

During the lockdown, Thromde 24 hrs customer TOLL FREE no. 1870 shall remain closed. Any utility services required shall be routed through the HELPLINE 5555. Utility Services shall be provided as per the SOP.

1. Waste collection Services

a. Collection of wastes from the buildings

<i>Time</i>	<i>Mega-zone</i>	<i>Day</i>
6:30 – 11:30	Mega-zone - 1	Tue & Fri
6:30 – 11:30	Mega-zone - 2	Tue & Fri
6:30 – 11:30	Mega-zone 3	Wed

b. Collection of wastes from the quarantine facilities

<i>Time</i>	<i>Mega-zone</i>	<i>Day</i>
14:00 – 18:00	All zones	Every alternate days

c. Collection of wastes from Amochu Temporary Shelters

<i>Time</i>	<i>Location</i>	<i>Day</i>
14:00 – 17:00	All zones	Wed

Note:

- Waste from the household shall be collected as per above mentioned schedules and timing. Residents are advised to keep your waste properly packed in front of the residence/buildings.
- Residents coming out to drop their wastes shall come in proper face mask and maintain 2m distance with the waste collectors and use hand sanitizer after dropping the waste. Individual need to bring their own hand sanitizer.
- For emergency with regard to waste, please contact the official mentioned below.

Contact person:

Jamtsho, In-charge

Mobile No. 1766 4398

2. Water Tanker Service

- Water tanker service shall be made available as and when there is shortage of water ONLY. During the blackout/lockdown period, customer care 24hrs service of Thromde shall remain closed and any tanker services required shall be routed through HELPLINE 5555.

- HELPLINE will contact the officer in-charge mentioned below for deployment of water tanker at the particular location. HELPLINE shall provide proper name, address and contact number of the resident/institution/hotels requesting for water tanker.

Contact person:

Phub Lham, In-charge

Mobile No. 17816173

3. Empty of overflowing septic tank and clearing of blocked sewer-line

- **This service shall be provided under unavoidable situation ONLY.**
- During the blackout/lockdown period, customer care 24hrs service of Thromde shall remain closed and any such emergency services required shall be routed through HELPLINE 5555.
- HELPLINE will contact officer in-charge mentioned below for deployment of CESSPOOL Vehicle. HELPLINE shall provide proper name, address and contact number of the resident/institution/hotels.

Contact person:

Sonam Jamtsho, In-charge

Mobile No. 17979292

4. Street light Issue

- **This service shall be provided in case of emergency and for the safety of the residents ONLY.**
- HELPLINE shall call the officer in-charge mentioned below and provide exact location, name, address and contact no (if relevant).

Contact person:

Chimmi, In-charge

Mobile No. 17985986

5. Disposal of animal carcass

- This kind of service shall be provided ONLY when there is foul smell in the community or cluster.
- HELPLINE shall call the officer in-charge mentioned below and provide exact location, name, address and contact no.

Contact person:

Jamtsho, In-charge

Mobile No. 17664398