



Ministry of Works and Human Settlement

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Service Delivery Standards

2009

Compiled By: Pravat Rai, Keasang Deki and Karma Sonam

ACRONYMS

BCCI	Bhutan Chamber of Commerce and Industry
BSR	Bhutan Schedule of Rates
CAB	Construction Association of Bhutan
CDB	Construction Development Board
CID	Citizenship Identity
DoR	Department of Roads
DUDES	Department of Urban Development and Engineering Services
ESD	Engineering Services Division
MoHCA	Ministry of Home and Cultural Affairs
MoWHS	Ministry of Works and Human Settlement
NAC	National Arbitration Committee
NLCS	National Land Commission Secretariat
NOC	No Objection Certificate
OC	Occupancy Certificate
PCC	Phuentsholing City Corporation
PUDP	Phuentsholing Urban Development Plan
TCC	Thimphu City Corporation
UPDD	Urban Planning and Development Division

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Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
DEPARTMENT OF URBAN DEVELOPMENT AND ENGINEERING SERVICES				
1	Building approval for Municipal and rural areas	Fill the application form and submit 3 sets of Architectural Drawings and 1 set each of Structural, Electrical, Water Supply and Sewerage Drawings, and other documents required as listed in the checklist to the concerned Municipality.	On the spot	Concerned Municipal Engineer
		Municipal Engineer will forward the applicant's proposal to the DUDES	2 days to 5 days if done by the Municipality or the applicant can take the drawings to DUDES themselves.	Concerned Municipal Engineer/applicant
	a. Architectural, water supply and sewerage	Architectural, water supply and sewerage drawing scrutiny at UPDD, DUDES	5 days	Tshering Dorji (Architect) Room No. 33 Old MoWHS Bldg. Phone No. (02)328173 ext 140 Damber Gurung (Asstt. Architect) Phone No. (02)328173

	b. Structural*	Structural drawing scrutiny at ESD, DUDES	5 days	Karma Namgay (EE) Phone No. (02)328173
	c. Electrical*	Scrutiny by an Electrical Engineer at ESD, DUDES		Niran Rai (Dy. EE)
	Residential Buildings		3 days	Tel# (02)328173 ext 107
	Residential or commercial Buildings		3 days	Namgay Wangchuk (AE)
	Commercial Buildings		3 days	Tel#(02)328173 ext 107 or 17645738
	Office/Institution Buildings		3 days	
	d. Note sheet preparation and approval		2 days	Tshering Dorji (Architect) Room No. 33 Old MoWHS Bldg. Phone No. (02)328173 ext 140
		Total	17 days	

* These processes can happen simultaneously.

CONSTRUCTION DEVELOPMENT BOARD

1	New Registration of Contractors	Attend an induction Course conducted by CDB	3 days	Mr. Tashi Tshering / Mr. Tashi Phuntsho Ph# (02) 326035
		Apply for CDB registration - submit forms along with Induction Course Certificate	On the spot	Mr. L.B. Bhujel (Dispatch Section) Ph# (02) 326035
		Assessment/Scrutiny of form and entry into CDB database	1 - 2 hrs	Mr. Tshering Nidup/Mr. Chungdu Tshering - Mr. Chengay Ph# (02) 326035

		Payment of registration fees at Account Section, MoWHS	0.5-1 hrs	Ms. Sonam Pelden (Accounts, MoWHS)
		Final verification by EE, RD and according approval of Executive Director and the Hon'ble Chairman, CDB	1-2 days (depending on the availability of Hon'ble Chairman)	Mr. Tshering Nidup /Chungdu Tshering Ph# (02) 326035
		Issuance of CDB Certificate to the applicant on production of money receipt	On the spot	Mr. L.B. Bhujel Ph# (02) 326035
		Total Days	5 days	
2	Revalidation of Contractors	Submission of duly filled form along with necessary documents required for revalidation	On the spot	Mr. L.B. Bhujel Phone # (02)326035
		Assessment/Scrutiny of form and entry into CDB database	1 - 3 hrs (depending on the completeness of documents)	Mr. Tshering Nidup/Mr. Chungdu Tshering - Mr. Chengay, Tashi Tshering, Tashi Phuntsho Phone # (02)326035
		Payment of registration fees at Account Section, MoWHS	0.5-1 hrs	Ms. Sonam Pelden (Accounts, MoWHS)
		Final verification by EE, RD and according approval of Executive Director and the	1-2 days (depending on the availability of	Mr. Tshering Nidup/Mr. Chungdu Tshering - Mr. Chengay

