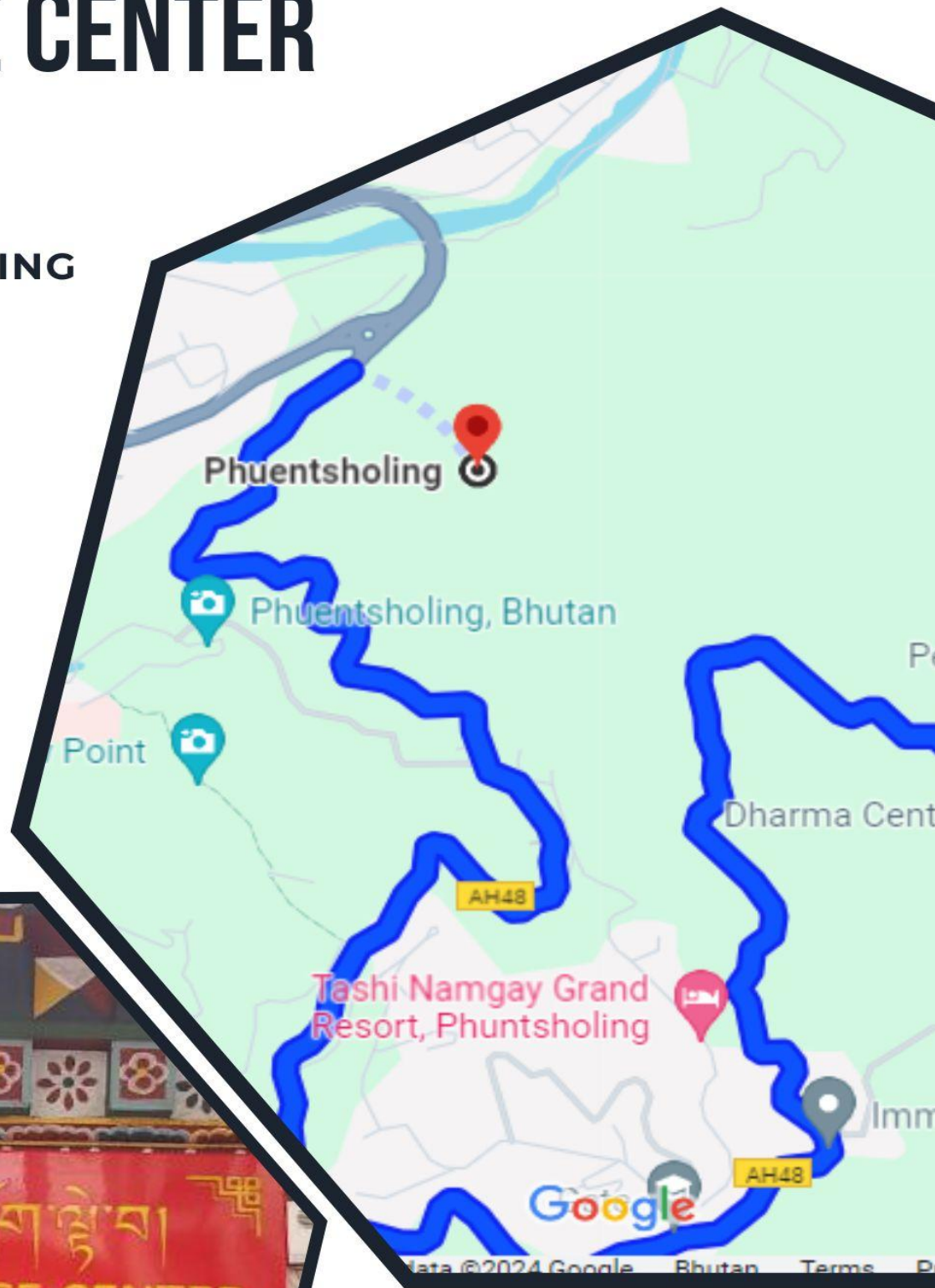


THROMDE SERVICE CENTER

SOP AND
DOCUMENTS REQUIRED

PHUENTSHOLING



JULY 2024

Thromde Service Center

Vision

- ✓ Improving the quality of urban life through efficient people-centric service delivery.
- ✓ A streamlined approach towards efficient people-centric service delivery.
- ✓ Easing lives through efficient people-centric service delivery.

