

Standard Operating Procedures for Water supply Section, 2020

Copy No.

Proprietary Statement: *This document is intended solely to be used by water supply section of Thimphu Thromde only. The proprietary information may not be used, edited, reproduced, shared or disclosed to any other parties for any purpose in any form without expressed written permission of the undersigned authority.*

SOP No.	Title	Version No.	Total Pages
TT/water supply/003	SOP for Essential Infrastructure Services	1.0	9

Issue Date	Effective Date	Review Period
6 th August 2020	11 th August 2020	2 years

Function	Name	Designation	Signature
Prepared by	Pejore Drukpa	Head, Water Section	
Verified by	Yeshe Wangdi	Chief, Engineer	
Approved by	Kinlay Dorji	Thrompon	

1. Scope

This SOP describes the procedure for delivery of essential water supply related services to the people during lockdown

2. Objective

The objective of this SOP is to ensure uninterrupted water supply to the resident of Thimphu Thromde

3. Responsibility

It is the responsibility of the team identified by Thromde Office to carry out the task.

4. Principle

Uninterrupted water supply to the residents of Thimphu Thromde

5. Requirements

- 5.1. Service vehicles
- 5.2. Necessary repairing tools
- 5.3. Gloves/boots/face masks/face shields

6. Procedure.

- 6.1. Process movement authorization cards with the card issuance unit of RBP for the identified team
- 6.2. Complaints are received through toll free numbers (1009/2550) and will be forwarded to head of Operation Desk and/or directly to the Head of Units.
- 6.3. The Head of Operation Desk will then direct unit head and unit head to lead the team to the sites
- 6.4. If the site is within the building units, a plumber/technicians/team to visit the house with face shield, mask and gloves without physical contact with anyone/anything in the house
- 6.5. If the complaint is for the community water supply system, get one permit card for one representative from the community, wear all safety gears, go to the site, fix it and drop the community representative to the house and get back the card and submit to card issuance unit in IMC.
- 6.6. Inspect all WTPs and report to the Operation Head or the unit Head for maintenance if required

7. Safety

- 7.1. Put on the gloves and mask.
- 7.2. Wash hands regularly or use sanitizers
- 7.3. Avoid physical contact

8. Documentation

- 8.1. Make sure to scan druktrace or complete the Daily attendance register
- 8.2. Update your daily activity logbook and submit to Head, Operation Desk

9. References:

- 9.1. Health Safety protocol of MoH

Standard Operating Procedures for Water supply Section, 2020

Annexure I – Officials and Vehicles deployment along with protocol

Water Supply Program on COVID-19 during Worst Situation

Overall In charge for water: Mr. Penjor Dukpa, Head, Water Supply Section (17602626)