		Hon'ble Chairman, CDB	Hon'ble Chairman)	Phone # (02)326035
		Issuance of CDB Certificate to the applicant on production of money receipt	On the spot	Mr. L.B. Bhujel Phone # (02)326035
		Total Days	2.5 Days	
3	Up-gradation of Contractors / Direct Entry of Class 'C' (those with technical background)	Submission of duly filled form along with necessary documents required for up-gradation / Direct entry	On the spot	Mr. L.B. Bhujel Phone # (02)326035
		Assessment of form, field verification (if any) and Data entry into CDB database	1/2 - 5 days (depending on the completeness of documents & the need for site verification)	Mr. Tshering Nidup/Mr. Chungdu Tshering - Mr. Chengay, Tashi Tshering, Tashi Phuntsho Phone # (02)326035
		Payment of registration fees at Account Section, MoWHS	0.5-1 hrs	Ms. Sonam Pelden (Accounts, MoWHS) Phone # 02-322182
		Final verification by EE, RD and according approval of Executive Director and the Hon'ble Chairman, CDB	2 ½ days (depending on the availability of Chairman)	Mr. Chungdu Tshering Phone # (02)326035

		Issuance of CDB Certificate to the applicant on production of money receipt	On the spot	Mr. L.B. Bhujel Phone # (02)326035
		Total Days	(2-5) Days	
4	Registration of Consultant	Submission of duly filled form along with necessary documents required for registration	On the spot	Mr. L.B. Bhujel Phone # (02)326035
		Assessment of form and Data entry into CDB database	1 - 2 hrs	Mr. Tashi Tshering Phone # (02)326035
		Payment of registration fees at Account Section, MoWHS	0.5-1 hrs	Ms. Sonam Pelden (Accounts, MoWHS) Phone # (02)326035
		Final verification by PE, PD and according approval of Executive Director and the Hon'ble Chairman, CDB	2 ½ days (depending on the availability of Chairman)	Mr. Tashi Tshering Phone # (02)326035
		Issuance of CDB Certificate to the applicant on production of money receipt	On the spot	Mr. L.B. Bhujel Phone # (02)326035
		Total Days	2 - 4 Days	
5	Registration of Architect	Collection of CDB Registration form (from RBIA or download from CDB web site)	On the spot	RBIA/CDB Office
		Endorsement from RBIA Office	1 - 4 hrs	RBIA Office

		Submission of duly filled form along with necessary documents required for registration	On the spot	Mr. L.B. Bhujel Phone # (02)326035
		Assessment of form and Data entry into CDB database	1 hrs	Mr. Tashi Tshering Phone # (02)326035
		Payment of registration fees at Account Section, MoWHS	0.5-1 hrs	Ms. Sonam Pelden (Accounts, MoWHS) Phone # (02)322182
		Final verification by PE, PD and according approval of Executive Director and the Hon'ble Chairman, CDB	2 days	Mr. Tashi Tshering / Tashi Phuntsho Phone # (02)326035
		Issuance of CDB Certificate to the applicant on production of money receipt	On the spot	Mr. L.B. Bhujel Phone # (02)326035
		Total Days	2 - 4 Days	
6	Arbitration cases	Submit an application in writing pertaining to the case	On the spot	CDB Office
		Upon receipt of an application, CDB will issue request for arbitration form to the Claimant.	1 hrs	Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035
		Claimant shall fill up the form and submit to CDB for further follow up actions	On the spot	Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035

Upon receipt of duly filled form, CDB will issue reply to request for arbitration form to the Defendant	1 - 2 hrs (depend upon the submission of form by Claimant)	Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035
Defendant has to submit reply to the request for arbitration form (if the defendant fails to submit the form in prescribed time, arbitration shall not processed)	7 - 10 days	Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035
Upon receipt of acceptance letter from Defendant for arbitration and completion of all the above procedures. CDB will collect an arbitration fee of Nu. 3000 from Claimant and deposit to CDB account and shall start compiling all the complaints and documents to be put up for NAC meeting	5 - 10 days (depending on the complexity of the case)	Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035
Preparation of notesheet to Chairman, NAC for his availability to attend and conduct the meeting. Based on the availability and date given by Chairman, CDB request all the NAC members to attend the meeting.	3 - 5 days	Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035
Preparation of NAC meeting's minutes & Circulation for further comments and amendments	5 - 10 days	Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035

