

Audit Report : Performance Audit Report on 'Provision of Drinking Water in Thimphu Municipality' (AIN 14732)
Schedule of Audit : 1st March 2017 – 10th May 2017
Date of Issue : 14th August 2017
Period covered by Audit: 2010 to 2016
Name of Agency : Thimphu Thromde, RCDC, Ministry of Health (MoH), Ministry of Works and Human Settlement (MoWHS) and National Environment Commission Secretariat (NECS)

No.	Recommendations	Action taken (as per the detailed action plan/report submitted by Thimphu Thromde)	Status/progress of corrective actions taken by the auditee agency (RAA's further Comments)	Reasons for non-completion of action (RAA's further Comments)
4.1	<p>Thimphu Thromde should provide reliable and equitable water supply to its population</p> <p>Analyzing the water received in each zone of Thimphu Municipality as against the required amount, it was noted that the zones received varying amount of drinking water ranging from 28% to 94% of the requirement depicting inequity in water supply. Further, some areas do not have Thromde's water connection at all despite having enough water produced to meet the required amount of water.</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018</p> <p>For area - IX: Thimphu Thromde has already initiated the construction of adequate number of service tanks in the following locations which are in conformation with RAA's findings and recommendations. NIT has been floated for construction of a 230cum capacity tank at Zilukha. Kawajangsa is already supplied from tank located at Kuengacohling and additionally, there is already an existing 50cum tank for Kawajangsa which is fed from Dzong tank by pumping.</p> <p>Area -VII: Process for construction of 230 cum tank at Changedaphu and 100 cum tank at</p>	<p><u>Partially Implemented</u></p> <p>While the RAA is appreciative of the various actions taken by the management through the construction of water tanks it is to reiterate that there is still a need to have a strategic plan to provide reliable and equitable water supply.</p>	<p>The RAA has noted that various water supply tanks are being constructed to provide reliable and equitable water supply to its population. However, with regard to some areas that do not have Thromde's water connection at all despite having enough water produced to meet the required amount of water, nothing has been</p>

	<p>The RAA also noted inadequate storage capacity of service tanks leading to water shortages in certain areas. Strategic water distribution plan considering the size and density of population, area and different user groups to ascertain the amount of water supply required for each zone in order to ensure reliable and equitable drinking water. Thromde should also construct adequate numbers of service tanks proportionate to water requirement.</p>	<p>Changzamtog has already been initiated. Two tanks have been recently constructed for Changzamtog and Changedaphu located at Karisha above old RICB colony and at Changedaphu. The capacities are 100 and 50cum respectively.</p> <p>Area - V: A new 230cum tank has been constructed at Langjuphaka under the World Bank funding. Further enhancement of the storage capacity by another 230cum for the whole Langjuphaka area is included in the scope of the ongoing central water supply project.</p> <p>Area - IV: A 100 cum tank is being constructed which will be located at Sunday market to enhance the service tank storage capacity.</p> <p>Area - II: A 230cum service tank is being constructed at Changjiji to increase the existing storage capacity.</p> <p>Thimphu Thromde is in the process of implementing the work of providing extended new distribution pipelines in Changzamtog, Yangchenphu, Zilukha, in the core city areas of Changlam, Norzinlam including old pipe replacement works covering the areas of Changzamtog, Changangkha and Kawajangsa.</p>	<p>intimated on the action taken on this matter. And at the same time to ensure reliable and equitable drinking water considering the size and density of population, area and different user groups to ascertain the amount of water supply required for each zone, nothing has been mentioned in the reply to RAA.</p> <p>While the recommendation is also to have adequate number of service tanks, it is partially also to formulate a strategic water distribution plan. Therefore, para has been treated as partially implemented since a thorough study still needs to be carried out to have equitable and</p>
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				reliable water supply.
