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ROYAL GOVERNMENT OF BHUTAN

Dzongkhag Administration
Lhuentse



SERVICE DELIVERY STANDARDS
2021



~ VISION ~

A vibrant Dzongkhag that is culturally strong, socially cohesive, economically sound and environmentally healthy with good governance ethics.

~ MISSION ~

To create an enabling environment for holistic development by ensuring prompt and better services to be a self-reliant Dzongkhag.



“As one of the most important institutions of our state, there is an urgent need for the civil service to re-examine itself so that it is able to shoulder the responsibilities bestowed by the Constitution, live up to the trust and confidence reposed by the Throne, and meet the hopes and aspirations placed by our government and people. To promote good governance and social justice, civil servants must be professional, uphold the highest standards of ethics and integrity, and exhibit qualities of adroitness and compassion.”

His Majesty the Druk Gyalpo,

Royal Kasho on Civil Service Reform

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FOREWORD

As the decentralization seeks to redistribute and bestow its functional and financial authorities from the centre to Local Governments (LGs), it is of utmost necessity that LGs embrace and adopt this extraordinary reform with greater and unique sense of responsibility, aimed towards improving governance and public functions at the local level. Besides social and economic development, the LGs should consistently pursue in a bid that is more responsive to the needs of our people and should be more accountable by virtue of being direct and immediate service provider.

As a means to effective decentralization, the LGs should strive towards ensuring efficient and effective public service delivery, underpinned by the principles of transparency, equity, justice and fairness. Moreover, it should further advance based on the inputs and feedbacks received from general public on the quality of services we provide and the standards they expect. As such, the public participation should form a core part of decentralization process premised on the collective actions that can contribute for the reduction of corruption, favouritism, nepotism and other undiscovered issues in the public agencies.

The way we provide services has undergone lots of transformation in light of democracy and decentralization, flanked by development and modernization. Hence, a clear and transparent public service delivery mechanism in place is necessary which should ultimately contribute towards good governance.

Therefore, this document contains a list of services provided by various sectors along with the time taken to deliver such services to a client. Henceforth, it should serve as a benchmark in delivering transparent, efficient and effective services to various clients including the public.

This reassures ourselves with the commitment to serve TSA-WA-SUM for all times to come.



(Jambay Wangchuk)

DZONGDAG

ABBREVIATIONS AND CRONYMS

A/C	Account
ADAO	Assistant Dzongkhag Agriculture Officer
APA	Annual Performance Agreement
BCRS	Bhutan Civil Registration System
BCSEA	Bhutan Council for School Examinations & Assessment
BCSR	Bhutan Civil Service Rules & Regulations
BG	Bank Guarantee
BOQ	Bill of Quantity
BRF	Budgetary Release Forecast
CA	Competent Authority
CAIT	Community Artificial Insemination Technician
CDS	Centre for Drugs Store
CIB	Credit Information Bureau
CID	Citizen Identity Card
CMS	Construction Management System
CSWS	Civil Service Welfare Scheme
DAO	Dzongkhag Agriculture Officer
DCRCO	Dzongkhag Civil Registration & Census Officer
DCSI	Department of Cottage and Industry
DDM	Department of Disaster Management
DEC	Dzongkhag Environment Committee
DLC	Dzongkhag Land Committee
DLRO	Dzongkhag Land Record Officer
DNB	Department of National Budget
DOC	Day Old Chick
DPA	Department of Public Accounts
DT	Dzongkhag Tshogdu
DVH	Dzongkhag Veterinary Hospital
e-GP System	Electronic Government Procurement System
EC	Environmental Clearance

EOL	Extra Ordinary Leave
FMCL	Farm Machinery Corporation Limited
FYP	Five Year Plan
GAEO	Gewog Agriculture Extension Officer
GEO	Gewog Extension Officer
GIMS	Government Inventory Management System
GIN	Good Issue Note
GPMD	Government Performance Management Division
GRF	Government Reserve Forest
GRN	Good Receive Note
HoH	Head of Household
HR	Human Resource(s)
HRC	Human Resource Committee
ICT	Information & Communication Technology
ICTA	Information & Communication Technology Associate
ICTO	Information & Communication Technology Officer
IEE	Initial Environmental Examination
IRC	Internal Review Committee
ISP	Internet Service Provider
LPC	Last Pay Certificate
LTC	Leave Travel Concession
LTT	Long-Term Training
MB	Measurement Book
MC	Marriage Certificate
MoAF	Ministry of Agriculture & Forests
MoE	Ministry of Education
MoH	Ministry of Health
MoHCA	Ministry of Home & Cultural Affairs
MoLHR	Ministry of Labour & Human Resources
MoWHS	Ministry of Works and Human Settlement
NCAH	National Centre for Animal Health

NCRP	National Cadastral Resurvey Program
NECS	National Environment Commission Secretariat
NFE	Non-Formal Education
NLCS	National Land Commission Secretariat
NMC	National Mushroom Centre
NOC	No Objection Certificate
NPPC	National Plant Protection Centre
NSC	National Seed Centre <i>(in case of Agricultural Services)</i>
NSC	New Sathram Compilation <i>(in case of Land Record & Registration Services)</i>
OGZ	Office of Gyalpoi Zimpon
OL	Omitted Land
OPD	Out Patient Department
PIT	Personal Income Tax
PLA	Private Land Acquisition
PM	Post-Mortem
PSL	Priority Sector Lending
RAMC	Regional Agriculture Machinery Centre
RAMCO	Regional Agricultural Marketing and Cooperatives Office
RLDC	Regional Livestock Development Centre
RLT	Rural Land Transaction
SOS	Save Our Souls
SSC	Support Supervisory Category
STT	Short-Term Training
TADA	Travel Allowance/Daily Allowance
TAT	Turn Around Time
TDS	Tax Deducted at Source
ToR	Terms of Reference
TPN	Tax Payer Number
VPIC	Voter Photo Identity Card
WUA	Water User Association
ZES	Zhiyog Electronic System

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INTRODUCTION

Guided by the aspirations of transparent, efficient and effective public service delivery in the 12FYP, Dzongkhag Administration, Lhuentse has developed Service Delivery Standards of various sectors in order to enhance and cater better service delivery not only to the public but also to other sectors including the Gewogs that need supports and collaboration in accomplishing their tasks.

Generally, the public service delivery is an important instrument which is necessary and precondition for good governance; conversely it is perceived that some of these services are still under-provided by the service providers leading to delays and retardation. Thus, the Royal Government of Bhutan has undertaken continuous and concerted efforts to reform public service delivery for almost a decade now and it still remains a top priority.

With the inception of Five Year Plans since 1961, Bhutan has achieved tremendous progress and development in terms of public infrastructure and ancillary facilities. This necessitates improved public service sector performance which otherwise is a futile. Hence, this document streamlines and standardizes the delivery of services by various sectors in the Dzongkhag, aimed towards strengthening its efficiency and effectiveness that would ultimately help realizing the expectations of citizens and other stakeholders availing our services.

Accordingly, it contains a list of services available at the Dzongkhag, codifying detailed procedures, documents required by the clients in order to avail services and the timeframe necessitate in delivering such services under normal conditions thereby, drawing clarity and coherence among sectors. However, it does not apply to special circumstances arising out of situations like public holidays including weekends, times of disaster and natural calamities, emergencies and any other circumstances that are beyond the control of Dzongkhag administration and individual service provider. Moreover, it does not supersede any prevailing laws, rules and regulations of the government including notifications/circulars issued from time to time by the government and any other competent authorities. For the purpose of appraisal, evaluation, investigation and any other needs in future, sectors are expected to maintain a record of their activities as per the format annexed.

Eventually, with the evolution of time, technology and ICTization, the mode of service delivery also keeps on evolving. Therefore, periodic review and update of this document is recommended to suit its need.

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SERVICE DELIVERY STANDARDS

1. Civil Registration & Census Services

Service	Procedure	Documents Required	TAT	Remarks
1. Census Transfer	<ol style="list-style-type: none"> 1. Receive application and verify the documents. 2. If there is no HoH in the relieving or receiving household, inform applicant to change HoH. 3. Upon fulfillment of all required formalities, then process online. 4. Then inform respective Gewog Administration through email on the status of census transfer. 	<ul style="list-style-type: none"> ✓ Duly filled in Census Transfer for Inter-Dzongkhag (BCRS-CT-01) ✓ A copy of ownership of Building/flat ✓ A copy of Lagthram <p>Note: <i>Lagthram is mandatory for creation of new household.</i></p>	One hour	
2. Processing new CID	<ol style="list-style-type: none"> 1. Receive duly filled in form and verify the documents. 2. Inform the applicant if documents are incomplete. 3. If the documents are complete process online. <p>Note: Sector to follow up with the MoHCA/Department on the status of printing CID on the fourth week of every month and accordingly inform respective Gewogs in the first week of every month.</p> <p><i>* If applicant opts to process CID card from any other census office, handover the form to applicant.</i></p>	<ul style="list-style-type: none"> ✓ Duly filled in Citizenship Identity/Special Residence Permit Card for Those Reporting for the First Time Form (BCRS-CID/SRP-01) ✓ One latest passport size photograph. ✓ BCESA result/School progress report to change name and DOB ✓ Statement of the Tshogpa endorsed by Gup/Mangmi if the parent's name(s) and details are missing/mismatch. ✓ Parents CID copy if the details of parents are missing/mismatch. 	30 minutes	
3. Birth Registration	<ol style="list-style-type: none"> 1. Receive and application documents and verify. 2. If documents are incomplete inform Gewogs via email (if the application is received from Gewogs) and return to the applicant informing why the documents are incomplete (<i>if the application is directly submitted by an applicant</i>). 3. When the documents are complete, process online and issue "Birth Registration Form 	<ul style="list-style-type: none"> ✓ Duly filled in Birth Registration Form (BCRS-BR-01) ✓ Marriage Certificate Copy/ Tshopga's Statement ✓ Parents' CID copy ✓ Notification of Birth (<i>Health facilities</i>) ✓ Authorization letter (if signing on behalf of child father or mother/ 	One hour	

