



Standard Operating Procedure for maintenance of data on movement of passengers and vehicles through Check Post Management System

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Introduction

Upon the directives of the Royal Government of Bhutan, Department of IT & Telecom (DITT) has developed Check Post Management System (CPMS) to track movements of vehicles and people through formal point of entries/exits at check posts within the Dzongkhags during COVID-19 pandemic. The system can be conveniently accessible through online by both the applicants as well as implementing agencies i.e Road Safety & Transport Authority (RSTA) and Royal Bhutan Police (RBP). The system can help for contact tracing, if required, by the Ministry of Health (MoH) to enable accurate and fast contact tracing.

Since this system is to be used by abovementioned agencies, clear delineation of Terms of Reference and Standard Operating Procedure(SOP) need to be established to guide the respective agencies and individuals.

Objective

1. Carry out responsibilities of RSTA and RBP in accordance with SOP and ToR efficiently and to reduce duplication, miscommunication and failure.
2. Provide accurate data on movement of drivers, passenger and vehicle for fast and accurate contact tracing.
3. Uniform and consistent implementation of Check Post Management System throughout all bus terminals and Check Posts..

Roles and responsibilities of Road Safety & Transport Authority

1. Shall be responsible for updating and verifying the details of drivers, passengers and vehicles (public transport buses and taxis) plying from all bus terminals.
2. Shall be responsible for verification of entries in CPMS, and where necessary, shall make additional entry of passengers who have not been registered, or deletion of details for passengers who failed to undertake the journey as per schedule.
3. Shall be responsible for ensuring that all passenger bus operators facilitate the registration of passengers at the time of sale of tickets.
4. Shall be responsible for advocacy, sensitization and awareness on the online registration of Check Post Management System.
5. Shall collaborate with Bhutan Taxi Association, in respective dzongkhags, where applicable, to facilitate the registration of taxi passengers.
6. Shall facilitate registration of driver, passengers and private vehicles for individuals who do not have access to internet facilities or are unable to register, upon their request.

Roles and responsibilities of Royal Bhutan Police

1. Shall verify the details of driver, passengers and vehicles entering or exiting Check Post.

2. Shall be responsible for verification of entries in CPMS, and where necessary, shall make additional entry of passengers who have not been registered, or deletion of details for passengers who have disembarked before a CP.
3. Shall facilitate registration of driver, passengers and private vehicles for individuals who do not have access to internet facilities or are unable to register, upon their request.