Mission Statement

To deliver essential public services efficiently and transparently, striving to improve people's lives and satisfaction.

Values

People-centric: Placing the people at the center of all interactions and decision-making processes emphasizing the importance of understanding and meeting their needs and expectations.

Empathy: Demonstrating empathy and understanding towards people's concerns, problems, and emotions, which involves actively listening, showing compassion, and providing support to ensure a positive people experience.

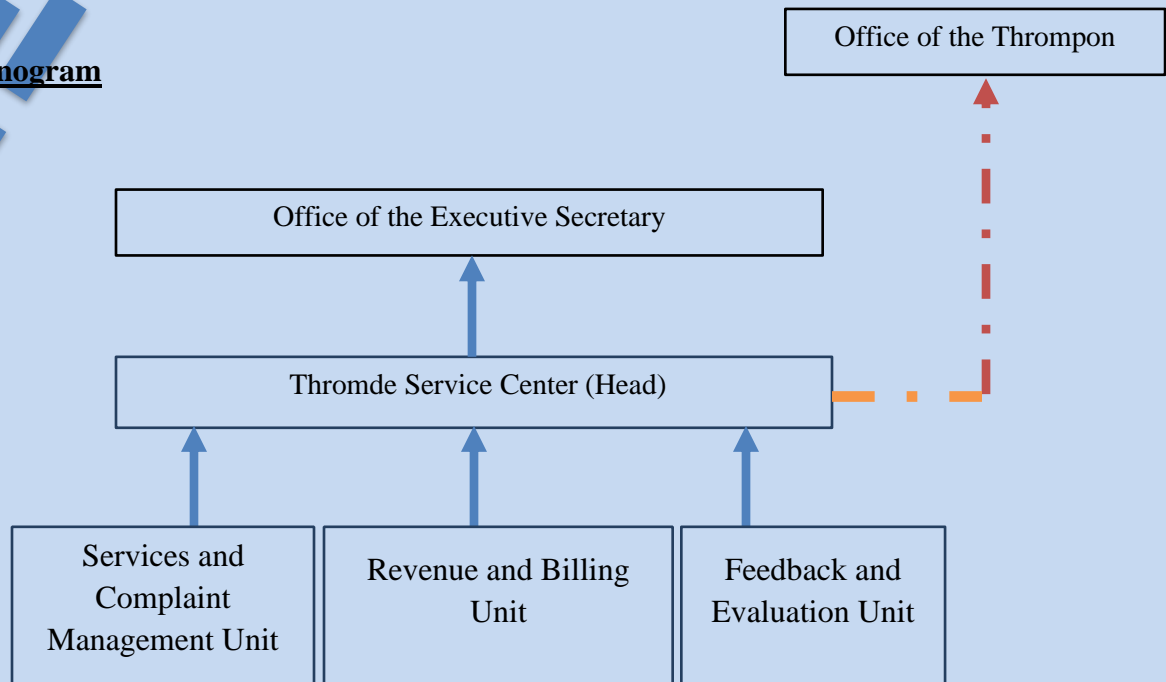
Responsiveness: Being prompt and efficient in addressing people's inquiries, requests, and issues demonstrating a commitment to providing timely assistance and resolving problems promptly.

Professionalism: Professionally conducting oneself when interacting with people, providing the right information with SOPs/TATs.

Integrity: Acting honestly, transparently, and ethically when dealing with people.

Continuous Improvement: Striving for ongoing improvement in service processes, systems, and

1. Organogram



2. MANDATES OF THE UNITS

2.1 Services and Complaint Management Unit

This unit shall ensure that services are delivered efficiently and complaints are addressed promptly and fairly, aiming to maintain public satisfaction and loyalty.

The mandates of a services and complaint management unit include:

Receiving application: The unit is responsible for providing services and receiving complaints from the public through various channels such as phone calls, email, and in-person.

Recording and documentation: The unit needs to accurately record and document the details of each service delivered and complaint received. This includes relevant information such as the people's name, contact details, nature of the services/complaint, date and time of submission, and any supporting documents or evidence.

Referring the complaints: This unit shall be responsible for forwarding the application/complaint to the relevant division/section as and when deemed necessary.