Service	Procedure	Documents Required	TAT	Remarks
	Acknowledgement Receipt".	Head of family).		
4. Death Registration	<ol style="list-style-type: none"> 1. Receive and verify application documents. 2. If any of documents is missing, return to the informing why the documents are incomplete. 3. If the documents are complete, process online and inform the Gewogs (via email) accordingly. 	<ul style="list-style-type: none"> ✓ Duly filled in Death Reporting form (<i>BCRS-DR-01</i>) ✓ Death certificate/Gewog letter ✓ Original CID of deceased. ✓ Requestor CID copy. 	One hour	
5. Nationality Certificate	<ol style="list-style-type: none"> 1. Receive application and review the documents. 2. If the information/documents are complete, issue the certificate. 	<ul style="list-style-type: none"> ✓ Duly filled in Service Application Form (<i>BCRS-SAF-01</i>) ✓ 2 nos. of passport size photo. ✓ One legal stamp. 	20 minutes	
6. Name & Age Correction and Process CID	<ol style="list-style-type: none"> 1. Receive application and then review the documents. 2. After verification, if found valid, remark "Recommended" and complete remaining formalities. 3. Direct the applicant to revenue counter for payment of CID fees. 4. Capture facial image and all fingerprint of applicant 5. Then process online. 6. Scan the form and required documents and process online for changes. <p>Note: For applicant below 15 years of age no fees shall be charged.</p>	<ul style="list-style-type: none"> ✓ Duly filled in Name Change & Correction of Date of Birth (<i>BCRS-NC & AC-01</i>) Form ✓ Original CID (if printed before) ✓ Armed Forces: copy of service record certified by record officer along with class X certificates. ✓ Civil Servants: copy of service record certified by the RCSC along with class X certificate. ✓ Judiciary, Autonomous Agencies and corporations: Copy of service record certified by personnel HR officer along with class X certificate. ✓ Monks and Nuns: certification by Zhung Dratshang endorsed by Uzin/Head of the Institution. ✓ Private Employees: Certification by employer along with class X certificate. 	30 minutes	

Service	Procedure	Documents Required	TAT	Remarks
		<ul style="list-style-type: none"> ✓ Students: BCESA Result (After completing class X, XII, Diploma and degree), Academic Certificate and school concern letter (For Class PP to Class). ✓ Minor: Health Certificate/ Notification of Birth (From 1 year of age to 5 year of age). 		
7. Change of HoH	<ol style="list-style-type: none"> 1. Receive application and verify the documents. 2. Ensure that consent of all family members aged 18 years and above have signed on the form. 3. If the documents are complete, direct the applicant with application form for endorsement of the Dzongdag. 4. Scan the documents and process online. 	<ul style="list-style-type: none"> ✓ Duly filled in Change of HoH (<i>BCRS-HoH-01</i>) Form. ✓ In case a member is unable to sign on the form, then obtain authorization letter from the member and attach with the application form. 	One hour	
8. Replacement of CID Cards	<ol style="list-style-type: none"> 1. Receive application and review the documents. 2. If the documents are complete, process online. 3. Collect 2g and 3g CID card (<i>Renew/Replacement/Lost</i>) 	<ul style="list-style-type: none"> ✓ Duly filled in Replacement of Citizenship Identity/Special Residence Permit Card (<i>BCRS-REP-01</i>) Form. ✓ One recent passport size photograph. ✓ One legal stamp. ✓ Official letter from Gewog (if CID card is damaged in house fire/flood/ landslide). ✓ Original CID card. 	One hour	It is mandatory for the applicant to come in person to ascertain that the information featured in the online BCRS are correct.
9. Household Information	<ol style="list-style-type: none"> 1. Receive application and review documents. 2. Enter CID No. of applicant. Thereafter, depending on the person who submits the application, Click on “self” or “Behalf”. If the application is submitted by the person other than the applicant enters the requestor CID No. 	<ul style="list-style-type: none"> ✓ Duly filled in Service Application Form (<i>BCRS-SAF-01</i>) Form. ✓ One legal stamp. 	30 minutes	

Service	Procedure	Documents Required	TAT	Remarks
	3. After generating and printing certificate, sign on the certificate and handover to applicant.			
10. Naturalization/ Regularization of census dropout cases	1. Receive duly filled Dropout form (BCRS-CR-01) and verify the documents whether the details are filled correct in all respect. 2. Ensure required document are attached correctly and form is signed by concerned Gup/Mangmi. 3. Ensure parents CID no. of applicant gets tally with the health documents, MC, Tshogpa and gewog statement. 4. Once all the required documents and formalities are completed, jointly sign by DCRCO and Dzongdag to submit to Department to appeal Kasho from His Majesty. 5. Retain a copy of submitted list in Dzongkhag census office for future reference.	✓ Duly filled Dropout form (BCRS-CR-01). ✓ 2 nos. of recent passport size photograph. ✓ Notification of Birth (issued by health facilities) ✓ Tshogpa and Gewog statement. ✓ Marriage Certificate copy. ✓ Parents CID Copy.	NA	Follow up to be done by census sector with Department and inform the status to Gewog administration through email or calls.

2. Land Record & Registration Services

Services	Procedure	Documents Required	TAT	Remarks
1. Processing for allotment of State land on LUC	<ol style="list-style-type: none"> Proponent shall submit an application to the Gewog Upon verifying the proposal, Gewog shall submit report to the Dzongkhag for further action The DLC (Dzongkhag Land Committee) shall verify and endorsed the proposal) Dzongkhag shall submit report for final endorsement to the NLCS after getting Sectoral clearance such as forestry clearance and environment clearance (as per the schedule) NLCS shall intimate approval to the Dzongkhag/Dungkhag within 2 weeks 	<ul style="list-style-type: none"> ✓ Duly filled SLA form ✓ Forestry clearance ✓ Environment clearance ✓ In case of establishment of Religious institutions needed a Cultural clearance 	<ol style="list-style-type: none"> NA NA NA 10 days 20 days NA 	
2. Processing for conversion of Chuzhing (wet land) to Khimsa	<ol style="list-style-type: none"> Landowner shall submits the application to the Gewog Gewog shall verify if wet land is an inherited land and also s/he does not owned any other land Then Gewog shall submit report to the Dzongkhag onward action Dzongkhag shall intimate the Gup and proponent, be it rejection or approval. If the proposal is recommended, the report shall be submitted to the NLCS within five days 	<p>Application along with the Form LC-1 Note: The conversion shall be permitted only up to 50 decimals</p>	<ol style="list-style-type: none"> NA NA NA 10 days Five days 	
3. Processing for leasing of State land	<ol style="list-style-type: none"> Proponent shall submit an application along with the forms as prescribed to the Gewog Upon verification, Gewog shall submit to the Dzongkhag for further action The DLC (Dzongkhag Land Committee) shall verify and endorsed the proposal Dzongkhag shall submit report for final endorsement to the NLCS after getting Sectoral clearance such as forestry clearance and environment clearance. 	<ul style="list-style-type: none"> ✓ Duly filled up form (BA-1, CA-1&MA-1) by applicant ✓ Project proposal ✓ Letter of intent ✓ Forestry clearance ✓ Environment clearance 	<ol style="list-style-type: none"> NA NA Seven days 16 days Seven days 	

Services	Procedure	Documents Required	TAT	Remarks
	5. If proposal is not approved then Dzongkhag shall inform to the proponent with justification 6. NLCS shall notify to the Dzongkhag for the above approval			
4. Processing for exchange land with State land	1. The concerned landowner shall submit application to the Gewog 2. Upon verification, Gewog shall forward report to the Dzongkhag for further action 3. Dzongkhag Land Committee will visit to the site for field inspection. 4. The case will forward only if land is affected by: 1. Natural calamities 2. Plot falls on marshy/source water 3: secluded plot 5. If found genuine then Dzongkhag shall forward report to the MoAF after getting forestry clearance 6. Based on recommendations from DLC, a Technical Working Committee from MoAF and NLCS will verify the affected/surrendered plot. 7. NLCS shall notify to the Dzongkhag either proposal is rejected/approved 8. Accordingly Dzongkhag will inform to the Gewog/applicants	✓ Duly filled up LE-1 form by applicant ✓ Forestry clearance	1. NA 2. NA 3. Seven days 4. 16 days 5. Seven days 6. NA	
5. Processing for land acquisition and Satshab allotment	1. Institution shall submit an application with clearly stated of interests 2. Landowners shall submit an application requesting for cash compensation or land substitute 3. Dzongkhag shall assess the identified land if it is good for agriculture, obtain forest clearance. 4. Accordingly Dzongkhag Land Sector shall submit all documents to NLCS and concerned agencies for approval 5. NLCS shall intimate approval to the Dzongkhag/Dungkhag	✓ Duly filled in form PLA (6) by land owners who wish to receive cash compensation for land. ✓ Land to be identified by those who want land substitute ✓ PLA (4) must be filled by Dzongkhag if landowner	1. NA 2. NA 3. 21 days 4. None days 5. NA 6. Three days	

Services	Procedure	Documents Required	TAT	Remarks
	6. And accordingly notify to the proponent	desires to have substitute land		
6. Processing for plot transfer, ownership transfer and registration of land in case of sale, purchase, exchange, gift, donation and inheritance	<ol style="list-style-type: none"> 1. The landowner or the beneficiaries must submit the documents as required 2. The Gewog shall forward the transaction to the Dungkhag/Dzongkhag within thirty days after public notification 3. The LR Office shall carry out survey, prepare reports, further submit to NLCS 4. Without subdivision of plot Dzongkhag shall forward documents to the NLCS within two weeks for registration 5. Similarly for subdivision of plot Dzongkhag shall forward documents to the NLCS within one month for registration 6. The NLCS shall complete the registration of land within 30 days and send the updated thram and cadastral map copies to Dzongkhag/ Dungkhag 	<ul style="list-style-type: none"> ✓ Duly filled form RLT-1 and RLT-2 ✓ Sale deed agreement with legal stamps in case of purchase of land which has the mention of clear terms and conditions including costs of land ✓ No objection certificate from the family members in case of family ✓ No objection certificate from co-owners in case joint ownership ✓ Not required no objection certificate for individual ownership 	<ol style="list-style-type: none"> 1. NA 2. NA 3. Seven days 4. 14 days 5. 30 days 6. NA 	
7. Processing for reinstatement of omitted land	<ol style="list-style-type: none"> 1. An applicant must report to the gewog along with the documents as mentioned 2. The gewog shall submit the report to Dzongkhag 3. The Dzongkhag shall submit report to NLCS within 15 days 4. NLCS shall reinstate and confirm the Dzongkhag/ Dungkhag/Gewog to update the Thram within 30 days 	<ul style="list-style-type: none"> ✓ Copy of the old Thram ✓ Cadastral map ✓ Application form OL (1) 	<ol style="list-style-type: none"> 1. NA 2. NA 3. 15 days 4. NA 	
8. Processing for transfer of land from government institution to	<ol style="list-style-type: none"> 1. Concerned Agency shall submit the required documents to the Dzongkhag/ Dungkhag/ Thromde 2. Dzongkhag/Dungkhag/Thromde shall verify the case and forward it to NLCS within 14 days 3. NLCS shall approve the change of Thram and accordingly 	<ul style="list-style-type: none"> ✓ Copy of acceptance or consensus letter from the parent organizations or Ministries ✓ Copy of the government 	<ol style="list-style-type: none"> 1. NA 2. 14 days 3. NA 	

