

## Standard Operating Procedures for Stock Center, 2020

Copy No.

**Proprietary Statement:** *This document is intended solely to be used by Stock Centers 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/Stock Center/007	SOP for Stock Centers	1.0	7

Issue Date	Effective Date	Review Period
6 <sup>th</sup> August 2020	11 <sup>th</sup> August 2020	2 years

Function	Name	Designation	Signature
Prepared by	Karma Dorji	Planning Officer	
Verified by	Yeshe Wangdi	Chief ADM Officer	
Approved by	Kinlay Dorji	Thrompon	

### 1. Scope

This SOP describes the procedure for delivery of essential items from stock centers during lockdown

### 2. Objective

The objective of this SOP is to ensure delivery of essential items from the stock centers to the resident of Thimphu Thromde

### 3. Responsibility

## ***Standard Operating Procedures for Stock Center, 2020***

---

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

### **4. Principle**

Uninterrupted sewer services to the residents of Thimphu Thromde

### **5. Requirements**

1. 5 Utility vehicles
2. Gloves/face masks/face shields

### **6. General Procedure.**

1. Thromde shall undertake home delivery services from the stock centers in case of complete lockdown, i.e. at least for first 48 hours
2. All the 8 centers will have 8 different wholesalers with 1 back up wholesaler identified in consultation with MoEA
3. Re-stocking of wholesalers will be facilitated by MoEA
4. Transportation Desk to liaise with RSTA to ensure 5 government light vehicles with driver to each centers for facilitating stock center operation
5. Dessung Office shall ensure 20 dessups in each stock centers for facilitating stock center operation
6. Based on the epidemiological advice of MoH or as per the government's directives of lockdown relaxation, those shops (identified and approved in consultation MoEA) which can deliver or has online shopping platform can be opened for delivery only
7. During more relaxation phase as per the government's directives or MoH advice, the zone wise shop opening can be implemented
8. The zone wise shop opening will be implemented by Thromde based on the guidelines developed by the Government
9. The Ministry of Economic Affairs shall identify retailers/wholesalers/suppliers who can deliver to the door step
10. The identified retailers/wholesalers/suppliers shall deliver items as requested with strict compliance to the health safety protocols

## ***Standard Operating Procedures for Stock Center, 2020***

---

11. For POL and LPG services, the households shall contact the MoEA identified POL retail outlets and LPG depots (Will be announced in the media). The MoEA to have clear SOPs on how to operate POL services and LPG outlets
12. Pharmaceutical services will be provided through DRA identified Pharmacies based on their SOP. The Pharmacies to deliver the items to home avoiding physical contact during complete lockdown.
13. The prices for the home delivered items such as LPG/Pharmacy will have to be regulated by the RTIO/DoT/DRA
14. All retailers, pharmacies, POL retail outlets including LPG depots, whole sale dealers and FCBL shall encourage online payment to minimize physical contact.
15. RBP (Traffic Division) shall facilitate the movement of authorized vehicles for home delivery services.
16. For those who are economically vulnerable families, refer them to toll free numbers 1184 to 1188.
17. FCBL shall provide credit facilities for essential items in some unavoidable circumstances
18. Each stock centers shall have 20 Dessups ensure adherence to health protocol (Social Distancing, hand washing, wearing of facemask, and usage of Druk Trace App) and also to facilitate supply and monitor.
19. The logistic desk to ensure proper logistic arrangements for all Officials involved during lockdown
20. Follow Self-containment protocol of MoH

### **7. Mode of Operation of Stock Centers**

1. Each center will have Thromde Thuemi, Concerned School Principal, 2-3 Thromde Officials, volunteers (if any), stock managers of wholesalers and FCBL, 20 dessups, 5 government vehicles with drivers
2. People will place their orders through toll free numbers 1009 at the call center
3. Call center will be manned by 40 dessups volunteers as 40 agents
4. The call center agents will then list the items requested in the Google sheet which can be viewed by all Stock Center team

## ***Standard Operating Procedures for Stock Center, 2020***

---

5. There shall be 4 team formed –Order receiving team, packaging team, loading team and transportation team
6. The order receiving team in the stock center will then coordinate with the stock managers of FCBL and Wholesalers to deliver the requested items
7. The packaging team will then pack all things requested and handover to transporting team who will then dispatch to the people
8. The time for operation can be from 9:00AM till 7:00PM.

