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ROYAL GOVERNMENT OF BHUTAN
GELEPHU THROMDE



ANNUAL REPORT

Fiscal Year 2021-2022

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Preface

Gelephu Thromde is pleased to present the Annual Report for the financial year 2021-2022. It presents the developmental achievements and services rendered by our Divisions and Sections.



Tshering Norbu
Thrompon

The year has been challenging due to the COVID-19 pandemic which impeded the progress of the developmental activities and the public services. The heavy monsoon was another challenge. Nonetheless, we have achieved the plans and programs and delivered the public services efficiently and effectively as evident in the Annual Performance Agreement (APA) score of the year.

Gelephu Thromde strongly believes that such achievements during the unprecedented times were possible due to the blessings of His Majesty the King, continued support and guidance of the Government, collective effort of our staff and cooperation of the public.

Let's all brand Gelephu Thromde- The Future Metropolitan City.

Background

The early settlement of Gelephu “Hatisar” was along the Mou-chhu consisting of approximately 400 households. The 1953 flood in Mou-chhu forced the inhabitants to move away from the river and settle in the existing core area and from there on more settlements gradually started coming in and the town started to grow bigger. In 2011, Gelephu was declared as one of the four Thromdes headed by the elected Thrompon.

It is located 33 kilometers away from the Dzongkhag Administration, Sarpang and shares the boundary Mou-chhu to the East, Samtenling Gewog to the West, Gelephu Gewog to the North and Indian states of Assam to the South. With area coverage of 11.52sq.km, it has a total population of 12072 and 2847 households (Thromde Survey 2020). Climatic conditions are hot and humid summer and pleasant in winter.

Given its geographical setting and strategic location; it offers unique opportunities making one of the preferred locations for country’s main commercial and industrial hubs, gateway for the tourists and South Central Region catering seven Dzongkhags and a sports center.

Vision

To be a vibrant regional growth center with access to economic avenues and a recreational hub with ample interlinked green open spaces for leisure and sports.

Mission

- Promote special economic zones (urban corridor, multi-mode transit hub, dry port, industrial service center) through modern art of technology.
- Develop organized web of connectivity for greener public transport, cycling track, walking trails, footpaths, recreational parks, sporting venues, picnic spots, elderly retreat space and gender friendly public restrooms.
- Render cost effective and sustainable services to the urban communities.

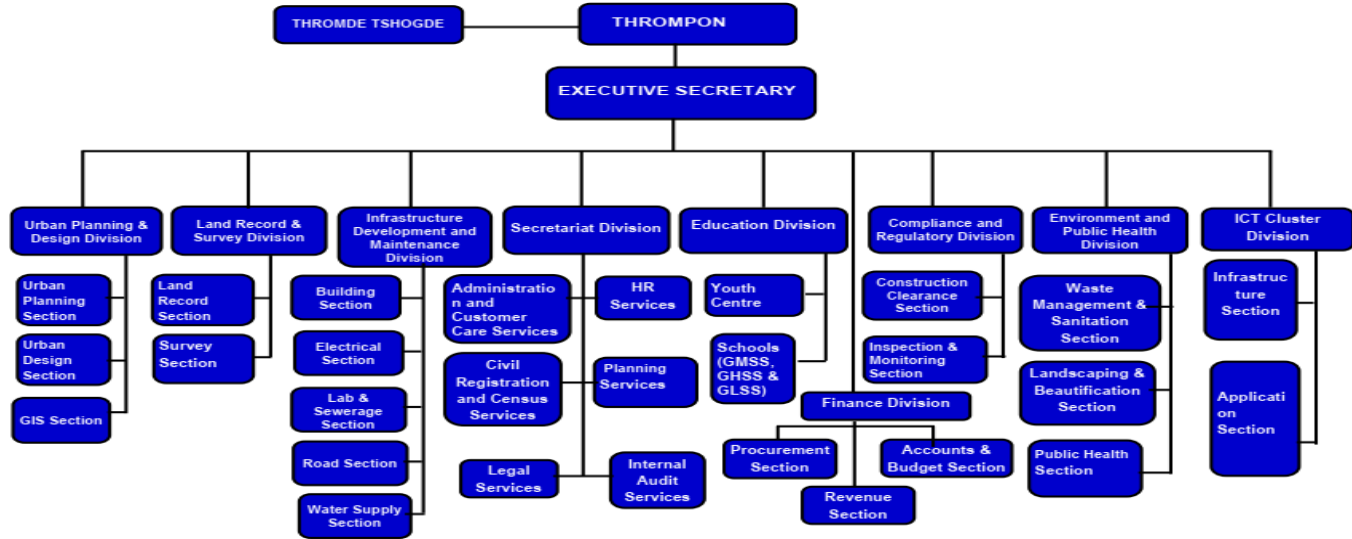
Objectives

- To create gainful employment and enhance local economy
- To improve livability, safety and sustainable human settlements
- To enhance transparent, effective and efficient public service delivery
- To improve quality of education and professional skills
- To enhance health and nutrition of Thromde residents
- To promote and preserve culture and traditions
- To enhance carbon neutral, climate and disaster resilient development
- To strengthen democracy and decentralization
- To promote gender equality and empower women and girls

General Information

Distance from Dzongkhag(Approx.)	:	33 Kms
Thromde Area (Sq. Kilometer)	:	11. 52sq.km
Altitude Range	:	221m
Climate	:	Subtropical(wet)
No.of Demkhongs	:	6
No.of Households	:	2847(Survey2020)
Total Population	:	12072(Survey2020)
No.of Schools	:	4
No.of Hospital	:	1(CRRH,Gelephu)
No.of Regional Offices	:	21
No.of Financial Institutions	:	9
No.of Religious Institutions	:	3
No.of Fuel Stations	:	3
No.of Sport Facilities	:	8
No.of Taxi stands	:	2
No.of Bus Terminals	:	1
No.of Airport	:	1 (Domestic Airport)

Organogram



TotalStaffstrength-347(ThromdeStaff:106,MusterRoll: 84&Teacher:198)

1. Urban Planning Division

The Division formulates Local Area Plans (LAP) and priorities in respect of the Thromde and submit to the Thromde Tshogde for approval. Promote planned development and appropriate land use, control of squatters and illegal settlements and regulations of commercial activities. This Division ensures that urban planning and development are carried out in a manner which is consistent with the National urban development policies.