Services	Procedure	Documents Required	TAT	Remarks
government institution or Gerab Dratshang	confirm to Dzongkhag/ Dungkhag/Thromde/Gewog	order ✓ Application form RLT(2)		
9. Processing for leasing of GRF land for Tsamdro	<ol style="list-style-type: none"> Proponent shall submit Form TS-1 to the Gewog Gewog shall submit form TS-2 to the Dzongkhag for further action Dzongkhag Land Committee (DLC) shall assess as per the prescribed annexure. Accordingly Dzongkhag shall submit report to the NLCS after getting Sectoral clearance. The NLCS shall intimate its approval to the Dzongkhag/ Dungkhag 	<ul style="list-style-type: none"> ✓ CID copy ✓ Assessment report ✓ Concern stakeholders' clearance ✓ Livestock holding certificate ✓ NOC from the community and Forestry clearance if proposed land is not reverted Tsamdro ✓ Forestry clearance and community shall not be required if proposed land is reverted Tsamdro 	<ol style="list-style-type: none"> NA NA Seven days 23 days NA NA 	
10. Processing for leasing of GRF land for Sokshing	<ol style="list-style-type: none"> Proponent shall submit Form SK-1 to the Gewog Gewog shall submit form SK-2 to the Dzongkhag for further action Dzongkhag Land Committee (DLC) shall assess as per the prescribed annexure. Accordingly Dzongkhag shall submit report to the NLCS after getting Sectoral clearance The NLCS shall intimate its approval to the Dzongkhag 	<ul style="list-style-type: none"> ✓ CID copy ✓ Assessment report ✓ Concerns stakeholders' clearance ✓ NOC from the community and Forestry clearance if proposed land is not reverted Sokshing ✓ Forestry clearance and community shall not be required if proposed land is reverted Sokshing 	<ol style="list-style-type: none"> NA NA Seven days 23 days NA 	
11. Processing for	Dzongkhag surveyor will demarcate the plot boundary line	✓ Letter from the Gewog or	30 days	

Services	Procedure	Documents Required	TAT	Remarks
plot boundary demarcation	based on NCRP Maps	from a Landowner		
12. Processing Khimsa Demarcation	Dzongkhag surveyor will demarcate the plot boundary line based on NCRP Maps	✓ Letter from the Gewog	14 days	
13. Processing for Thram correction	1. Correction shall process based on old records such as Thram and Maps 2. Correction shall be of human error and technical	✓ Old Chhazha Thram ✓ NSC Map	30 days	
14. Issuance of Lagthram (Land title)	1. Lagthram shall deliver to the rightful owner personally 2. Authorized person 3. Come personally to collect it from Land Record Sector 4. Deliver to the gewog	✓ Authorization letter(LT-5)	Two days	
15. Land dispute settlement	1. Inheritance, sale and easement cases shall be dealt by court. 2. Corrections and boundary related cases shall be taken care by NLCS/Dzongkhag. 3. The cases shall be routed from the Gewog	✓ Statement of the applicant ✓ Gewog resolution	1. NA 2. 30 days 3. NA	

3. Kidu Unit Services

Service	Procedure	Documents Required	TAT	Remarks
1. Receive Application/ information for need of kidu from applicants or Gewogs or any other means of communications	Verification and preparation of Profile, compilation of report with help of schools teachers and local leaders (Gup, Mangmi, Tshogpa and GAOs) and submit to OGZ.	Profiles of individual and any other documents as deem necessary.	Within one month or before to submit report to OGZ.	
2. Disbursement of Allowance	1. Receive allowance 2. Apprise to Dasho Dzungdag and seek approval for disbursement.	NA	Quarterly for Gyensho kidu recipients and one week after receiving allowance for destitute students.	
3. Disaster damage assessment and submission of report	Write details of the damages. Compile family details.	Family details of affected members. Details of damages, causes, date and time.	Within one to two days from the time of disaster.	
4. Monitoring Kidu recipients	1. Meet Gyensho Kidu recipients quarterly, monitor their health. 2. Meet Gyalpoi Tozey students twice in a year. Collect market sheet and submit to OGZ.	NA	Quarterly for Gyensho kidu recipients and half yearly for Tozey students.	

4. Disaster Response Services

Service	Procedure	Documents Required	TAT	Remarks
1. Search and rescue	<ol style="list-style-type: none"> 1. Receive information from any individual, office, agency, etc. such as about the disaster or accidents 2. Inform rescue team 3. Gather materials and proceed to the site 	NA	One hour	
2. Issuance of immediate relief materials and emergency kits	<ol style="list-style-type: none"> 1. Receive information from the Gewog/Dzongkhag Thromde/Agencies/ Institutions 2. Carry out rapid assessment 3. Initiate team formation 4. Proceed to site and deliver the relief materials 	NA	12 hours	
3. Disaster damage assessment	<ol style="list-style-type: none"> 1. Receive information from the Gewog/Dzongkhag Thromde/Agencies/ Institutions 2. Proceed for assessment 3. Submit assessment report to DDM and other relevant agencies 	NA	48 hours	

5. Environment Services

Service	Procedure	Documents Required	TAT	Remarks
1. New Environment Clearance (EC) for Blue Colour coded projects	1. Receive application requesting for EC addressed to Dasho Dzongdag. 2. If the documents are incomplete inform the applicant or the Gewog. 3. If the documents are complete, start Registration and Acknowledgement.	✓ Application addressed to Dasho Dzongdag. ✓ Duly filled in IEE Form ✓ Receipt for the amount paid as fee. ✓ Public consultancy report. ✓ Public clearance. ✓ Kmz. file of the project location/ area	One day	1 day TAT is applicable only if all the required documents are complete.
	4. Forward to NECS or other Competent Authority if DEC is not the Competent Authority to issue the EC.		One day	
	5. Review, screening, and scoping of the submitted application.		Two days	
	6. Conduct site visit by Environment Officer with other DEC members.		Within one week	
	7. Final assessment of the proposal 8. Convene DEC if required		Two days	
	9. Inform the proponent the decision of DEC or the outcome of final assessment.		One day	
2. New environment clearance for non-listed projects and red colour coded projects	1. Receive application addressed to Dasho Dzongdag and review. 2. If the documents are incomplete, inform the proponent.	✓ Forwarding Letter ✓ Duly filled in IEE Form ✓ Receipt for the amount paid as fee ✓ Public consultancy report. ✓ ToR for approval by NECS (and Environment Impact Assessment Report as per the ToR) ✓ Public/Social Clearance. ✓ Kmz. file of the project location/ area	One day	All required documents shall be submitted before forwarding to NECS

Service	Procedure	Documents Required	TAT	Remarks
	3. Forward the application to NECS.		One day	
3. Renewal of EC	1. Receive application requesting for EC renewal. 2. Review the documents. 3. If the documents are incomplete, inform the proponent. 4. Upon the fulfillment of all the required documents are complete, start Acknowledgement of the received application and registration OR forwarding of the application with complete set of required documents to the NECS if DEC is not the CA.	✓ Application ✓ Copy of Previous EC ✓ Receipt for the payment of 20% of the initial project fee as renewal fee. ✓ Self-compliance monitoring report	One day	1 day TAT is applicable only if all the required documents are complete.
	5. Site visit and compliance monitoring		Within one week	
	6. Review and assessment. Renewal or rejection		Two days	TAT upon fulfillment of all the required documents and information.
4. Settlement of Environmental issues	1. Receive application addressed to DEC chairman 2. Review the application and inform the proponent if the documents are incomplete.	✓ Letter stating the issue. ✓ Brief history of how the issue occurred. ✓ Any other supporting documents	Two days	
	3. Site visit, verification and validation of the stated issue.		One week	
	4. Review and Assessment/ Recommend a resolution/ or forward the case to NECS		Two days	

6. Religion & Culture Services

Services	Procedure	Documents Required	TAT	Remarks
1. Approval for construction of new religious infrastructures such as Lhakhang, Chorten, Mani Dungkhor, site development works and other infrastructures including ancillary facilities	<ol style="list-style-type: none"> 1. Receive and review the application documents. 2. Verify documents 3. Inform the Gewog if the documents are incomplete. 4. Forward the application to DoC for approval upon fulfillment of all required documents. 	1. Mandatory Documents <ul style="list-style-type: none"> ✓ Duly filled in Form a ✓ Forwarding from the Gewog ✓ Land ownership certificate ✓ Community Clearance ✓ Need assessment ✓ Detail cost estimate ✓ Proposal drawings, (for reconstruction, new construction, and site development) ✓ Location map (Google map or photograph) ✓ Master plan. 2. Additional Documents <ul style="list-style-type: none"> ✓ Undertaking Letter for commitment of fund if the source of fund is private or other organization ✓ Surety letter on how to meet the resource gap (if there is fund deficit) ✓ Timber estimate (If the work is carried out by community contractor or government) 	Within three days	2 applications in a day
2. Approval for renovation of religious infrastructures such as Lhakhang, Mani Dungkhor, Site development, choeten and other infrastructures	<ol style="list-style-type: none"> 1. Receive applications from proponents along with documents 2. Verify documents 3. Forward documents to DoC for approval if all documents are submitted 4. Accord approval if found valid 	1. Mandatory Documents <ul style="list-style-type: none"> ✓ Duly filled in Form a ✓ Forwarding from the Gewog ✓ Land ownership certificate ✓ Community Clearance ✓ Damage Assessment ✓ Detail cost estimate ✓ Proposal drawings, (for reconstruction, new construction, and site development) ✓ Location map (Google map or photograph) ✓ Master plan. 	Within three days	Two applications in a day

Services	Procedure	Documents Required	TAT	Remarks
including ancillary facilities		2. Additional Documents <ul style="list-style-type: none"> ✓ Undertaking Letter for commitment of fund if the source of fund is private or other organization ✓ Surety letter on how to meet the resource gap (if there is fund deficit) ✓ Timber estimate (If the work is carried out by community contractor or government) 		
3. Processing approval to invite Lamas	1. Receive Application from the applicant/ proponent 2. Verify documents 3. Inform Gewogs in case the documents are incomplete 4. Accord approval if found valid	<ul style="list-style-type: none"> ✓ Application with endorsement from Gewog administration ✓ b Application from the proponent ✓ Certification letter (wherever required) of the lamas concerned (Incase inviting of lama outside from Zhung Dratshang) 	Within three days	
4. Processing approval to conduct religious ceremonies and other events	1. Receive Application from the applicant/ proponent 2. Verify documents 3. Inform Gewogs in case the documents are incomplete 4. Accord approval if found valid	<ul style="list-style-type: none"> ✓ Application with endorsement from Gewog administration 	Within three days	
5. Approval for white washing of choeten (stupa)	1. Receive Application from the applicant/ proponent 2. Verify documents 3. Inform Gewogs in case the documents are incomplete 4. Intimate the approval status to the gewogs	<ul style="list-style-type: none"> ✓ Application with endorsement from Gewog administration 	Within three days	