Procedure for registration in CPMS

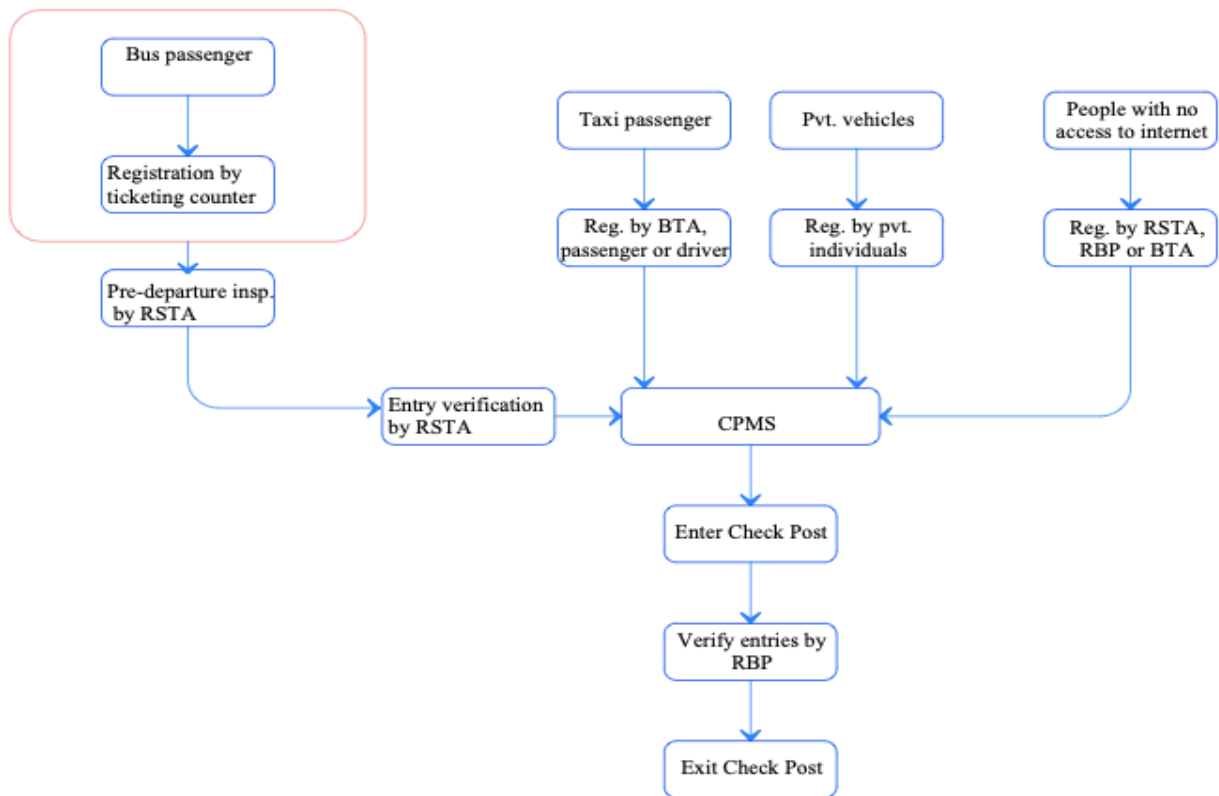


Fig. 1 - Process for registration of driver, passenger and vehicle details in CPMS

Roles and responsibility of Base Transport Officer/In Charge of RSTA

1. Shall ensure that all bus operators of respective terminals have registered passengers before issuance of bus tickets.
2. Shall update (add or delete) entries before commencement of journey from his jurisdiction. additional entry of passengers who have not been registered, or deletion of details for passengers who failed to undertake the journey as per schedule
3. Shall collaborate with Bhutan Taxi Association, in respective dzongkhags, where applicable, to facilitate the registration of taxi passengers.
4. Shall facilitate registration of driver, passengers and private vehicles for individuals who do not have access to internet facilities or are unable to register, upon their request.

5. Shall maintain manual registration for entry and exit of drivers, passengers and vehicles when there is no internet connectivity which should be updated immediately upon gaining internet access.
6. Follow the User Manual for CPMS issued by DITT, and seek technical assistance for issues related to the system, connectivity and user training.

Roles and responsibilities of Traffic Police, RBP

In dzongkhag or dungkhag where RSTA does not have a Base Office/In Charge, the Traffic Police of RBP shall;

1. Ensure that all bus operators of respective terminals have registered passengers before issuance of bus tickets.
2. Update (add or delete) entries before commencement of journey from his jurisdiction. additional entry of passengers who have not been registered, or deletion of details for passengers who failed to undertake the journey as per schedule
3. Shall facilitate registration of driver, passengers and private vehicles for individuals who do not have access to internet facilities or are unable to register, upon their request.
4. Shall maintain manual registration for entry and exit of drivers, passengers and vehicles when there is no internet connectivity which should be updated immediately upon gaining internet access.
5. Shall seek technical assistance from the Department of Information Technology and Telecommunications (DITT) for issues related to the system, connectivity and user training.
6. Follow the User Manual for CPMS issued by DITT, and seek technical assistance for issues related to the system, connectivity and user training.

Roles and responsibilities of Commander of Check Post, RBP

1. Shall verify the details of all drivers, passengers and vehicles entering or exiting Check Post.
2. Shall be responsible for verification of entries in CPMS, and where necessary, shall make additional entry of passengers who have not been registered, or deletion of details for passengers who have disembarked before a CP.
3. Shall facilitate registration of driver, passengers and private vehicles for individuals who do not have access to internet facilities or are unable to register, upon their request.
4. Shall maintain manual registration for entry and exit of drivers, passengers and vehicles when there is no internet connectivity which should be updated immediately upon gaining internet access.
5. Shall seek technical assistance from the Department of Information Technology and Telecommunications (DITT) for issues related to the system, connectivity and user training.
6. Follow the User Manual for CPMS issued by DITT, and seek technical assistance for issues related to the system, connectivity and user training.