Gelephu Structural Plan

- Year of Preparation : 2005
- Plan Period : 20Years(2005-2025)
- Total Area : 14.75 Sq.km
- Approved Area : 11.52 Sq.km

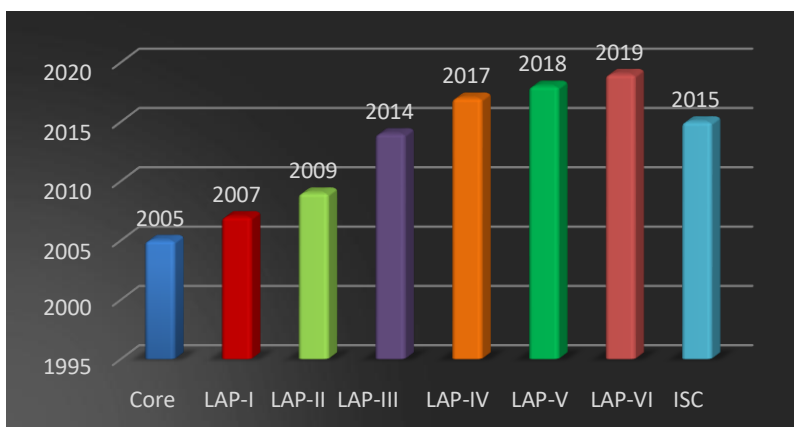


Chart1.1:Year of LAPs prepared

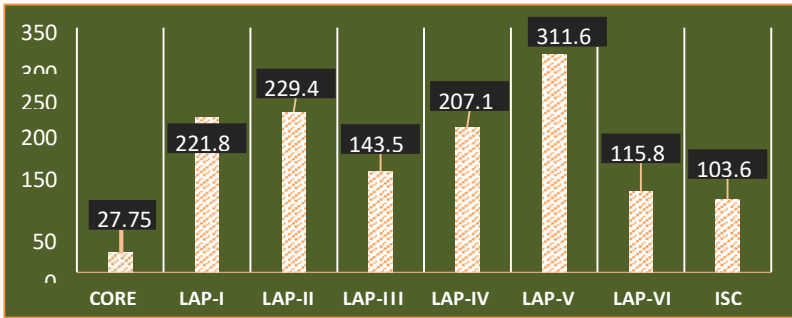


Chart1.2:Area of LAP (Acre)

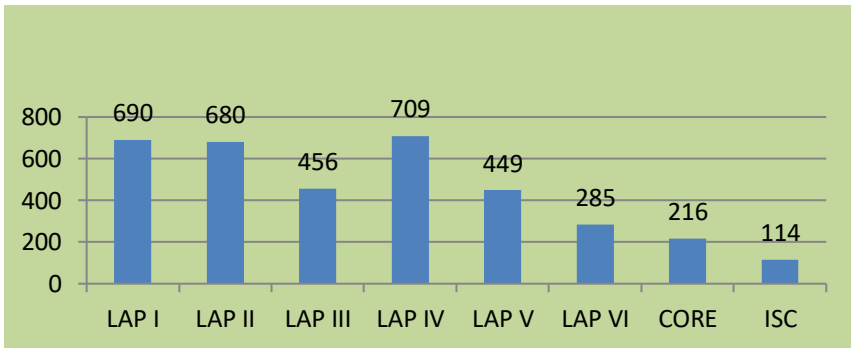


Chart1.3:No of plots in each LAP

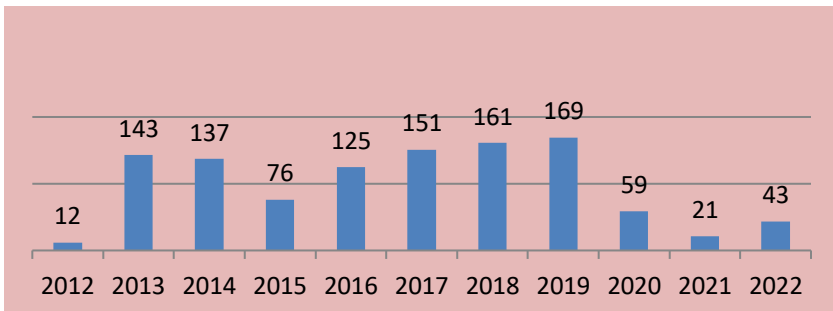


Chart1.4:Official site plan issued in last 11years

Table1.5:Summary of Local Area Plan(LAP)

	Unit	Core	LAP-I	LAP-II	LAP-III	LAP-IV	LAP-V	LAP-VI	ISC
Year of preparation		2005	2007	2009	2014	2017	2018	2019	2015
Area of LAP	Acre	27.75	221.88	229.44	143.56	207.17	311.69	115.88	103.64
Plots	Number	212	647	626	426	659	409	285	114
Land Pooling	Percent	NA	25.70	27	26.80	27.30	26.50	25.63	NA
Plot Size	Decimal	NA	9.65	9.49	9.52	9.45	9.56	9.67	NA
Built-up	Percent	76	44.14	27.08	34.75	16.18	15.40	25.96	73.90
Implementation status		C	C	O	O	O	O	H/TO	O

**Note:ISC-Industrial Service Centre.C=Completed,O-ongoing,H/TO-Handing/Taking of plots ongoing.*

2. Infrastructure Development Division

The Division is primarily responsible for construction and maintenance of all urban infrastructures inline with the approved structure plan and local area plans within the Thromdejurisdiction. Ensure quality urban infrastructure facilities, carryout planned development activities in accordance with the government policies and public expectations addressing ground reality, and enhance quality and cost-effective works through improved construction management. Further, ensures that the works are implemented in accordance with the engineering standards, codes, guidelines etc.

Table2.1:Total RoadNetworkas perPlan

S N	PARTICULARS	LENGT H (KM)
1	Primaryroad	10.126
2	Secondaryroad	25.034
3	Tertiaryroad	62.726
4	CentralBoulevard	3.581
5	UrbanCorridor	2.800
	Total	104.266

Table2.2:Data for road networks

SN	Particular	Unit	UptoFY19-20	FY20-21	FY 21-22	Total
1	RoadBlacktopped	KM	36.5	6.8	0	43.3
2	Basicroadconstructed	KM	65.2	18.10	0	83.3
3	Footpathconstructed	KM	10.31	0.90	1.645	11.21

Table2.3:Data for Streetlights(Pole)

SN	Particular	Unit	Upto FY19-20	FY20-21	FY 21-22	Total
1	MSpole	No.	1129	3	0	1132
2	OctagonalPole	No.	0	357	68	425

Table2.4:Data for Streetlights(Fitting)

SN	Particular	Unit	Upto FY19-20	FY20-21	FY 21-22	Total
1	MSpolefitting	No.	1153	3	0	1156
2	OctagonalPolefitting	No.	0	403	68	471

Table2.5:Data for Streetlights(Replacement)

S N	Particular	Unit	Upto FY19- 20	FY20- 21	FY 21- 22	Total
1	CFL (MS Pole) replacement by LED	No	686	279	515	1480
2	Increased LED fittings (MSPole)duetoCLFprepl acement	No	467	279	515	1261

