

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/ Motanga PoE	Exporter	<ol style="list-style-type: none"> 1. Inform the RD (Trade) and RD shall seek approval from Incident Commander. 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. 3. Shall communicate the party (foreign importer) to ensure tarpaulin of the rear side is rolled up in advance before entering the formal PoE. 4. Also notify that no items whatsoever are possessed while entering the gate. 5. Focal person of the exporter shall be identified and make accountable to ensure smooth export and any lapses. 	<p>This action shall be carried out a day before the actual day of export and latest by 3PM.</p> <p>Entry time: 8AM to 3PM; and Exit time: Latest by 5:30PM</p>
LoC 1	RSTA	<ol style="list-style-type: none"> 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. 	This action shall be carried out on the same day of the request placed by exporter.
LoC 1	RTI	<ol style="list-style-type: none"> 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. 	

LoC 1	RBP	<p>8. The RBP shall confirm the number of loaders at the stockyard and ensure the readiness of loading fulfilling containment measures.</p> <p>9. 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>10. 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>11. 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 ($\geq 37.3^{\circ}\text{C}$), the entry is not permitted.
LoC 1	Health	12. 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	13. 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	14. Exits walkway immediately after the properly packed cash is put into the safe case.	
LoC 1	RBP	15. Closes the walkway with proper PPE.	Proper PPE refers to face shield, face mask, disposable hand gloves and gumboots.
LoC 1	BRCS	16. 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.	
LoC 1	Bhutanese Exporter	<p>17. Wearing gloves, locks the safe case.</p> <p>18. Disinfects the key by health official on duty.</p>	

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

LoC 3 Stockyard	DeSuup	<p>35. Directs truck is parked to a designated loading bay.</p> <p>36. Loaders shall put on PPE and carry out loading.</p> <p>37. 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>38. In case of emergency nature call, DeSuup on duty shall escort the driver with proper PPE to designated washroom.</p>	PPE refers to: <ul style="list-style-type: none"> - Face mask - Utility hand gloves - Gumboots
LoC 3	Bhutanese Exporter	39. Get ready with the export documents prior to the departure of truck.	Shall prepare two sets of documents beforehand.
LoC 2	DeSuup	40. 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.
LoC 3	Loaders	<p>41. 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>42. Escort to their designated accommodation area.</p> <p>43. Upon reaching to their place, they shall remove their cloths and take proper shower.</p> <p>44. They shall not freely move beyond the designated premises.</p> <p>45. 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).
LoC 4	Bhutanese Exporter	46. 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.
LoC 4	Customs, Immigration, BAFRA, Forests	47. The concerned law enforcing agencies shall verify and endorse the documents.	
LoC 4	Bhutanese Exporter	48. Receive and handover a copy of an endorsed document in a tray.	
LoC 1	RBP	49. Opens the gate with proper PPE and allow the vehicle to exit. 50. Close the gate.	

B. IMPORT

Location of Concern (LoC)	Agency Responsible	Responsibility; Action Sequence	Remarks; Backend & Timebound
LoC 1 Main gate PoE/ Motanga PoE	Bhutanese Importer	<ol style="list-style-type: none"> 1. Inform the RD (Trade) and RD shall seek approval from Incident Commander. 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. 3. Shall communicate the party (foreign importer) to ensure tarpaulin of the rear side is rolled up in advance before entering the formal PoE. 4. Also notify that no items whatsoever other than declared are possessed while entering the PoE gate. 	<p>This action shall be taken one day before the actual day of import and latest by 3PM.</p> <p>Entry time: 8AM to 3PM; and Exit time: Latest by 5:30PM</p>

		5. Focal person of the importer shall be identified and make accountable to ensure smooth import and any lapses.	
LoC 1	RSTA	6. 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.
LoC 1	RTI	7. 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.	
LoC 1	RBP	8. Confirm the number of loaders at the stockyard and readiness of the unloading fulfilling containment measures. 9. 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.
LoC 1	RBP	10. 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.
LoC 1	Health	11. With proper PPE, the health official shall carry out temperature screening and record the driver details.	
LoC 1	RBP	12. Verify the details of truck visually before entering the gate. 13. Open the gate with proper PPE. 14. Truck moves in front of main gate.	Proper PPE refers to face shield, face mask, disposable hand gloves and gumboots.
LoC 1	BRCS	15. Carry out disinfection of the truck.	Areas to be disinfected: <ul style="list-style-type: none"> - Door knobs - Window pans - Rear loading end - Cabin stair case (for LPG trucks only surface decontamination)

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

		<p>31. 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>32. In case of emergency nature call, DeSuup on duty shall escort the driver with proper PPE to designated washroom.</p>	
LoC 2	DeSuup	<p>33. 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.
LoC 3	Loaders	<p>34. 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>35. Escort to their designated accommodation area.</p> <p>36. Upon reaching the place, they shall remove their clothes and take proper shower.</p> <p>37. They shall freely move beyond the designated area with barricades.</p> <p>38. 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.
LoC 1	RBP	<p>39. Opens the gate with proper PPEs and allow the vehicle to exit.</p> <p>40. Close the gate.</p>	

Annexure 1: Designated officials responsible for the SOP

Sl.	Designation	Agencies	Name	Contact No
1	Incident Commander	Samdrup Jongkhag Task Force	Tharchin Lhendup	17760188
2	Regional Director	Regional Trade and Industry Office	Aiman Mahat	17729513
3	Regional Transport Officer	Road Safety and Transport Authority	Kinley Wangchuk	17771020
4	Superintendent of Police	Royal Bhutan Police	Norbu Zangpo	17676202
5	Regional Director	Regional Immigration Office	Kinzang Namgyal	17673797
6	Regional Director	Regional Revenue and Customs Office	Choki Gyeltshen	77605890
7	Chief Medical Officer	Samdrup Jongkhar Hospital	Dr. Kelzang Dorji	77232566
8	Coordinator	Desuung Office	Karma Loday	17655045
9	Coordinator	Red Cross	Penjor	17455344
10	Officer Incharge	BAFRA	Dr. Sherab Phuentsho	17659430
11	Chief Forest Officer	Dept. of Forest, MoAF	Sangay Dorji	17131897