

## Standard Operating Procedure (SOP) for EXPORT and IMPORT from formal Point of Entry (PoE)

### A. EXPORT

Location of Concern (LoC)	Agency Responsible	Responsibility; Action Sequence	Remarks; Backend & Timebound
LoC 1 Main gate PoE/ Pelzomthang	Exporter	<ol style="list-style-type: none"> <li>1. Inform the RD (Trade) and RD shall seek approval from Incident Commander.</li> <li>2. The vehicle number, type of vehicle, name of driver and identification of the driver, and the details of loading team (name, age, CID and contact number) shall be shared with the RSTA electronically one day prior to the arrival of foreign trucks to lift the export goods.</li> <li>3. Shall communicate the party (foreign importer) to ensure tarpaulin of the rear side is rolled up in advance before entering the formal PoE.</li> <li>4. Also notify that no items whatsoever are possessed while entering the gate.</li> <li>5. Focal person of the exporter shall be identified and make accountable to ensure smooth export and any lapses.</li> </ol>	<p>This action shall be carried out a day before the actual day of export and latest by 3PM.</p> <p><b>Entry time:</b> 6AM to 5:30PM; and <b>Exit time:</b> Latest by 10PM on same day.</p>
LoC 1	RSTA	<ol style="list-style-type: none"> <li>6. After getting the information from the exporter, the same shall be shared with the SP (RBP), RD (Immigration), RD (Customs) and CMO for entry/ record into the system.</li> </ol>	<p>This action shall be carried out on the same day of the request placed by exporter.</p>
LoC 1	RTI	<ol style="list-style-type: none"> <li>7. RD (Trade) shall inform the Incident Commander and coordinate with SP (RBP), RD (immigration), RD (customs) and CMO and share the date and time of entry of truck to lift the export items.</li> </ol>	

LoC 1	RBP	<p><b>8.</b> The RBP shall confirm the number of loaders at the stockyard and ensure the readiness of loading fulfilling containment measures.</p> <p><b>9.</b> The RBP shall inform the exporter and agencies involved (RTI, RRCO, RSTA, DeSuup, Immigration, Health) for the readiness of export.</p>	In the event if the export is not ready at the stockyard, entry of truck shall be not facilitated.
LoC 1	RBP	<p><b>10.</b> The RBP directs the foreign importer to wash hand with soap and water and refer him/her to health counter for fever screening.</p> <p><b>11.</b> Ensure the tarpaulin of the rear end is rolled up before entering the PoE.</p>	In the event if either of driver or Importer has high fever reading Temperature: ( $\geq 37.3^{\circ}\text{C}$ ).
LoC 1	Health	<b>12.</b> With proper PPE, the health official shall do the temperature screening and record foreign importer's details.	Proper PPE refers to face shield, face mask, disposable hand gloves and gumboots.
LoC 1	RBP	<b>13.</b> Opens the walkway with proper PPE for the entry of foreign importer to put the cash into the designated safe case.	Proper PPE refers to face shield, face mask, disposable hand gloves and gumboots.
LoC 1	Foreign Importer	<b>14.</b> Exits walkway immediately after the properly packed cash is put into the safe case.	
LoC 1	RBP	<b>15.</b> Closes the walkway with proper PPE.	Proper PPE refers to face shield, face mask, disposable hand gloves and gumboots.
LoC 1	BAFRA	<b>16.</b> After foreign importer exits and closing of walkway, red cross on duty disinfects the cash including the walkway and gate without handling the packed cash in the safe case.	Support from BRCS & BCCI
LoC 1	RBP	<p><b>17.</b> Wearing gloves, locks the safe case.</p> <p><b>18.</b> Disinfects the key by health official on duty.</p>	

		<p><b>19.</b> Removes the hand gloves and washes hand properly with soap and water.</p> <p><b>20.</b> Takes the key and collects the cash after 72 hours of quarantine from the designated safe case.</p>	
<b>LoC 1</b>	RBP	<p><b>21.</b> Verify the details of truck visually before entering the gate.</p> <p><b>22.</b> Open the gate with proper PPE.</p> <p><b>23.</b> Truck moves in front of main gate.</p>	Details of the vehicles are maintained in the usual register.
<b>LoC 1</b>	BAFRA	<p><b>24.</b> Carry out disinfection of the truck.</p>	<p>Areas to be disinfected:</p> <ul style="list-style-type: none"> <li>- Door knobs</li> <li>- Window pans</li> <li>- Rear loading end</li> <li>- Cabin stair case</li> </ul>
	RBP	<p><b>25.</b> Directs the movement of the truck till the red marked area.</p> <p><b>26.</b> Truck parks and doesn't cross beyond the red marked area.</p> <p><b>27.</b> Instruct the driver to remain in the truck throughout.</p> <p><b>28.</b> Ensure the driver wears face mask throughout.</p>	
	Immigration	<p><b>29.</b> Verify the driver details based on the documents received electronically.</p> <p><b>30.</b> Mounts the viewing ladder and inspects the cabin of the truck and ensures no unauthorized people accompanied and any items.</p> <p><b>31.</b> Caution the driver on the possession of whatsoever items.</p>	
<b>LoC 1</b>	RBP	<p><b>32.</b> Directs the movement of the truck.</p>	
<b>LoC 2</b> On-way (between PoE & stockyard)	DeSuup	<p><b>33.</b> Escorts the truck to designated loading area (stockyard).</p> <p><b>34.</b> Only one truck at a time shall be allowed and escorted to a stockyard.</p>	Exceptional for DCCL & DPL export. However, shall operate under proper SOP.