4.2	<p>Thimphu Thromde should establish a robust system to monitor and supervise the water distribution network</p> <p>Absence of monitoring system for water sources and the distribution network has led to huge loss of water, water revenue and interruption in water supply. To ensure quality and reliable supply of drinking water and also to control water loss in the water distribution network, there should be robust monitoring system established for water distribution networks. The Thromde should come up with components of monitoring system such as monitoring standards and protocol, formation of monitoring team, schedule and reporting, etc. to have established system in place.</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>Thromde appreciates and recognizes the need for a robust water supply distribution monitoring system. Realizing this, Thromde has already requested and discussed with the World Bank mission in July 2017 to conduct a diagnostic study of Thromde water services. Based on the outcome result of the diagnostic study, necessary monitoring system shall be set up which shall include all aspects of water supply distribution monitoring components with appropriate institutional setup, standards and protocol, monitoring teams, schedules, implementation, reporting on a sustainable basis.</p>	<p><u>Partially Implemented</u></p> <p>The RAA noted that works are already under progress through a diagnostic study to ensure established monitoring system in place including monitoring standards and protocol, formation of monitoring team, schedule and reporting, etc.</p>	<p>The recommendation shall be treated as partially implemented until the aforementioned study is completed and measures appropriately implemented in relation to the monitoring and supervision of the water distribution network.</p>
4.3	<p>Thimphu Thromde should maintain and safeguard water distribution network</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>The proposal for diagnostic study of Thromde</p>	<p><u>Partially Implemented</u></p> <p>It has been noted that geo-coordinated</p>	<p>The RAA has noted that the issue shall be addressed through the diagnostic study on</p>

	<p>Several inadequacies were noted in the water distribution network relating to infrastructure and water protection such as inappropriate laying of water distribution pipes and Installation of water meters, improper fencing at water source and service tanks and non-functional bulk meters . In order to address the inadequacies noted, Thimphu Thromde should develop blueprint of water network system, conduct periodic maintenance of water distribution network infrastructure and develop guidelines on water meter installation.</p>	<p>water services include all the components mentioned under recommendation 4.3 that Thromde should maintain and safeguard water distribution network. The specific issues to be considered are developing geo-coordinated network data of the water distribution system for use in GIS, metering of all the water production outlets from water treatment plants, service tanks including metering all service connections to monitor and take remedial measures to reduce the non-revenue water and to facilitate water audit. Fencing of intake/intake structures, service tank compounds including compound lightings to ensure water safety shall be implemented on priority. Active leak detection system, monitoring of distribution network based on the best practices, standard operating procedures, guidelines on water meter installations shall be developed and implemented. The need to make provision of facilities such as meter test bench for testing and calibration of water meters, meter repairing workshop etc. the need to set up a dedicated workshop for operation and maintenance of water supply infrastructure are being considered.</p>	<p>network data of the water distribution system for use in GIS is being developed.</p>	<p>Thromde Water services conducted by the World Bank. Since the issue has already been conceptualized and measures initiated to maintain and safeguard water distribution network the para shall be treated as partially implemented. However, the Thromde should intimate RAA until actual implementation is done.</p>
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<p>4.4</p>	<p>Irregularities noted in water network system should be corrected</p> <p>Instances of irregularities such as unauthorized tapping of water, water connection bypassing meters, water connection from transmission lines, allowing more than one connection per dwelling and diversion of water supply to community tanks were noted in the process of audit.</p> <p>Thimphu Thromde should further investigate and take appropriate action immediately. In addition, the Thromde should also institute corrective measures in order to prevent such cases in the future.</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>Actions have already been initiated by the customer service centre to streamline the deficiencies in line with the water regulation of Bhutan 2014. It has already been discussed that a separate rules and regulations need to be prepared specific to Thromde based on the water regulation to address the irregularities and institute corrective measures with regard to water connections and metering.