



# Ministry of Works and Human Settlement

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## Service Delivery Standards

2009

## **ACRONYMS**

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

## Table of Contents

---

<b>Department of Urban Development and Engineering Services</b>	<b>Page</b>
1. Building Approval for Municipal and Rural Areas .....	1
<b>Construction Development Board</b>	
1. New Registration of Contractors (Class D/Petty) .....	2
2. Revalidation of Contractors .....	2
3. Up-gradation of Contractors .....	3
4. Registration of Consultant .....	3
5. Registration of Architect .....	4
6. Arbitration Cases .....	4
<b>Standard &amp; Quality Control Authority</b>	
1. Laboratory Testing Services .....	7
2. Field Testing Services .....	7
3. Product Certification .....	7
<b>Department of Roads</b>	
1. Approach Road Take-off Point Approval .....	11
2. Payment of Contractor's Bills .....	11
<b>Thimphu City Corporation</b>	
1. Land Transaction .....	12
2. Building Construction Approval .....	13
3. Clearance for Issuance of Ownership Certificate .....	13

## Table of Contents

---

<b>Thimphu City Corporation</b>	<b>Page</b>
4. Issuance of Site Plan .....	13
5. Water Services .....	14
6. Sewerage Services .....	14
7. Maintenance of Street Light .....	14
8. New Stall Registration for Farmers Market .....	14
9. Census .....	15
<b>Phuentsholing City Corporation</b>	
1. Issuance of Lag Thram .....	16
2. Noting of Lien (Mortgage) .....	16
3. Land Acquisition, compensation and allotment .....	16
4. Omitted Land .....	16
5. Payment of Land Tax, Urban House Tax and Service Charge .....	16
6. Payment of Shed rent and platform .....	16
7. Payment of Pameling House Rent .....	16
8. Collection of any kind of fees .....	16
9. Rectification of name in the Thram .....	16
10. Rectification of Plot No. in the Thram .....	16
11. Other land related issues .....	17
12. Land conveyance .....	17

## Table of Contents

---

<b>Phuentsholing City Corporation</b>	<b>Page</b>
13. Land Lease .....	17
14. Plots consolidation/merging .....	17
15. Issuance of Site Plan in the core town area .....	17
16. Issue of digital copy of cadastral site plan of the extended area .....	17
17. Issuance of Building Permit .....	17
18. Valuation of Building for Transaction .....	18
19. Verification/Inspection of Building Construction at various stages .....	18
20. Issuance of Occupancy Certificate .....	18
21. Permit/Approval for minor renovation .....	18
22. Permit/Approval for minor constructions such as retaining wall, roofing, etc .....	18
23. Construction of Buildings .....	18
25. Trade License .....	19
26. Tree Cutting .....	19
27. General Water Complaint .....	19
28. New Water Supply Connection .....	19
29. Shifting or modification of water supply connection .....	19
30. Shifting or modification of water supply pipe line .....	20
31. General Sanitation Complaint .....	20
32. Emptying of Septic Tank .....	20

## Table of Contents

---

<b>Phuentsholing City Corporation</b>	<b>Page</b>
33. New Sewer Connection .....	20
34. Shifting or modification of sewer pipe line .....	20
35. Shifting or modification of sewer connection .....	20
36. Payment of bills for suppliers and contractors .....	20
37. Verification and certification of contractors bills .....	20
38. Scrutiny of Electrical Drawings .....	20
39. Operation and Maintenance of Electrical Services .....	20
40. Street Light .....	21
41. Water Supply Pumps .....	21
Redressal Mechanism .....	21
What you can expect .....	21
Address .....	21

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
<b>DEPARTMENT OF URBAN DEVELOPMENT AND ENGINEERING SERVICES</b>				
1	Building approval for Municipal and rural areas	Fill the application form and submit 3 sets of Architectural Drawings and 1 set each of Structural, Electrical, Water Supply and Sewerage Drawings, and other documents required as listed in the checklist to the concerned Municipality.	On the spot	Concerned Municipal Engineer
		Municipal Engineer will forward the applicant's proposal to the DUDES	2 days to 5 days if done by the Municipality or the applicant can take the drawings to DUDES themselves.	Concerned Municipal Engineer/applicant
	a. Architectural, water supply and sewerage	Architectural, water supply and sewerage drawing scrutiny at UPDD, DUDES	5 days	Tshering Dorji (Architect) Room No. 33 Old MoWHS Bldg. Phone No. (02)328173 ext 140 Damber Gurung (Asstt. Architect) Phone No. (02)328173
	b. Structural*	Structural drawing scrutiny at ESD, DUDES	5 days	Karma Namgay (EE) Phone No. (02)328173
	c. Electrical*	Scrutiny by an Electrical Engineer at ESD, DUDES		Niran Rai (Dy. EE)
	Residential Buildings		3 days	Tel# (02)328173 ext 107
	Residential or commercial Buildings		3 days	Namgay Wangchuk (AE)
	Commercial Buildings		3 days	Tel#(02)328173 ext 107 or 17645738
	Office/Institution Buildings		3 days	
	d. Notesheet preparation and approval		2 days	Tshering Dorji (Architect) Room No. 33 Old MoWHS Bldg. Phone No. (02)328173 ext 140
	<b>Total</b>		<b>17 days</b>	

