



SERVICE DELIVERY STANDARDS FOR PUBLIC SERVICE DELIVERY

DZONGKHAG ADMINISTRATION

MONGAR

INTRODUCTION

OBJECTIVES

SERVICES UNDER THE SDS

SERVICE DELIVERY STANDARDS

GRIEVANCE REDRESS

STAKEHOLDERS

DATE OF REVIEW

1. Introduction

The Service Delivery Standards for Public Service Delivery in the Dzongkhag is a statement of functions/services of an agency, the procedures required to comply along with submission of forms & documents, indication of time taken to provide the services and contact details of a focal person/officer/staff delivering the services.

The service delivery standards codify the expectations and standards in the delivery of public services to the public through the Dzongkhag Administration.

2. Objectives

The objectives of the service delivery standards are to:

Enhance public service delivery with a clear understanding of service delivery standards, including user fees for services and options for grievance redress; and

Increase organizational effectiveness and performance by making a public commitment to adhere to measurable service delivery standards.

3. Services under this Service Delivery Standard

1. Land services
2. Civil Registration and census services
3. Accounts and finance services
4. Revenue services
5. Environment services
6. Municipal services

5. Grievance Re-dressal Mechanism

Sl. No.	Grievance Redressal Mechanism	Name	e-mail id	Contact number
1.	Grievance Redressal Committee	Ugen Sonam, Dasho Dzungdag Sangay Wangchuk, Dasho Dzunggrab Kinzang Dorji, HR Officer Chhimi Namgyel, Planning Officer Tshering Wangdi, Legal Officer Kumbu Dema, Internal Auditor	usonam@mongra.gov.bt swangchuk@mongar.gov.bt kdorji@mongar.gov.bt cnamgyel@mongar.gov.bt twangdi@mongar.gov.bt	
2.	Grievance Redressal Focal Person	Kumbu Dema	Kdema@mongar.gov.bt	
3.	Website	www.mongar.gov.bt		
4.	Helpline			

6. Stakeholders

Sl. No.	Agency	Specific requirements from the agency	Extent of dependence

7. Next date of review of SDS

The Service Delivery Standard shall be reviewed and updated from time to time adjusting to the changes within the agency in terms of persons, capacities, responsibilities, strategy and policy affecting its structure and efficiency.

The next date of review shall be held after every two years from the date of publishing this booklet.

4. Service delivery standard

Land services

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
Land Kidu	1) Soelra	1. Field survey. 2. Document compilation. 3. Thram registration.	NA	NA	1. Kasho in original copy. 2. CID copy. 3. Census family tree	1. The field survey shall be conducted as and when Royal Command is received, based on the coordination of field work by the Dz. Kidu Program Officer. 2. Other necessary attachments and profiling of cases shall be carried out within the same phase, upon same coordination.	Ugyen Tshering	utshering@mongar.gov.bt	Telephone : 04-641609, fax : 04-641603, mobile: 17787813
	2) Kidu								
	3) Life-long user right								
Land rehabilitation	1) Allotment of land for rehabilitation.	1. Pre-feasibility survey. 2. Detailed survey. 3. Document compilation. 4. Thram registration.	RH form (1) to RH form (8)	NA	1. CID copy	1. The application for land rehabilitation shall be verified physically in coordination with the Dz. Kidu Program Officer and submit findings and recommendations to the Secretariat, within 30 days of receipt of application. (LRR-section 167) 2. The field survey shall be conducted as and when Royal Command is received, based on the coordination of field work by the Dz. Kidu Program Officer. 3. Other necessary attachments and profiling of cases shall be carried out within the same phase, upon same coordination.	Ugyen Tshering	utshering@mongar.gov.bt	Telephone : 04-641609, fax : 04-641603, mobile: 17787813
	2) Non-occupation and misuse of rehabilitation land.								
Land conveyances	1) Inheritance	1. Document compilation. 2. Field survey. 3. Thram registration through e-sakor (online land conveyance system).	1) LT-AG, LT-form (1), LT form (4) & LT form (5) 2) LT form (2) for land conveyance amongst Govt. institutions. 3) LT form (3)	NA	1. NOC from the transferor's family members above 18years in transferring the family land. 2. NOC from the transferee's family members above 18 years, if the ownership of the land is to be legitimize solely to the transferee oneself. 3. CID copy of the transferor and transferee. 4. Census family tree of the transferor and transferee. 5. Death certificate,	1. Public viewing for 30 days (LA section 161) 2. If there is any legitimate ground of objection the local authority shall return the documents to the parties involved within 15 days of objections. (LA section 162) 3. Cadastral survey shall be completed and thereon transaction submitted to the Commission Secretariat within 60 days after the public viewing (LA section 163) 4. If no division of the land under transaction is involved, the Local Authority shall submit the transaction case to the Commission Secretariat within one week after completion of the public viewing. (LA section 164) 5. In case if the land conveyance documents are found incomplete or inconsistent with the provisions of this Act the Commission	Ugyen Tshering, Pema Chogyel, Tshering Wangmo, Dhan Kumar Biswa, Depen Gurung, Kamala Subha, Dorji Wangdi	utshering@mongar.gov.bt / pchoegyel@mongar.gov.bt / cringom2014@gmail.com / dkbiswa@nlcs.gov.bt / deegurung15@gmail.com / kamalasubba965@gmail.com / dwangdi81@gmail.com .	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering:17787813), (Pema Choegyel :17706744), (Tshering Wangmo: 17422709), (Dhan Kumar Biswa: 17966141), (Depen Gurung : 17430540), (Kamala Subha:174725
	2) Sale and purchase			Nu. 200 per transaction					
	3) Gift			do					
	4) Donation			do					
	5) Exchange			do					