### **8. Safety**

1. Put on the gloves and mask.
2. Wash hands regularly or use sanitizers
3. Avoid physical contact

### **9. Documentation**

1. Make sure to scan druktrace or complete the Daily attendance register
2. Update your daily activity logbook and submit to Head, Info. and Comm. Desk/ Operation Desk

### **10. References:**

1. Health Safety protocol of MoH

## ***Standard Operating Procedures for Stock Center, 2020***

### *Annexure I – Person deployment in 8 Stock Centers*

<b>Stock Centers</b>	<b>Service Area</b>	<b>Thuemi &amp; Contact No.</b>	<b>Manager 1 &amp; Contact No.</b>	<b>Manager 2 &amp; Contact No.</b>	<b>Backup Manager &amp; Contact No.</b>
1) DDechenchholing HS School	Kabesa, Dangrina, Dechenchholing, Taba, Dragongma	Ugyen, 17674872	Karma Lhendrup, 17415843	Sonam Tenzin, 17161110	Tashi 17332734
2) ZZilukha MS School	Pamtsho, Jungzhina, Samtenling, Hejo, Zilukha, Langjophakha, Kawajangsa	Ugyen Penjor, 17172770	Sonam Namgay, 17699438	Sonam Yenor Wangchuk, 17235961	Tandin Bidha 17839928 Srijana 17317796
3) MMotithang HS School	Motithang	Dorji Dema, 17963076	Ugyen Dorji Tshechu, 17908007	Sonam Tshering, 17657547	Chenga Tshering 17312326
4) Changangkha MS School	Changangkha	Rinzin Dorji, 17116181	Tshering Dorji, 17242010	Thukten Thinley, 17946938	Sonam Zangpo 17872935 Tshewang Pelden 17485711
5) LLungtenzampa MS School	Core Town, YHS	Kinga Yoenten, 17640193	Kinley Yangdon, 17350214	Jangchub Choden, 17641023	Sherab Tshomo 17349201
6) CChangzamtog MS School	Chang-gedaphu, Hospital area, Changzamtog, Changbangdu, Changjiji	Ranger Passang 17267507	Ugyen Dorji, 17259788	Pema Tashi, 17594052	Tshering Dem 17326483 Tshering Phuntsho 17856307
7) LLoselling MS School	Samarzingkha, Lungtenphu, Olakha,	Phub Dem, 17671707	Sonam Jamtsho, 17709334	Pema Zangley, 17550571	Durga Prasad 17965505 Singay Dorji 17547179
8) BBabesa Primary School	Simtokha, Babesa, Serbithang, Depsi, Ngabiphu, Bjazam	Namgay Tshering, 17604871	Teknath, 77845444	Shera Dolkar, 77235353	Roshan Rai 17256820 Sonam Tobgay 17840396

## ***Standard Operating Procedures for Stock Center, 2020***

### *Annexure II- Vehicles Deployed in 8 Stock Centers*

<b>LIGHT VEHICLES DEPLOYED FOR DUTY</b>								
<b>SL#</b>	<b>Agency</b>	<b>Reg. No</b>	<b>Name of the Driver</b>	<b>Mobile No</b>	<b>Type</b>	<b>Location of Driver</b>	<b>Age</b>	<b>Area Of deployment</b>
1	Department of Hydro-Power and Power Systems	BG-1-A-2029	Yuv Raj Dhahal	17737221	Toyota (Hilux)	Changzamtog (Thunpapenzhi building)	31	Motithang
2	Department of Renewable Energy	BG-1-A2556	Dorji Rinzin	77381420	Toyota Hilux	Changgidhaphu (Kalabazer)	45	Motithang
3	Department of Geology & Mines	BG-1-A1808	Karma Tenzin	77612845	Toyota (Hilux)	Main town	38	Motithang
4	DS	BG-1-A3238	Jigme Dorji	17386503	Hilux	Chubachu	32	Motithang
5	DoC	BG-1-1485	Rinchen Wangda	17776215	Hilux	Olakha	31	Motithang
6	Regional Trade & Industry Office, MoEA Thimphu	BG-1-A3003	Drakpola	17703880	Mitsubishi Hilux	Changjiji	44	Changangkha
7	Department of Industry	BG-1-A3275	Ugyen Tshering	17746146	Toyota Hilux	Changjiji	40	Changangkha
8	Department of Hydro-Power and Power Systems	BG-1-A-2210	Sonam Zangpo	77410277	Toyota (Hilux)	Police camp	35	Changangkha
9	DCSI	BG-1-A1714	Namgay	17612093	Toyota (Hilux)	Thai Temple	49	Changangkha
10	Department of Trade	BG-1-A2600	Galey	17495762	Toyoto (Hilux)	Pension Colony	30	Changangkha
11	DoR	BG-1-A3301	Dorji Khandu	17455703	Hilux	Chuphakha (near river view hotel)	23	Babesa
12	Department of Roads	BG-2-A1113	Ugyen	17670024	Toyota Hilux	Changjiji	43	Babesa
13	Department of Roads	BG-1-A3016	Chogyal	17443333	Toyota Hilux	Changjiji	47	Babesa