\* These processes can happen simultaneously.

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
<b>CONSTRUCTION DEVELOPMENT BOARD</b>				
1	New Registration of Contractors (Class D/Petty)	Attend an Induction Course conducted by CDB for new contractors	On the spot	
		Collection of CDB Registration Form (from BCCI Office or download from CDB web page)	1-4 hrs	
		Endorsement from CAB Office	4 hrs	L.B. Bhujel Ph#(02)326035
		Submission of duly filled form along with Citizenship ID card copy, Security Clearance Certificate copy and Induction course certificate	1-4 hrs	Tshering Nidup Ph# (02)326035
		Assessment of form and data entry into CDB database	2 hrs	Sonam Pelden (Accounts, MoWHS)
		Payment of registration fees at Account Section, MoWHS	3 days duration, date and time fixed by CDB	Chengay Ph# (02)326035
		Preparation of Notesheet and signing of the certificate by the CDB Chairman	2 1/2 days	Tshering Nidup Ph# (02)326035
		Issuance of CDB Certificate to the applicant on production of the money receipt	2 hrs	L.B. Bhujel Ph#(02)326035
			<b>Total days</b>	<b>Varies</b>
2	Revalidation of Contractors	Collection of CDB Registration Form (Form available at BCCI Office or download from CDB web page)	On the spot	
		Endorsement from CAB Office	4 hrs	
		Submission of forms along with necessary documents required for validation	1 day	L.B. Bhujel Ph#(02)326035
		Assessment of forms and data entry into CDB database	4 hrs	Tshering Nidup Ph# (02)326035
		Payment of registration fees at Account Section, MoWHS	2 hrs	Sonam Pelden (Accounts, MoWHS)
		Preparation of Notesheet and signing of the certificate by the CDB Chairman	2 1/2 days	Tshering Nidup Ph# (02)326035

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
2	Revalidation of Contractors	Issuance of CDB Certificate to the applicant on production of the money receipt	2 hrs	L.B. Bhujel Ph#(02)326035
		<b>Total days</b>	<b>5 days</b>	
3	Up-gradation of Contractors/Direct Entry of Class 'C' Contractor (those who are with technical background)	Collection of CDB Registration Form (Form available at BCCI Office or download from CDB web page)	On the spot	
		Endorsement from CAB Office	4 hrs	
		Submission of forms along with necessary Original CDB Certificate, Citizenship ID Card copy, License copy, work orders and tender receipts	1 day	
		Assessment of forms, field verification of resources/equipments, etc. Update of details in CDB database	1 day to 5 days (depending on the location of the firm)	
		Payment of registration fees at Account Section, MoWHS	2 hrs	
		Preparation of Notesheet and signing of the certificate by the CDB Chairman	2 1/2 days	
		Issuance of CDB Certificate to the applicant on production of the money receipt	2 hrs	
	<b>Total days</b>	<b>6 - 10 days</b>		
4	Registration of Consultant	Collection of CDB Registration Form (Form available at CDB Office or download from CDB web page)	On the spot	
		Submission of forms along with necessary documents required for registration	1 day	L.B. Bhujel Ph#(02)326035
		Assessment of forms and data entry into CDB database	4 hrs	Tashi Tshering Ph# (02)326035
		Payment of registration fees at Account Section, MoWHS	2 hrs	Sonam Pelden (Accounts, MoWHS)

