

## **Terms of Reference**

### **General roles and responsibility of RSA operator/Manager**

- Manage the restroom on pay and use basis on the rate determined by Dzongkhag/ Gewog and TCB. Such fee can be increased only with the written approval from TCB.
- Ensure that the facilities will be made available to all visitor at all times
- Ensure the cleanliness and hygiene of restroom, quarter, shop and other ancillary facilities.
- Ensure the acceptable manners of the RSA operation in dealing with the customers.
- Ensure uninterrupted flow of water and power supply.
- Ensure that all sanitary items such as broom, bucket, jug, tissue paper, chemicals, etc. are procured and made available in the restroom.
- Ensure that all the plumbing accessories, electrical fittings, all the interior and exterior structures with their accessories are functional 24/7 throughout the management stages.
- Ensure proper management besides cleanliness and hygiene of the RSA and surroundings.
- Ensure proper management of garbage near the restroom and ensure proper disposal of such garbage.
- Ensure proper and safe disposal of sewerages when the septic tank is full.
- Ensure timely payment of the power bills and the water bills to the concerned offices.
- Ensure that the operation of shop/café and other integrated services are in compliance with the relevant rules and regulations.
- Ensure that the restroom is operational for 24/7 throughout the management stages.
- Inform TCB, Dzongkhag/ Gewog in the event where the restroom operator wants to come up with any additional infrastructures.
- Ensure that no nuisances and illegal activities are carried out in the surrounding community.
- Inform TCB, Dzongkhag/ Gewog in the event where any renovation works are required for the RSAs.
- Carry out the timely repair works of the facilities depending on the condition of repair/renovation in the contract agreement.
- Maintain a register book to keep the record of people using the restroom along with Druk trace QR scanning platform