Table2.6.Data for Water Supply

Particular	Quantity of water supplied (inML)	Quantity Billed(inML)	Total losses(in ML)	Non-Revenue Water(NRW) (in Percent)	Revenue Generated (Nu. in M)
FY2019-2020	1490	1220	270	18.12	3.897
FY2020-2021	1744	1199	545	31.28	4.67
FY 2021-2022	1842	1345	496	26.94	7.441

**Note: The water loses is due to unbilled supply of water to Point of Entries(PoEs), Quarantine/Containment Centers & Fire hydrant.*

Table2.7:Infrastructures for WaterSupply

S N	PARTICULAR	UNIT	UP TO FY19- 20	FY 20-21	FY 21-22	TOTAL
1	Reservoir Capacity	M3	3239.04	0.00	3556.00	6795.04
2	Pipelines	KM	119.30	11.98	136.40	267.68
3	Treatment Plant Capacity	MLD	5.00	0.00	5.05	10.05
4	Production Capacity	MLD	3.80	4.01	5.05	12.86

Table2.8:Data for Sewer Network Connected

SN	Location	No. of Plots Connected	Up to FY 19- 20(KM)	FY20-21	FY 21-22	Total
1	Coreareaand old main line	205	21	0	0	21
2	LAPI	652	10.16	0	0	10.16
3	LAPII	615	8.99	0	0	8.99
4	LAPIII	455	6.08	0	0	6.08
5	LAPI, II,Core		2.74	0	0	2.74
6	ISC	114	5.1	0	0	5.1
	Total	2041	54.07	0	0	54.07

3. Development Regulatory Division

This Division ensures all the developmental activities within theThromde jurisdiction comply with the requirement of Structure Plan, Development Control Regulations, Building Rules and Regulations, Guidelines, and Circulars for provision of safe and comfortable living environment without compromising on traditional architectural values.

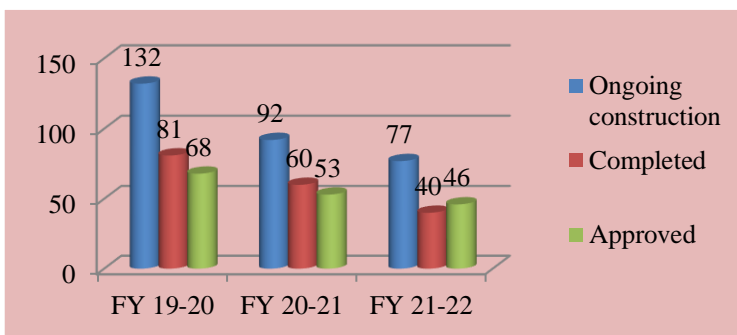


Chart3.1:Building construction record

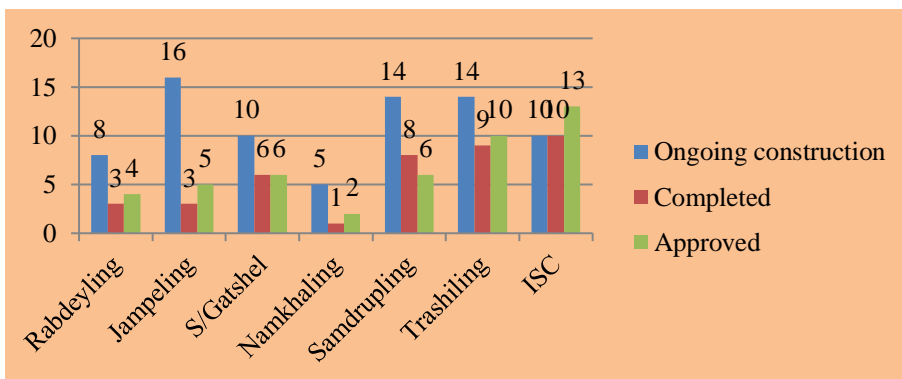


Chart3.2:Construction Record(Demkhong wise)

Table:3.3:Construction record of Industrial Service Centre(ISC)

SN	Construction Status	AW	MU	SR	GD	SY	CW	SER	BOD	GD-B	SM	Total
1	Ongoing	3	3	2	1	0	0	1	0	1	0	11
2	Completed	17	22	7	13	3	3	0	1	0	2	68
3	Approved	20	25	9	14	3	3	1	1	1	2	79
	Total	40	50	18	28	6	6	2	2	2	4	158

**Note: AW- Automobile Workshop, MU- Manufacturing Unit, SR- Showroom, GD-Go down, SY- ScrapYard,CW- CarWash,SER- Service,BOD- BhutanOilDistributor,GD-B- Coldstorage, SM- Saw Mill*

4. Land Record and Survey Division

This Division delivers land&survey services, and provide reliable information of lands under the Thromde Jurisdiction.

SN	Particular	Units	2019-2020	2020-2021	2021-2022
1	Number of Thramholders	Nos.	2512	2981	3405
2	Numberofplots	Nos.	3430	3473	3691