		Issuance of Arbitral award	4 - 5 days	Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035
		If arbitral award is acceptable by both the parties, disputes is declared as settled and resolved and case closed permanently		Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035
		If arbitral award is not acceptable by one of the party, in some cases the case is kept for review in next NAC meeting	varies depending on the nature and complexity of the cases	Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035
		If the decision of NAC is not acceptable by one of the party even after review, the case is declared as failed. Any party (ies) may appeal to a Court of Law.		Mr. T.R. Gurung / Mr. Sonam Wangchuk Phone # (02)326035
		Total Days	Varies	

STANDARD & QUALITY CONTROL AUTHORITY

1	Laboratory Testing Service	Put up a letter of request with the samples to the Engineer	On the spot	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Pay the test fees and handover the payment receipt to the Engineer	1 hour	Accounts, MoWHS
		Request with sample handed over to the Distributor	On the spot	Wangda Jamtsho or Cheki Gyeltshen

		Samples distributed to the Technicians	On the spot	Wangda Jamtsho or Cheki Gyeltshen
		Samples tested by Technicians	As per the standard durations* required for individual test	Wangda Jamtsho or Cheki Gyeltshen
		Test Reports received by the Engineer for analysis and checking	1-2 hours	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Report handed over to the distributor	On the spot	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Distributor hands over the official test reports to the clients	On the spot	Wangda Jamtsho or Cheki Gyeltshen
		Total	Varies	
2	Field Testing Service	Submit a letter of request to the Engineer	On the spot	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Engineer checks the schedule of the personnel informs the client on available date to carryout the field testing	On the spot	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Junior Engineers visits the site and carries out the tests	Varies	Wangda Jamtsho or Cheki Gyeltshen
		Report check and analysis by Engineer	1-2 hours	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Report handed over to the client	On the spot	Wangda Jamtsho or Cheki Gyeltshen
		Total	Varies	

3	Product Certification (Indian or other foreign country products)	Submit an application either directly or through a dealer		
		Submit the following documents: 1. Copy of latest BIS certificate/endorsement letter 2. Copy of latest ISO Certificates if any 3. Copy of any other certificates from international standards bodies/institutions such as IEC, CAS, BS, etc 4. Company profile and complete address 5. Product Catalogue and price list 6. Proof of approval/enlistment in other countries 7. Test Reports (own testing and/or third party testing) 8. Samples of products wherever feasible	1 day	D.R. Chhetri Ph# (02)325104/328298/326905
		Scrutiny of documents by a committee	1 day	D.R. Chhetri Ph# (02)325104/328298/326905
		Visit to the company wherever possible and report preparation	Varies depending the location of the company and the number of products to be inspected	D.R. Chhetri Ph# (02)325104/328298/326905
		Review of company visit report and other documents	Varies depending on the number and type of products	D.R. Chhetri Ph# (02)325104/328298/326905

		Accord of product/brand approval	Varies depending on the number and type of products	D.R. Chhetri Ph# (02)325104/328298/326905
			Total	Varies
*Standard Laboratory and Field Testing Durations				
1	Soil Testing			
	i. SPT Test - Bearing Capacity	Test	Varies depending on the location of site	
	ii. Direct Shear Test	Test	2 days	
	iii. Bulk/Dry density	Test	2 days	
	iv. Moisture content	Test	2 days	
	v. Atterberg limits	Test	2 days	
	vi. Shrinkage Limits	Test	2 days	
	vii. Specific gravity	Test	4 hours	
	viii. Sieve Analysis	Test	2 days	
	ix. Field density by core cutter	Test	2 days	
	x. Consolidation test	Test	7 days	
	xi. Proctor Compaction test	Test	1 day	
	xii. CBR Test (Lab Test)	Test	7 days	
	xiii. Plate Load Test	Test	2 days	
2	Tests on coarse aggregates			

	i. Abrasion Test	Test	2 hours	
	ii. Impact Test	Test	1 hour	
	ii. Aggregate Crushing Value Test	Test	1 hour	
	iv. Specific Gravity	Test	1 day	
	v. Flakiness/elongation	Test	3 hours	
	vi. Slake durability	Test	1 day	
	vii. Soundness test	Test	10 days	
	viii. Water absorption test	Test	2 days	
	ix. Bulk density	Test	1 day	
3	Tests on fine aggregates			
	i. Bulking of sand	Test	1 day	
	ii. Grain size analysis	Test	2 days	
	iii. Fineness modulus of sand	Test	2 hours	
	iv. Bulk density	Test	1 day	
4	Test on Bitumen			
	i. Penetration Test	Test	1 day	
	ii. Flash and fire point test	Test	1 day	
	iii. Softening Test	Test	1 day	
	iv. Residue by heating/evaporation	Test	1 day	
	v. Bitumen Content Test	Test	1 day	
	vi. Stripping Value test	Test	2 days	
5	Test on Steel			
	i. Tensile Strength on mild/Tor steel	Test	6 hours	
	ii. Tensile Strength on water pipes	Test	4 hours	