## *Standard Operating Procedures for Stock Center, 2020*

14	Department of Roads	BG-1-A2701	Dawa Wangchuk Tamang	77410203	Toyota Hilux	Changzomtog	33	Babesa
15	Department of Roads	BG-1-A2700	Sheri	17613995	Toyota Hilux	Changjiji	50	Babesa
16	Department of Roads	BG-1-A2962	Samdrup	17640411	Toyota Hilux	Changjiji	46	Olakha/Changbangdu
17	Department of Engineering Services	BG-1-A2197	Khandu	17601324	Toyota Hilux	Changjiji	48	Olakha/Changbangdu
18	Department of Engineering Services	BG-1-A3075	Pelden Wangchuk	17411735	Toyota Hilux	Olakha	29	Olakha/Changbangdu
19	Department of Engineering Services	BG-1-A1655	Lungten Darjay	17762595	Toyota Hilux	Motithang	54	Olakha/Changbangdu
20	Department of Human Settlement	BG-1-A0024	Karma	17378305	Toyota Hilux	Motithang	40	Olakha/Changbangdu
21	MOF, Secretariat	BG-1-A2045	Pekar Dorji	17373745	Hilux (Vigo)	Changjiji	36	Taba/Dechenchoeling
22	MOF, Secretariat	BG-1-A2046	Tendrel Cheku	17624791	Hilux (Vigo)	Changzoamtog	43	Taba/Dechenchoeling
23	MOF, Secretariat	BG-1-1213	Tshering Nidup	77492829	Toyota Hilux	Taba	32	Taba/Dechenchoeling
24	DoI	BG-1-1298	Choki Gyeltshen	17680241	Hilux	Changjiji	36	Taba/Dechenchoeling
25	DoC	BG-1-A2104	Jigme Tenzin	17775565	Pajro	Pamtsho	35	Taba/Dechenchoeling
26	Department of Agriculture	BG-1-A1745	Chador Phuntsho	17654090	Hilux	Changjiji	42	Jungshina/Pamtsho
27	Department of Agriculture	BG-1-A3059	PemaThinley	77228844	Hilux	Taba	35	Jungshina/Pamtsho
28	DoFPS, SFED	BG-1-A3191	Tenzin Lhendup	17613823	Hilux	Changjiji	38	Jungshina/Pamtsho
29	Department of Human Settlement	BG-1-A2605	Tshering Dorji	17963005	Tata Xenon	Changjiji	50	Jungshina/Pamtsho
30	DCRC	BG-1-A3000	Kinley Dorji	77842601	Hilux	Babesa	26	Jungshina/Pamtsho

***Standard Operating Procedures for Stock Center, 2020***

31	DoFPS, NCD	BG-1-A3187	Jambay Gyeltshen	17904799	Hilux	Taba	33	Norzin
32	MoIC	BG-1-A2948	Sonam Dorji	17797855	M/Bolero	Lungtenphu	38	Nozin
33	SPBD, DoS, MoE	BG-1-A2997	Nidup	17639760	L200	Changjiji	47	Norzin
34	SPBD, DoS, MoE	BG-1-A3062	Tshewang	17619943	Scropio	Simtokha	39	Norzin
35	DoI	BG-1-A3188	Kinley Tshering	17636308	Hilux	Changjiji	52	Nozin
36		BG-1A2290	Teshewang Rinzin	17960252	Hilux			Changzamtog
37		BG-1-A2962	Samdrup	17640411	Hilux			Changzamtog
38		BG-1-A0024	Karma	17378305	Hilux			Changzamtog
39		BG-1-A2988	Tashi Dorji	17853694	Hilux			Changzamtog
40		BG-1-A1655	Lungten Dargay	17762595	Hilux			Changzamtog