Table4.1: Detail of Thram & Plots

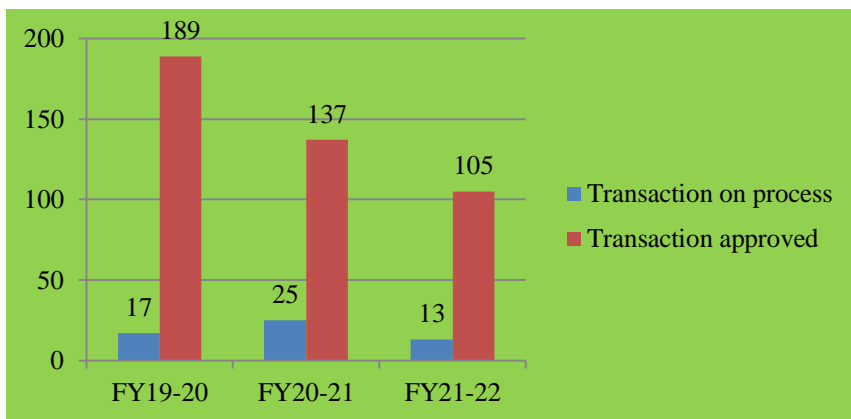


Chart4.2:Land/property transaction carried out

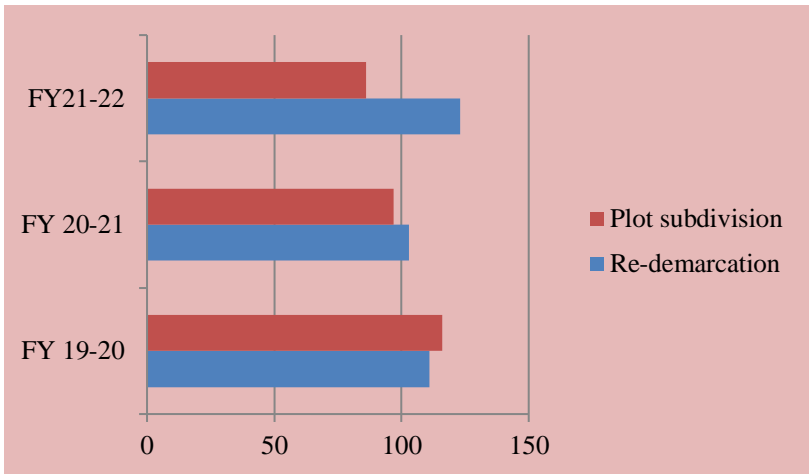


Chart4.3:No.of Survey and Demarcation carried out

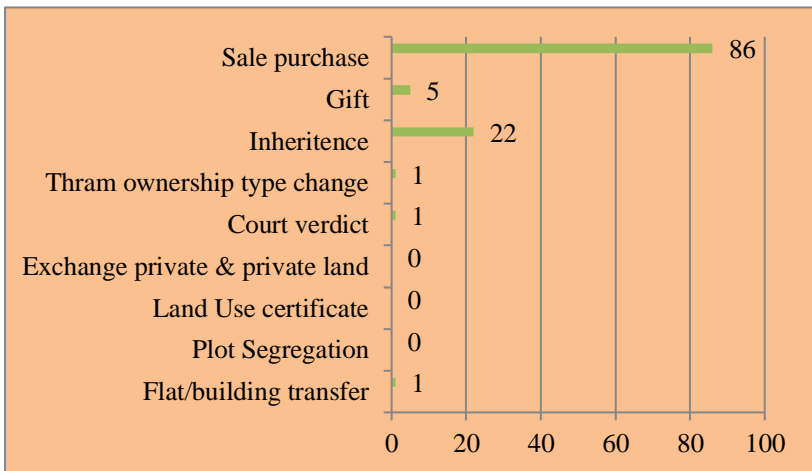


Chart4.4:Transaction type in number for FY21-22

Table4.3:Government Land Lease

SN	Description	Allotted plot
1	Automobile Workshop	20
2	Go Down	16
3	Manufacturing Unit	28
4	Showroom	12
5	Sawmill	2
6	Scrap Yard	8
7	Service	3
8	Car wash	3
9	Leased without Plot ID	3
	TotalPlots	95

5. Environment Division

Environment is associated with life and livelihood. It is one of the main components of any developmental projects. The Division is entrusted to deliver all environmental, social and economic services and regulate sustainably as per the prevailing laws of the Country. Core functions are:

- Solid Waste, Landfill and Sanitation
- Avenue Plantation and Landscaping
- Vegetable Shed Management
- EIA/Monitoring and Evaluation

Table 5.1: Waste collection schedule in Demkhongs.

Waste Category		Collection Day
Core		
1	Dry(Non-biodegradable)	Monday, Wednesday & Friday
2	Wet(Biodegradable)	Tuesday, Thursday & Saturday
Trashiling Demkhong & Samdrupling Demkhong		
1	Dry(Non-biodegradable)	Monday, Tuesday, Thursday, Friday & Saturday
2	Wet(Biodegradable)	Monday, Tuesday, Thursday, Friday & Saturday
Rabdayling Demkhong & Jampeling Demkhong		
1	Dry(Non-biodegradable)	Monday, Tuesday, Thursday, Friday & Saturday
2	Wet(Biodegradable)	Monday, Tuesday, Thursday, Friday & Saturday
Sonam Gatshel Demkhong & Namkhaling Demkhong		
1	Dry(Non-biodegradable)	Monday, Tuesday, Thursday, Friday & Saturday
2	Wet(Biodegradable)	Monday, Tuesday, Thursday, Friday & Saturday

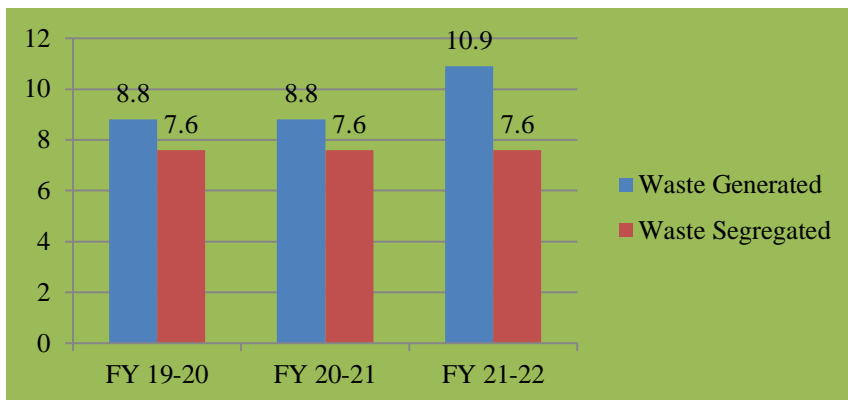


Chart5.2:Waste Generation and Segregation

The waste is disposed at landfill located at Samtenling which is 11 kilometers away from the core town. The controlled Sanitary Landfill has a designed capacity of 3 tons/day with a predicted lifespan of 30 years. Two leachate ponds are provided with a geo-membrane layer.

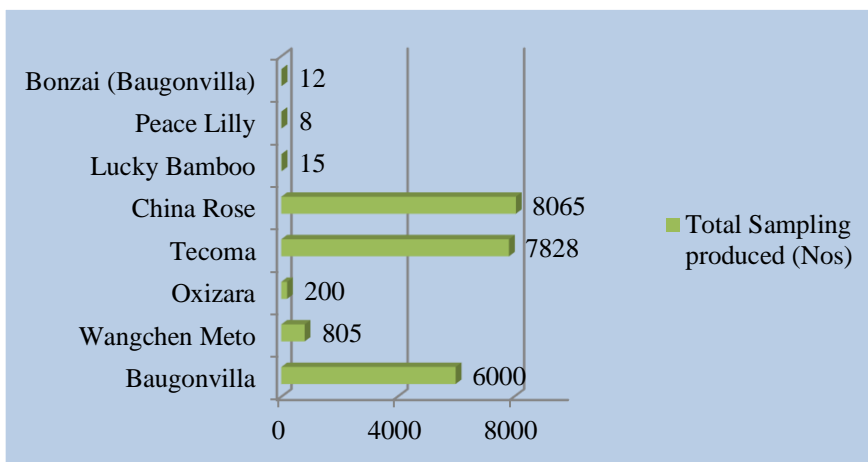


Chart5.3:Total number of plant sampling produced.