Follow-up action: The unit must follow up with the division/section and ensure that the issues are resolved and timely services are provided.

Communication with service recipients: The unit is responsible for communicating with the people until the closure of a particular deliverable. This includes acknowledging receipt of the application/complaint and providing updates on the progress.

Closure of complaint: This unit upon addressing the issue shall close the case (service/complaint).

2.2 Revenue and Billing Unit

- a. Water billing
- b. Revenue

2.3 Feedback and Evaluation Unit

The following are the mandates of the feedback unit:

Collecting Feedback: The feedback unit is responsible for actively gathering feedback from the public.

Analyzing Feedback: The unit should carefully analyze the collected feedback to identify trends, patterns, and areas for improvement within the organization.

Reporting and Documentation: The feedback unit should prepare comprehensive reports and documentation summarizing the feedback received, highlighting key findings, and providing actionable recommendations.

Internal Communication: It is essential for the unit to effectively communicate the feedback findings and recommendations to relevant departments or individuals within the organization.

People Satisfaction Monitoring: Monitoring and evaluating people's satisfaction levels based on feedback is another important mandate of the unit, helping the organization identify areas where people's experiences can be enhanced.

Stakeholder Engagement: The feedback unit may be responsible for actively engaging with stakeholders to address their concerns, provide clarifications, and maintain strong relationships.

Collection of feedback: Feedback must be collected from complainants to assess their satisfaction level.

3. CATEGORY OF SERVICES

The services are classified into the following two categories based on the nature of the services to be delivered:

- Primary services
- Secondary services

Primary services are those services directly delivered by the Thromde administration (from end to end) and the effectiveness and efficiency of the primary services are primarily determined by the Thromde administration. However, secondary services require support and assistance from other agencies and thus, effectiveness and efficiency are determined by many other factors.

Following is the list of primary and secondary services delivered by the Thromde Administration.

3.1 Primary Services

- Issuance of site plan
- Building Construction
- Renovation
- Issuance and Renewal of occupancy certificate
- Location clearance for a business license
- New water connection
- Water tanker service
- Emptying of septic tanks
- Land demarcation (Plot boundary demarcation)
- Clearance/Approval for laying of underground and overhead cable
- Shifting of main water pipelines
- Maintenance (Upgrading/downsizing/disconnection/reconnection of pipelines)
- Water meter change/maintenance
- New Sewerage Connection
- Sewerage Line Blockage
- Concern letter (residency proof)/time-bound location clearance for events and programs
- Maintenance of street light
- Maintenance of the Water pump
- Dumping of waste
- De-branching of trees
- Issuance and Renewal of Environment clearance

3.2 Secondary Services

- Census related services
- Education (New Admission & Transfer)
- Land transaction
- Issuance of Lag tharm

- Property (Flat/building) transaction
- Lagthram correction (thram information details/plot details)
- Plot Fragmentation
- Land leasing
- Issuance and Renewal of Environment clearance
- Forestry Clearance (tree cutting/felling)

4 (a) Procedure for delivery of services and Turnaround Time (TAT) for Primary services

Sl. No.	Activity	Procedure for delivery of service		Turn Around Time (TAT)
1	Issuance of Site Plan	1.1	Submit duly filled application with relevant documents.	5 days
		1.2	Verification and preparation of site plan.	
		1.3	Pay the service fee and collect the site plan.	
2	Construction Approval	2.1	Submit duly filled application form.	11 days
		2.2	Processing the construction approval.	
		2.3	Pay service fee.	
		2.4	Sign the construction agreement and collect the approval.	
3	Issuance of Occupancy Certificate	3.1	Submit the site inspection form and the completion form to TSC.	2 days
		3.2	Apply online through the G2C system	
		3.3	Verification and processing (including Building & Unit number verification).	
		3.4	Pay the service fee and collect the occupancy certificate.	
4	Renovation Approval	4.1	Submit duly filled application form.	10 days
		4.2	Processing the construction approval.	