SI No	Coverage	Present Situation	During worst situation	
1	Motithang WTP (6.5MLD) and Motithang Palace	Operate by Yeshe Jamtsho in-charge (24x7), Asst. Engineer with four Technicians	<ul style="list-style-type: none"> The operation of Motithang WTP shall be done by in-charge Yeshe Jamtsho (24x7) with four Technicians, The operation include water source cleaning Operation and Maintenance of Water supply at Motithang Palace shall done by same team 	In-charge Four Technicians 1. D 2. W 3. L 4. K
2	Jungshina WTP (6.5 WTP)	Operate by Mrs. Leki Zangmo in-charge (24x7), with two Technicians	<ul style="list-style-type: none"> The operation of Jungshina WTP shall be done by in-charge Mrs. Leki Zangmo with two Technicians, The operation include water source cleaning 	In-charge Four Technicians 1. K 2. U
3	Dechencholing WTP (1.4MLD)	Operate by Mrs. Choki Dema-charge (24x7), with One Technician	<ul style="list-style-type: none"> The operation of Dechencholing WTP shall be done by in-charge Mrs. Choki Dema with One Technician, The water source cleaning shall be done the North Thimphu Plumber Groups 	In-Charge Technicians
4	Taba WTP (10MLD)	Operate by Mrs. Pema Choden-charge (24x7), with four Technicians from M/s EW and Fine Joint Venture Company	<ul style="list-style-type: none"> The operation of Taba WTP shall be done by in-charge Mrs. Pema Choden with Six Technicians from M/s EW and Fine Joint Venture Company The monitoring Raw Water Transmission line from Dodeyna to Taba WTP and water source cleaning shall be done by Mr. Lok Bir Rai # 17657066 	In-charge M/s EW and Fine Joint Venture Company Mr. D Mr. A Mr. R Mr. P Mr. B Mr. N
5	Chamgang WTP (6.5MLD)	Operate by Mr. Bhim Chettri-charge (24x7), with Two Technicians	<ul style="list-style-type: none"> The operation of Chamgang WTP shall be done by in-charge Mr. Bhim Chettri with three Technicians The water source cleaning shall also be done Same team 	In-charge Two Technicians 1. M 2. M
6	Bore-well at Changzamtog near flyover bridge	Operate by Mr. Phib Dhoj, Pump operator	<ul style="list-style-type: none"> The operation of bore well shall be done by Phib Dhoj However the movement of operator shall be restricted within Changbamdu Pump station and Bore-well at Changzamtog below flyover bridge 	Operate
7	Kuengacholing Water Tank	Operate by Mrs. Choden, Tank Operator	<ul style="list-style-type: none"> Operation shall be done by Mrs. Choden, Tank operator (Supplying water to the upper Motithang, Zilukha and Kawajunsa) However the movement of tank operator shall be restricted within the tank boundary 	Operate

Standard Operating Procedures for Water supply Section, 2020

8	Three Tank at Motithang	Operate by Mrs. Ran Maya Thapa Tank operator	<ul style="list-style-type: none"> • Operation shall be done by Mrs. Ran Maya Thapa, Tank operator (Supplying water to the Lower Motithang, Changangkha, Chang Lam, Hongkong, Market PWD Colony and Dantak Hospital Area) • However the movement of tank operator shall be restricted within the tank boundary 	Operat 17642
9	RICB waterTank	Operate by Mr. Manbir Gurung Tank Operator	<ul style="list-style-type: none"> • Operation shall be done by Mr. Manbir Gurung, Tank operator (Supplying water to the RICB colony, Chang Lam, PWD Colony and Dantak Hospital Area) • However the movement of tank operator shall be restricted within the tank boundary 	Operat 17664
10	Hospital Tank at Changzamtog	Operate by Mr. Bakta Bdr. Gurung Tank operator	<ul style="list-style-type: none"> • Operation shall be done by Mr. Bakta Bdr. Gurung, Tank operator (Supplying water to the Changzamtog area) • However the movement of tank operator shall be restricted within the tank boundary 	Operat 17642
11	Changedaphu Tank	Operate by Mr. Palman Tamang, Tank operator	<ul style="list-style-type: none"> • Operation shall be done by Mr. Palman Tamang, Tank operator (Supplying water to the Changedaphu and Changzamtog area) • However the movement of tank operator shall be restricted within the tank boundary 	Operat
12	Kuenselphodrang Tank	Operate by Mrs. Tshering Dema Tank operator	<ul style="list-style-type: none"> • Operation shall be done by Mrs. Tshering Dema, Tank operator (Supplying water to the Changbangdu and Changzamtog area) • However the movement of tank operator shall be restricted within the tank boundary 	Operat 17327
13	Changbangdu Tank and pump operator	Operate by Mrs. Tenzin Chokey, Tank operator	<ul style="list-style-type: none"> • Operation shall be done by Mrs. Tenzin Chokey, Tank operator (Supplying water to the Changbangdu and Changzamtog area) • However the movement of tank operator shall be restricted within the changbangdu, (Three tanks at three difference location) 	Operat 17709
14	BCCI Tank	Operate by Mrs. Dhan Maya Gurung, Tank operator	<ul style="list-style-type: none"> • Operation shall be done by Mrs. Dhan Maya Gurung, Tank operator (Supplying water to the Norzin Lam, Chang Lam, Clock Tower area, Changlingmeythang and CFM area) • However the movement of tank operator shall be restricted within the tank boundary 	Operat 17722
15	YDF Water tank and water Pump	Operate by Mrs. Yangzom, Tank and pump operator	<ul style="list-style-type: none"> • Operation shall be done by Mrs. Yangzom, Tank operator (Supplying water to Hospital, Hongkong Market and Norzin Lam) • However the movement of tank operator shall be restricted within the tank boundary 	Operat
16	Yangchenphu Water tank	Operate by Mrs. Kinley Dema, Tank operator	<ul style="list-style-type: none"> • Operation shall be done by Mrs. Kinley Dema, Tank operator (Supplying water to Yangchenphu area) • However the movement of tank operator shall be restricted within the tank boundary 	Operat
17	Dzong Tank and water pump	Operated by Mrs. Namgay Dema, Tank and pump operator	<ul style="list-style-type: none"> • Operation shall be done by Mrs. Namgay Dema, Tank operator (Supplying water to Dzong area, Kawajunsa and Hejo area) • However the movement of tank operator shall be restricted within the tank boundary 	Operat
18	Operation of Langjophakha Tanks	Operate by Mrs. Delma Bal, Tank operator	<ul style="list-style-type: none"> • Operation shall be done by Mrs. Dema Bal, Tank operator (Supplying water to Langjophakha area) • However the movement of tank operator shall be restricted within the two tank at difference location 	Operat
22	Emergency response during	Coordinate by respective Zone area	<ul style="list-style-type: none"> • The emergency response during the Mainline breakdown shall be done by pulling some of the Zone Plumbers with four following back up plumbers: 	Respo