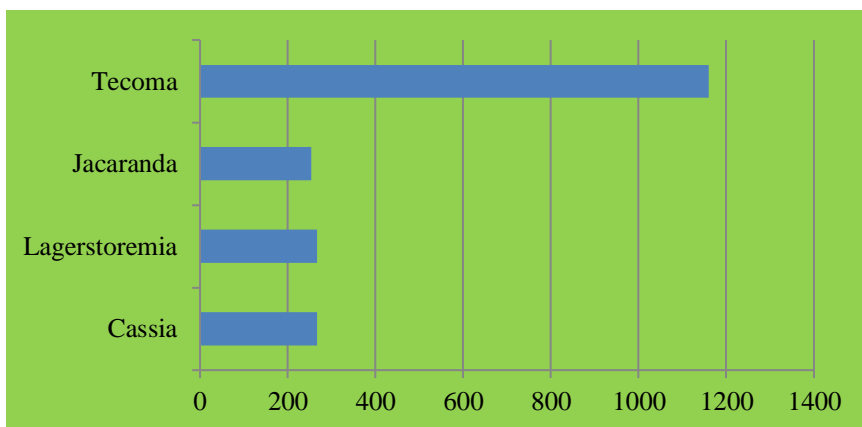


Chart 5.4: Total number of plants planted.

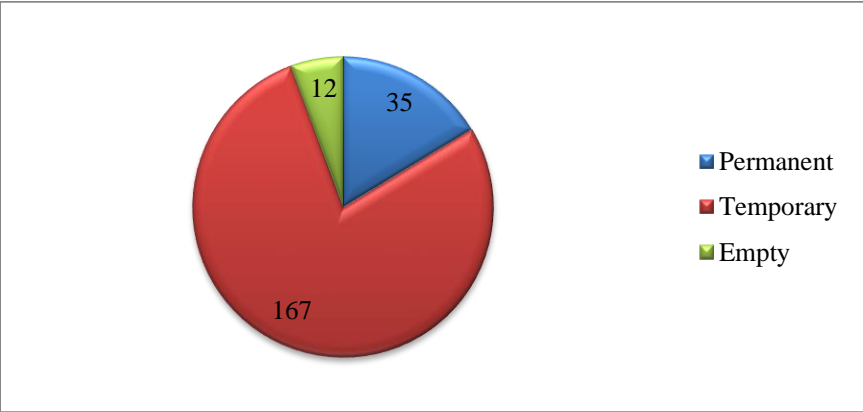


Chart5.5:Vegetable shed and its occupants

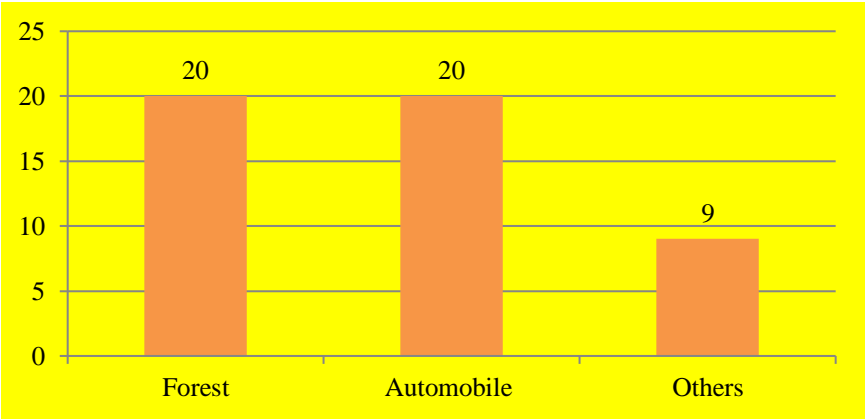


Table5.2:Environmental Clearance issued in 2021-2022

6. Finance Division

This Division strives towards establishing a sound financial management practice, gear towards achieving financial sustainability through maximization of resource generation, efficient allocation, prudent expenditure and proper accountability of public resources.

Table6.1:Proposed&ApprovedBudget

<i>Fiscal</i>	<i>Capital (Million)</i>		<i>Current(Million)</i>	
<i>Year</i>	Proposed	Approved	Proposed	Approved
2018-2019	-	230.083	-	110.836
2019-2020	302.648	170.628	107.80	142.126
2020-2021	359.820	90.21	137.358	137.113
2021-2022	606.790	363.178	177.856	136.168
2022-2023	465.749	192.469	197.632	138.918

Table6.2:ProcurementSection

SN	PARTICULARS	UNIT	19-20	20-21	21-22
1	Supplyorderissued	Number	106	147	216
2	Workorderissued	-do-	6	41	64
3	Tendermeetingsconducted	-do-	25	20	19
4	AuctionConducted	-do-	4	1	1

7. EducationDivision

Education Division Service delivery plays a very crucial and critical role in education reform. Providing service as per the needs of the civilization and nation in accordance with the demand of development is the division's priority. If education fails, the country fails. Thus, it is an inevitable sector and a motherboard for the vibrant development of the nation. A collective, cooperative and collaborative approach shall be the guiding principles of education division service delivery. Thus, service delivery is attuned to Thromde's vision supported by the mission and goals essential for the division's successful input, output, and outcomes.