<b>LoC 3</b> Stockyard	DeSuup	<p><b>35.</b> Directs truck is parked to a designated loading bay.</p> <p><b>36.</b> Loaders shall put on PPE and carry out loading.</p> <p><b>37.</b> During the loading DeSuup on duty (one who escorted the truck) shall monitor the loading as well as ensure truck driver do not come out and loaders do not move beyond permissible area.</p> <p><b>38.</b> In case of emergency nature call, DeSuup on duty shall escort the driver with proper PPE to designated washroom.</p>	<p>PPE refers to:</p> <ul style="list-style-type: none"> <li>- Face mask</li> <li>- Utility hand gloves</li> <li>- Gumboots</li> </ul>
<b>LoC 3</b>	Bhutanese Exporter	<b>39.</b> Get ready with the export documents prior to the departure of truck.	Shall prepare two sets of documents beforehand.
<b>LoC 2</b>	DeSuup	<b>40.</b> After loading is completed, same DeSuup shall escort the truck to the main gate (exit point).	Meanwhile, the truck awaiting his entry shall be informed in advance for following the initial procedures as stated in LOC 1.
<b>LoC 3</b>	Loaders	<p><b>41.</b> Remove their gloves and dispose to a designated garbage bin identified by the exporter. If reusable, gloves shall be washed thoroughly with the soap and water and sun/air dried.</p> <p><b>42.</b> Escort to their designated accommodation area.</p> <p><b>43.</b> Upon reaching to their place, they shall remove their cloths and take proper shower.</p> <p><b>44.</b> They shall not freely move beyond the designated premises.</p> <p><b>45.</b> Not allow to intermingle or share edibles, eg. doma and tobacco items with driver and other loaders and staffs.</p>	Movement of the loaders shall be facilitated by a dedicated vehicle and driver (who shall also be accommodating in the same area).
<b>LoC 4</b>	Bhutanese Exporter	<b>46.</b> Handover the export documents to the customs, BAFRA and Forests, if required.	Handing documents to the integrated check post and shall be in a tray and

Integrated Check Post (ICP)			disinfected before and after.
<b>LoC 4</b>	Customs, Immigration, BAFRA, Forests	<b>47.</b> The concerned law enforcing agencies shall verify and endorse the documents.	
<b>LoC 4</b>	Bhutanese Exporter	<b>48.</b> Receive and handover a copy of an endorsed document in a tray.	
<b>LoC 1</b>	RBP	<b>49.</b> Opens the gate with proper PPE and allow the vehicle to exit. <b>50.</b> Close the gate.	

#### B. IMPORT

Location of Concern (LoC)	Agency Responsible	Responsibility; Action Sequence	Remarks; Backend & Timebound
<b>LoC 1</b> Main gate PoE/ Motanga PoE	Bhutanese Importer	<ol style="list-style-type: none"> <li><b>1.</b> Inform the RD (Trade) and RD shall seek approval from Incident Commander.</li> <li><b>2.</b> The vehicle number, type of vehicle, name of driver and identification of the driver, and the details of loading team (name, age, CID and contact number) shall be shared with the RSTA electronically one day prior to the arrival of foreign trucks to lift the export goods.</li> <li><b>3.</b> Shall communicate the party (foreign importer) to ensure tarpaulin of the rear side is rolled up in advance before entering the formal PoE.</li> <li><b>4.</b> Also notify that no items whatsoever other than declared are possessed while entering the PoE gate.</li> </ol>	<p>This action shall be taken one day before the actual day of import and latest by 3PM.</p> <p><b>Entry time:</b> 6AM to 5:30PM; and <b>Exit time:</b> Latest by 10PM on same day. (except for national transit with escort)</p>