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
	6) Between government Institutions and Gerab Dratshangs			NA	in case of demised land owner. 6. Clearance from the concerned financial institution if the	Secretariat shall return to the parties concerned through the Local Authority within 30 days of receipt of such documents (LA section 30) 6. The Commission Secretariat shall effect			90), (Dorji Wangdi: 17873214).
Land acquisition and substitution	1) Acquisition of SRF land	1. Document compilation. 2. Seeking of preliminary approval. 3. Field survey. 4. Make compensation (if). 5. Thram registration.	1. For acquisition-GLA form(1),GLA form(2) & GLA form 2 (A) 2. For substitution-PLA form(1),PLA form(3),PLA form(4) & PLA (5) 3. For cash compensation-PLA form(2),PLA form(6) & PLA form(7).	NA	1.Proposal substantiating public interests for which the land is to be acquired, from the acquiring agency. 2. Cost estimation for structure and compensation details for crop and fruit bearing tree/s. 3. Forest clearance, endorsing the identified substitute SRF land for allotment. 4. Site imagery and cadastral map of the identified substitute land	1. The Local Authority shall serve a written notice to the land owner of the Government's intent to acquire the land at least 120 days ahead of acquisition (LA section-199) 2. Cash compensation, registration of the acquired and substitute land shall be effected within 30 days from the final decision of the NLC (LRR section160b-d)	Ugyen Tshering, Pema Chogyel, Tshering Wangmo, Dhan Kumar Biswa, Kamala Subha, Dorji Wangdi	utshering@mongar.gov.bt/pchoegyel@mongar.gov.bt/cringom2014@gmail.com/dkbiswa@nlcs.gov.bt/kamalasubba965@gmail.com/dwangdi81@gmail.com	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering:17787813), (Pema Chogyel :17706744), (Tshering Wangmo: 17422709), (Dhan Kumar Biswa: 17966141), (Kamala Subha:17472590), (Dorji Wangdi:
	2) Acquisition of Pvt. Land								
	3) Substitution								
	4) Cash compensation								
Land dispute settlement & correction of Thram and Cadastral maps.	1) General land dispute	1. Case study 2. Field inspection 3. Pass decisions 4. (Otherwise) Forward to the competent Court of the jurisdiction.	CF-1 & CF-1A	NA	1. For Thram correction: a) Substantiating letter from the Geog. b) CID copy in case of name spelling correction c) Census family tree for permanent address and Gung number correction. d) Copy of passport sized photo in case land owner's photo is not available in the DCRC database. 2. For plot correction: a) Substantiating letter from the Geog. b) Corrected cadastral map copy	1. If discrepancy is being established, the Sector shall report to the Commission Secretariat within 30 days of receipt of such application (LRR section 298) 2. The Investigation Committee shall submit its report to the Commission Secretariat within 60 days of receiving the order of investigation and also distribute the report to the affected landowners. (LA section 48) 3. In the event any landowners contest the area of the land determined by the Investigation Committee, they shall file an objection to the Investigation Committee within a period of 30 days of distribution of the report. (LA section 49) 4. Under such circumstances the Investigation Committee may carry further investigations and shall submit its final	Ugyen Tshering, Pema Chogyel, Tshering Wangmo, Dhan Kumar Biswa, Depen Gurung, Kamala Subha, Dorji Wangdi	utshering@mongar.gov.bt/pchoegyel@mongar.gov.bt/cringom2014@gmail.com/dkbiswa@nlcs.gov.bt/deegurung15@gmail.com/kamalasubba965@gmail.com/dwangdi81@gmail.com	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering:17787813), (Pema Chogyel :17706744), (Tshering Wangmo: 17422709), (Dhan Kumar Biswa: 17966141), (Depen Gurung : 17430540), (Kamala
	2) Dispute arising out of boundary and maps								
	3) Dispute arising out of national cadastral surveys								