7. Economic Development Services

Service	Procedure	Documents Required	TAT	Remarks
1. License Renewal	<ol style="list-style-type: none"> 1. Receive application and review 2. If the documents are complete, process online. 	<ul style="list-style-type: none"> ✓ Security Clearance Certificate ✓ Tax Clearance Certificate ✓ License Copy ✓ Check list <i>(for entertainment license holders)</i> 	One hour	Client should do online payment within 24 hours
2. Obtaining new License	<ol style="list-style-type: none"> 3. Receive application and review 4. If the documents are incomplete, inform applicant (if submitted in person) or Gewog via email about the missing documents/information <i>(if received from Gewogs)</i> 5. If the documents are complete, then process online. 	<ul style="list-style-type: none"> ✓ Security Clearance Certificate ✓ CID copy ✓ Location Clearance from Land Record Sector <i>(if it's on government land)</i> ✓ Recommendation Letter from Gewogs/ Thromde Thuemi ✓ Technical Clearance, ✓ Duly filled in License Form 	One hour	
3. PSL Loan	<ol style="list-style-type: none"> 1. Receive application and verify the documents 2. Make presentation to the PSL Committee for approval. 3. If approved by the committee, forward application to the bank. 	<ul style="list-style-type: none"> ✓ Duly filled in PSL Form ✓ Business Proposal ✓ Social/Public Clearance (if required) ✓ Location Clearance from Land Record Sector <i>(if it's on government land)</i> ✓ Technical Clearance ✓ CID copy ✓ Security Clearance Certificate ✓ CIB record (good) 	One week	
4. Home stay registration	<ol style="list-style-type: none"> 1. Receive application and review documents. 2. If documents are incomplete inform Gewogs/applicants immediately 3. If documents are complete, proceed for evaluation of their house 	<ul style="list-style-type: none"> ✓ Security Clearance Certificate ✓ CID copy ✓ Duly filled in form and check lists 	One days	

Service	Procedure	Documents Required	TAT	Remarks
5. Registration for Essential Service Scheme (DCSI)	Review and process application online through email	<ul style="list-style-type: none"> ✓ CID copy ✓ Security Clearance Certificate ✓ Duly filled in form 	One days	

8. Finance & Revenue Services

Services	Procedure	Documents Required	TAT	Remarks
1. Disbursement of Salary	NA	<ul style="list-style-type: none"> ✓ Office orders ✓ Appointment order ✓ Transfer order ✓ TPN No ✓ Joining Report ✓ Bank A/C details ✓ CID No. ✓ Last Pay Certificate 	On or before 26 th of every month	The documents should reach in the Accounts Section before 24 th of every month
2. Pay slip	NA	<ul style="list-style-type: none"> ✓ System Generated ✓ Email address 	26 th & 27 th of every month	
3. Budgetary Request Forecast	NA	<ul style="list-style-type: none"> ✓ BRF from concerned sectors 	Before 25 th of every month	
4. Salary Advance/TADA Advance	Receive request and process	<ul style="list-style-type: none"> ✓ Requesting letter 	Within one to two days	Will depend on the availability of budget
5. Remittances	NA	<ul style="list-style-type: none"> ✓ System generated report 	On or before 28 th of every month	
6. TDS certificates suppliers	NA	<ul style="list-style-type: none"> ✓ TPN No & Entity Code 	Within 15 minutes	
7. TDS for PIT	NA	<ul style="list-style-type: none"> ✓ TPN No and CID No 	Within 15 minutes	
Construction Bill Payment/Settlement				
1. Mobilization Advance	<ol style="list-style-type: none"> 1. Receive advance request from the Engineering Sector and review 2. Process the advance release 	<ul style="list-style-type: none"> ✓ Work order ✓ Bank guarantee for the work 	Within three days	Subject to availability of Release Balance processed
3. Material Advance	NA	<ul style="list-style-type: none"> ✓ Work order ✓ Material bills ✓ Royalties and MB 	Within three days	
4. Construction running bill	1. Receive bills from the engineers and verify	<ul style="list-style-type: none"> ✓ BOQ 	Within nine days	
5. Final Bills		<ul style="list-style-type: none"> ✓ MB/CMS verified by site 	Within 15 days	

Services	Procedure	Documents Required	TAT	Remarks
	2. Process the payment if no problem	engineers ✓ Work order ✓ BOQ ✓ MB/CMS ✓ Completion report ✓ Handing Taking Note		
6. Retention Money	NA	✓ Clearance from end user	Within five days	5 days to process Re-fundable deposit from DPA
7. Party bill payment	NA	✓ Supply/work order ✓ Verified bills ✓ Stock entries ✓ Good Issue note ✓ Comparative statement ✓ Approved notesheet	Within five days	Subject to availability of Release Balance
Budget Services				
1. Supplementary Budget	NA	✓ Separation order ✓ Approved gratuity working sheet ✓ Clearance letter from Financial Institution ✓ Audit clearance ✓ LPC ✓ Death certificate (deceased) ✓ Approved Note sheet	Process with DNB within five days	
2. Re-appropriation	NA	✓ Approved Note sheet within delegation of financial power	Within five days	
3. Budget Call Notification	NA	✓ Notification	Within one or two days	
Revenue Section				
1. Urban Land Tax	NA	✓ Office Order	December month	

Services	Procedure	Documents Required	TAT	Remarks
2. Issuance of Revenue Receipts	NA	✓ Relevant Documents	Within one hour	Environment clearance, CID related, Land Tax
Others				
1. Payment of TA/DA		✓ Office order/Travel Authorization ✓ Tour report ✓ Movement order	Within five days	Subject to Budget & Release Availability
2. Transfer benefits	NA	✓ Transfer order ✓ Joining report ✓ LPC ✓ Relieving order	Within three days	
3. LTC & Leave encashment	NA	✓ Office order	Within five days	
4. Retirement benefits	NA	✓ Separation order ✓ Approved gratuity working sheet ✓ Clearance letter from Financial Institution ✓ Audit clearance ✓ LPC ✓ NOC from current office ✓ Death certificate (deceased)	Within 15 days	

9. Agriculture Services

Service	Procedure	Documents required	TAT	Remarks
1. Crop Promotion				
1.1 Promotion improve agriculture crops	1. GAEOs collect demand from farmers as per the budget availability	Seed Requisition and Application	10 days	GAEOs
	2. GAEOs compiles demand and submit to Dzongkhag		One day	GAEOs
	3. Dzongkhag compiles demand and put up demand to NSC and other Seed Agencies		Two days	ADAO/DAO
	4. Remit cost of seeds to NSC or other Seed Agencies based on availability of seeds		One day	DAO/ADAO
	5. Dzongkhag lifts seeds from the NSC and other Seed agencies		Three days	DAO/ADAO
	6. Dzongkhag informs the GAEOs on arrival of seeds and issue as per the demand list		Two days	DAO/ADAO
	7. Distributes seeds to the farmers at the Gewog Center		Five days	GAEOs
	8. Field monitoring of crops		Twice a month	GAEOs
	9. Conduct crop cut to assess yield		Five days	GAEOs
	10. Submit production report		One day	GAEOs
	11. Compiles, prepare, produce and submit reports		Two days	DAO/ADAO
1.2 Promotion of Mushroom	1. Selection of interested and potential farmers	Seed Requisition and Application	Five days	GAEO
	2. Compile and submit spawn requisition to Dzongkhag		One day	GAEO
	3. Dzongkhag compile and put up spawn requisition to NMC		One day	DAO/ADAO
	4. Production of spawn by NMC and supply to Dzongkhag		Min. Three months	NMC
	5. Construction of production sheds		One month	Farmer/GAEO
	6. Collection of billet logs by farmers		15 days	Farmer/GAEO
	7. Collection of spawn from NMC and reach to destination		Three days	DAO/ADAO
	8. Training cum demo on mushroom cultivation &		Five days	GAEO/DAO/NMC

Service	Procedure	Documents required	TAT	Remarks
	management and spawning			
	9. Field monitoring		Once a month	GAEO
	10. Submit status and production report		One day	GAEO
	11. Compiles, prepare, produce and submit reports		Two days	DAO/ADAO
2. Plant Protection				
2.1 Pest and Disease Management (Normal)	1. Collects and submit pest surveillance report	Application	Weekly	GAEO
	2. Forward pest surveillance report to NPPC		Weekly	Focal Person
	3. Collects chemical demand based on past experience		10 days	GAEO
	4. Compile and submit to Dzongkhag		One day	GAEO
	5. Dzongkhag compiles and submit to NPPC		One day	DAO/ADAO
	6. Dzongkhag collects chemicals from NPPC on cash and carry system		Three days	DAO/ADAO
	7. Dzongkhag distributes to Gewogs as per the demand		Two days	DAO/ADAO
	8. Distributes chemicals to the farmers at the Gewog Center		Three days	GAEO
	9. Field monitoring		Twice a month	GAEO
	10. Submit status report		One day	GAEO
	11. Compiles, prepare, produce and submit reports		Two days	DAO/ADAO
2.2 Pest and Disease Management (Outbreak)	1. Monitor or receive outbreak reports from field		One day	GAEO/DAO
	2. Immediate field verification/investigation		One day	GAEO/DAO
	3. Report to Dzongkhag & NPPC		One day	DAO
	4. Recommend control measures		One day	DAO/GAEO/NPPC
	5. Collect chemicals from NPPC and reach to affected areas immediately		Three days	DAO/ADAO
	6. Control measures		One week	DAO/GAEO/NPPC
	7. Field monitoring		Twice a week	GAEO/DAO
	8. Submit status report		One day	GAEO
	9. Compiles, prepare, produce and submit reports		One day	DAO/ADAO
2.3 Crop Damage	1. Receive information on crop damages (wildlife &		One day	GAEO

