

**STANDARD OPERATING PROCEDURE (SOP)
FOR PHPA-I TRANSIT CAMPS**

1. OBJECTIVE

The SOP is to ensure a smooth, efficient and transparent operation & management of the various Transit Camps (TC) of PHPA-I located at Bjimthangkha, Thimphu, Phuentsholing and Siliguri. The extant Transit Accommodation Guidelines circulated vide Circular No. PHPA-I/ADM/44/2018/179 dated 15.3.2018 (Copy attached as **Annex-5a**) shall be strictly followed.

2. PROCESS FOR ROOM RESERVATION AND APPROVAL THEREOF

The following steps shall be strictly followed while allotting rooms at the various TCs:

- a) PHPA-I officials, their guests or outside guests requiring night halt in the PHPA-I TCs shall submit their requisitions to the respective Transit Camp In-charges/officials by filling in the Requisition Slip/Form (**Annex-5b**).
- b) The Transit Camp In-charges are required to assess the availability of rooms at that point in time and thereafter verifying/confirming the same, shall seek the approval of the Joint Managing Director before allotment.
- c) Only after the reservations are approved by the JMD, the rooms shall be allotted as requisitioned.

3. ROOM CATEGORY

Allotment of room in PHPA-I Transit Camps shall be as follows:

- a) Suite (Chief Engineer/equivalent and above)
- b) Executive room (Executive Engineers/equivalent and above)
- c) Standard room (Others)

All Transit Camp In-charges are required to:

- a) maintain a daily guest register
- b) deposit the income to F&A Wing on a monthly basis and
- c) submit a monthly report to the office of JMD through P&A Circle.

4. RESERVATION HOURS

All reservations shall be made during office hours and at least one day prior to the intended day of stay at the Transit Camp.

5. CANCELLATION OF ROOM RESERVATION

Cancellation of the room reservation, once approved by the JMD shall be intimated 24 hours prior to the intended day of stay. Failure to comply with this requirement shall lead to a penalty equivalent to the rental charge for a day for the category of room reservation already made & approved.

6. LENGTH/DURATION OF OCCUPANCY

- a) Length/duration of occupancy of room in the TCs permissible to PHPA-I officials on each occasion shall be three nights if he or she is on a private visit and shall vacate the room on expiry of the same. Occupancy of room beyond this period will require prior or fresh approval of the JMD.
- b) Length/duration of occupancy of room in the TCs permissible to guests of PHPA-I officials/PHPA-I guests on each occasion shall also be for a maximum of three nights only. Occupation of room beyond this period will also need prior or fresh approval of the JMD.

7. CONDITION OF THE TC PREMISES

- a) The occupants shall take proper care of furniture and furnishings, appliances and fixtures within the TC premises.
- b) Room occupants shall be entitled to peaceful environment of the premises. Occupants shall not use the premises in such a manner as to violate any law or ordinance, commit waste or nuisance or annoy, disturb, inconvenience or interfere with the peaceful environment of others or nearby residents.

8. LOSS AND DAMAGE

- a) The occupants of the TC shall be fully responsible for all of his/her personal property. PHPA-I shall not be liable to pay any compensation for loss or damage occurring to their properties.
- b) Further, the occupant shall reimburse the costs of any repairs to the premises or goods for damages caused by misuse of negligence by him or her or by their invitees/guests.

9. REGISTRATION OF GUESTS

The Transit Camp In-charges should ensure proper registration of the guests in the TC Register with the following details:

- a) Name as per Citizenship Identity Card/Work permit/Special permit.
- b) Citizenship Identity Card/Work Permit/Special permit /Passport Number or any other valid identification documents.

c) Mobile Number.

The guests shall be required to sign in the Register at the time of arrival as well as departure.

10. MONTHLY REPORTS

The Transit Camp In-charges shall submit a monthly report to the JMD detailing an account of the reservations made during the month.