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
	3) Dispute arising out of easement rights				c) Endorsement from the Investigation Committee (or) Dzongkhag Land Dispute Settlement Committee.	investigations and shall submit its final report within next 30 days after submission of any objection (LA section 49) 5. In the event a case cannot be resolved by the Commission Secretariat, the matter shall be submitted before the Court of Competent Jurisdiction. Based on the final judgment of			Subha:17472590), (Dorji Wangdi: 17873214).
Land lease	1) Commercial farming	1. Receive applications 2. Conduct pre-feasibility survey. 3. Obtain letter of interest. 4. Conduct detailed survey. 5. Compilation of documents and forwarding to the NLCS. 6. (If approved) binding of terms and agreement with the proponent on the usage and payment of lease rent.	1. Commercial farming: CA-1, CA-2, CA-3, CA-4, CA-5 & CA- 6. 2. Business & industry- IE-1, IE-2, IE-3 & IE-4. 3. Development Activity-DA-1, DA-2, DA-3 & DA-4. 4. Mining-MA-1, MA-2, MA-3 & MA-4. 5. Sokshing-SK-1, Sk-2, Sk-3, SK-4, SK-5 & Sk-6. 6. Tsamdro-GP-1, GP-2, GP-3, GP-4, GP-5 & GP-6.	Field work charges based on actual expense.	1. Project proposal for land lease, including sketch map, structural drawings and designs of the project. 2. Letter of interest from the concerned authority, endorsing the project proposal for land lease. 3. Cadastral map of the land proposed for lease, in the national grid. 4. Forest & environment clearances in general; community & DoR clearances along with DYT resolution specifically for mining activity. 5. CID copy and census family tree of the proponent.	1. After receiving application for land lease with project proposal and letter of interest the SLRS shall work out estimate for survey works, including 30% over head charge for revenue deposit, within 15 days of receipt of the proposal. (Sector's commitment) 2. The Cadastral survey shall be undertaken within 30 days of receiving deposit for survey from the proponent. (Sector's commitment) 3. The SLRS shall submit land lease proposal to the NLCS for final approval within 7 days of the DLLC's endorsement. (Sector's commitment) 4. The terms and agreement shall be drawn with the proponent within 30 days of receiving approval of land lease from the NLCS.(Sector's commitment) 5. For Tsamdro, Sokshing and Commercial Agriculture farming, the proponent shall be required to submit a Management plan within 4 months of the receipt of endorsement from the National Land Commission. (LLRR- section 33 (c)) 6. Subject to the terms of annulment for land lease as specified in the Rules and Regulations, lease shall be terminated after serving 2 months prior notice without prejudice. (LLRR-section 35,36 &37)	Ugyen Tshering, Dhan Kumar Biswa, Depen Gurung,Kamala Subha, Dorji Wangdi	utshering@mongar.gov.bt deegurung15@gmail.com deegurung15@gmail.com kamalasubha965@gmail.com lcom/dwangdi81@gmail.com	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering:17787813), (Dhan Kumar Biswa: 17966141), (Depen Gurung : 17430540), (Kamala Subha:17472590), (Dorji Wangdi: 17873214).
	2) Livestock farming								
	3) Quarry and mining								
	3) Business activity								
	4) Development activity								
	5) Hydropower projects								
	6) Sokshing								
	7) Tsamdro								
	1) Scattered land inside government reserved forests.	1. Document compilation. 2. Field inspection. 3. Forwarding to the MoA.			1.Forest clearance of the identified SRF land for exchange. 2. Cadastral map of the SRF land proposed for exchange with	1. Preliminary survey shall be undertaken in consultation with Dzongkhag Agriculture & Forestry within 30 days from the receipt of application. (Sector's commitment) 2. Detailed survey shall be undertaken within 30 days from the receipt of approval	Ugyen Tshering, Pema Chogyel, Tshering	utshering@mongar.gov.bt pchoegyel@mongar.gov.bt cringom2014@gmail.com	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering:17787813), (Pema Chogyel
	2) Land destroyed by natural calamities.								