	iii. Bending Test on pipes	Test	5 hours	
	iv. Unit weight and dimensional tolerance	Test	1 hour	
6	Physical Test on Cement			
	i. Compressive Strength	Test	30 days	
	ii. Fineness Test	Test	3 hours	
	iii. Consistency Test	Test	1 day	
	iv. Setting Time-Initial & final	Test	2 days	
	v. Soundness test	Test	4 days	
7	Compressive Strength on Building Materials			
	i. Concrete cubes (standard size)	Test	2 hours	
	ii. Bricks (standard sizes)	Test	5 days	
	iii. Hollow Blocks (standard sizes)	Test	1 day	
	iv. Masonry Blocks (standard sizes)	Test	1 day	
8	Test on cement concrete			
	i. Concrete Mix Design	Test	14 days	
	ii. Slump test	Test	1 hour	
DEPARTMENT OF ROADS				
1	Approach Road Take-off point approval	Apply to the Field Division Office with the proposal of an approach road and its take-off point with drawings and sketches	On the spot	Concerned Field Division

		Field Division Office will field concerned site engineers to study and verify the proposal and make recommendations	1-5 days	Concerned Field Division
		Field Division Office will approve the proposal if feasible along with measures to be implemented	1 day	Concerned Field Division
		An agreement will be signed between the Field Division office and the applicant	Same day	Concerned Field Division
		Total	2-6 days	
2	Payment of Contractor's Bills	Submit the bills directly to the site engineer after joint measurement or to the person receiving the goods in case of supplies	On the spot	Concerned Site Engineer
		Concerned Site Engineer will verify the bills and enter into the MB and forward the bill for further verification to the Field Division Office or Project Office	1-5 days	Concerned Site Engineer
		Field Division/Project Office will verify the bills checking the technical appropriateness including arithmetical errors and forward to Accounts Section	1-10 days	Concerned Field Division or Project Office
		Accounts Section will make payments after checking the arithmetical errors and ensuring that the payment is as per the contract and as the procurement rules	1-6 days	Accounts Section of the concerned Field Division or Project Office
		Total	3-21 days	
THIMPHU CITY CORPORATION				

1	Land transaction	<p>i) Registration of the completed application form for Thromde Land Conveyance prepared by NLCS</p> <p>Documents to be submitted: a) Internal agreement of the parties involved in original; b) NOC from family members of the transferor for family land or co-owner in case of joint ownership; c) total land holding declaration of the transferee; d) Census record of the transferee; e) Copy of transferee CID; f) Original Lag Thram; and g) Site Plan of the plot.</p>	48 days for unplanned area and 35 days for the planned area	Thinley Choden & Tshewangla Land Registration Officer Land Registration Office Contact no. 324587
		<p>ii) Land Registration Officer then fills in the TCC Land Transfer Verification form for further verification by various division/section such as Land a) Record Section, b) Revenue Section, c) Planning Division, d) Survey Section and e) Building Section for respective verification in the format prepared by TCC (it is for TCC record and does not go to NLCS)</p>		
		<p>iii) After the verification and observation period is over, the Land Registration Officer compiles and forward to NLCS</p>		

2	Building construction approval	i) Registration of the completed application form for building construction Documents to be submitted: a) Latest Ownership Certificate; b) Latest Official Site Plan; c) 3-sets each of architectural, structural, plumbing/water supply connection, sewerage drawings and electrical drawings; d) Environmental Impact Report where applicable; and e) Registration no. of the Architect and certificates of Structural/Electrical Engineer.		
		Architectural checking	5 days	Mr. Gonpo Younten & Mr. Thinley Jurmin Architects, DCD, Contact no. 337144
		Structural checking	10 days	Lakey Tshering, Palden Khandu & Kinga Gyeltshen, Engineers, DCD Contact no. 337144
		Electrical check	5 days	Mr. Luv Kumar Chhetri, Dy. E.E., Electrical Section Contact no. 336310
		Plumbing/water supply check	5 days	Mr. Dawa Penjor, Junior Engineer, Water Supply Section Contact no. 322757
		Sewerage drawing check	5 days	Ms. Kinley Zam, Junior Engineer, Sewerage Section Contact no. 322757
		Note sheet approval	2 days	
		Issue receipt of scrutiny fee, amenity fee	on the spot	