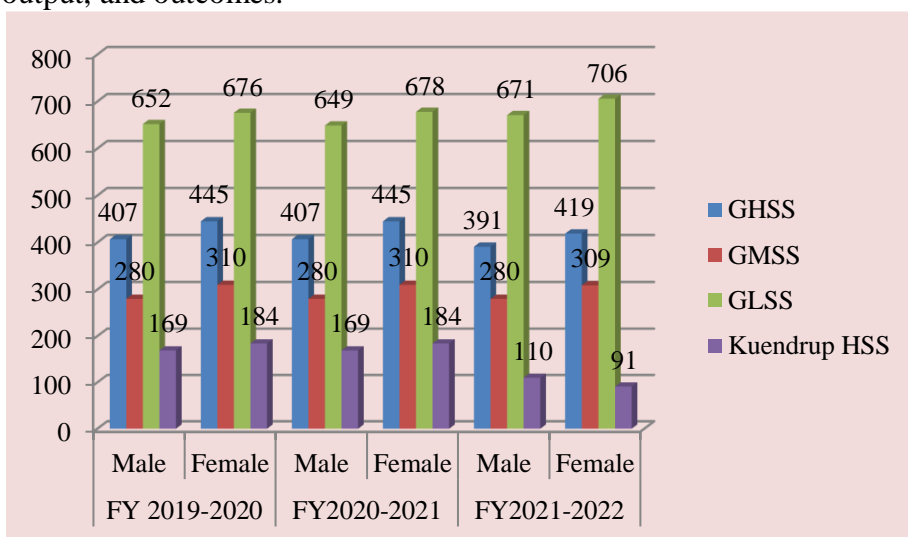


Chart7.1:Students details infourSchools

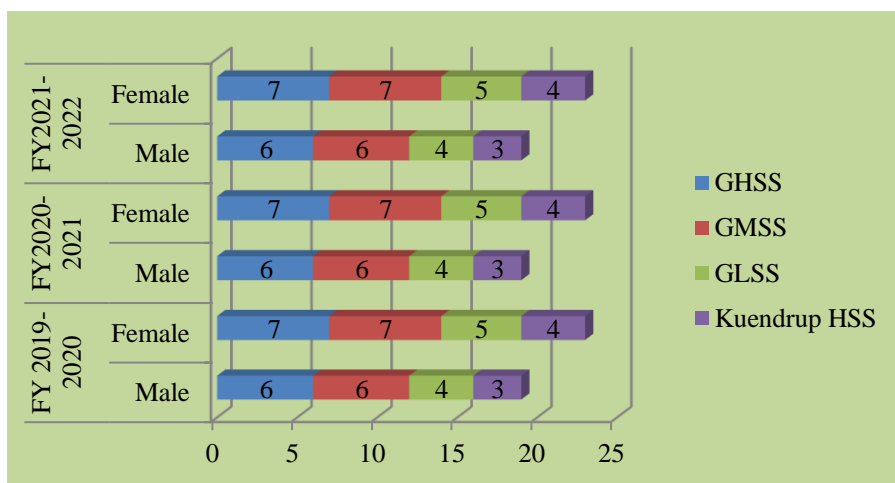


Chart7.2.Details of Teachers in four Schools

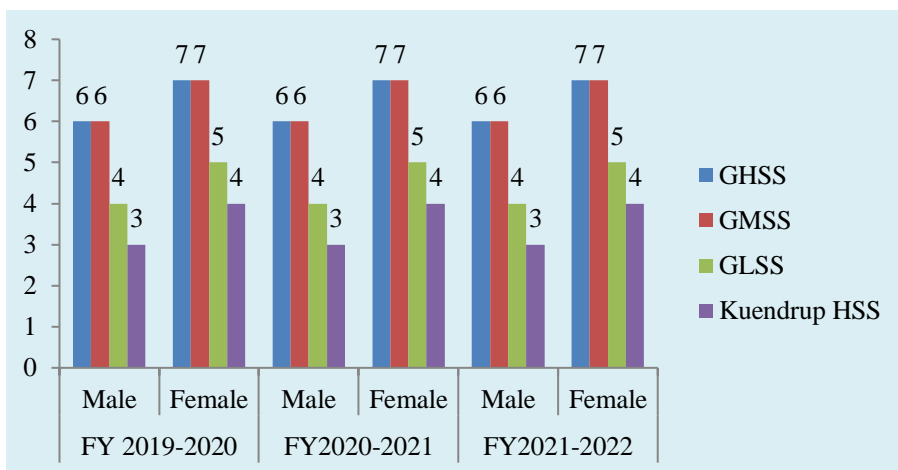


Chart7.3.Details of Non-Teaching Staff in four Schools

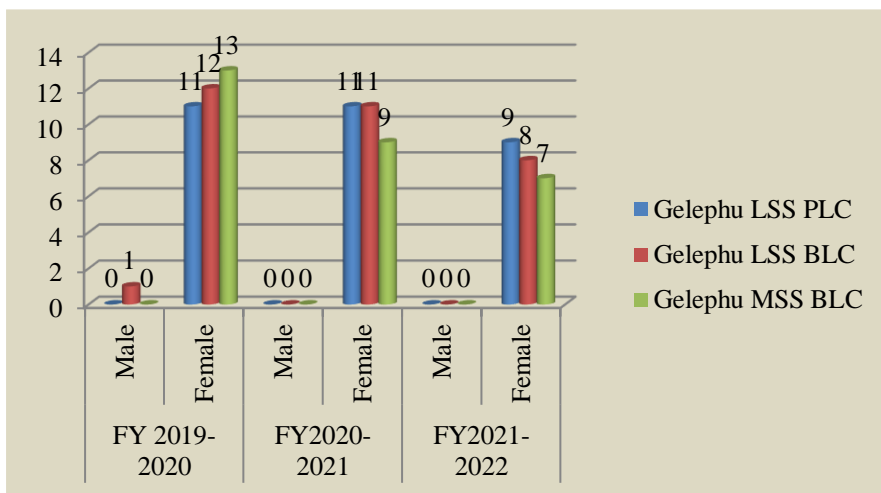


Chart7.4:Details of Non-Formal Education (NFE)learners

Name of Center(s)	FY 2019-2020		FY 2020-2021		FY 2021-2022	
	Male	Female	Male	Female	Male	Female
Kuenrig ECCD Center	27	33	27	33	33	35
Gelephu Child Care Center	27	24	27	24	36	30
Smart ECCD Center	0	0	0	0	5	8
Gelephu Thrimsung ECCDC	0	0	0	0	21	5
Gelephu Phendhey ECCDC	0	0	0	0	0	0

Table7.5:Nos.of students in ECCDs

8. ICT Cluster Services

This Cluster services provides all the ICT services to the Thromde and regional offices located within the Thromde boundary.

8.1. Gelephu Thromde Wide Area Network (GT-WAN)

GT-WAN was established to cater reliable and high speed communication networks to facilitate effective and efficient delivery of services at very economical cost.

The twenty-six agencies under Gelephu Thromde are connected with GT-WAN as tabulated below:

Table8.1:Agencies connected with GT-WAN

SN	Agencies connected under GT-WAN
1	Regional Revenue and Custom Office
2	Regional Immigration office
3	Road Safety and Transport Authority Office
4	Vector-borne Disease Control Program Office
5	Royal Guest House
6	Bhutan Agriculture Food Regulatory Authority Office
7	Piggery Office
8	Fishery Office
9	Royal Bhutan Police
10	Territorial Range Office
11	Royal Manas Park Office
12	Dungkhag Court, Gelephu
13	Border Check Post
14	Shershong Check Post,towards Zhemgang
15	Gelephu Lower Secondary School
16	Youth Center
17	Veterinary Hospital
18	Dungkhag Administration, Gelephu
19	Department of Geology and Mines
20	Gelephu Middle Secondary School
21	Regional Labor Office
22	Regional Agricultural & Marketing Cooperative Office
23	UgyenWangchuck Institute for Conservation & Environmental Research
24	Airport
25	Gelephu Higher Secondary School
26	Central Regional Referral Hospital