Service	Procedure	Documents required	TAT	Remarks
Assessment	disasters)			
	2. Field verification and assessment		One day	GAEO
	3. Report compilation in the prescribed format		One day	GAEO
	4. Submit to Dzongkhag		One day	GAEO
	5. Dzongkhag compiles and submit to Department of Agriculture		Two days	DAO/ADAO
2.4 Electric Fencing System	1. Identify problematic areas		One week	GAEO/Gewog
	2. Create awareness on Electric Fencing including safety		One week	DAO/GAEO
	3. Receive proposals from community/individuals		One day	GAEO/Gewog
	4. Review the prioritized hotspot areas		Two days	DAO/GAEO/Gewog
	5. Seek funding		One month	Gewog/DAO
	6. EFS User Group formation and development of by-laws and other requirements		One week	GAEO/Gewog
	7. Arrange for procurement of materials required (especially Energizer)		One week	DAO/Gewog
	8. Facilitate implementation of EFS		Actual construction duration	GAEO/Gewog
	9. Monitoring and Evaluation		Once a month	GAEO/Gewog
	10. Report compilation submission by Gewog		Monthly	GAEO
	11. Compile and submit to NPPC and relevant authorities		Once in a year	DAO
3. Capacity Development				
3.1 Farmers Training/ Demonstration/ Field days	1. Identify needs, location and target group	Proposal	One day	GAEO
	2. Assess the need for training/demonstration/field days		One day	GAEO/DAO
	3. Conduct training/demonstration/field days		One to three days	GAEO/DAO
	4. Follow up monitoring		Once a month	GAEO
	5. Submit status report		One day	GAEO
	6. Compiles, prepare, produce and submit reports		One day	DAO/ADAO

Service	Procedure	Documents required	TAT	Remarks
4. Farm Mechanization				
4.1 Supply of Farm Machines	1. Receive proposals from applicant		One day	GAEO
	2. Forward to FMCL with copy to DAO for all other machines		Two days	GAEO
	3. Supply of farm machines by RAMC		6 – 12 months	RAMC
	4. Installation of machines		One week	RAMC/GAEO
4.2 Machine Hiring System	1. Receive proposals from applicant		One day	GAEO
	2. GAEOs compile and forward to with copy to DAO		Two days	GAEO
	3. RAMC deploys machines along with operators as proposed			RAMC
	4. Facilitate during implementation			RAMC/GAEO/DAO
	5. Supply inputs like seeds, nursery trays and plastic for mechanized paddy cultivation		Five days	GAEO/DAO
	6. Facilitate hiring of power tillers, weeders and harvesters			GAEO/DAO
	7. Submit report to RAMC & DAO			GAEO
5. Agriculture Land Development				
5.1 Soil Fertility Development & Land Management	1. Identify needs, location and target group		One day	GAEO
	2. Assess the need for land management		Two days	GAEO/DAO
	3. Conduct land management		Five days	GAEO/DAO
	4. Follow up monitoring		Once a month	GAEO
	5. Submit status report		One day	GAEO
	6. Compile, prepare, produce and submit reports		One day	DAO/ADAO
5.2 Land Conversion	1. Receive proposals from applicant	Application	One day	GAEO
	2. Issue land conversion application forms		30 minutes	GAEO
	3. Receive duly filled up land conversion form		30 minutes	GAEO
	4. Site visit and verification (Gewog land committee members)		One week	Gup/GAEO
	5. Forward the forms to Dzongkhag		One day	GAEO
	6. Dzongkhag forward the forms to MoAF		One month (if	DAO/ADAO

Service	Procedure	Documents required	TAT	Remarks
			accepted by MOAF)	
	7. Technical Assessment team from MoAF visits site		Twice a year	MoAF
	8. Approved/Not approved information from MoAF		Twice a year	MoAF
	9. Inform applicants accordingly		Two days	MoAF/DAO
	10. Change in land category in Thram for those approved		One week	NLCS/DLRO
6. Infrastructure Development				
6.1 Farm Road Construction (<i>Two year cycle</i>)	<i>First year</i>			
	1. Through the Gowog Tshogdu, receive and assess the beneficiaries' proposals		One day	GAEO
	2. Screen & incorporate in the annual plans as per the farm road guideline screening criteria		One week	GAEO/Gewog/DAO
	3. Carry out the socio-economic feasibility study.		One week	GAEO/DAO
	4. Feasibility studies, survey, design and estimate		One month	Engineer
	5. Process for social, forest and environmental clearances		One month	DAO/GAEO/Gup
	6. Present design and estimate to DTC		One day	Engineer
	7. Notice Inviting Tender		One month	Engineer
	8. Evaluation		One to Two weeks	DEC
	<i>Second year</i>			
	1. Award contract		10 days	DTC
	2. Construction		Actual contract duration	Contractor
	3. Assist Engineers in monitoring and supervision during construction.		Actual contract duration	Engineer/ GAEO/DAO
	4. Formation of Road User Group		One week	GAEO
	5. Upon completion take over from the Contractor and hand over to Road User Group		Two days	GAEO/DAO
	6. Compiles, prepare, produce and submit reports		Two days	GAEO/DAO

Service	Procedure	Documents required	TAT	Remarks
6.2 Farm Road Maintenance	1. Through the Geowg Tshogdu, receive and assess the beneficiaries' proposals		One day	GAEO
	2. Screen & incorporate in the annual plans as per the farm road guideline screening criteria		One week	GAEO/Gewog/DAO
	3. Survey and estimate		One week	Engineer
	4. Process for social clearances		One week	DAO/GAEO/Gup
	5. Present survey and estimate to DTC		One day	Engineer
	6. Notice Inviting Tender		One month	Engineer
	7. Evaluation		One week	DEC
	8. Award contract		10 days	DTC
	9. Construction		Actual contract duration	Contractor
	10. Assist Engineers in monitoring and supervision during Renovation		Actual contract duration	GAEO/Gewog/DAO
	11. Upon completion take over from the Contractor and hand over to Road User Group		Two days	GAEO/Gewog/DAO
	12. Compiles, prepare, produce and submit reports		Two days	DAO
6.3 Routine Farm Road Maintenance	Facilitate RUG in carrying out Routine maintenance		Four times in year	RUG/GAEO
6.4 Construction of Irrigation Channel	1. Receive and assess the proposals and incorporate in annual budget in line with Five Year Plan	Application	One day	GAEO
	2. Preliminary investigations and multi-disciplinary feasibility studies		One week	GAEO/Gup/DAO
	3. Feasibility studies, survey, design and estimate		One week	Engineer/GAEO
	4. Process for social, forest and environmental clearances		One month	DAO/GAEO/GUP
	5. Present design and estimate to DTC		One day	Engineer
	6. Notice Inviting Tender		One month	DTC
	7. Evaluation		One week	DEC
	8. Award contract		10 days	DTC

Service	Procedure	Documents required	TAT	Remarks
	9. Construction		Actual contract duration	contractor
	10. Assist Engineers in monitoring and supervision during construction.		Actual contract duration	GAEO/Engineer
	11. Formation of Water User Association (WUA)		One week	GAEO/GAO
	12. Facilitate the drafting and finalization of WUA		One week	GAEO
	13. Constitution & By-laws by WUA		One week	GAEO
	14. Facilitate registration of WUAs		One week	GAEO/DAO
	15. Upon completion take over from the Contractor and hand over to WUA		Two days	GAEO/Gup/DAO
	16. Compiles, prepare, produce and submit reports		Two days	GAEO/DAO
6.5 Renovation of Irrigation Channel (Contract)	1. Receive and assess the proposals and incorporate in annual budget in line with Five Year Plan		One day	GAEO
	2. Preliminary investigations and multi-disciplinary feasibility studies		One week	GAEO/Gup/DAO
	3. Survey and estimate		One week	Engineer/GAEO
	4. Process for social clearances		One month	DAO/GAEO/GUP
	5. Present design and estimate to DTC		One day	Engineer
	6. Notice Inviting Tender		One month	DTC
	7. Evaluation		One week	DEC
	8. Award contract		10 days	DTC
	9. Renovation		Actual contract duration	Contractor
	10. Assist Engineers in the day-to-day supervision of irrigation renovation works		Actual contract duration	GAEO/Engineer
	11. Upon completion take over from the Contractor and hand over to WUA		Two days	GAEO/Gup/DAO
	12. Compiles, prepare, produce and submit reports		Two days	GAEO/DAO
6.6 Renovation of	1. Receive and assess the proposals and incorporate in		One day	GAEO

Service	Procedure	Documents required	TAT	Remarks
Irrigation Channel (Departmental)	annual budget in line with Five Year Plan			
	2. Preliminary investigations and multi-disciplinary feasibility studies		One week	GAEO/Gup/DAO
	3. Survey and estimate		One week	Engineer/GAEO
	4. Process for social clearances		One month	DAO/GAEO/GUP
	5. Present design and estimate to DTC		One day	Engineer
	6. Supply and reach the materials at site		Actual renovation duration	Engineer/ Gup/DAO/GAEO
	7. Unskilled labour contribution by beneficiaries		Actual renovation duration	Engineer/ Gup/DAO/GAEO
	8. Assist Engineers in the day-to-day supervision of irrigation renovation works		Actual renovation duration	Gup/DAO/GAEO
	9. Upon completion hand over to WUA		Two days	Engineer/ Gup/DAO/GAEO
	10. Compiles, prepare, produce and submit reports		Two days	DAO/GAEO
7. Others				
7.1 Administrative & Management	7.1.1 Verification and forwarding of bills	Application	Two days	DAO
	7.1.2 Correspondence and approvals (depending on nature and urgency of Correspondence)		One hour – Two days	DAO/ADAO
	7.1.3 Writing & preparing Project Proposals (depending on project)		One – Five days	DAO
	7.1.4 Report writings		One day	DAO/ADAO

10. Livestock Services

Service	Procedure	Documents Required	TAT
1. Breed improvement	<ol style="list-style-type: none"> 1. Requisition/demand collection. 2. Application review and evaluation 3. Transportation/sourcing 4. Distribution/ supply 5. Monitoring & evaluation. 	<ul style="list-style-type: none"> ✓ Written application ✓ Consignment letter 	<ol style="list-style-type: none"> 1. One week 2. One week 3. Two weeks 4. One day 5. Monthly (If death, PM SOS).
2. Dairy shed construction	<ol style="list-style-type: none"> 1. Requisition/demand collection. 2. Application review and evaluation. 3. Process/initiate for procurement of construction materials. 4. Distribution/supply 5. Monitoring & evaluation. 	<ul style="list-style-type: none"> ✓ Written application ✓ Letter of undertaking 	<ol style="list-style-type: none"> 1. One week 2. One week 3. Three days 4. One week 5. Once upon completion
3. Poultry promotion	<ol style="list-style-type: none"> 1. Requisition/demand collection. 2. Application review and evaluation 3. Procurement of DOC & pullets 4. Process/initiate for procurement construction materials. 5. Distribution/ supply 6. Monitoring & evaluation. 	<ul style="list-style-type: none"> ✓ Written application 	<ol style="list-style-type: none"> 1. Three weeks 2. One week 3. One month for DOC/two month for pullet 4. Five days 5. Two days 6. Monthly (If death, PM SOS)
4. Piggery promotion	<ol style="list-style-type: none"> 1. Requisition/demand collection. 2. Application review and evaluation 3. Procurement of piglet and Process/initiate for procurement construction materials 4. Distribution/ supply 5. Monitoring & evaluation. 	<ul style="list-style-type: none"> ✓ Written application 	<ol style="list-style-type: none"> 1. One week 2. One week 3. One month for piglets and three days for processing for procurement 4. Three days 5. Monthly (If death, PM SOS).
5. Animal Nutrition enhancement services	<ol style="list-style-type: none"> 1. Requisition/demand collection. 2. Application review and evaluation 3. Process/initiate for procurement 4. Distribution/ supply 5. Monitoring & evaluation. 	<ul style="list-style-type: none"> ✓ Written application 	<ol style="list-style-type: none"> 1. 10 days 2. One week 3. Three days 4. One week 5. Quarterly