		Total	23 days	
3	Clearance for issuance of ownership certificate (by NLCS)	Revenue Section verifies the mortgage details of the plot/land and its taxes paid	on the spot	
4	Issuance of site plan	1) Submit requisition form for official siteplan/demarcation Documents to be submitted: (a) Latest Ownership Certificate	4 days	Mr. Tshering Penjor, Survey Engineer for areas outside the Local Area Plan (LAP) For LAP areas, concerned Urban Planner, Planning Division Contact no. 324587
		2) Verification carried out sequentially by following sections/divisions:-		
		i) Land Record		
		ii) Survey Section		
		iii) Revenue Section		
		iv) Planning Division		
		v) Building Section		
		vi) Engineering Division		
		3) Survey and demarcation of Plot/land		
		4) Prepare Site plan		
5) Issue receipt of Fees deposit				
6) Issue site plan				
5	Water Services			
a)	New water connection	Submit filled application form	3 days	Pema Lhamo, Junior Engineer, Water Supply Section Contact no. 322757
		Visit site for feasibility verification		
		Connection work		
b)	Water-Reconnection	1) Give clearance from concerned divisions/sections	2 hours	Pema Lhamo, Junior Engineer, Water Supply Section Contact no. 322757
		2) Deposit fee/charges		

6	Sewerage services			
a)	New sewer connection	1) Give clearance from concerned divisions/sections	Carried out by building owner under the supervision of TCC	Mr. Karma Dawa, Assistant Engineer, Sewerage Section Contact no. 322757
		2) Applicant deposits fee		
b)	Septic Tank cleaning/emptying	1) Receive the filled application form 'Vacuum Tanker Service'	5 days	
7	Maintenance of street light	complain	2 days	Mr. Sonam Tobgay, AE-II, Electrical section Contact no. 336310
8	New stall registration for Farmers Market	1) Receive filled/completed TCC application form along with 2-passport size photographs, CID copy	1 day	Market Manager Contact no. 337465
		2) Sign the tenant agreement		
9	Census			
a)	New census	1) Receive filled/completed application form along with Birth Certificate, Health Card copy and parents marriage certificate	1 day	Census Officer Contact no. 322265 Office located near Lungtenzampa
b)	Census transfer to Thimphu Throm	Receive the filled 'Census Transfer Form' along with ownership certificate and authorization from head of the family	1 day	
c)	Census transfer from Thimphu Throm	Receive a letter from the concerned dzongkhag requesting for census transfer	1 day	

		Letter of agreement from both the transferor and transferee		
d)	Census cancellation	Deceased, produce death certificate from hospital, letter with witness if deceased at home in case of double census, confirmation letter with full personal information from respected agency	1 day	
PHUENTSHOLING CITY CORPORATION				
Urban Planning Division				
1	Process for availing Lag Thram	Submits an application along with the following document	3 days	Mr. Karna Ghaley, Assistant Land Registrar, Land Record Section
		a. Copy of New CID card		
		b. Surrender back the original ownership certificate if issued by PCC		
2	Noting of lien (Mortgage)	1. Submits the mortgage deed issued by financial institution to PCC	2 days	Mr. Karna Ghaley, Assistant Land Registrar, Land Record Section
		2. PCC Verifies the plot details, ownerships, registered area, type of structure and location.		
		3. Check the record whether it has been already mortgaged with other financial institutions or not.		
3	Process for correction of	Submits an application to PCC along with	3 days	Mr. Karna Ghaley, Assistant Land

	name in the Thram	the following documents		Registrar, Land Record Section
		a. New CID card		
		b. To Whom it May Concern issued by MoHCA regarding the changes in the name.		
		c. Original Lag Thram/Ownership Certificate		
4	Updating omitted land in the Thram record	Submit an application to PCC fulfilling the following:		
		1. As provided in the Land Act 2007, landowner may submit an application for reinstatement of an omitted land to Thromde. The application shall be in the prescribed form OL (1) .		
		2. Thromde shall not entertain any application for reinstatement of omitted land if the period of omission of land from current thram is more than 5 years.	15 days	Mr. Karna Ghaley, Assistant Land Registrar, Land Record Section
		3. The landowner shall produce the lag thram of old thram before the thromde. Upon evaluation of the lag thram and cross verification of the old thram preceding the current thram, if the thromde finds that it is in contravention of the sl.no 1 and 2 of these rules, the landowner shall not be entitled to the land in question.		
		4. If the period of omission is within 5 years, the Thromde shall verify the case and submit the report to the secretariat within 15		