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
Land Exchange	3) Secluded areas with crops exposed to damages by wild animals.	4. Field inspection with MoA officials. 5. Detailed survey 6. Thram registration	LE1 & LE2	NA	superimposed satellite imagery. 3. Original Lag Thram of the registered plot proposed for exchange.	letter from the NLC. (Sector's commitment) 3. Necessary changes shall be effected in the Thram within 15 days from the completion of field survey and document compilation. (Sector's commitment)	Wangmo, Dhan Kumar Biswa, Kamala Subha, Dorji Wangdi	m/dkbiswa@nlcs.gov.bt/kamalasubba965@gmail.com/dwangdi81@gmail.com	:17706744), (Tshering Wangmo: 17422709), (Dhan Kumar Biswa: 17966141), (Kamala Subha:17472590), (Dorji
	4) Private registered land falling within critical watershed areas.								
Land conversion	1) Wet land to other categories	1. Document compilation. 2. Field inspection. 3. Forwarding to the MoA. 4. Field inspection with MoA officials. 5. Detailed survey. 6. Thram registration.	1. Wet land to other land use categories-LC form (1) 2. Wet land to Residential land use category-LC form (2)	NA	1. Original Lagthram 2. Census family tree 3. Approval letter of the National Land Commission forwarded from the Secretariat, for effecting changes in the Thram.	1. The Gup shall verify and if admissible submit the conversion case to the Dzongkhag within 15 days of the receipt of application.(LRR-section 316) 2. The Dzongkhag shall scrutinize and ensure that the proposal does not contravene any relevant laws. The decision shall be conveyed within 15 days upon the receipt of the case from the Geog. (LRR-section 317) 3. The Dzongkhag shall forward the applications for conversion thrice a year to the Ministry of Agriculture during the months of February, June and October, while the Dzongkhag shall continue to receive the applications throughout the year. (LRR-section 333) 4. Within 120 days of receipt of the applications for conversion, the Ministry shall intimate the final decision to the landowner. (LRR-section 334) 5. The Secretariat shall effect the necessary change in the Thram within 15 days on intimation of the approval and inform the Dzongkhag Land Record office to update the thram records at the Dzongkhag and Gewog. (LRR-section 329) 6. The SLRS shall update necessary changes in the Thram within 15 days of intimation of the approval from the Secretariat. (Sector's commitment)	Ugyen Tshering, Pema Chogyel, Tshering Wangmo, Dhan Kumar Biswa, Kamala Subha, Dorji Wangdi	utshering@mongar.gov.bt/pchoegyel@mongar.gov.bt/cringom2014@gmail.com/dkbiswa@nlcs.gov.bt/kamalasubba965@gmail.com/dwangdi81@gmail.com	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering:17787813), (Pema Choegyel :17706744), (Tshering Wangmo: 17422709), (Dhan Kumar Biswa: 17966141), (Kamala Subha:17472590), (Dorji Wangdi: 17873214).
	2) Wet land to residential land.								
	3) Change of other land type categories								