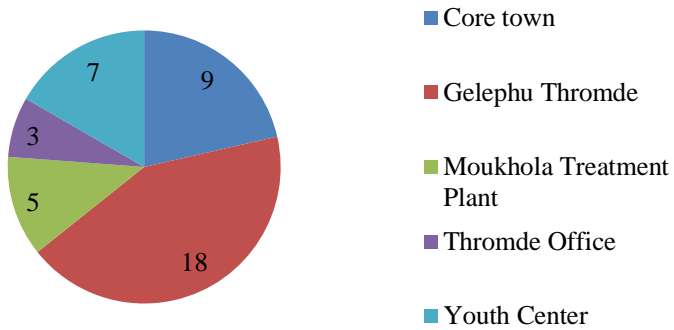


Chart8.1.Nos.of CCTV and its location

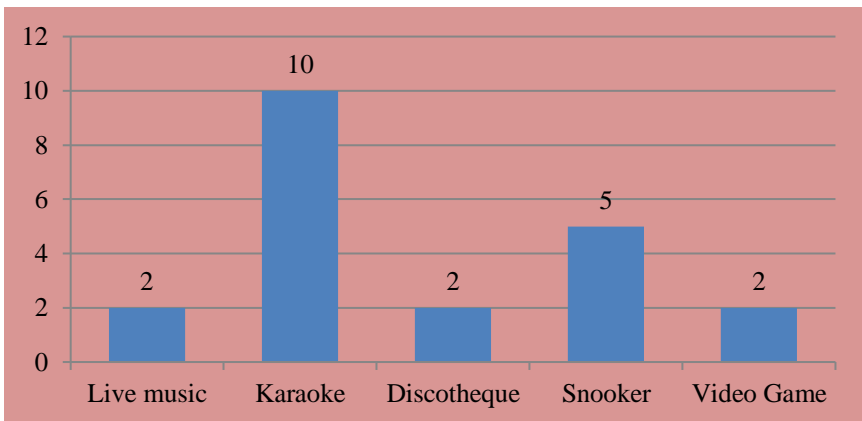


Chart8.2.Nos.of Entertainment places

9. Secretariats

The Secretariat Services/units/sections are interdependent units of competence that function collaboratively to lead and support the Agency towards achieving its organizational goal and objectives.

a. Human Resource Services

This sector looks into the development of skills and abilities of the staff in providing efficient services to the public. The sector also acts as a representative of the Royal Civil Service Commission in ensuring the overall welfare of the staff.

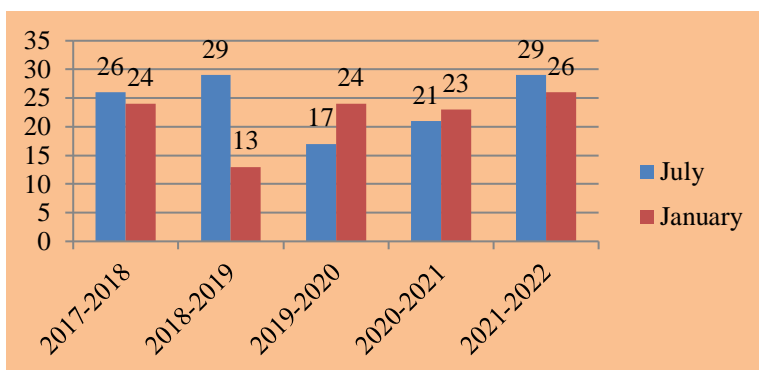


Chart9.1.1:Staff promoted in five fiscal years

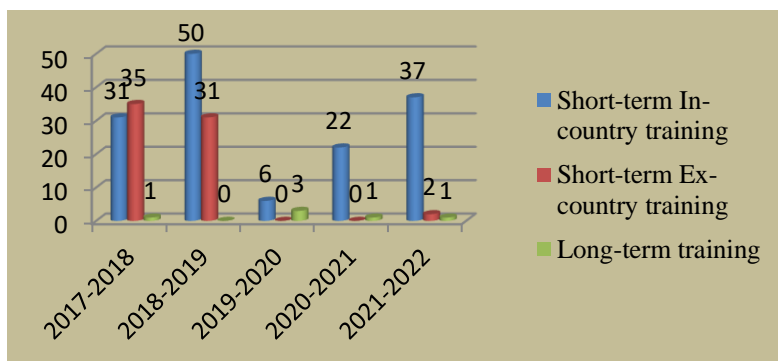


Chart9.1.2:Staff trained in five fiscal years

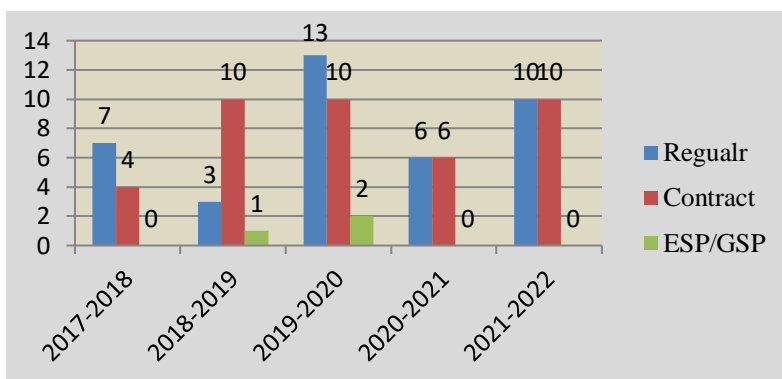


Chart9.1.3:Staff separated in five fiscal years

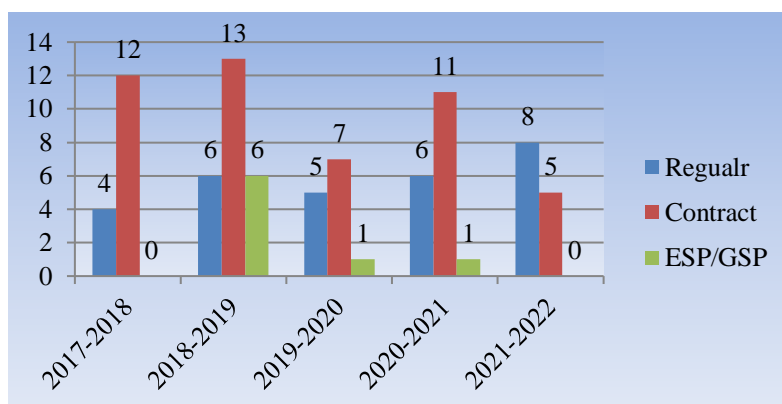


Chart9.1.4:Staff recruited in five fiscal years

Lifetime Service	2
30 years of service award	8
20 years of service award	6
10 years of service award	21

Chart 9.1.5:Civil service medals and certificates awarded in 2021-2022

A total of 17 nos. of HRC meetings (141-162) conducted in FY 2021-2022.

b. Administrative Services

This sector facilitates and supports the divisions/ sections in the agency and assists them in achieving their goals and objectives. Moreover, the sector attends to customer related services and ensures the cleanliness/livability of the office compound, while welfare of the office staff is also put into account.

Total Number of Vehicles: 29

- Light Pool Vehicles: 9
- Heavy/Medium Vehicles: 11
- Machines: 5
- Two-Wheeler: 4

Number of Drivers: 17

SN	Services	19-20	20-21	21-22
1	Sewerage related Services	50	25	26
2	Vacuum Tanker Services	12	2	1
3	Building Construction Approval Services	94	7	34
4	Water related services	136	83	90

Table 9.2.1: G2C Services provided in last three Fiscal Years

SN	Session	19-20	20-21	21-22
1	Main Session	1	3	1
2	Special Session	1	0	1
	Total	2	3	2

Table 9.2.2: Number of Thromde Tshogde conducted in last three Fiscal Years

c. Civil Registration&Census Services(CRCS)

The Section functions with a vision of becoming an efficient and effective organization to maintain demographic records and deliver the highest standard of civil registration and census related services.