		days.		
5	Process for correction of Plot number in the Thram	Submit an application to PCC along with following documents:	3 days	Mr. Karna Ghaley, Assistant Land Registrar, Land Record Section
		a. New CID card		
		b. Original Lag Thram		
		c. Copy of updated cadastral map		
6	Land Conveyance	1. Download the Transfer Form from our website	45 days	Mr. Karna Ghaley, Assistant Land Registrar, Land Record Section
		www.pcc.bt or get it from Land Record Section and then submit the filled up Form to Land Record Section.		
		2. The form should be attached with the following documents:		
		a. ID card copy of the Plot owner (Transferor) and the Transferee.		
		b. Internal Agreement (Original)		
		c. Latest Ownership Certificate (Lag Thram) issued by NLCS in original.		
		d. NOC from family members(Original)		
		e. Census details of both the transferor and transferee		
		f. Site plan/cadastral map of the plot under transaction		
		g. If the land is mortgaged then clearance from the concerned financial		

		institutions.		
		3. The completed filled up form should be submitted to the Land Record Section where both the Transferor and the Transferee should be present in person.		
		4. The Land Record Section will record the received date and provide transaction ID No. and send the documents for verification to various Section and Divisions		
		5. The land record section prepares and checks the documents.		
		6. PCC forward's the documents after having reviewed here in original to NLCS for further endorsement and approval.		
7	Land Consolidation and Sub-division	The application for sub division or consolidation shall include the following information and documents:	15 days	Chief Urban Planner/Survey Officer/Asst. Land Registrar
		1. Lag Thram		
		2. No objection certificate from family members of 18 years of age and above.		
		3. Plot, building and/or unit identification and area and		
		4. A plan of sub-division or consolidation, which for the landed property shall include site plan of the plot(s) and for building property shall include building plan with		

		unit(s) indicated and unit plans		
8	Lease land			
	1. Temporary Lease (maximum of six months)	Submit an application with the following:	10 days	Mr. Dorji Wangchuk, Land Record Officer, Land Record Section
		a. Copy of Trade License		
		b. Specify the purpose, duration and the area of government land for lease		
	2. Short Term Lease (maximum of 3 years)	Submit an application with the following:	10 days	Mr. Dorji Wangchuk, Land Record Officer, Land Record Section
		a. Copy of Trade License		
		b. Specify the purpose, duration and the area of government land for lease		
	3. Long Term Lease (maximum of 30 years)	Submit an application with the following:	30 days	Mr. Dorji Wangchuk, Land Record Officer, Land Record Section
		a. Copy of Trade License		
b. Specify the purpose, duration and the area of government land for lease				
9	Obtaining Official Site Plan	1. Applicant submits the filled form B	15 days	Mr.C.B Chettri, Survey Officer
		2. Survey section verifies the plot details		
		3. Visits the site		
		4. Architect/Planner prepares the official site plan for final issuance		

10	Obtaining Survey site plan for land transaction	1. Applicant submits the filled form C	10 days	Mr.C.B Chettri, Officer	Survey
		2. Survey section verifies the plot details			
		3. Visits the site			
		4. Architect/Planner prepares the official site plan for final issuance			
11	Issue of digital copy of cadastral site plan of the extended area	1. Applicant submits the filled form C along with one empty CD(RW)	1 day	Mr.C.B Chettri, Officer	Survey
		2. Verify the thram and plot details from the map and issue accordingly			
Development Control Division					
12	Obtain Building Permit	1. Applicant submits dully filled form D along with 2 sets of building drawing as per the checklists			
		2. Building drawing scrutiny			
		a. Architectural	10 days	Mr.Ugyen Chopel, Architect	
		b. Structural	10 days	Mr. Karma Dupchuk/ Mr.Karma Tshering/Mrs. Jangchuk Choden (Structural Engineers)	
		c. Electrical	10 days	Mr.Nakchung, Electrical Engineer	
		d. Water supply and sewerage	10 days	Mr.Namgay Phuntsho/ Mr.Santosh Subha, 05-252887/253306	