Service	Procedure	Documents Required	TAT
6. Animal health services	<ol style="list-style-type: none"> 1. Outpatient department (OPD) 2. Outcalls/emergency services 3. Vaccination/ immunization 4. Campaigns/programs/training 5. Medicine/ Vaccine/equipment distribution 6. Disease outbreak/Notifiable disease 7. Sample collection/laboratory services 	✓ All data punched in TADinfo	<ol style="list-style-type: none"> 1. On spot 2. Within one hour 3. One month/Gewog based on vaccination schedule 4. One month (March/ September) 5. Within two weeks after receiving from CDS/NCAH 6. Within 24 hours, submit flash report to DVH immediately (report to RLDC and NCAH within 72 hours)
7. Group formation & registration	<ol style="list-style-type: none"> 1. Sensitization and awareness 2. Application 3. Review and feasibility 4. Training on group formation 5. Group registration with RAMCO 6. Approval (Certification) 7. Group initiation/Activation 8. Monitoring and Evaluation 	<ol style="list-style-type: none"> ✓ Written application ✓ Bank statement ✓ Members data ✓ certificates 	<ol style="list-style-type: none"> 1. Two days 2. One week 3. Two days 4. Five days 5. 10 days 6. Two days
8. Promotion of biogas plants	<ol style="list-style-type: none"> 1. Requisition/demand collection. 2. Feasibility studies& survey. 3. Application review and evaluation 4. Process/initiate for procurement 5. Distribution/ supply 6. Construction of plant 7. Monitoring & evaluation. 	✓ Written application	<ol style="list-style-type: none"> 1. Two days 2. One week 3. Two days 4. Three days 5. 10 days 6. One month
9. Artificial Insemination services.	<ol style="list-style-type: none"> 1. Service availed 2. Response 	NA	<ol style="list-style-type: none"> 1. Service availed through telephonic calls/other routes 2. Offer service by CAIT/GEO/ DVH within 8 hours of active heat

11. Electoral Services

Services	Documents Required	TAT	Remarks
1. Issuance of VPIC	✓ CID copy/CID number	20 Minutes	
2. Voter Registration	✓ CID copy/CID number ✓ Authentication letter from concerned agency/Authority (in case of change of status)	20 Minutes	
3. Inclusion/Exclusion of voters	✓ Authentication letter from concerned agency/Authority (in case of death or change of status)	20 Minutes	
4. Name, Sex & Age correction	✓ CID copy (Change as per the record in CID)	20 Minutes	
5. Household Mapping (After Census Transfer)	✓ CID copy ✓ Census Transfer Form copy	20 Minutes	
6. Providing Electoral Information	✓ CID number/VPIC number	10 Minutes	

12. Engineering Services

Service	Procedure	Documents Required	TAT	Remarks
1. Bill Verification	1. Receive and review bills 2. Site verification (<i>if required</i>) 3. Enter into MB 4. Submit the bills to Accounts Section	✓ Bills ✓ Work order ✓ Measurement book	Within 15 days	Depends on the functionality of CMS.
2. Material Advances	1. Receive advance request and verify 2. Submit to Accounts Section	✓ Material invoices ✓ Bills ✓ Proof of material presence at site	Five days	TAT for places without access to roads is 14 days
3. Preparation of Tender Documents including surveying, design, drawing and estimates	1. Receive request from the stakeholders 2. Conduct surveying, drawing, designs and estimates	✓ All clearances ✓ Finalized site	Within 21 days	TAT shall be considered only after the Tour is approved by the Administration.
4. Technical sanction	NA	✓ Drawings ✓ Estimates ✓ History sheet	Within one day	
5. Mobilization advance	NA	✓ Bank Guarantee (BG)	Centre: one day Gewog: five days	After receipt of the original BG.
6. Notice Inviting Tender	Process online in e-GP System	✓ Tender documents	15 to 30 days	
7. Opening, Evaluation & Award	1. Opening of Tender Documents online	As per tender documents	One day	
	2. Evaluation of Tender Documents		Small works: within 15 days; Medium & Large: within 30 days	
	3. Award of works		Within 5 days after evaluation	
	4. Contract agreement & submission of		Within 25 days	Submission of Work Plan by

Service	Procedure	Documents Required	TAT	Remarks
	work plan			the contractor is mandatory without which the award of works should not be executed.
8. Site handover to the contractor	NA	✓ Completion report	Within 10 days	After the agreement is drawn with employer
9. Handing taking of works	1. Receive completion report and verify the status 2. Issue the completion certificate if satisfactory 3. Execute handing-taking	✓ Completion report ✓ Completion certificate	Within one week	After the issuance of completion certificate by a competent authority.
10. Issuance of housing construction approval (urban)	1. Receive application and verify the documents 2. If the documents are complete, issue construction approval.	Documents as per Bhutan building rules 2003 & rural housing rules	Within one week	After the receipt of technical RCC frame structures approval from MoWHS and for 2-storeyed building, approval from the Dzongkhag/ Gewog.
11. Labor permit processing	1. Receive and review application documents 2. If documents are complete, process for labour permit with MoLHR	✓ Application from proponent ✓ Approval letter for construction	Within five days	

13. Health Sector Services

Service	Procedures	Document Required	TAT	Remarks
1. Disease outbreak investigation	<ol style="list-style-type: none"> 1. Notify to the concerned authorities, 2. Case investigation by the team 3. Submit the notifiable disease report 4. Manage and containment of disease 	✓ Investigation forms.	<ol style="list-style-type: none"> 1. One day 2. Within two days 3. One week upon completion of investigation 4. Within two to three days 	Duration of investigation to depend on the magnitude/ situation of case
2. Verification of bills	<ol style="list-style-type: none"> 1. Verify and forward to Account section 	<ol style="list-style-type: none"> ✓ Original bills or cash memo ✓ Detail reports 	Within three days	
2. Procurement and distribution of supplies to Health Centers	<ol style="list-style-type: none"> 1. Identify the need of supplies. 2. Place supply order to Procurement Office (PO) after approval. 	<ol style="list-style-type: none"> ✓ Requisition letter from the health centers. ✓ Administrative and financial approval. 	Within two weeks	
	<ol style="list-style-type: none"> 3. Maintain stock ledger when supplies are received from the Procurement Office. 4. Distribution of supplies to health centres and then maintain Good Issue Notes (GIN) 	<ol style="list-style-type: none"> ✓ Good Issue Note (GIN) ✓ Good Receipt Note (GRN) 	One month	
3. Maternal & Neonatal investigation	<ol style="list-style-type: none"> 1. Receive death report of maternal & Neonatal from the health center 2. Start investigation of the death <i>(only after 22nd day onwards i.e., after funeral)</i> 3. Submit the findings and report to the MoH 	✓ Investigation form	Within one month	The 1 month duration is inclusive of 21 days for funeral rites.

14. Education Services

Services	Procedure	Documents Required	TAT	Remarks
1. Clearance/ payment of bills	<ol style="list-style-type: none"> 1. Receive bills from schools and verify 2. Submit to Finance Sector for payment 	<ul style="list-style-type: none"> ✓ Bills with stock entries ✓ Activity report ✓ Attendance register ✓ Notesheet 	One week	
2. Procurement and supply of textbooks and stationeries to schools	<ol style="list-style-type: none"> 1. Receive and compile the requisitions submitted by respective schools. 2. Clearly indicated stock entry and receipt date on bills 	<ul style="list-style-type: none"> ✓ Forwarding letter ✓ Requisition duly signed by school committee (<i>at least 3 members and head of the school administration</i>) along with the seal. 	Every September or within the deadline provided by MoE	
3. Establishment of NFE centres	<ol style="list-style-type: none"> 1. Receive proposal from Gewog Administration along with the list of illiterate/interested learners containing their signature. The list should be furnished concerned School Principal. 2. Carry out the assessment. 3. Process for approval with MoE. 	<ul style="list-style-type: none"> ✓ Proposal from the Gewog ✓ List of illiterate people (<i>interested learners</i>) along with their signature furnished by the concerned School Principal. 	One month	List of 8 learners for each proposed centre
4. Establishment of New ECR	<ol style="list-style-type: none"> 1. Collect proposals from Gewogs 2. Carry out the feasibility study 3. If feasible, submit the proposal to MoE for approval. 	<ul style="list-style-type: none"> ✓ Proposal ✓ List of children. Minimum of 10 children from PP to class III is required. 	Within one month	
5. Admission due to transfer cases	<ol style="list-style-type: none"> 1. Receive and compile the application 2. Mark to schools concerned 	<ul style="list-style-type: none"> ✓ School Transfer Certificate ✓ Mark sheets ✓ Character certificates ✓ Reasons to change school letter from competent authority (<i>Gup/Employer</i>) 	Three days	
6. Placement of student to feeder schools	<ol style="list-style-type: none"> 1. Coordinate the placement projection meeting; 2. Inform parents about placement result for next academic year 3. Declare the placement result 	<ul style="list-style-type: none"> ✓ List of Primary class VI graduating ✓ List Class VII graduating ✓ list of Class X graduating ✓ List of Class XII graduating 	<ol style="list-style-type: none"> 2. In every November 3. 18th December 	

