



STANDARD OPERATING PROCEDURE (SOP) FOR OPERATION & MAINTENANCE OF BPC GUESTHOUSE

MAY 2025
BHUTAN POWER CORPORATION LIMITED

1. Purpose:

This SOP aims to ensure the smooth operation, maintenance, and management of the office guesthouse for employees, ensuring a safe, comfortable and hygienic stay.

2. Scope:

This SOP applies to all employees/guests availing the service and the responsible Divisional Manager overseeing guesthouse facilities where available.

3. Responsibilities:

Respective Divisional Managers:

- Overall responsibility for management, maintenance, and policy enforcement.
- Ensuring cleanliness, upkeep, providing necessary services, and ensuring the safety of the premises and guests.
- Fair allocation of the guest house accommodations.
- Maintaining a guest register details of guests, check-in/out times, and purpose of stay.
- Overseeing that all guesthouse transactions are conducted via electronic transfer; cash payments should not be accepted.

Employees/External Guests:

- Adhere to guesthouse rules and maintain decorum.

4. Booking Procedure:

- i. Employees must submit a booking request to the guesthouse incharges via email at least 72 hours in advance.
- ii. An advance booking will not be permitted for outsiders. Facilities will be allocated to them based on availability.
- iii. Bookings will be confirmed on a first-come, first-served basis for BPC employees.
- iv. A confirmation email or message will be sent to the employee upon approval.
- v. Priority may be given to employees on official duty.

a) Authority to Approve Booking

- BPC Employees: Guest House Incharges/Divisional Managers
- Outsiders: Director of the respective Department

b) Duration of Stay

- BPC Employees: Maximum of seven (7) days at a stretch for private visits; and for official visits for the period of the official tour.
- Outsiders: Maximum of three (3) days at a stretch.

If there are no other bookings, the Incharge/Divisional Managers can extend duration till another booking is received.

c) Definition of Outsiders

- If only outsiders occupy the Guest House, even if the booking is made by a BPC employee and those staying are family members of the employee, it shall be considered under "Outsiders."
- If and only if a BPC employee stays alone or with their family, the booking shall be considered under "BPC Employee."

5. Check-in & Check-out:

- i. Earliest check-in time: 12:00 PM and Latest check-out time: 10:00 AM allowing time for cleaning and preparation for the next guest's arrival.
- ii. Employees must provide the purpose of staying in the guest register.

6. Housekeeping & Maintenance:

- i. Daily cleaning of rooms, bathrooms, and common areas by housekeeping staff.
- ii. Regularly inspect and maintain the electrical, plumbing, and other facilities of the guesthouse. For any major maintenance needs, Divisional Managers must notify the Department in writing. Upon approval, necessary repairs may be carried out.
- iii. Minor maintenance tasks, such as fixing water leaks, plumbing issues, replacing bed linens, towels, and curtains, addressing dampness and mold, painting and touch-ups, ensuring proper insulation and ventilation, replacing faulty wiring, sockets, switches, tube lights, bulbs, fans, heaters, and air conditioners, as well as repairing locks, handles, hinges, and replacing kitchen items, should be managed as needed.

7. Facilities & Amenities:

- i. Each room must have basic furniture, a clean bed, and adequate lighting.
- ii. Provision of drinking water, water boiler, rice cooker, curry cooker or other kitchen utensils, gas stove will be made available in the kitchens.
- iii. Cloth iron & board
- iv. Washing machine
- v. Refrigerator, microwave

- vi. For easy cleaning and better hygiene, the use of linoleum carpets is recommended.
- vii. Common areas should include a lounge, dining area, and pantry with basic appliances.

8. Security & Safety Measures:

- i. Guesthouse premises should have perimeter CCTV surveillance for security.
- ii. Fire safety measures, including fire extinguishers and emergency exits, must be in place.
- iii. Employees/Guests must report any suspicious activity immediately to security personnel or the guest house Incharges.

9. Code of Conduct:

- i. Employees/Guests must maintain cleanliness and avoid causing disturbances.
- ii. Employees/Guests should report any damages immediately; the cost of damages due to negligence shall be borne by the employees/guests.
- iii. Guests are not allowed to bring an additional guest. Should it be exigent, the guest must inform the respective Manager/Incharges/Caretaker.
- iv. Prohibited activities:
 - Illegal activities such as gambling
 - Riotous behaviour in the guesthouse and its premises
 - Conducting any kind of business except BPC official work.
 - Carry any lethal or dangerous weapons.
 - Causing damage to guesthouse properties.
 - Consuming intoxicating substances like drugs.
 - Any act of sexual harassment.

10. Emergency Handling:

- i. A first aid kit must be available at the guesthouse.
- ii. In case of medical emergencies, the respective Managers/ Incharges/ Caretaker must extend support.

11. Feedback & Complaint Handling:

- i. Employees can submit feedback or complaints regarding facilities.
- ii. Complaints will be reviewed and addressed within 48 hours.

12. Record Keeping & Audit:

- a. Maintain records of bookings, payments (if any), and maintenance logs.
- b. Periodic audits should be conducted to assess the condition and compliance of guesthouse facilities and fund management by the Internal Audit Unit.
- c. Maintain Room Inspection Checklist to ensure all the amenities are in working condition before and after the occupancy.

13. Self-Sustainability

The guest house must be self-sustainable; its operation and maintenance should be managed from the income earned.

- a. All incoming payments shall be deposited into the respective division's Imprest bank account.
- b. Proper receipts and bills must be maintained for record-keeping.
- c. Care must be taken to ensure expenses do not exceed the income earned.
- d. If major repairs are required beyond the income generated, approval must be sought from the respective Director and Director CSD based on budget availability.

14. Compliance & Review:

- i. This SOP is subject to periodic review and updates based on feedback and operational requirements.
- ii. Any changes must be approved by the management and communicated to all concerned personnel.