Standard Operating Procedures for Water supply Section, 2020

	Mainline breakdown	in-charge by pulling zone plumbers	a. Mr. Bhupal Chhetri # 77366388 b. Mr. Aita Singh Rai # 77763280 c. Mr. Som Bdr. Lho # 17241785 d. Mr. Kinzang Dechen	
24	Customer Service for Responding toll free Hot line 2550	Operating by Mrs Sangay Zangmo.	• The Customer service toll free hotline 2550 shall be operate by following the three person rotational basis: a. Mrs. Sangay Zangmo #17340242 b. Mrs. Phub Zam # 17630540 c. Mrs. Deki # 17361825	In-ch

Operation and Maintenance of Water Supply in Core Thimphu City (Changbangdu, Changzamtog, Changedaphu, Yangchenphu Area, Norzin Lam, Chang Lam, Chubachu area, RAPA, Trashichodzong, Zilukha, Kawajungsa, Changgangkha, Motithang)

Overall In-Charge: Mr. Pema Thekcho, Asst. Engineer (#177760993) and Technician Kinley Norbu (#17659431)

SI #	Responsibility during worst situation of Zone Plumbers in Core Thimphu City	Name of Plumber
1	Monitoring water supply to Upper Motithang above Rabten Lam and Kawang Lam till Motithang stream	Mr. Yadav Chhetri
2	Monitoring water supply to Lower Motithang, Changangkha below Rabten Lam JICA office, RICBL/NPPF colony, YDF area,, BBS office, MoIC, DRC office, MoIC, NRDC Office, MoEA: Zone Plumber	Mr. Hemlal Samal
3	Monitoring water supply to Core area, Dantak Hospital area, PWD Colony, Kelki School, Hongkong market, Norzin Zam, Chubachu area till Chang lam	Mr. Ram Kumar Gurung
4	Monitoring water supply to Finance Colony, Kawangjungsa, Zikukha, Trashichodzong area	Mr. Bal Bdr. Rai
5	Monitoring water supply to Chanzamtog area starting from flyover bridge below the Zeri Lam above Wangchu till Lungtenzam and memorial Chorten: Zone Plumber:	Mr. Sangay Tshering
6	Monitoring water supply to Changbangdu, Upper Changzamtog above Zeri Lam and Changedaphu area	Mr. Jevan Kumar Gurung
7	Monitoring water supply to Yangchenphu area, CFM area, Changlingmethang below Chang Lam: Zone Plumber	Mr. Rinchen Dorji
8	Monitoring of Dodeyna Water Supply (Main pipeline from Dodeyna to Taba WTP, Taba WTP to Yangchenphu and Changiji, Taba WTP to Motithang, three Tanks	Mr. Lok Bir Rai