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
Omission	1) Omission of Thram	1. Document compilation. 2. Field inspection. 3. Process for reinstatement.	OL forms (1)	NA	1. Goeg forwarding, substantiating the omission case. 2. Original Lag Thram.	1. If a plot of land registered previously in the Thram is omitted during the compilation of the new Thram, the landowner may apply for its reinstatement to the Commission Secretariat through the Local Authority within 5 years from the date of issue of the new Thram. (LA-section 107) 2. If the period of the omission is within 5 years the Gup/Thromde shall verify and submit to the SLRS within 15 days of the application. (LRR-104) 3. The SLRS shall within 15 days submit report to the NLCS after receiving application from the effected owner. (Sector's commitment in line with section 105 of the LRR) 4. The Secretariat shall within 30 days of the submission of the report reinstate the	Ugyen Tshering, Pema Chogyel, Tshering Wangmo, Dhan Kumar Biswa, Kamala Subha, Dorji Wangdi	utshering@mongar.gov.bt pchoegyel@mongar.gov.bt cringom2014@gmail.com dkbiswa@nlcs.gov.bt amalasubba965@gmail.com dwangdi81@gmail.com	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering:17787813), (Pema Choegyel :17706744), (Tshering Wangmo: 17422709), (Dhan Kumar Biswa: 17966141), (Kamala Subha:17472590), (Dorji Wangdi: 17873214).
	2) Omission of details in the Thram.								
Mortgage	1) Noting of lien.	1. Verification of past record. 2. Noting of new lien. 3. Forwarding to the financial institution. 4.Execution of defaulted mortgage (if any).	Prescribed foms designed by the respective financial institutions	NA	1. Forwarding from the respective financial institutions, intimating the SLRS to note the lien. 2. Substantiating letter from the concerned financial institutions for re-noting of the land already mortgaged (if any).	1. The SLRS shall verify and note the lien within 30 minutes of receiving such application. (Sector's commitment) 2. The lien shall be forwarded to the respective financial institution within 30 minutes of noting the lien. (Sector's commitment) 3. In case of land ownership upon default of mortgage the Secretariat shall ensure that the period of appeal (10 days) by the land owner is respected, after the order of the Court of competant jurisdiction. (LRR-section 120)	Ugyen Tshering, Pema Chogyel & Tshering Wangmo.	utshering@mongar.gov.bt pchoegyel@mongar.gov.bt cringom2014@gmail.com	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering:17787813), (Pema Choegyel :17706744), (Tshering Wangmo: 17422709).
	2) Cancellation of lien and re-noting.								
	3) Execution of defaulted mortgage.								
Monitoring encroachment issues	1) Encroachment with permanent development.	1. Report compilation. 2. Field inspection 3. Passing of decision for reinstatement of SRF land. 4.Forward to the Court (Otherwise)	NA	Field work charges shall be levied on the illegal occupant, based on actual expense.	1) Substantiated report from the Geog on the case.	1. The SLRS shall physically verify the case and obtain all required field data to be submitted to the Dz. Land Dispute Settlement Committee within 60 days of the receipt of such complaint. (Sector's commitment) 2. The Dz. Land Dispute Settlement Committee (LRO as member Secretary) shall convey its decision within 30 days of receiving report from the SLRS. (DLDSC's commitment) 3. If not contended with the decision of the DLDSC, the illegal occupant may appeal to the NLCS within 10 days period of appeal. (Ugyen Tshering, Depen Gurung	utshering@mongar.gov.bt deegurung15@gmail.com	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering: 17787813), (Depen Gurmo:
	2) Encroachment with semi-permanent/temporary developments.								