The services provided includes Birth Registration, Death Registration, Census Transfer, Processing and issuance of New CID/SRP card, Replacement of CID/SRP cards, Change of Name/DOB, Issuance of House hold information, Nationality Certificate, Change of HOH, Change of Spouse Information, Update of Citizen/SRP Individual Information and annual census.

Tableno:9.3.1.RegisteredPopulationofGelephuThromde

<i>SN</i>	<i>FiscalYear</i>	<i>Male</i>	<i>Female</i>	<i>Total</i>
1	2019-2020	1198	1125	2323
2	2020-2021	1041	1045	2086
3	2021-2022	1348	1384	2732

Source: Department of Civil Registration & Census, MoHCA.

d. Policy&Planning Services

The sector formulates and prioritizes the Thromde FYP inline with the National Key Result Area(NAKRA). Further, the planned activities are aligned with the approved budget on yearly basis, and monitors and facilitates the implementation of the activities.

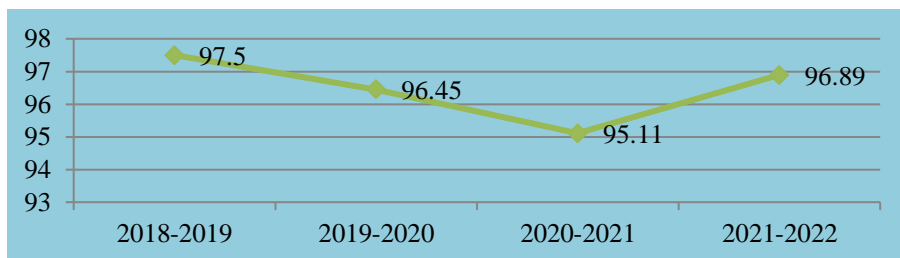


Chart 9.5.1. Annual Performance Score for the last four fiscal year

e. Legal Services

This section is responsible for handling the cases related to Tenancy and land disputes within Thromde jurisdiction which can be resolved without the intervention from the court. The role also includes serving as the Member Secretary of the Thromde Women and Children committee. Additionally, the sector supports Office management with regard to legal and law related advices.

Table 9.6.1. Record of disputes handled

SN	PARTICULAR	2019-2020	2020-2021	2021-2022
I	Thromde Women & Child Committee (TWCC)			
1	No. of cases handled	4	3	4
II	Tenancy/Land Dispute Settlement Cases			
1	No. of cases handled	10	9	3
III	Contractual Cases Handled			
1	Royal Court of Justice			1
2	Arbitral Tribunal			0

Significant Events

Second Session of Third Thromde Tshogde



The Second session of the Third Thromde Tshogde was held on 9th Nov. 2021 at Thromde main conference hall, Gelephu Thromde chaired by Dasho Thrompon followed by Member Secretary, Thuemis and the staff of Gelephu Thromde. During the session, major agenda were discussed regarding blacktopping of road, streetlight and storm water drain.

Third Thromde Tshogde Special Session 1

On 16th March, 2022 the First Special session of Third Thromde Tshogde was held at Thromde main conference hall, Gelephu Thromde chaired by Dasho Thrompon, Member Secretary, Thuemis and the staff of Gelephu Thromde, During the session, proposed budget for 2022-2023 was endorsed.



Zero Waste Hour

Gelephu Thromde celebrates Zero Waste Hour on 2nd Day of every month. Headed by Dasho Thrompon, the staff of Gelephu Thromde collect waste in aiming towards keeping the city clean.

Anti-Corruption Day

Coinciding with the International Anti-Corruption Day on 9th December, Gelephu Thromde observed the day to enhance integrity consciousness and curb corrupt practices at all times during service delivery.



Inauguration of Vermi-Compost



With the aim to reduce wet waste filling up the landfill and producing pungent smell, a Vermi-Compost was inaugurated by Thrompon on 8th December, 2021. The wet waste will be converted to fertilizers and soil conditioners.

Royal Civil Service Award

On 15th December, 2021 Thrompon and the Executive Secretary conferred the TashiDelekKhadar and the Royal Civil Service Award medals and certificates to 49 officials that includes teachers and Thromde staff for their dedicated service to the Tsa-Wa-Sum.



National Day Celebration

Gelephu Thromde joined the nation in celebrating 114th National Day on 17th December, 2021.



Promotion Ceremony



On 7th January 2022, Thrompon and the Executive Secretary conferred TashiDelek khaddar and certificates to 44 officials that includes Teachers and Thromde staff for their promotion and outstanding performance.

Lifetime Service Award

With the Lifetime Service Award ceremony Gelephu Thromde bade farewell to Mr. ChhoepheyDorji and Mr. JamyangKelzang on 8th April, 2022.



Water Flagship Project



The Gelephu landmark water flagship project (RGoB-De-Suung Water partnership project) targeting to benefit a population of 83,542 with 12 MLD capacity water treatment plant was launched on 22nd April, 2022 by His Excellency the Minister for MoWHS.

Gelephu Sherig Coordination Meeting

On 28th April, 2022 Thromde Education Sector in coordination with school administration conducted Gelephu Serig Coordination meeting (1.0) chaired by Thrompon. The objective of the meeting is to synchronize, improve and strengthen the 3Cs- Collaboration, Consolidation and Coordination between schools and Thromde Administration.



Lhabsang Thruesel ceremony of compactor and backhoe loader



Gelephu Thromde receives four compactor and one backhoe loader from Environment Management Team of JICA. The Lhabsang Thruesel ceremony was presided on 3rd May, 2022.

DriglamNamzha training

The Gelephu Thromde staff and Teachers headed by Thrompon attended a day long Driglam Namzha training on 27th May, 2022. The training was provided by Dungpa, Umling Drungkhag.



Social Forestry Day



The Thromde staff led by Thrompon celebrated Social Forestry Day by planting 1921 different varieties of ornamental plants and trees. The day was organized by Environment Division.

World Environment Day

To mark the World Environment Day on 5th June, Environment Division, Gelephu Thromde in collaboration with the Thromde Scout Association carried out cleaning campaign within core area. A total of 300 participants led by Thrompon and Offtg. Executive Secretary participated in the program.



Conclusion

Since its establishment in 2011, Gelephu Thromde has rapidly progressed over the period of time, has many developmental plans and programs of which some are implemented fully and many are in the pipeline for execution. With continuous efforts and dedication, Thromde shall continue to strive for excellence and work towards achieving its vision and mission.

The issues, challenges and shortfalls observed during the fiscal year has been duly noted for deliberation and making necessary improvements in up-coming plans and programs. Various strategies and service delivery mechanism are already in the implementation phase to enhance service delivery.

TRASHI DELEK