</p>	<p><u>Not Implemented</u></p> <p>The RAA has noted that the customer service centre has initiated discussion to streamline the deficiencies by coming up with a separate rules and regulations specific to Thromde. However, the Thromde has not taken any appropriate actions on the irregularities noted in the report because Customer Service centre was already there in place. Therefore, proper action evidences are required in order to implement the recommendation.</p>	<p>No substantial action has been taken to implement the recommendation. Irregularities such as unauthorized tapping of water, water connection bypassing meters, water connection from transmission lines, allowing more than one connection per dwelling and diversion of water supply to community tanks needs to be corrected and intimated to RAA.</p> <p>Until Thimphu Thromde intimates RAA with proper implementation status, it shall remain as not implemented.</p>
<p>4.5</p>	<p>Thimphu Thromde should develop comprehensive and accurate database on buildings and water meters</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>Development of accurate database on buildings is</p>	<p><u>Partially Implemented</u></p> <p>The RAA has noted that the Thromde intends to</p>	<p>The RAA has noted that the Thromde has requested the World</p>

<p>Maintaining a comprehensive and up to date database on property holdings and issuance of water meters within the Municipality's jurisdiction is very crucial for the Thromde to levy correct property taxes and water charges as mandated by law. Maintaining comprehensive and accurate database will not only help Thimphu Thromde to determine the actual number of water meters connected and those buildings that need to be connected. In addition, it will also help in assessing Thromde's water coverage and proper accounting of water consumption and water revenue. This in turn would help the Thromde in effective planning and decision making in water supply management. Thus, Thimphu Thromde should develop comprehensive and accurate database on building and water meters.</p>	<p>long overdue and is being considered for a detailed survey. Development of comprehensive and accurate data with regard to water meters shall be addressed as recommended. The proposed diagnostic study on water services to be conducted by the World Bank BUDP II shall include the data development on metering, monitoring of operation and maintenance aspects. The data shall facilitate in strengthening the planning and decision making process in the management of water supply.</p>	<p>address the issue through World Bank conducted diagnostic study on Thromde Water services.</p>	<p>Bank to carry out diagnostic study on Thromde Water services.</p> <p>Comprehensive and accurate database on buildings and water meters are yet to be developed. Therefore, the recommendation shall remain partially implemented.</p>
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<p>4.6</p>	<p>Thimphu Thromde should develop clear job roles and responsibilities for the officials working in Water Supply Section</p> <p>To ensure efficient and effective delivery of mandates of organization, divisions and sections should clearly understand their roles and responsibilities. There should be formal instructions for all units in the organization on how businesses are to be conducted. It shall be the collective responsibility of officials in the organization to facilitate achievement of Organizational goal.</p> <p>Thimphu Thromde should develop clear job roles and responsibilities for each position in Water Supply Section with accountability to address many inadequacies noted in this audit such as ineffective monitoring of the water network system, delay in providing water related services, inefficiency in addressing complaints,</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>One of the components identified in the proposed diagnostic study of Thromde water services is to review the institutional capacity. In particular, the human resource requirement to enable effective, efficient and professional delivery of water supply services. Thromde management shall seriously review the issue of the need to develop clear job roles and responsibilities. Assess and review the existing capacity of human resource with emphasis on the qualification and experience of Thromde engineers, technicians, operators, plumbers and other staff engaged in the management, operation and maintenance of water supply. The available strength of existing technical staff under Thromde shall be reviewed and necessary changes shall be implemented to ensure effective delivery of water services.</p>	<p><u>Not Implemented</u></p> <p>Until Thimphu Thromde intimates RAA with proper implementation status, it shall remain as not implemented.</p>	<p>Thimphu Thromde is yet to come up with clear job roles and responsibilities for the officials working in Water Supply Section.</p> <p>Therefore, the recommendation shall remain as not implemented.</p>
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	inadequacies in monitoring of water quality, etc.			