Services	Procedure	Documents Required	TAT	Remarks
7. Placement of class XI to higher secondary school (<i>Within Dzongkhags</i>)	<ol style="list-style-type: none"> 1. Compile the list 2. Conduct pre-admission meeting with secondary principals 3. Declare the placement result 	<ul style="list-style-type: none"> ✓ Students result class X ✓ CID copy/Authentication Letter from Census Sector 	Two days	
8. Processing EOL for staff	<ol style="list-style-type: none"> 1. Receive application routed through concerned Principal's Office 2. Compile and review the application. 3. Conduct technical meeting and submit to HR Sector for further submission to HRC. 	<ul style="list-style-type: none"> ✓ Forwarding Letter from the Principal ✓ Duly filled in Leave Request and Approval Form (<i>Form 10/1 from the BCSR 2018</i>) 	Three days	
1. Processing Study Leave for staff	<ol style="list-style-type: none"> 1. Receive application through school administration 2. Compile and review application 3. Conduct technical meeting and submit to HR Sector for further submission to HRC 	<ul style="list-style-type: none"> ✓ Forwarding/Recommendation Letter from the School Principal ✓ Duly filled in LTT Nomination Application Form (<i>Form 9/7 from BCSR 2018</i>) ✓ Security Clearance Certificate ✓ Audit Clearance Certificate ✓ Medical Fitness Certificate ✓ CID Copy ✓ Offer Letter/Confirmation of Enrolment Letter, Course Content 	Three days	
2. Processing Medical Leave	<ol style="list-style-type: none"> 1. Receive and review application. 2. Submit to HR Sector for further submission in the HRC. 	<ul style="list-style-type: none"> ✓ Forwarding Letter from the Principal ✓ Duly filled in Leave Request and Approval Form (<i>Form 10/1 from the BCSR 2018</i>) ✓ Referral Letter from the Hospital 	Two days	
3. Nominations for training/workshops,	<ol style="list-style-type: none"> 1. Nomination Letter from the School HRC. 2. Review the nomination. 3. Conduct technical meeting and submit to HR 	<ul style="list-style-type: none"> ✓ Invitation/Offer letter from agencies or institutions ✓ Recommendation from schools 	Three days	

Services	Procedure	Documents Required	TAT	Remarks
etc.	Sector for further submission to HRC.	<p>concerned.</p> <ul style="list-style-type: none"> ✓ Duly filled in STT Nomination Application Form (<i>Form 9/1 from the BCSR 2018</i>) ✓ Security Clearance Certificate ✓ Audit Clearance Certificate ✓ Medical Fitness Certificate (<i>if required</i>) 		
4. Processing leave for Principals (<i>earned & casual</i>)	<ol style="list-style-type: none"> 1. Receive application and review. 2. Approve/reject the request based on the genuineness of the reason for application. 3. Forward a copy to HRO for record. 	<ul style="list-style-type: none"> ✓ Duly filled in Leave Request and Approval Form (<i>Form 10/1 in the BCSR 2018</i>) 	One day	
4. Processing for transfer of staff	<ol style="list-style-type: none"> 1. Receive the list shared by the MoE, generated from the online system. 2. Review the case before submitting to the HR Sector for further submission to the HRC. 	<ul style="list-style-type: none"> ✓ List generated by the MoE from online transfer system. 	One week	

15. ICT Services

Service	Procedure	Documents Required	TAT	Remarks
1. Website Updation	ICTO/ICTA will update the news/events/ announcements as and when notified by other sectors.	✓ Official notification orders, photos of the events.	30 minutes	Updating duration differs with the type of content of the website.
2. Troubleshooting of Internet Connection(Dzongkhag Administration)	1. Clients report to the ICT office, if there is an internet connectivity problem.	NA	NA	NA
	2. ICTO/ICTA will troubleshoot and fix the issue.	NA	20 minutes	The fixing hour will vary accordingly with the nature of the problem
	3. If the Problem is due to fiber breakage then, ICT will notify the Concerned ISP fiber Team to fix the issue.	NA	Five minutes	After identifying the issue.
	4. Concerned ISP Fiber Team will fix the fiber connectivity issue in the notified area.	NA	NA	Depends on the ISP team (not more than half day).
3. Troubleshooting of Internet Connection (Other government agencies)	1. Clients report to the ICT office, if there is an internet connectivity problem.	NA	NA	NA
	2. ICTO/ICTA will troubleshoot and fix the issue remotely.	NA	30 minutes	Duration will depend upon the nature of the problem.
	3. If ICTO/ICTA could not solve the issue remotely then the ICTO/ICTA will ask the agency to put up technical assistance requisition addressing Dasho Dzongdag.	NA	10 minutes	Only if the issue is due to internal network problem.
	4. ICTO/ICTA will go and fix the issue after getting the official letter remarked by Dasho.	✓ Relieving Order	As per tour schedule	Tour plan will be scheduled a day after getting the official letter remarked by Dasho.
	5. If the Problem is due to fiber breakage then, ICT	NA	15 minutes	After identifying the fiber

Service	Procedure	Documents Required	TAT	Remarks
	will raise a ticket on online fiber ticketing service requesting for fiber Team to fix the issue.			issue.
	6. Concerned ISP Fiber Team will fix the fiber connectivity issue and inform ICTO/ICTA after resolving the issue.	NA	NA	Depend upon the fiber team.
4. Maintenance of Computer devices (Software) (Dzongkhag Administration)	1. Clients need to submit their computer devices in order to inspect the problem.	NA	NA	NA
	2. ICTO/ICTA will inspect or troubleshoot the computer devices and fix it accordingly.	NA	30 minutes	Duration will depend upon the nature of the problem.
	3. Clients will take their fixed computer devices when the ICT office informs them.	NA	15 minutes	
5. Maintenance of Computer devices (Hardware)	1. Clients need to submit their computer devices in order to inspect the problem.	NA	NA	NA
	2. ICTO/ICTA will inspect or troubleshoot the computer devices to verify whether the issue is with hardware malfunction or not.	NA	30 minutes	Duration will depend upon the nature of problem
	3. ICT will specify the hardware problems and what needs to be done to the clients	NA	10 minutes	After identifying the problem.
	4. The clients have to write and submit an approval letter to Dasho Dzongdag for the maintenance of the computer devices.	NA	NA	For a single client.
	5. Clients have to submit the approved letter to the ICT office for further action.	✓ Note sheet approved by Dasho Dzongdag.	NA	
	6. The ICT office will call the trusted Vendor for the appointment and fix the duration for maintenance.	NA	20 minutes	

Service	Procedure	Documents Required	TAT	Remarks
	7. The Clients have to send their computer devices to a trusted vendor on a mention date.	NA	NA	
	8. Follow up the trusted vendor By ICT.	NA	Every after two days	
	9. The ICT officials will verify the fixed computer devices once they reach the station.	NA	10 minutes	
	10. Hand over the fixed device to the clients after checking.	NA	10 minutes	
	11. If there are many computer devices with hardware problems, the ICT office will notify all the sectors about the yearly maintenance of the computer maintenance.	✓ Notification letter	January	Once a year
	12. Other sectors need to submit the list along with the budget detail kept for the similar activity.	✓ Equipment list along with the budget detail.	NA	Not more than a week from the notification issued.
	13. After receiving the list from the sectors, the ICT office will issue a work order to the dedicated vendor for the annual computer maintenance.	✓ Note sheet approved by Dasho Dzongdag and Work order.	One day	
	14. The notified vendor will reach the station and accordingly carry out the maintenance work.		As per the work order	
6. Internet Service to other agencies.	If the clients want to avail internet services in their agency. 1. The head of the agency must write to the dzongkhag administration addressed to Dasho requesting for internet service.	✓ Letter for agency and detail of budget availability.	NA	The agency must state the budget available for the particular service.
	2. After receiving the letter from Dasho, the ICT	✓ Relieving order	As per tour plan	

Service	Procedure	Documents Required	TAT	Remarks
	office will accordingly go for site inspection and feasibility study.			
	3. The ICT office will prepare an estimate for internet installation and submit it to the agency.		One and half day	One and half after the site inspection.
	4. The agency needs to proceed with the work order as per their agency's Standard Operating Procedure (SOP)	NA	NA	
	5. The ICT office will monitor the activity as per the requirement from the agency.	NA	As and when the request is made.	

16. Human Resource Services

Service	Procedure	Documents Required	TAT	Remarks
1. Recruitment, Selection & Appointment (Contract)	1. Review and submit the staff recruitment proposal to HRC as per the approved staffing pattern	NA	NA	
	2. Announce the vacancy in Dzongkhag website & Media	NA	Within one day after HRC approval	
	3. Collect application forms	<ul style="list-style-type: none"> ✓ Civil service Employment form 4/1 ✓ Copies of academic transcripts ✓ Copies of relevant training transcripts ✓ Copy of CID ✓ Copy of Medical & Security Certificate ✓ NOC, If employed 	Two weeks	
	4. Conduct selection interview and endorse the result by HRC/ Selection Committee and announce interview result in Dzongkhag website	<ul style="list-style-type: none"> ✓ Original documents for verification during interview 	One week	
	5. Conduct drug test, Issue appointment order & open personal file and conduct orientation program for selected candidates	NA	Three days	
2. Promotion	1. Issue notification for submission of promotion proposals with list of staff due for promotion	<ul style="list-style-type: none"> ✓ PE Ratings for last three years ✓ Audit Clearance Certificate ✓ Security Clearance 	30 th Sept to 31 st Oct, 31 st March to 30 th April	

Service	Procedure	Documents Required	TAT	Remarks
	2. Prepare checklist and review proposals		30 th November/ 30 th June	
	3. Carry out promotion meeting by HRC		15 th December/ 15 th June	
	4. Enter promotion proposal in ZEST			
	5. Generate and issue Promotion Order from ZEST	NA	1 st January/ 1 st July	
	6. Update promotion in personal files	NA	January, July	
3. Contract Extension & Renewal	1. Issue notification for submission of contract Extension proposals with list of staff due for Contract Extension 2. Prepare checklist and review contract extension 3. Carry out Contract extension meeting by HRC 4. Enter Contract extension proposal in ZEST 5. Generate and issue Contract extension Order from ZEST 6. Update contract extension in personal files	✓ PE Ratings for last three years ✓ Audit Clearance Certificate ✓ Security Clearance ✓ Feedback from supervisor/ committee	Three months before the expiry of contract terms for SSC and one month for O level.	
4. Transfer	1. Generate list of employees who are due for transfer from the transfer	NA	By 31 st August	

Service	Procedure	Documents Required	TAT	Remarks
	notification by respective parent agencies			
	2. Send transfer options (to be filled up by individual employee) as per the transfer notification by respective parent agencies		By end of 30 th Oct	
	3. Receive and review transfer proposal		By 10 th November	
	4. Put up to HRC for endorsement		By 30 th November	
	5. Issue transfer order		November to 31 st December	
5. Resignation, Superannuation & Termination	1. Submit resignation letter by an individual one month before resigning from the service	<ul style="list-style-type: none"> ✓ Application for resignation ✓ No due certificate from Heads ✓ Tax clearance certificate ✓ Audit Clearance ✓ Certificate Clearance from Financial Institutes ✓ Handing/taking Note ✓ Relieving order 	Five days	
	2. Put up to HRC for approval/recommendation			
	3. Issue notification to the superannuating civil servants			
	4. Issue separation order to obtain retirement benefits			
	5. Issue notice before three months in case of contract termination			
	6. Issue relieving Order			
	7. Process retirement benefits			