		3. Signing of construction agreement, issue bills and receipts for scrutiny fee and final issuance of approval	5 days	Mr.Karma Dupchuk, Head DCD, 05-252168
		Total	15 days per drawing	
		Note: Since PCC has a system of maintaining diary number and receipt date punched on each applicants drawings, the timeline shall remain applicable in case of single building drawing scrutiny. However if one applicant submits more than one building at a time on a single day, separate diary number shall be issued for each building drawing and accordingly approval timeline shall be intimated/informed.		Mr.Karma Dupchuk, Head DCD
13	Valuation of Building	1. Applicant submits building valuation and as-built drawings	10 days	Structural Engineer, DCD
		2. Structural Engineer visits the site, scrutinizes the valuation as per urban norms		
15	Permit/Approval for Major renovations/constructions (Roofing, Internal modifications, retaining wall, fencing, gate, temporary shed etc)	1. Submits the application along with proposed drawings	7 days	Structural Engineer, DCD
		2. Site verification and inspection		
		3. Drawing scrutiny for approval		
16	Permit/Approval for Minor	1. Submits the application	5 days	Structural Engineer, DCD

	renovations/constructions (Whitewashing, painting, changing door-window shutters, ceilings, plinth protection, drainage etc)	2. Site verification and inspection		
17	Monitoring of building construction at various stages	1. Verify building layout plan before starting the construction works	Routine Inspection	Building Inspectors, DCD
		2. Check for reinforcement and casting on footings and columns		
		3. Check and verify for reinforcement and casting on plinth beams as per approved drawings		
		4. Check and verify slab casting for each floors		
		5. Verify roof projection and CGI sheeting		
18	Obtaining Occupancy Certificate (OC)	1. Submits dully filled application form K along with completion certificate form J	7 days	Mr.M.C Joseph, Chief Building Inspector, DCD
		2. PCC and owner jointly verifies the completed building for issuance of OC		
19	Obtain Location Clearance	1. Applicant submits Trade License Form	3 days	Building Inspector, DCD

	for Trade License	where PCC verifies Land use		
20	Request for Tree cutting	1. Submits an application with proper contact address	3 days	Building Inspector, DCD
		2. Verify the site and prepare a report for onward submission to Department of Forest for further approval		
Environment Division				
21	Lodging any water complaint	Call complain cell over phone (No.05-252877) or put up complain letter	7 days	Complaint receiver at water supply office
22	Processing for water bill cross checking	Report to water supply office with water bill	1 day	Billing In-charge
23	Processing for water meter testing	- Report to water supply office with water meter number	2 days	Billing In-charge
		- Pay nominal charge for meter testing (subject to change)		
24	Requesting for new or duplicate bill for water/sewerage and vegetable shed	- Report to water supply office with water meter number or vegetable shed number	on the spot	Billing In-charge
		- Pay nominal charges (subject to change)		
25	Processing for new water	Submit the filled and completed application	7 days	In-charge water supply section

	connection	form which is available in PCC at free of cost (but shall be charged Nu.25 if your proposal is approved) along with other relevant documents such as : Building approval or work order for construction works		
26	Processing for alteration of existing water connection	Submit the filled and completed application form which is available at free of cost along with other relevant documents such as: Building approval and reasons for alteration	7 days	In-charge water supply section
27	Processing for shifting or modification of water supply line	Submit an application justifying the reasons for the request. Need to deposit the cost for shifting/modification of the line	3 months	In-charge water supply section
28	Lodging any sanitation complaint (complain related to solid waste, water, sewerage)	Can call at complaint cell Phone No. 05-252877/253636/253306/252168/254609 or submit a letter giving specific details of nature of complaint along with proper address and location.	3 months	In-charge water supply section
29	Request for emptying septic tank where water supply is metered	Submit an application with water meter number	7 days	In-charge sewerage section
30	Request for emptying septic tank where there is	Submit an application with detail contact address and location	14 days	In-charge sewerage section

	no municipal water supply			
31	Processing for new sewerage connection	Submit an application along with other relevant documents such as : Building approval	7 days	In-charge sewerage section
32	Processing for alteration of existing sewerage connection	Submit an application along with other relevant documents such as: Building approval and reasons for alteration	7 days	In-charge sewerage section
33	Processing for shifting or modification of sewerage line	Submit an application justifying the reasons for the request. Need to deposit the cost for shifting/modification of the line	3 months	In-charge sewerage section
34	Request for lifting animal carcass and unclaimed dead bodies	Can call at complaint cell Phone No. 05-252877/253636/253306/252168/254609 or submit a letter giving specific address and location.	on the spot	Complaint receiver at complaint cell
Engineering Division				
35	Obtain clearance for cutting of metalled road for services like water supply, electricity, TV cable, Telecom cable etc	1. Proponent submits an application mentioning the site location	4 days	Mr. Karma Thinley/Mr.Vergheese (Urban road section)
		2. PCC verifies the site and prepares estimate for reinstatement		
		3. Approval issued upon receipt of money for reinstatement		
Administrative and Finance Division				