4.7	<p>Water meter needs to be installed for every water connection provided by Thromde and accordingly charged.</p> <p>Thromde’s drinking water supplied to Babesa, Lungtenphu and Olakha from Megaypang water treatment plant since November 2014 was never charged. Furthermore, commercial car washing units did not have water meters installed despite having Thromde’s water supply. As a result, there was a loss of government revenue amounting to Nu. 20.37 million. Thimphu Thromde should ensure to install water meter for every water connection provided and also justify for the forgone revenue.</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>The water metering has been completed and the bills have been raised for Babesa, Lungtenphu and Olakha areas. Meters have been installed for commercial car washing units having Thromde water supply and bills are raised.</p>	<p><u>Partially Implemented</u></p> <p>Thimphu Thromde reported that water meters are installed and billings started in Babesa, Lungtenphu and Olakha areas and commercial car washing units.</p>	<p>However, there were no justifications provided for the forgone government revenue of Nu. 20.37 million.</p> <p>Hence, RAA awaits justifications from Thimphu Thromde and accountability for the revenue forgone from the Thromde. Until then the recommendation shall remain partially implemented.</p>
4.8	<p>Thimphu Thromde should provide adequate water supply in order to discontinue private and community connections</p> <p>The residents in Thimphu Thromde</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>Implementation process has already been initiated to facilitate gradual discontinuation of private and community water connections through provision</p>	<p><u>Partially Implemented</u></p> <p>Thimphu Thromde has initiated to centralise the water sources and there are also plans to</p>	<p>Since the work are initiated and still under process, the recommendation shall</p>

<p>currently gets water supply from three sources viz. Thromde’s water supply, privately and community obtained water supply. Some residents just have one of the three water connections while the others have combination of two or all three of them. As per the Section 90 of the Water Regulation of Bhutan 2014, Thromde’s water supply should be the only source of potable water supply and all other water supply should be discontinued when Thromde supplies adequate water. Therefore, the Thromde should have plans to provide adequate water supply to all and eventually discontinue the private and community water supply connections.</p> <p>Further, quality of drinking water from the private and community source are grossly polluted, thus the concerns for human health also warrants discontinuation.</p>	<p>of adequate water supply by Thromde.</p> <p>a. <i>Improvement in system input include the ongoing central water supply scheme funded by world Bank, enhancement of existing storage capacities through construction of tanks, network extension for coverage and replacement of pipelines including rehabilitation of existing water infrastructure.</i></p> <p>b. <i>Improvement in demand management such as monitoring of distribution network, connections, active leak detection, waste control and metering water supplied from the water treatment plants and service tanks and ensuring 100% metering all connections.</i></p> <p>c. <i>Ensuring the quality of drinking water supply through enhanced coordination with RCDC which include taking prompt actions to remedy and minimize the risk and hazards associated with contamination of water supplies.</i></p>	<p>gradually discontinue usage of private and community connections by providing adequate water supply from Thromde.</p>	<p>remain as partially implemented. Thimphu Thromde should complete the works as assured and intimate RAA.</p>
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<p>4.9</p>	<p>Coordination amongst the relevant agencies and authorities should be strengthened</p> <p>The Water Act of Bhutan 2011 envisions the holistic management of water resources requiring collaboration and cooperation of all key stakeholders for making informed decision on water and its development. The main agencies involved in provision of drinking water in Thimphu Municipality include Ministry of Works and Human Settlement (MoWHS), Ministry of Health (MoH), National Environment Commission Secretariat (NECS), and Thimphu Thromde. Recognizing the importance of effective coordination, National Environment Commission formed the National Water Resources Board (NWRB) comprising of all the stakeholders. Since NWRB was inactive from 2014, the NECS should initiate to revive the NWRB and ensure they function as per the Water</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>Thromde shall initiate and coordinate the revival of National Water Resource Board (NWRB) comprising MoWHS, NECS, MoH and Thimphu Thromde for making informed decision on water and its development.</p>	<p><u>Not Implemented</u></p> <p>Until Thimphu Thromde intimates RAA with proper implementation status, it shall remain as not implemented.</p>	<p>Action taken if any has not been intimated to RAA.</p>
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	Regulation of Bhutan 2014.			