Service	Procedure	Documents Required	TAT	Remarks
6. Casual Leave	1. Receive casual leave application from	✓ Leave application form	5 – 10 minutes	
	2. Verify leave balance & recommend /not recommended to the supervisor			
	3. Update personal file			
7. Earned Leave	1. Receive leave application from	✓ Leave application form	5 – 10 minutes	
	2. Verify leave balance & recommend /not recommended to the supervisor			
	3. Update personal file			
8. Maternity leave	1. Receive leave application from	✓ Leave application ✓ Leave form ✓ Birth Certificate	Within one week	
	2. Put up to HRC for approval			
	3. Issue sanction Order			
	4. Update personal file			
9. Bereavement leave	1. Receive leave application from	✓ Leave application ✓ Leave form ✓ Death Certificate	5 – 10 minutes	
	2. Put up to HRC for approval			
	3. Issue sanction Order			
	4. Update personal file			
10. Medical Leave	1. Receive leave application from	✓ Leave application ✓ Leave form ✓ Supporting Medical Certificate	One week	
	2. Put up to HRC for approval exceeding one month			

Service	Procedure	Documents Required	TAT	Remarks
	3. Issue sanction Order 4. Update personal file		5 minutes	
11. Extra Ordinary Leave	1. Receive leave application from	✓ Leave application ✓ Leave form ✓ Undertaking	One to two weeks	
	2. Put up to HRC for approval exceeding one month			
	3. Issue sanction Order 4. Update personal file		Five minutes	
12. Study Leave	1. Receive leave application from	✓ Leave application ✓ Leave form ✓ University acceptance letter	One to two weeks	
	2. Put up to HRC for approval			
	3. Enter in ZEST 4. Issue sanction Order 5. Update personal file			
13. Nominations for training/ workshops, etc.	1. HR Office compile case 2. Put up to HRC 3. Approval or rejections of candidate 4. Office order	✓ Invitation letter from agencies or institutions ✓ Ex -country training form ✓ In country training form ✓ Recommendations from sector head ✓ Duly filled training forms, audit clearance)	20 minutes	
14. Processing of claim from CSWS	1. Staff submit application and claim form 2. Enter in ZEST	✓ Death certificate ✓ CSWS claim form 3.5	10 – 20 minutes	

Service	Procedure	Documents Required	TAT	Remarks
15. Relieving Order	<ol style="list-style-type: none"> 1. Refer Invitation letter or Notesheet for tour/workshop/ training/ meeting with remarks by Dasho Dzungdag/Dzunggrab 2. Issue Relieving Order 	✓ Invitation letter or Notesheet for tour/workshop/training/ meeting with remarks by Dasho Dzungdag/Dzunggrab	<p>Five minutes</p> <p>Five minutes</p>	
16. HRC Meeting	<ol style="list-style-type: none"> 1. Notify HRC members 2. Make an appointment for meeting 	✓ Agendas from respective sectors	Within one week after receiving agenda	

17. Internal Audit Services

Service	Procedure	Documents Required	TAT	Remarks
1. Consultancy services	<ol style="list-style-type: none"> 1. Receiving the written request from any organization. 2. Ground work on the clients' request. 3. Engagement in the clients' premises through presentation or question answer sessions. 4. Generating feedbacks. 	✓ Request through official correspondence	One week	

18. Procurement Services

Service	Procedure	Documents Required	TAT	Remarks
1. Annual Quotation	<ol style="list-style-type: none"> 1. Preparation of tender documents, 2. Floating of tender, 3. Receive and opening of tender, 4. Evaluation and award of quotation, 	<ul style="list-style-type: none"> ✓ Standard bidding documents for goods ✓ Sealed tender documents ✓ Comparative statements 	As per PRR 2019	Using e-GP
2. Procurement of goods	<ol style="list-style-type: none"> 1. Compile requisition from all the sectors approved by the head of agency. 2. Inspection of old property 3. Availability of the budget. 4. Place purchase order of goods to the awarded firm. 	<ul style="list-style-type: none"> ✓ Requisition form ✓ Comparative statement ✓ Purchase/supply order 	Seven days	PMM- form-1 APPENDIX- 1 (Depreciation table)
3. Receive of goods, verification of invoice, stock entry and issue of goods	<ol style="list-style-type: none"> 1. Receive the goods from suppliers as per the supply order 2. Verified the invoice and enter into the stock register and good received book. 3. Verified physically 4. Issued goods to the concerned sectors 	<ul style="list-style-type: none"> ✓ Invoice ✓ Stock register ✓ Goods Received Note (GRN) ✓ Goods Issued Note (GIN) 	Seven days	
4. Surrendering of unserviceable/ obsolete items	<ol style="list-style-type: none"> 1. Received a list of obsolete/ unserviceable items from all the sectors 2. Compile all the unserviceable items and surrender to DNP 	<ul style="list-style-type: none"> ✓ Stock register/Fixed store register 	5 – 10 days (Once in a year)	PMM- form-3
5. Record keeping of public property (Land, Building, Vehicle, and Equipment)	GIMS (Government Inventory Management System)	<ul style="list-style-type: none"> ✓ Supply order date ✓ Physical verification ✓ Actual cost ✓ Allocation 	10 days	
6. Transferring public property	Government Inventory Management system	<ul style="list-style-type: none"> ✓ PMM- Form 4 	Three days	

19. Policy & Planning Services

Service	Procedure	Documents Required	TAT	Remarks
1. Coordination of annual budget preparation	1. Receive proposals from Gewogs and Sectors and review in line with plan and budget notification	✓ Budget proposals	One week	
	2. Submit to Dzongkhag Finance Committee for further review and approval		One day	
	3. Submit to Dzongkhag Tshogdu for endorsement through DT Secretary		As per the DT agenda submission deadline	
	4. Submit to Finance Sector for uploading in the system		Within 2 days after the DT Meeting	
2. Preparation of Annual Performance Agreements (APA)	Dzongkhag APA			
	1. Issue Notification/circular to the Sectors and Gewogs	✓ Office Order/Circular ✓ Format (<i>if required</i>)	Within 3 working days after receiving from GMPD/GNHC	In line with the deadline given by GPMD/ GNHC
	2. Receive data/information from the sectors and Gewogs and review		Three days	
	3. Conduct series of meetings and set targets		Within three weeks	
	4. Draft and upload APA online		Two days	
	5. Review by the IRC		Within one week	
	Sector & Gewog APAs			
	1. Issue Office Order/Circular to the Sectors and Gewogs	✓ Office Order/Circular	Within three days after the circular is received	Gewogs & sectors to conduct series of meetings among themselves to set APA targets
	2. Review APAs by the IRC		Two weeks	
	3. Share the comments and feedbacks of IRC to the Sectors and Gewogs		within one day after the IRC is convened	
3. Evaluation of	1. Issue Office Order/Letter to the		Before one week	

Service	Procedure	Documents Required	TAT	Remarks
APAs by the IRC	Sectors and Gewogs			
	2. Conduct evaluation		One month	
	3. Submit the findings and scores to Dasha Dzongdag with a copy to sector/Gewog concerned	✓ Report containing findings and scores	Within one week after evaluation	
4. Preparation of Five Year Plans	1. Issue Circulars/Officer Order to the Sectors and Gewogs	✓ Office Order/Circular ✓ Guideline ✓ Format	Within one week after receiving circular/notification from the centre	Sectors and Gewogs to initiate series of consultation meetings with relevant stakeholders
	2. Compile plan from the sectors and Gewogs and review		One month	
	3. Conduct series of consultation meetings and present to sectors and Gewogs		Within two months	
	4. Incorporate comments and feedbacks		One week	
	5. Submit to DT for approval		One day before deadline	
	6. Submit to the GNHC		One week after finalization	
5. Conduct Five Year Plan MTR	1. Issue Office Order/ Notification	✓ Office Order/ Notification ✓ Formats (<i>wherever required</i>)	Within three working days after receiving the directives	
	2. Receive physical and financial progress reports and review		Two weeks	
	3. Conduct series of preliminary consultation meetings with stakeholders		Within two weeks	

Service	Procedure	Documents Required	TAT	Remarks
	4. Submit to the GNHC	<ul style="list-style-type: none"> ✓ Forwarding letter ✓ Physical and financial progress reports 	Within one week after consultation meeting	
6. Conduct Five Year Plan Terminal Review	1. Issue Office Order/ Notification	<ul style="list-style-type: none"> ✓ Office Order/ Notification ✓ Formats (<i>wherever required</i>) 	Within three days after receiving order from the centre	
	2. Receive physical and financial progress/achievement reports and review		Two weeks	
	3. Conduct series of preliminary consultation meetings with stakeholders		Two weeks	
	4. Submit to the GNHC	<ul style="list-style-type: none"> ✓ Forwarding letter ✓ Physical and financial progress reports 	Within one week after consultation meeting	

20. Legal Services

Service	Procedures	Documents Required	TAT	Remarks
1. Handling OAG Cases (Criminal cases)	<ol style="list-style-type: none"> 1. Preliminary hearing 2. Opening statement 3. Rebuttal 4. Evidence hearing 5. Closing argument 	✓ Relevant Acts, Rules and Regulation, Policy papers	One day for each procedure	
2. Represent in legal cases	<ol style="list-style-type: none"> 1. Notification to defendant 2. Drafting of pleading 3. Preliminary hearing 4. Opening statement 5. Rebuttal 6. Evidence hearing 7. Closing argument 8. Judgment 	✓ Relevant Acts, Rules and Regulation, Policy papers	One day for each procedure	
3. Land dispute settlement	<ol style="list-style-type: none"> 1. Summon order to parties 2. Meeting with parties 3. Site visits 4. Drafting decision 5. Copies sent to parties 	✓ Relevant Acts, Rules and Regulation, Policy papers	One week	
4. Domestic violence case dealing	<ol style="list-style-type: none"> 1. Formation of Investigation teams 2. Statement collection 3. Presentation of findings to disciplinary committee 4. Judgments/advice 	✓ Relevant Acts, Rules and Regulation, Policy papers	One day – one week	
5. Follow up on ACC directives on corruption	<ol style="list-style-type: none"> 1. Formation of Investigation teams 2. Statement collection 3. Presentation of findings to disciplinary committee 4. Judgments/advice 	✓ Relevant Acts, Rules and Regulation, Policy papers	One week	

ACTIVITY LIST TABLE

Sl. No.	Client Name	Address	Contact #	Service Applied for	Documents Submitted	Date & Time for Application Registration	Service Delivered	Date & Time for Service Delivery	Remarks
1.									
2.									
3.									
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