Standard Operating Procedure for Base Transport Officer/In Charge of RSTA

The Base Transport Officer or the Base In Charge of RSTA shall observe safety health safety protocols (wearing face mask, face shield, goggles, gloves etc.) and be in uniform while discharging the following duties;

1. Always observe code of conduct while dealing with the public.
2. Should ensure that passenger bus operators register driver, passengers and vehicle details in CPMS at the time of sale of tickets. For this purpose, all operators must provide a desktop to their respective counter staff.
3. Before commencement of journey of passenger buses from the respective bus terminal, Base Transport Officer/In-Charge of RSTA shall physically verify the entries of registered passengers who intend to undertake journey on the particular day, scheduled time and destination.
4. Upon request from individuals who do not have access to the internet will have to help to register in case of inaccessibility of the internet or are unable to register.
5. Addition and deletion of entries in the CPMS can be done on the basis of a last minute change of travel plan.
6. Only after completion of physical verification and update in CPMS, Base Transport Officer/ In-Charge of RSTA is authorized to release passenger buses for scheduled destinations.
7. Follow the User Manual for CPMS issued by DITT, and seek technical assistance for issues related to the system, connectivity and user training.

Standard Operating Procedure for Traffic Police, RBP

In dzongkhag or dungkhag where RSTA does not have a Base Office, the Traffic Police of RBP shall perform roles and responsibilities of RSTA. For this the Traffic Police shall follow Standard Operating Procedure guidelines, observe health safety protocols (wearing face mask, face shield, goggles, gloves etc.) while coming in contact with passengers;

1. Traffic Police will inform all bus operators of respective terminals to register passenger details in CPMS before issuance of bus tickets mandatorily and monitor accordingly.
2. Traffic Police upon request of individuals will have access to the internet shall help register details of driver, passengers and vehicle in CPMS.
3. Traffic Police must be in uniform while on duty.
4. Always observe code of conduct while dealing with the public.
5. Before commencement of journey of passenger buses from the respective bus terminal, Traffic Police shall physically verify the entries of registered passengers who intend to undertake journey on the particular day, scheduled time and destination.
6. Addition and deletion of entries in the CPMS can be done on the basis of a last minute change of travel plan.
7. Upon request from individuals who do not have access to the internet will have to help to register in case of inaccessibility of the internet or are unable to register.

8. Only after completion of physical verification and update in CPMS, Traffic Police is authorized to release passenger buses for scheduled destinations.
9. Follow the User Manual for CPMS issued by DITT, and seek technical assistance for issues related to the system, connectivity and user training.

Standard Operating Procedure for Check Post, RBP

The Commander of Check Post shall observe safety health safety protocols (wearing face mask, face shield, goggles, gloves etc.) and be in uniform while discharging the following duties;

1. All vehicles and passengers must be stopped for verification and update of CPMS at the respective check post in Dzongkhag.
2. The RBP personnel must direct the vehicle to designated parking areas to avoid congestion and obstruction of thoroughfare to other road users.
3. The RBP personnel shall personally approach the vehicle for verification of travellers.
4. Observe health safety protocols (wearing face mask, face shield, goggles, gloves etc.) while coming in contact with passengers and drivers.
5. Always observe code of conduct while dealing with the public.
6. The duty personnel interact with travellers in the most humble manner, polite and conduct themselves professionally.
7. Must verify the details of all drivers, passengers and vehicles entering or exiting Check Post.
7. Shall be responsible for verification of entries in CPMS, and where necessary, shall make additional entry of passengers who have not been registered, or deletion of details for passengers who have disembarked before a Check Post.
8. Must facilitate registration of drivers, passengers and private vehicles for individuals who do not have access to internet facilities or are unable to register, upon their request.
9. Must maintain manual registration for entry and exit of drivers, passengers and vehicles when there is no internet connectivity which should be updated immediately upon gaining internet access.
10. No travellers shall be allowed to exist/entry without being verified and updated in CPMS.
11. Only after completion of physical verification and update in CPMS, Check Post is authorized to release vehicles and passengers for scheduled destinations.
12. Follow the User Manual for CPMS issued by DITT, and seek technical assistance for issues related to the system, connectivity and user training.

Annexure II - List of RSTA Base Offices

Sl. no.	Name of office	Remarks
1	Thimphu Base Office	
2	Paro Base Office	
3	Haa Base Office	
4	Wangdue Base Office	
5	Punakha Base Office	
6	Tsimasham Base Office	
7	Gedu Base Office	
8	Phuntsholing Base Office	
9	Samtse Base Office	
10	Gelephu Base Office	
11	Tsirang Base Office	
12	Bumthang Base Office	
13	Dagana Base Office	
14	Zhemgang Base Office	
15	Trongsa Base Office	
16	Samdrupjongkhar Base Office	
17	Pemagatshel Base Office	
18	Nganglam Base Office	
19	Tashigang Base Office	
20	Mongar Base Office	
21	Tashiyangtse Base Office	
22	Lhuntse Base Office	

Annexure III - List of Check Post