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
	3) Encroachment with cultivation/ barbwire fencing					Keeping in line with LRR-section 120) 4. In the event a case cannot be resolved by the Commission Secretariat, the matter shall be submitted before the Court of Competent Jurisdiction. (LA section 51)			Gurung: 17430540)
Rural house construction permit	1) New construction	1. Receive applications 2. Conduct ground demarcation. 3. Issue construction permit	Field inspection checklist form	NA	1) Lag Thram 2) CID copy 3) Application mentioning specific Thram number and plot number, on which the construction is scheduled.	1. The Rural Construction Approval Committee established at the Geog shall physically verify the construction site within 30 days of the receipt of application. (Geog's commitment) 2. If there is boundary ambiguity or possibility of encroachment the matter shall be forwarded to the Dz. SLRS prior to the approval within 15 days of Committee's field inspection. (Geog's commitment) 3. The SLRS shall intimate the Geog and conduct field survey within 30 days of such cases reported from the Geog. (Sector's commitment) 4. The construction approval shall be accorded and therein conveyed to the applicant within 15 days of the site inspection either by the Approval Committee or Dz. SLRS, whichever is deemed necessary, depending on situations (Geog and Sector's commitment)	Ugyen Tshering, Depen Gurung	utshering@mongar.gov.bt/deegurung15@gmail.com	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering: 17787813), (Depen Gurung: 17430540)
	2) Renovation								
	3) Expansion								
	4) For availing rural timber benefit								
Thrams and Lagthrams	1) Distribution of Thrams	1. Collect original revenue receipt of the Lag Thram. 2. Noting in the issue list and issuance of Lag Thrams. 3. Writing to the financial institutions for lien information prior to re-issuance of Lag Thram lost (or) for publicizing through media.	1. Lag Thram issue list (For SLRS official use)	Nu. 50 per Lag Thram.	1. Revenue receipt for the cost of the Lag Thram. 2. Power of attorney, in representing actual Thram holder, for receiving the Lag Thram. 3. Original Lag Thram (In case of damaged cases)	1. The Lag Thram shall be issued to the land owner at least within 3 months from the completion of field survey. (Sector's commitment, keeping in line with the section 260 of the LRR) 2. The SLRS shall forward cases pertaining to damaged Lag Thram to the NLCS within 15 days of receiving such application. (Sector's commitment) 3) The SLRS on the expense of the applicant shall notify general public through media (or) intimate with the financial institutions for lien information on the lost Lag Thram within 15 days of receiving such application. (Sector's commitment)	Ugyen Tshering, Pema Chogyel & Tshering Wangmo.	utshering@mongar.gov.bt/pchoegyel@mongar.gov.bt/cringom2014@gmail.com	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering: 17787813), (Pema Chogyel :17706744), (Tshering Wangmo: 17422709).
	2) Distribution of Lagthrams								
	3) Loss/damaged Thram/Lagthrams								

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
Tsatong land and willful surrender of registered land	Declaring of Tsatong land.	1. Document compilation. 2. Submission to the NLCS. 3. Annulment of Thram record and intimation.	TL form (1)	NA	1. Written application, with the endorsement from the joint owners (if any) for willful surrender of registered land. 2. Original Lag Thram (In both the cases)	1. If a Thram holder dies without leaving any legitimate heir and written will, the land registered in his name shall be declared as Tsatong land after serving a public notice of 90 days by the Local Authority upon the occurrence of Tsatong land. (LA-section 212) 2.The Local Authority shall report the Tsatong land to the Commission Secretariat within 60 days after the expiry of the above 90 days notice for the annulment of its Thram. (LA-section 213) 3. The SLRS shall annul record of the Tsatong land in the Dzongkhag Chhazhag Sa Thram, within 15 days of receiving approval from the Commission to do so and intimate in turn to the agencies concerned. (Sector's	Ugyen Tshering	utshering@mongar.gov.bt	Telephone : 04-641609, fax : 04-641603, mobile: 17787813
	Willful surrender of registered land								
Municipality associated	1) Interim ownership certificate.	1. Document compilation. 2. Joint verification and field survey in coordination with Municipality. 3. Report writing.		NA	1. Application from the land owner. 2. Recommendation of the Municipality.	1. The SLRS shall forward issuance of interim ownership certificate cases to the NLCS on a daily basis. (Sector's commitment) 2. Field survey and joint verification at the site shall be conducted within 15 days of receiving the case from the Municipality. (Sector's commitment) 3. Land information shall be provided to the legitimate owners on a daily basis. (Sector's commitment)	Ugyen Tshering, Pema Chogyel, Tshering Wangmo, Dhan Kumar Biswa, Depen Gurung, Kamala Subha, Dorji Wangdi	utshering@mongar.gov.bt / pchoegyel@mongar.gov.bt / cringom2014@gmail.com / dkbiswa@ncls.gov.bt / deegurung15@gmail.com / kamalasubba965@gmail.com / dwangdi81@gmail.com .	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering:17787813), (Pema Choegyel :17706744), (Tshering Wangmo: 17422709), (Dhan Kumar Biswa: 17966141), (Depen Gurung : 17420540)
	2) Verifying and noting of urban land liens.								
	3) Maintenance of data and provision of land information.								
	4) Parcel boundary issues and ground demarcation.								
Others (General)	1) Identification of SRF/State land for various development activities	Subject to the nature of activity.	NA	Subject to the nature of activity.	NA	The timeline for these activities are defined by the requirement of the activity and coordination of relevant agency.	Ugyen Tshering, Pema Chogyel, Tshering Wangmo, Dhan Kumar Biswa, Depen	utshering@mongar.gov.bt / pchoegyel@mongar.gov.bt / cringom2014@gmail.com / dkbiswa@ncls.gov.bt / deegurung15@gmail.com .	Telephone : 04-641609, fax : 04-641603, mobile: (Ugyen Tshering:17787813), (Pema Choegyel :17706744), (Tshering Wangmo: 17422709)
	2) Identification of SRF/State land for land Kidu								
	3) Topography survey for planned human settlements								