		4.3	Pay the service fee and collect the approval.	
5	Location clearance for business license	5.1	Submit duly filled application form.	7 days
		5.2	Verification of documents and processing.	
		5.3	Pay the service fee and collect the location clearance.	
6	New Water Connection	6.1	Submit duly filled application form.	11 days
		6.2	Verification and processing.	
		6.3	Pay the service fee and collect the water connection approval.	
7	Water tanker services	7.1	Call @ 1870/walk into TSC.	1 day
		7.2	Pay the service fee and avail the water tanker.	
8	Emptying of septic tank	8.1	Call @ 1870/walk into TSC.	7 days
		8.2	Pay the service fee and avail the service (Nu. 2500 if within 5km & Nu.3500 if beyond 5km).	
9	Land/plot boundary demarcation	9.1	Submit duly filled application form.	5 days
		9.2	Pay service fee.	
		9.3	Verification and demarcation.	
10	Clearance/Approval for laying of underground and overhead cables	10.1	Submit duly filled application form.	10 days
		10.2	Verification and processing	
		10.3	Pay the service fee and collect the clearance.	
11	Shifting of the main pipeline	11.1	Submit duly filled application form.	15 days

		11.2	Verification and processing.	
		11.3	Pay the service fee and collect the clearance.	
12	Maintenance (Upgrading/ downsizing/ disconnection/ reconnection of pipelines)	12.1	Submit duly filled application form.	1 day
		12.2	Verification and processing.	
		12.3	Pay the service fee and collect approval for maintenance.	
13	Water meter change/maintenance	13.1	Submit duly filled application form.	1 day
		13.2	Verification and processing.	
		13.3	Pay service fee and changing/maintenance.	
14	New Sewerage Connection	14.1	Submit duly filled application form.	5 days
		14.2	Verification and processing.	
		14.3	Pay the service fee and connection.	
15	Sewerage Line Blockage	15.1	call @ 1870/walk into TSC.	2 days
		15.2	Attend the complaint.	
16	Concern letter/time-bound location clearance for events and programs	16.1	Submit duly filled application form to TSC.	3 days
		16.2	Verification and processing.	
		16.3	Pay the service fee and collect location clearance.	
17	Maintenance of street light	17.1	call @ 1870/walk into TSC.	

		17.2	Attend the complaint.	1 day (minor) 11 days (Major)
18	Maintenance of the Water pump	18.1	call @ 1870/walk into TSC.	1 day (minor) & 12 days (Major)
		18.2	Attend the complaint.	
19	Dumping of waste (bulky)	19.1	Submit duly filled application form.	3 days
		19.2	Verification and processing.	
		19.3	Pay the service fee and collect the clearance for dumping.	
20	De-branching of trees	20.1	Submit duly filled application form.	1 day
		20.2	Verification and processing.	
21	Providing of data and mappings based on request	21.1	Submit duly filled application form (<i>Annexure I & Agreement Form</i> of 'Phuentsholing Thromde Data Sharing Policy' available on the website at www.phuenthrom.bt or hard copies available at Thromde Service Center).	2 days
		21.2	Validation & Processing.	
		21.3	Issuance of requested data either in the required format.	

4 (b) Documents required for availing the Primary services

i. Issuance of site plan

- ✓ Application form for site plan.
- ✓ Copy of Latham
- ✓ Authorization letter for the representative.

ii. Building construction approval

- ✓ Building Application form (01 & 02) & Official Site plan.
- ✓ Two sets of drawings each for Architectural, Structural, electrical, sewerage & water supply and structural analysis report.
- ✓ CDB registered certificate of Architect & Engineers.
- ✓ BPC power clearance (this is issued only after verification of the drawings).

iii. Renovation approval

Minor repair and maintenance

- ✓ Application for Renovation & Occupancy Certificate.

Major repair and maintenance

- ✓ Application for Renovation
- ✓ Occupancy Certificate
- ✓ Two sets of drawings each for Architectural, Structural, electrical, sewerage & water supply.
- ✓ Structural analysis report in case of vertical or horizontal extensions.
- ✓ For internal alteration, without structural changes, structural drawings are not required.
- ✓ CDB registered certificate of Architect Certificate of engineers.

iv. Issuance of occupancy certificate

- ✓ Application for Occupancy Certificate.
- ✓ Construction completion certificate (new).
- ✓ Site inspection forms.

v. Location clearance for a business license

- ✓ Occupancy Certificate
- ✓ No objection Letter from the owner if on rental.