		<b>5.</b> Focal person of the importer shall be identified and make accountable to ensure smooth import and any lapses.	
<b>LoC 1</b>	RSTA	<b>6.</b> After getting the information from the importer, the same shall be shared with the SP (RBP), RD (Immigration), RD (customs) and CMO for entry/ record into the system.	This action shall be taken on the same day of the request placed by importer.
<b>LoC 1</b>	RTI	<b>7.</b> RD (Trade) shall inform the Incident Commander and coordinate with SP (RBP), RD (Immigration), RD (customs), BAFRA and CMO and share the date and time of the entry of consignment truck.	
<b>LoC 1</b>	RBP	<b>8.</b> Confirm the number of loaders at the stockyard and readiness of the unloading fulfilling containment measures. <b>9.</b> Inform the importer and agencies involved (RTI, RRCO, RSTA, BAFRA, DeSuup, Immigration, Health) for the readiness of unloading.	In the event if the unloading is not ready at the stockyard, entry of truck shall be not facilitated.
<b>LoC 1</b>	RBP	<b>10.</b> Directs the driver to wash hand with soap and water and refer him/her to health counter for fever screening.	In the event if driver has high fever reading ( $\geq 37.3^{\circ}\text{C}$ ), the entry is not permitted.
<b>LoC 1</b>	Health	<b>11.</b> With proper PPE, the health official shall carry out temperature screening and record the driver details.	
<b>LoC 1</b>	RBP	<b>12.</b> Verify the details of truck visually before entering the gate. <b>13.</b> Open the gate with proper PPE. <b>14.</b> Truck moves in front of main gate.	Proper PPE refers to face shield, face mask, disposable hand gloves and gumboots.
<b>LoC 1</b>	BARFA	<b>15.</b> Carry out disinfection of the truck.	Areas to be disinfected: <ul style="list-style-type: none"> <li>- Door knobs</li> <li>- Window pans</li> <li>- Rear loading end</li> <li>- Cabin stair case</li> </ul> (for LPG trucks only surface decontamination)

	RBP	<p><b>16.</b> Directs the movement of the truck till the red marked area.</p> <p><b>17.</b> Truck parks and doesn't cross beyond the red marked area.</p> <p><b>18.</b> Instruct the driver to remain in the truck throughout and ensure wearing of face mask.</p>	
	Immigration	<p><b>19.</b> Verify the driver details based on the documents received electronically.</p> <p><b>20.</b> Mounts the viewing ladder and inspects the cabin of the truck and ensures no unauthorized people accompanied and any items.</p> <p><b>21.</b> Caution the driver on the possession of whatsoever items.</p>	
LoC 1	RBP	<p><b>22.</b> Directs the movement of the truck in front of the Customs office.</p>	
LoC 4 ICP	Importer	<p><b>23.</b> Importer shall receive documents in a labelled tray and scan it.</p> <p><b>24.</b> The scanned documents shall be sent to the Customs counter for verification electronically.</p> <p><b>25.</b> The original document is then placed in the document quarantine drop box and quarantine for 48 hours.</p>	
LoC 4	BAFRA	<p><b>26.</b> The tray shall be disinfected by the BAFRA on duty.</p>	
LoC 2 On-way (between PoE & stockyard)	DeSuup	<p><b>27.</b> Escorts the truck to designated unloading area (stockyard).</p> <p><b>28.</b> One truck shall be allowed and escorted to a stockyard.</p>	Exceptional for DCCL, DPL & POL import. However, shall operate under proper SOP.
LoC 3 Stockyard/go-down	DeSuup	<p><b>29.</b> Ensure the truck is parked to a designated unloading bay.</p> <p><b>30.</b> Loaders shall put on PPE and carry out unloading.</p>	<p>PPE refers to:</p> <ul style="list-style-type: none"> <li>- Face mask</li> <li>- Utility hand gloves</li> <li>- Gumboots</li> </ul>

		<p><b>31.</b> During the unloading DeSuup on duty (one who escorted the truck) shall monitor the loading as well as ensure truck driver do not come out and loaders do not move beyond permissible area.</p> <p><b>32.</b> In case of emergency nature call, DeSuup on duty shall escort the driver with proper PPE to designated washroom.</p>	
<b>LoC 2</b>	DeSuup	<p><b>33.</b> After unloading is completed, same DeSuup shall escort the truck to the main gate (exit point).</p>	In case the same truck has been registered by the exporter to lift the export items, the export SOP from the point of loading shall be applied.
<b>LoC 3</b>	Loaders	<p><b>34.</b> Remove their gloves and dispose to a designated garbage bin identified by the importer. If reusable, gloves shall be washed thoroughly with the soap and water and sun/air dried.</p> <p><b>35.</b> Escort to their designated accommodation area.</p> <p><b>36.</b> Upon reaching the place, they shall remove their clothes and take proper shower.</p> <p><b>37.</b> They shall freely move beyond the designated area with barricades.</p> <p><b>38.</b> Not allow to intermingle or share edibles, eg. doma and tobacco items with driver and other loaders and staffs.</p>	Movement of the loaders shall be facilitated by a dedicated vehicle and driver, who shall be properly partitioned from the loaders as per the health advices.
<b>LoC 1</b>	RBP	<p><b>39.</b> Opens the gate with proper PPEs and allow the vehicle to exit.</p> <p><b>40.</b> Close the gate.</p>	