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
	4) Court case related surveys						Gurung, Kamala Subha, Dorji Wangdi	l5@gmail.com/kamalasubba965@gmail.com/dwangdi81@gmail.com	17422709), (Dhan Kumar Biswa: 17966141), (Depen Gurung : 17430540), (Kamala
	5) Empowerment of local government officials on land matters								
Registration and Census services									
Registration and Census services	1. Birth Registration	Verification,	1. Dully completed Birth Registration Form BCRS-BR-01 2. Birth Notification Form 3. Marriage Certificate/ Tshogpa statement	Max. fee of Nu. 45.00 if submitted from Community Center		5 min	Chhimi Tshewang, sonam Phuntsho, Lham Tshering	sonamphuntsho@mongar.gov.bt	17715220 17506711 17720648 17506711
		Scanning & online submission				15 min	Sonam Phuntsho Lham Tshering & CC Operators	lhamtshering2012@gmail.com	
		Online Verification (Level-1)				8 min	Chhimi Tshewang Lham Tshering	sphuntsho@mongar.gov	
		Online Verification (Level-2)						DID, DCRC-HQ	
		Approval						DCRC-HQ	
Registration and Census services		Verification,	1. Dully completed Death Reporting Form BCRS-DR-01 2. Death Certificate	Max. fee of Nu. 20.00 if submitted from Community Center		5 min	Dz. Census Officials		
		scanning & online submission				10 min	Sonam Phuntsho, Lham Tshering & CC Operators		

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
	2. Death Registration	Online Verification (Level-1)				5 min	Chhimi Tshewang Lham Tshering		
		Approval					DCRC-HQ		
Registration and Census services	3.Census Transfer	Verification	1.Dully completed Census Transfer			5 min	Dz.Census Officials		
		Scanning & online submission	Form BCRS-CT-01 (Inter-Dzongkhag) BCRS-CT-02 (Intra-Dzongkhag) BCRS-CT-03 (Intra-Gewog			10 min	Sonam Phuntsho, Lham Tshering & CC Operators		
		Online Verification (Level-1)	2. Conv of Lag			5 min	Chhimi Tshewang		
		Approval					DCRC-HQ		
Registration and Census services	4. New CID Issuance	Verification	1.Dully completed CID Form (BCRS-CID/SRP-01) 2. Academic Certificate/concern letter for students			5 min	Dz.Census Officials		
		Capturing of Photo/Finger prints				15 min	Sonam Phuntsho, Lham Tshering & CC Operators		
		Scanning & online submission				10 min	Chhimi Tshewang Lham Tshering		
		Approval					DCRC-HQ		
Registration and Census services	5. Replacement of CID/SRP card (Lost/Replacement/Renewal)	Verification	Dully completed respective Form BCRS-REP-01 (Replacement) BCRS-LOST-01 (Lost)			5 min	Sonam Phuntsho, Lham Tshering & CC Operators		
		Capturing of Photo/Finger prints				15 min	Chhimi Tshewang Lham Tshering		
		Scanning & online submission				10 min	DCRC-HQ		
		Approval							
Registration and Census services	6. Household Information for all citizens stationed in Dzongkhag	Verification	Dully filled up Service Application Form BCRS-SAF-01			2 min	Sonam Phuntsho, Lham Tshering & CC Operators		
		Scanning & online submission		Max. fee of Nu. 25.00 if submitted from Community Center		5 min	Chhimi Tshewang Lham Tshering		
		Approval					DCRC-HQ		
		Print & Issue				1 min	Dz.Census Officials		

