

## **FAQ on ZONING SYSTEM for THIMPHU**

### **1. How do I know my zone?**

The interactive zone maps are available in [www.gov.bt/covid19](http://www.gov.bt/covid19). They are also available in Facebook and the name of the FB page are the name of the Zones

### **2. What information is available in the zone maps?**

All essential information such as shops, vegetable outlets, flu clinics, Bank ATMs, meat shops, prominent landmarks etc are displayed in the zone map.

### **3. Where will I get my zone information?**

A link to join a Facebook group/s is shared for each zone. The name of the group/s are the names of the zones. You can Join your zone group and all information will be shared there.

### **4. How can I locate shops in my zones?**

The list of shops allowed to operate are displayed in the map. Also, a google interactive map showing the location and name of the shops are available in the Facebook zone group and in the Zoning Maps at [www.gov.bt](http://www.gov.bt).

### **5. Can I move within my zone during lockdown periods?**

Yes. You will be issued a movement card to go for essentials shopping within your zone. You can only come out during the time allocated in your movement card. However, if your house has been identified as a Hotspot Building, you will not be allowed to move out of your house even if you have the movement pass.

### **6. Can I cross zones during emergencies?**

Until and unless you have some proof to show (an electronic movement pass issued by the Call Centre 1010), you will not be allowed to cross zones. Therefore, please register with 1010 for an electronic card if you need to cross your zone/s.

## **7. Where can I find the emergency contacts?**

All emergency contacts including the toll-free numbers for Dzongkhags are uploaded in [www.gov.bt/covid19](http://www.gov.bt/covid19). Alternatively, you can call 1010 for support.

## **8. Where can I get a new or replacement card?**

For issuance of new/replacement of movement pass, you will have to [www.desuung.org.bt](http://www.desuung.org.bt) or contact the Call Centre at 1010 for help. Once registered, Desuup will distribute the cards in the coming days

## **9. How many individuals can use the movement card?**

Only one individual from a household can use the movement card. However, within the allocated time other members can also use.

## **10. What are the penalties for violating zone restriction and movement pass?**

You could be taken for COVID test and kept in isolation until the result is out and found negative.

## **11. What are Hot Spot buildings?**

Hot Spot buildings (HBs) are buildings from where COVID +ve cases are detected.

## **12. What are the restrictions imposed in HBs?**

Residents of HBs are advised to remain within their residents until the RCDC approves the relaxation. When this restriction is imposed critical services will be provided by Desuups and frontliners.

## **13. How are essential items supplied to the HBs?**

- i. In the HBs, if there is a Thromde selected shop within that building, the shopkeeper shall deliver to the rest of the tenants. However, the shopkeeper should be the resident of that HB. Thromde shall facilitate the replenishment of the shop from the selected wholesalers within the same super zone.

- ii. The tenants shall order their requirements to the shop and the shopkeepers/Desuups shall deliver at their doorstep without compromising the C19 safety protocols.
- iii. If there is no shop within the HB, the nearest shop in the zone will deliver to the tenants of the building with the help of the HB De-Suups on duty.
- iv. The tenants within the HB shall call 1009 for delivery of essential items where there is no Thromde selected shop within the HB. And the orders received shall be transferred to the team leader of the HB De-Suup.

**14. Who approves and what are the criteria for opening shops in different zones?**

The Thimphu Thromde selects and approves the shops to be opened in different zones.

**15. What if there are no or not enough shops in some of the zones?**

The Thimphu Thromde will devise means to facilitate in these zones

**16. What if the helpers of the shops approved are in different zones? How will they cross zones?**

If the shopkeepers and helpers live in different zones but within the same super zone, Desuups will facilitate movement to and from shops.

If the shopkeepers and helpers live in different super zones, they will be ferried to their shops in Busses arranged by the Thromde.

In both the above case, they have to test negative for COVID.

**17. Compulsory COVID -ve test result for shopkeepers and helpers?**

It is mandatory for every shopkeeper and their helpers to be tested for COVID -ve if they are to open their shop/s

**18. How do we authenticate that the shopkeeper and helper has been tested negative for COVID?**

An electronic card will be issued by the Thromde showing the details, including the date of test conducted. The shopkeepers should print and display the e-card at the counter.

**19. What if the shop happens to be in HBs?**

If the shops happen to be in HBs they shall not be open to the public. However, they can be opened for a few hours to cater to the needs of the residents of the same HB.