36	Settlement of bills for contractors and suppliers	1. Contractor/Supplier submits the bills	on spot	Division Head/Concern site engineer/procurement officer
		2. Concern Division verifies the bills	20 days	Division Head/Concern site engineer/procurement officer
		3. Account section process for final payment	10 days	AFD/Accounts Section
37	Processing birth registration to Department of Civil Registration and Census (DCRC)	1. Fill up the form no.BCRS-BR-01 with Affix legal stamp	1 day	Mr.Karma Galey, Census Section
		2. Documents required:		
		a. Parents CID copy		
		b. Birth document		
c. Health card				
d. Parent court marriage certificate if not statement from concerned Tshogpa				
38	Processing New CID card	1. Fill up th form No BCRS-CID-01 A with Affix legal stamp and attach 2.5cm x 3.0cm picture verified by concern Tshogpa if in case the applicant is applying for CID for the first time.	1 day	Mr.Karma Galey, Census Section
		2. Document required:		
		a. Parents CID copy		
		b. Birth document		
39	Processing for correction of name or date of birth	1. For Civil Servants/Corporate Employees/Armed Forces:	1 day	Mr.Karma Galey, Census Section
		a. Dully filled up the form no.BCRS-NC/DOB-01		

		<p>b. Recommendation letter from concerned organization/RCSC/Court verdict along with copy of first page of the services book record supplemented by academic transcription as per their qualification.</p> <p>2. For students:</p> <p>a. Dully filled up the form no.BCRS-NC/DOB-01</p> <p>b. Academic transcription/birth certificate/health card/ketsee along with recommendation letter from head of school/institution.</p> <p>3. For others:</p> <p>a. Dully filled up the form no.BCRS-NC/DOB-01</p> <p>b. Recommendation letter from concerned Mitsi Tshogpa with other relevant documents like health card/birth certificate/Ketsee.</p>		
40	Processing for Inter dzongkhag census transfer (Introducing new candidate in existing household in P/ling Throm	<p>1. Fill up the form no.BCRS-CS-01</p> <p>2. Application stating acceptance from the receiving family head</p>	1 day	Mr.Karma Galey, Census Section
41	Processing for Inter dzongkhag census transfer or within Phuentsholing	<p>1. Fill up the form no.BCRS-CS-01</p> <p>2. Fill up the form no.BCRS-CS-03</p> <p>3. Lag thram copy to authenticate that he/she hold a land in Throm</p>	1 day	Mr.Karma Galey, Census Section

	(Introducing new candidate in existing household in P/ling Throm	4. Application stating acceptance from the receiving and relieving HoF		
		5. Building Approval for New House Number		
42	Processing death report	1. Fill up the form no.BCRS-CS-01	1 day	Mr.Karma Galey, Census Section
		2. Death certificate from the Hospital or BHU		
		3. Tshogpa's report		
		4. Photocopy of applicant's CID or CID number		
43	Processing Special Resident Permit (SRP)	1. Fill up the form no.BSCR-NC-03-A	1 day	Mr.Karma Galey, Census Section
		2. Document required:		
		a. Parents CID copy		
		b. Copy of health card		
		c. Marriage Certificate		
		d. Any other relevant documents		
44	Grievance Redressal Mechanism			
	"The Applicants may express their grievances in writing addressed to the Head of Department, PCC which shall be discussed and addressed in the PCC Technical Committee".			
	Download Forms			
		1. Form B, Obtaining official site plan		
		2. Form C, Obtaining cadastral map and site plan for transactions.		
		3. Form D, Building Plan processing .		
		4. Checklist for building applicant.		
		5. Form K, Application for Occupancy Certificate.		
		6. Form J, Completion Certificate from site engineer.		

	7. Land Transfer form
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REDRESSAL MECHANISM

For any queries, grievances, complaints or information on the status of the service, contact the designated official. This Ministry's related service grievances will be acknowledged on the same day and action taken will be communicated within 3 days under normal circumstances. If the official fails to assist you within 3 days, the concerned Head of the Agency or the Ministry's Secretary should be informed.

WHAT YOU CAN EXPECT

Visitors to our office will be treated with Courtesy, Professionalism, Sensitiveness, Patient hearing and Prompt response.

ADDRESS

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TASHI-DELEK