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
Registration and Census services	7.Change of Head of Household	Verification	Dully completed Form BCRS-HoH-01 with required documents			2 min	Dz.Census Officials		
		Scanning & online submission				10 min	Sonam Phuntsho, Lham Tshering		
		Approval					DCRC-HQ		
Registration and Census services	8.Annual Census	Annual Census in respective gewog centers	Crosschecking of every household members, advocating the public on census services (average of 6 day)				Dz.Census Officials		
		Advocate public on Civil Registration and Census Services					Dz.Census Officials		
		Compile various census cases and report to the department.					Dz.Census Officials		
Registration and Census services	9. Late Registration (drop out case)	Verification	accomplished Naturalization &			20 min	Dz.Census Officials		
		Submission after proper verification	Regularization cases/Those Omitted in Census Form No. BCRS-CR-				Drop-out section, DCRC-HQ		
Registration and Census services	9. Issuance of Nationality Documents for school admission	Verification and issuance of cert	An application from parents with health card copy and passport size			3 min	Dz.Census Officials		
		Issuance to the clients				2 min	Dz.Census Officials		
Registration and Census services	10. Name Change & Age Correction	Verification	Dully filled up Name Change & correction of DoB Form BCRS-NC&AC-01 with required documents as			3 min	Dz.Census Officials		
		Scanning and submission for approval through email.					DCRC-HQ		
Registration and Census services	11. Rural Life Insurance Claim	Verification with online & Family Register	1. Dully filled life insurance claim form 2. Dully filled Death Reporting Form if not submitted from CC			10 min	Dz.Census Officials		
		Deletion from Family Register				5 min	Dz.Census Officials		
Registration and Census services	12. Distribution of Citizenship Card	Crosschecking the CID card with the list					Dz.Census Officials		

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person				
			Document	Fees	Others		Name	Email	Contact Number		
		Distribution to the individual/gewog					Dz.Census Officials				
Accounts and finance services											
Accounts & Finance services	Settlement of Current related bills	Pertaining bill must be Verified by concerned Official & approved by the Head of agency	Dully filled forms & approved by competent Authority				Sangay Thinley Kuenzang	sthinley@mongar.gov.bt	17764903/17716241		
	1. Rural life insurance claims					10 min					
	2.Reimbursement					7 days					
	3. Disbursement of TADA					7 days					
	4. Disbursement of Salary					4th week of every month					
	Settlement of Capital related bills										
	1. Construction bills					7 days					
	2. Non Construction Bills					7 days					
	Adhoc activities bills					7 days					
Revenue services											
1.Collection and deposit of revenue	1. Citizenship Identity card applying for the first time	Application form verified and signed by census officer	Duly filled form	Nu. 100		1 min	Chimi Tashi	Chimi.mof.re v12@gmail.com	17971883		
	2. Rural Life insurance	Application form verified and signed by census officer	Duly filled form	Nu. 45		1 min					
	3. Replacement of CID	Application form verified and signed by census officer	Duly filled form	Nu. 400		1 min					
	4. Changing the name	Application form verified and signed by census officer	Duly filled form	Nu. 300		1 min					
	5. Urban land tax	Produce plot number and location		As per area of land		1 min					
2. Rural life insurance claim	1.Rural life insurance claim			Nil		2 min					
Environment services											
Review, screen and issue Environmental Clearances for the projects	Roads Construction	Immediately acknowledge the application received and ask additional information if required	Public NOC, Forestry clearance, Technical details.	Application fees, Nu.2 per each meter- Processing fees		1-3 months according to the Environment Assessment required (*if the document is completed, we immediately assess the site and issue EC)	Tshering Dekar	tdekar@mongar.gov.bt	17507170		
	Power transmission and Distribution line	do	do	do		do					
	Cottage Industries	do	do	Nu.500(application fees)+Nu.500(processing fees)		do					

Type of Service	Sub Service	Procedure	Requirement			TAT	Responsible Person		
			Document	Fees	Others		Name	Email	Contact Number
the projects.									
	Urban Activities	do	do	Nu.500(application fee)+Nu.1000(Processing fees)		do			
	Others	do	do	Nu.500(application fee)+Nu2000(processing fees)		do			