

**STANDARD OPERATION PROCEDURE FOR
DZONGKHAG MONITORING SYSTEM,
CHHUKHA DZONGKHAG**

Dzongkhag Monitoring and Reporting System

The need for the monitoring and quality control system is quite apparent with the significant decentralization of administrative and financial authority to the Dzongkhag from the 12th Five Year Plan. The Dzongkhag has so many developmental activities to implement in line with decentralization process. Dzongkhag Engineering Section alone cannot assure the quality of the capital activities. Quite often the site engineers are overburdened with lot of activities, as a result of which quality of the development programs are compromised.

Aims & purposes

Monitoring and reporting for effectiveness in managing and accomplishing the planned activities in time and desired manner.

Objectives

- Monitor the activities and programs taking place in the specific financial year on quarterly basis.
- Gather relevant information on how the activities and programs are progressing as per the plan.
- Document the process, results and experiences and use as a basis for evaluation and decision making.
- Submit the reports to the Head of Agency and relevant stakeholders for immediate interventions wherever necessary.

Dzongkhag Monitoring Committee Members

- Dasho Dzongrab: Chairperson
- Dz. Planning Officer: Member Secretary
- Dzongkhag Engineer: Member
- Dz. Finance Officer: member
- Dz. Internal Auditor: Member
- Dz. ICT Officer: Member
- Relevant sector heads if required

Monitoring team is entrusted with the following responsibilities:

- a. Ensuring proper and timely planning and execution of all the capital activities,
- b. Proper and timely monitoring, supervision and providing feedback on the implementation of planned programs,
- c. Recommending the contractors to rectify the works not done properly/work which does not meet the standard, and thus ensuring the quality (site engineer to take follow up action),
- d. Checking the progress of all the capital activities in the Dzongkhag,
- e. Appraisal of staff's performance in the field and providing feedback for improvement
- f. Pointing out the weakness of site engineers and taking follow up actions,
- g. Facilitating proper coordination among all the sectors in the execution of works,
- h. Monitoring the Sectors in the preparation of progress of the planned programs,
- i. Working out strategies to improve the implementation of the programs,
- j. Supporting the Gewogs in strengthening the monitoring system,

- k. Review and check the drawings and estimates prepared for the construction before it is being finalized and printed for tendering,
- l. Put up the case requiring the high level decision pertaining to construction to the Dzongkhag tender committee, which in turn will take appropriate actions as deemed necessary.

Methodology and frequency of monitoring

All Dzongkhag sector heads, Dungkhag Administration (particularly Dungkhag Engineer) and Gewog Administrative Officers shall enter respective activities for specific financial year online in Dzongkhag website for online reporting as per the format developed and launched in the Dzongkhag website. The concerned officials are responsible for timely online entry and reporting of information as per requirements on quarterly basis as mentioned in the action plan.

The monitoring of activities will be carried out at three different levels:

1. Site engineer level at field
2. Dzongkhag Sector/Dungkhag/Gewog level and
3. Dzongkhag Monitoring Committee level

Monitoring at Site Engineer level

The concerned site engineer will monitor the respective activities on regular basis in collaboration with Gewog Administration wherever the activities are implemented. If the monitoring team comes across any issues and constraints in implementing the activities, the matter shall be discussed and threshed out for successful execution in their level. If need be, the Site Engineer level monitoring team shall report issues to the concerned sector head for immediate interventions.

Monitoring at sector level

The concerned sector heads, Dungkhag Administration and Gewogs will conduct site visit to all the activities at least once in a year for monitoring. If they come across any issues hampering the progress of work, they have to be discussed with site engineer and relevant stakeholders for resolution at their levels unless attention is necessary from Dzongkhag Monitoring Committee. If the issues are beyond their capacity to resolve, they have to be reported to the Dzongkhag Monitoring Committee for deliberation and necessary interventions.

Monitoring at Dzongkhag Monitoring Committee level

The Dzongkhag Monitoring Committee (DMC) shall conduct monitoring of activities on quarterly basis in every financial year. The committee will identify the sites for monitoring based on following considerations:

- Issues raised online by site engineers, sector heads, Dungkhag and Gewogs
- Huge budget allocation
- Frequency of monitoring done by site engineers/sector heads/Dungkhag/Gewogs

Besides scheduled monitoring program, the DMC shall also carry out monitoring based on the recommendation of sector head/Dungkhag/Gewogs level monitoring program and as per the directive of Dzongkhag Tender Committee. The committee can also make immediate recommendation and decision at site unless input or attention is required from the DTC.

As an overall monitoring body of the organization, the Dzongkhag Monitoring Committee will also conduct site visit and monitor the activities under Dungkhag Administration on need basis under the chairmanship of either Dasho Dzongdag or Dungpa. Dasho Dzongrab can also lead the Dzongkhag monitoring team in the capacity of Dasho Dzongdag, if out of station.

Monitoring Guideline

Monitoring is very important program and therefore, it needs to be planned well for better results. The following guidelines will be followed strictly:

- Plan a tentative schedule for monitoring of capital activities.
- Monitoring program will be prepared by the Secretary of the committee after consulting the Chairman. In case the secretary is involved with some other programs, the monitoring programs will be prepared by the Chairman/any member.
- A minimum of two members will visit the site. It is not necessary for the site engineers to accompany the team during the visits.
- The committee will inform the contractor and site Engineer while making monitoring visits.
- Will carry BOQ, drawings, basic equipment, and points of recommendations, if any.
- For bigger projects with some recurring problems, visit will be more frequent or as and when required.

Reports and follow up mechanisms

- Member secretary will take lead role in writing reports with pictorial evidences, and put up to the committee members for finalization. All the members must render necessary support and be equally responsible writing the reports. In case the member secretary is not involved in the visit, DE or any member assigned by Chairperson will write the report and follow the same procedure.
- The Committee will submit the reports to the Head of the Organization (Dasho Dzungdag), relevant Sector heads, site Engineers and District engineer for follow up.
- District Engineer will follow up whether the site Engineers and the contractors have carried out the recommendations.

Action Plan for Monitoring Program

Sl. No.	Activities	2019						2020						Action	
		J	A	S	O	N	D	J	F	M	A	M	J		
1	Formulation & endorsement of plan by DMCM	■	■												Dzongrab/ DPO
2	Incorporate activities in Dzongkhag website			■	■										ICTO
3	Monitoring Committee Meeting			■	■										DPO/MC
4	1st round of monitoring by committee					■	■								DPO
5	Submission of reports & feedback						■	■							DPO
6	2nd round of monitoring by committee								■	■					DPO
7	Submission of reports & feedback									■	■				DPO
8	3rd round of monitoring by committee											■	■		DPO
9	Review and plan for next FY												■	■	DPO/MC