Standard Operating Procedures for Water supply Section, 2020

Operation and Maintenance of Water Supply in South Thimphu City (Changiji, Olakha, Lungtenphu, Simtokha, Lubding, Babesa, Serbithang)

Overall In-Charge: Mr. Jiwan Sherpa, Jr. Engineer (#17977475) and Technician Chhimi Dorji (# 17585293)

SI #	Responsibility during worst situation of Zone Plumbers in South Thimphu City	Name of Plumber
1	Monitoring water supply to the Changiji area	Mr. Ash Kumar Rai (Zone plumber) Mr. Preeti Dhan Rai (Tank operator)
2	Monitoring water supply to The Olakha and Lungtenphu area	Mr. Dawa Tshering
4	Monitoring water supply to the Lubding area	Mr. Wangdi
5	<ul style="list-style-type: none">Monitoring water supply to the Simtokha, Babesa, areaWater Source cleaning at RTC and Chamgang	Mr. Budha Ram Galley #77296983, Mr. Kharka Bahadur Gurung # 17569221, Mrs. Samten Wangmo # 17952461 Mr. Dorji Sumden # 17909705
6	Monitoring the Mainline from Chamgang WTP to Olakha and Babesa Tanks	Mr. Kelzang Thukten # 17431073
	Monitoring the Mainline from Chamgang to Simtokha E-4 area	Mr. Sangay Wangchuk # 77855293

Operation and Maintenance of Water Supply in North Thimphu City (Hejo, Samtenling, Jungshina, Langjophakha, Taba and Dechencholing)

Overall In-Charge: Mr. Pema Thekcho, Asst. Engineer (#177760993) and Technician Ram Kumar Rai (#17974574/77974574)

Responsibility during worst situation of Zone Plumbers in South Thimphu City	Name of Plumber	Remarks
Monitoring water supply to the Jungshina and Samtenling area	Mr. Ugyen	Contract No: 1763

Standard Operating Procedures for Water supply Section, 2020

Monitoring water supply to Hejo and Langjopha area	Mr. Mano Raj	Contract No: 1728
Monitoring water supply to Taba Area	Mr. Tara Galley	Contract No: 1799
Monitoring water supply to Dechencholing area	Mr. Nima Dorji Tamang	Contract No: 1775

Back up plan for emergency water supply

For backup plan for water supply during the emergency situation following water taker shall be used

SI #	Water Tanker RSTA Registration No	Driver	Rem
1	BG-1-A0823 (6000 L Capacity)	Mr. Tara Samal # 17767399	
2	BG-1-A0826 (9000L Capacity)	Mr. Norbu # 17343482	
3	BG-1-A0322 (3000L Capacity)	Mr. Kinley #77208655	

Standby for emergency from the Private Company

SI No	Name of Company	Contract No:	Remark
1	M/s SL construction Pvt. Ltd	17110702	
2	M/s SL construction Pvt. Ltd	17113950	
3	M/s JM Builder	17601830	
4	M/s NTTA Construction	17115225	

Note: The water shall be filled from Jungshina WTP

For pick and drop of Plumbers and transportation of pipes and fittings to the site, following pool vehicle shall be used

1. Hilux BG-1-A2132 Driver Tara Gurung # 17624210 for Core and North Thimphu

Standard Operating Procedures for Water supply Section, 2020

2. Hilux BG-1-A1683 Driver Mindu Wangdi # 17951544 for South Thimphu
3. DCM BG-1-A0724 Driver Jigme Namgyel # 17517890

For emergency Machineries

1. JCB BG-1-A0725 Operator Mr. Tenzin Chozang # 77478806
2. Wheel Excavator operator BG-1-A0010 Mr. Ngawang Chogyel # 77628094/Kinley Rinzin # 27358162

Thromde Procurement/Store Section Contract details

1. Mr. Sonam Rinzin, Procurement Officer # 17849510
2. Mr. Thinley Store Officer #17421610
3. Mrs. Pema Tshomo, Store Asst. #772265