vi. New water connection

- ✓ Occupancy certificate
- ✓ Owner's CID copy
- ✓ Work permit required from DRD for newly constructed house

vii. Water tanker service

- ✓ Call Thromde Service Center/walk in and TSC registers the complaint online.

viii. Septic tank emptying

- ✓ Owner's CID copy
- ✓ Application

ix. Land demarcation (Plot boundary demarcation)

- ✓ Plot demarcation form
- ✓ Copy of Lagthram
- ✓ Authorization letter for representative

x. Laying of underground and overhead cable clearance (DRD)

- ✓ Application

xi. Shifting of main water pipelines

- ✓ Application

xii. Maintenance (Upgrading/downsizing/disconnection/reconnection of pipelines)

- ✓ Latest water bill
- ✓ Application form

xiii. Water meter change/maintenance

- ✓ Meter payment
- ✓ Application
- ✓ Latest water bill

xiv. New Sewerage Connection

- ✓ New connection form

xv. Sewerage Line Blockage

- ✓ The complaint form

xvi. Concern letter/time-bound location clearance

- ✓ The application form

xvii. Maintenance of street light

- ✓ The application form

xviii. Maintenance of the Water pump

- ✓ The application form

xix. Dumping of waste (bulky/expired goods)

Application

xx. De-branching of trees

- ✓ Application with location details.

xxi. Data Sharing

- ✓ Application

2 (a) Procedure for delivery of services and Turnaround Time (TAT) for Secondary services

Sl. No.	Activity	Procedure for delivery of service		Turn Around Time (TAT)
1	Census related service	1.1	Submit duly filled form.	1 day
		1.2	Verification and submission to DCRC.	
2	School (new administration and transfer)	2.1	Submit the form/application to TSC/apply online.	1 day
		2.2	Verification and processing in coordination with the schools.	
		2.3	Get the information online.	
3	Land Transaction	3.1	Apply online/walk into TSC.	40 days (without sub-division) & 70 days (with sub-division)
		3.2	Submit the required document.	
		3.3	Document verification and processing with NLCS.	
		3.4	Pay the lag thram fee and collect lag thram.	
4	Flat transaction	4.1	Submit the duly filled-up common property declaration/PLR agreement form.	
		4.2	Apply online/walk into TSC with the required document.	
		4.3	Verification and processing with NLCS.	2 months
		4.4	Pay the service fee and collect the lag thram.	
5	Lag thram correction (thram information details/plot details)	5.1	Submit duly filled application form to TSC with relevant documents.	5 days
		5.2	Verification and processing with NLCS.	
		5.3	Pay the lag thram fee and collect the lag thram.	

6	Plot Fragmentation	6.1	Submit duly filled application form to TSC with relevant documents.	5 days for TSC & apply through e-sakor system
		6.2	Verification of the document and processing with NLCS.	
		6.3	Pay the service fee and collect the lag thram.	
7	Land leasing	7.1	Submit duly filled application form to TSC with relevant documents.	2 months (Preliminary approval & field verification)
		7.2	Verification of the document and processing with NLCS.	
		7.3	Pay the service fee and collect the LUC thram.	
8	Environmental Clearance	8.1	Submit duly filled form to TSC with relevant document.	3 days (If it's not subjected to EIA)
		8.2	Verification and processing with DECC.	
		8.3	Pay the service fee and collect the clearance.	

1 (b) Documents required to avail the secondary services

i. Census related services

Birth Registration from the current workplace of residence

- ✓ Health Card copy in colour or original
- ✓ CID copy of both parents
- ✓ Copy of marriage certificate in colour
- ✓ One guarantor & one witness who is a Bhutanese citizen aged 18-65 years.
- ✓ Three legal stamps

Birth Registration from permanent residence

- ✓ Notification of birth (if born in Hospital/BHU), the whole set of Health Cards except the immunization chart growth rate.
- ✓ Identification documents of parents i.e., CID copy of both parents
- ✓ Copy of marriage certificate, otherwise endorsement from the Tshogpa and Thrompon.
- ✓ If the child's census is to be registered with a person, other than either of the parents, consent from the Head of Household (signed in the form) of the family in which the census is to be registered is compulsory.
- ✓ One legal stamp to be affixed