4.10	<p>The Ministry of Works and Human Settlement (MoWHS) should develop the master plan for drinking water supply</p> <p>As required by the Water Regulation of Bhutan 2014, the MoWHS should develop master plan for the national drinking water and wastewater management system for Thromde in consultation with local government in order to identify available options to ensure sufficient water for future generations. The plan would also provide clear strategic direction and holistic approach in the management of water supply system in the country.</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>Thimphu Thromde has prepared a Draft Water Master Plan for Thimphu Thromde water supply. Since the Ministry of Works and Human Settlement is mandated to develop the national drinking water management system for Thromde in consultation with local government, Thimphu Thromde shall make an official request to the Ministry to develop the drinking water master plan for Thimphu Thromde.</p>	<p><u>Partially Implemented</u></p> <p>The audit follow up team on 28th March 2018 verified that a Draft Water Master Plan for Thimphu Thromde water supply was drafted by Thimphu Thormde in consultation with MoWHS.</p>	<p>The para shall remain partially implemented until a comprehensive Water Master Plan is prepared, approved and the actions taken in accordance to the plans.</p>
4.11	<p>The National Environment Commission Secretariat (NECS) should finalize the Water Resources Inventory at the earliest</p> <p>Water Resources Inventory is the</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>The National Environment Commission Secretariat shall be officially requested to finalize the water resource inventory for Thimphu Thromde. Thimphu Thromde is prepared to</p>	<p><u>Not Implemented</u></p>	<p>Action taken if any has not been intimated to RAA.</p> <p>Until Thimphu Thromde intimates RAA with proper</p>

	<p>study carried out on the availability of water from different sources and its quality aspects. Having water resources inventory would help in providing information in proper allocation of water from various sources to meet the current and future water needs. Till the date of audit, the inventory on water resources conducted by the NECS was found to be in the draft form. Thus, the NECS should immediately finalize the Water Resources Inventory.</p>	<p>render all necessary inputs that may be required for finalizing the water resource inventory.</p>		<p>implementation status, the status shall remain as not implemented.</p>
<p>4.12</p>	<p>Thimphu Thromde and the Royal Centre for Disease Control (RCDC) should ensure routine testing of the water quality</p> <p>The Thromde does not carry out the water quality tests on regular basis especially in the South Thimphu. Further, there was no test conducted for the private and community water supply by the Thromde, except for few tests in schools and institutes by Royal Centre for Disease Control (RCDC). Absence</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>Thromde carries out regular water quality tests at the water treatment plants for raw as well as treated water and at the service tanks. Although water quality tests are done at the Megaypang/Chamgang water treatment plant, there is no water quality testing done at the service tanks under this treatment plant as mentioned in the findings. The RCDC has been testing the water quality for schools and institutions and the reports are shared with Thimphu Thromde. Thimphu Thromde shall pursue in institutionalizing and enhancing the existing coverage of water quality</p>	<p><u>Partially Implemented</u></p>	<p>While water testing is conducted, there is a lack of systematic process for carrying out the testing, monitoring and reporting on water quality.</p> <p>Therefore, Thimphu Thromde should ensure compliance to Bhutan Drinking Water Quality Standard 2016 and Water Safety Plan.</p>

	<p>of regular testing could lead to provision of unsafe drinking water which in turn could trigger outbreak of water-borne diseases. Therefore, the Thromde and the RCDC should institute system to conduct water quality testing regularly as required by the WSP to ensure that the water supplied is safe at all times. Special attention should be given to test the water quality of schools, institutes and hospitals irrespective of the water supply source.</p>	<p>testing for water supplied by Thromde including schools and institutions within its jurisdiction. Schools and institutions which do not have access to Thromde water supply are being reviewed for actions to be taken to ensure safety of drinking water supply for which, Thromde Education Office shall be spearheading the necessary actions to be taken in collaboration with operation and maintenance of water supply. The water tests shall then be conducted regularly as required by the Bhutan Drinking Water Quality Standard 2016. Thimphu Thromde shall also increase and establish water sampling stations within the water distribution system to monitor water quality. Besides, these sampling stations shall facilitate RCDC to carry out their surveillance effectively. Implementation of activities identified in the water safety plan shall be carried out on priority.</p>		<p>Until such actions are taken and status informed to RAA with documentary evidence, the recommendation shall be treated as partially implemented.</p>
