamoto experts to tackle the questions/queries/Asks easily and feed to appropriate professional to respond:
Via Email: Use this medium preferably for seeking technical Support	1. The subject line should read “AFGSC_MI_SupportHUBS_Location” • Location should be one of the following: • Barmal • Gayan • Spera • Kabul– use this for general questions not site specific. 2. Inquiries should be in two categories A) Training Related, special accommodations, alternate locations, etc. B) Technical Support, here we could have several cases • Question based on field conditions (we will determine need for a site visit) • Other technical question 3. The following explanation will be provided in the intro: • Organization Name, I.e. IOM, NRC etc • Point of contact for this request • Name • Email • Phone number/WhatsApp 4. If your request is about a particular building or site, please provide • Nearest hub location • Barmal • Gayan • Spera • MSRAF Village of Site (if not on MSRAF list, please specify) • GPS Coordinate of the Site (Latitude, Longitude) • Background information and technical questions

	• If a site visit is required a representative of the organization shall meet our technical support team and accompany them to the site. • Site visits will be scheduled on a first come first served basis. Once the need for a site visit is confirmed, it will be scheduled with the appropriate team (hub). • The agency/organization shall provide a map of the area sufficient to identify the premises in questions Example for the users: Subject: AFGSC_MI_SupportHUBS_Gayan This is John Doe from IOM based in Kabul. Please, see below IOM point of contact details. John Doe Shelter Program Manager-IOM Afghanistan Jdoe@iom.com +9371xxx92xx11 Nearest Hub: Gayan MSRAF Village of Site: XXXXXX Village Name: XXXXXX (Please input based on MSRAF village names) GPS location: xxxxxxxx, xxxxxxxx IOM is implementing a shelter repair & rebuilding program in Gayan district and need Miyamoto experts to help field engineers to guide on the reparability of a partial damage room from structural engineering stand point. IOM will be happy to facilitate the field visit on Miyamoto tech expert availability. We need this support within this week if it's possible for Miyamoto to support us in this regard. Please let us know the availability of Miyamoto experts to facilitate the field visit.
Via Cell Phone: For queries about training schedule, registration and other training related needs	This hotline is to provide an alternative channel to only those who has no access to internet. Phone will be accessible during work hours on working days only. For Calls/WhatsApp & SMS: Please introduce yourself and agency you belong to, your designation and base. Your questions should be SMART for Miyamoto to respond to it appropriately. Example: Hello, this is Abdallah, Shelter Engineer from Care International based in Gayan. I need Miyamoto technical support to help us in training our skilled laborers next week in Gayan.
Via WhatsApp group: For queries about training schedule, registration and other training related needs	WhatsApp group will be used for general queries; to respect the privacy and confidentiality for the partners. Specific messages need to be referred to Hotline –WhatsApp. It is requested to, avoid-requesting project inputs or guidance -on personal WhatsApp accounts of Miyamoto individuals to ensure consistency and documentation.
Via Help Desk: For queries about training schedule, registration and other training related needs	Miyamoto Hub TL is available in each hub to attend to the support requests. Please reach out to provide necessary information for registering your request for the support request. Please cooperate with the team member attending you, and give reasonable time for the request to get processed and assigned to relevant expert. Please, ask for the follow up time and follow up in the given time. The team will attempt to accommodate requests however, follow-up meeting/appointments may be required and may be scheduled in person (as needed).