Death Registration

- ✓ One legal stamp to be affixed
- ✓ CID/SRP copy of the requestor
- ✓ A copy of the Death Certificate if the death occurred within the health facilities.
- ✓ The original CID/SRP card of the deceased is to be surrendered to the DCRCO office
- ✓ State of the Tshogpa confirming the death duly endorsed by the Thrompon, if the death is out of health facilities (form No. BCRC-DR-SD-01).
- ✓ One legal stamp

Change of Head of the household (HoH)

- ✓ No objection certificate on the form/letter (No. BCRS-HoH-01) from the concerned family members above 18 years, having the census registration in the same household confirming that there is no objection in the nomination of the new Head of Household in there.
Household
- ✓ Two Legal stamps

New CID/SRP Card (Age 15-17)

- ✓ Form – (BCRS-CID/CRC-01) for new Citizenship Identity Card processing from.
www.mohca.gov.bt
- ✓ One passport-size photograph
- ✓ One legal stamp
- ✓ Thrompon & Tshogpa shall verify with their official seal and signature if the health card is not available.
- ✓ Nu.100 (CID fee)

New CID/SRP Card (Age 18 years and above)

- ✓ Form – (BCRS-CID/CRC-02) for new Citizenship Identity Card processing from
www.mohca.gov.bt (a sign of Thrompon, Census Officer and Executive Secretary)
- ✓ One passport-size photograph with the official of Thromde.
- ✓ One legal stamp
- ✓ Nu. 100 (CID fee)

Issuance of household information/ family tree

- ✓ Form – BCRS-SAF-01 from www.mohca.gov.bt
- ✓ One legal stamp is required if somebody requests one on somebody's behalf.

Processing of lost/renewal/image change of CID /SRP Card

- ✓ Form – BCRS-REP-01 from www.mohca.gov.bt;
- ✓ One Passport photograph and legal stamp
- ✓ Nu. 100 for renewal, Nu.300 for image change/damage & Nu. 400 for lost.

Inter-Dzongkhag Census move-in move-out

- ✓ Form
- ✓ Lagthram copy (If the person is moving to a new household).
- ✓ One legal stamp

Updating spouse details

- ✓ Form No. BCRS-C1/SRPI & DS-01
- ✓ MC copy in colour
- ✓ One legal stamp

Issuance of Nationality Certificate

- ✓ Form No. BCRS-H1/NC-01
- ✓ Two recent passport-size photos

Issuance of Relationship Certificate

- ✓ Application
- ✓ Offer letter/CEO/Valid visa if invited
- ✓ Two passport-size photos of all relatives

Case Information System (Road permit)

- ✓ Route permit application form
- ✓ Three recent passport-size photos (for new)
- ✓ Two recent passport-size photos (for renewal)

ii. Education (New Admission & Transfer)

- ✓ CID both parents
- ✓ Family tree
- ✓ Concern letter
- ✓ Transfer Certification & Transfer Order

iii. Land transaction

- ✓ Agreement/Sale Deed with thumb impression, the area in sq. ft, plot ID, Thram no, and CID with no overwriting.
- ✓ FN1 form (NOC) from family members (above 18 years old) or co-owner(s) (if registered as Family Land or Joint Ownership respectively).
- ✓ Power of Attorney Form (authorization for representative).

iv. Flat transaction

- ✓ Agreement/Sale Deed with thumb impression, the area in sq. ft, plot ID, Thram no. and CID with no overwriting.

- ✓ FN1 form (NOC) from family members (above 18 years old) or co-owner(s) (if registered as Family Land or Joint Ownership respectively).
 - ✓ Proportionate Land Right (PLR) Agreement for Flat transaction.
 - ✓ Common Property declaration Form for Flat transaction.
 - ✓ Power of Attorney Form (authorization for representative).
- v. **Lagthram correction (thram information details/plot details)**
- ✓ Application form
 - ✓ Lag thram
- vi. **Plot Fragmentation**
- Same Ownership**
- ✓ Application
 - ✓ Draft plotting plan
- Different Ownership**
- ✓ Same as sale and purchase
- vii. **Land Leasing**
- ✓ Application form
 - ✓ Project proposal (for large project)
- viii. **Environmental Clearance**
- ✓ Application form (EA form)
 - ✓ EC copy (for renewal)
 - ✓ License copy
 - ✓ Compliance report
 - ✓ Public consultation letter signed by local authority (for a new project).