<p>4.13</p>	<p>Thimphu Thromde in collaboration with the Royal Centre for Disease Control (RCDC) should institute monitoring and reporting mechanism on water quality</p> <p>The report on the water quality tests conducted by technicians was neither monitored nor the result was</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>There was no institutionalized system of reporting and action taken reports on the water quality test results conducted by RCDC. However, the water service providers are required to comply with the Bhutan Drinking Water Quality Standards 2016 with effect from July</p>	<p><u>Not Implemented</u></p> <p>The RAA has noted that the Bhutan Drinking Water Quality Standards 2016 will be implemented with effect from July 2017. However, Thimphu Thromde & RCDC has</p>	<p>Thimphu Thromde & Royal Centre for Disease Control (RCDC) has not instituted monitoring and reporting mechanism on water quality.</p>

	<p>submitted for review. Furthermore, there was no action taken on the test results despite showing high presence of faecal coliform and residual chlorine. In absence of monitoring and reporting mechanism, appropriate treatment and timely actions cannot be taken if the water is contaminated.</p> <p>Therefore, Thromde in collaboration with RCDC should institute proper monitoring and reporting mechanism on water quality.</p>	<p>2017. Monitoring and reporting system shall be implemented as required by the standard.</p>	<p>not instituted monitoring and reporting mechanism on water quality.</p>	<p>Hence, the recommendation shall remain as not implemented until Thimphu Thromde intimates RAA with proper implementation status.</p>
<p>4.14</p>	<p>Thimphu Thromde should strengthen the storage facilities for water treatment chemicals</p> <p>It was observed there was lack of proper storage facilities for the chemicals used for water treatment, thereby deteriorating the chemical stability by exposing to direct sunlight. In some cases, it was also found stored at Caretakers' house posing risks to the families' of the</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>Storage facilities have been provided for chemicals at Motithang, Jungshina and at Megaypang/Chamgang water treatment plants. However, the storage facility provided at Dechencholing treatment plant is inadequate. The provision of necessary facilities shall be made for safe storage of chemicals at the treatment plants. In addition to the above, it is required to develop adequate space for conducting laboratory tests including safe storage of laboratory equipment</p>	<p><u>Partially Implemented</u></p> <p>Storage facilities for chemicals were provided in many water treatment plants.</p> <p>However, few were found to be inadequate. Until such time the recommendation has been implemented and intimated to RAA, it shall remain as partially</p>	<p>Thimphu Thromde has provided storage facilities for chemicals at Motithang, Jungshina and Chamgang water treatment plants.</p> <p>However, storage treatment plant at Dechencholing and reservoir tank at YHSS was found inadequate.</p>

	caretakers. Therefore, Thimphu Thromde should have appropriate storage facilities for the chemicals.	where necessary.	implemented.	
4.15	<p>Thromde should ensure that expiry and manufactured dates are labelled on the chemicals/reagents and refrain from using expired chemicals</p> <p>It was observed that most disinfectants and chemicals used for water treatment and quality testing were not labelled with expiry and manufactured dates. In the case of Megaypang WTP, expired reagents were used for water quality testing. The expired reagents could lead to generation of wrong reports and it may not have the intended potency to affect the level of Contamination in the water. Therefore, the Thromde should ensure that the expiry and manufactured dates are labelled on the disinfectants and reagents and refrain from using expired reagents.</p>	<p>Refer letter No. TT/ID/WSS/2017-2018/3087 dated 11/1/2018.</p> <p>Regarding the manufacturing and expiry dates of the chemicals and reagents for disinfection and testing of water quality, Thromde has already taken initiative to ensure that the quality of chemicals and reagents being purchased are verified and thoroughly checked. The requisitions placed by the water treatment plant must provide the specification of chemicals and reagents to be used for treatment of water. The procurement section has been requested to include clear specifications and the quality standards to be met in the bidding document and ensure that these are complied before taking over the goods from suppliers. The RCDC being the regulating authority shall certify the quality of chemicals and reagents to be used in the treatment and monitoring of water quality. Thromde has noted that henceforth it shall refrain from using expired chemicals and reagents and ensure that the quality of chemicals and reagents are as per the specifications.</p>	<p><u>Implemented</u></p> <p>The RAA has noted that Thimphu Thromde will have a proper procedure to enhance the usage of chemicals and reagents for disinfection and testing of water quality.</p> <p>Therefore, the recommendation is treated as implemented and settled.</p>	