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
4	Registration of Consultant	Preparation of Notesheet and signing of the certificate by the CDB Chairman	2 <sup>1</sup> / <sub>2</sub> days	Tshering Nidup Ph# (02)326035
		Issuance of CDB Certificate to the applicant on production of the money receipt	0.25 days	L.B. Bhujel Ph#(02)326035
		<b>Total days</b>	<b>2 <sup>1</sup>/<sub>2</sub>-5 days</b>	
5	Registration of Architect	Collection of CDB Registration Form (Form available at RBIA or CDB Office or download from CDB web page)	On the spot	
		Endorsement from RBIA Office	4 hrs	
		Submission of forms along with necessary documents required for registration	4 hrs	L.B. Bhujel Ph#(02)326035
		Data entry into CDB database	4 hrs	Tashi Tshering Ph# (02)326035
		Payment of registration fees at Account Section, MoWHS	2 hrs	Sonam Pelden (Accounts, MoWHS)
		Preparation of Notesheet and signing of the certificate by the CDB Chairman	2 days	Tashi Tshering Ph# (02)326035
		Issuance of CDB Certificate to the applicant on production of the money receipt	2 hrs	L.B. Bhujel Ph#(02)326035
		<b>Total days</b>	<b>3-4 days</b>	
6	Arbitration cases	Submit an application in writing pertaining to the case	On the spot	
		Upon receipt of application, CDB will issue request for arbitration form to the claimant and deposition of Nu. 3000 (administrative fees)	1 hr	
		The claimant shall fill up the form and submit to CDB for further follow up actions	0.5 hr.	
		Upon receipt of duly filled form, CDB will issue reply to request for arbitration form to the defendant	1 hr (it depend upon the submission of form by claimant)	

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
6	Arbitration cases	The defendant has to submit reply to the request for arbitration form	7 -10 days	
		If the defendant fails to submit the above form in prescribed time arbitration shall not be processed		
		Upon receiving acceptance letter from the defendant for arbitration and completion of all the above procedures CDB will collect an arbitration fee of Nu, 3000.00 from the claimant and deposit to the CDB account and shall start compiling all the complaints and documents to be put up during the NAC meeting.	2-5 days	
		Upon completion of above procedure, CDB will write a notesheet to the Chairman, NAC for his availability to attend and conduct the NAC meeting. Based on the availability and date given by the Chairman, CDB will write to all NAC members with a request to attend the meeting	5-10 days	
		Upon completion of NAC meeting, a draft minute is usually circulated to all the members for their comments and amendments	3-5 days	
		Once the minute is finalized, CDB will issue arbitral award	3-5 days	
		If the arbitral award is acceptable by both the parties, dispute is declared as settled and resolved and closed permanently		
		If the arbitral award is not accepted by one of the parties, in some cases the case is kept for for review for the next arbitration meeting	Varies depending on the nature and complexity of the cases	

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
6	Arbitration cases	If the decision of the NAC is not accepted by one of the parties even after review, the case is declared as arbitration failed. Any party/parties may appear to a court of law.		
		<b>Total</b>	<b>Varies</b>	

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
<b>STANDARD &amp; QUALITY CONTROL AUTHORITY</b>				
1	Laboratory Testing Service	Put up a letter of request with the samples to the Engineer	On the spot	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Pay the test fees and handover the payment receipt to the Engineer	1 hour	Accounts, MoWHS
		Request with sample handed over to the Distributor	On the spot	Wangda Jamtsho or Cheki Gyeltshen
		Samples distributed to the Technicians	On the spot	Wangda Jamtsho or Cheki Gyeltshen
		Samples tested by Technicians	As per the standard durations* required for individual test	Wangda Jamtsho or Cheki Gyeltshen
		Test Reports received by the Engineer for analysis and checking	1-2 hours	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Report handed over to the distributor	On the spot	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Distributor hands over the official test reports to the clients	On the spot	Wangda Jamtsho or Cheki Gyeltshen
		<b>Total</b>	<b>Varies</b>	
2	Field Testing Service	Submit a letter of request to the Engineer	On the spot	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Engineer checks the schedule of the personnel informs the client on available date to carryout the field testing	On the spot	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Junior Engineers visits the site and carries out the tests	Varies	Wangda Jamtsho or Cheki Gyeltshen
		Report check and analysis by Engineer	1-2 hours	Tashi Wangchuk (Chief Engineer) or Leki Choden (Engineer)
		Report handed over to the client	On the spot	Wangda Jamtsho or Cheki Gyeltshen
		<b>Total</b>	<b>Varies</b>	

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
3	Product Certification (Indian or other foreign country products)	Submit an application either directly or through a dealer		
		Submit the following documents: 1. Copy of latest BIS certificate/endorsement letter 2. Copy of latest ISO Certificates if any 3. Copy of any other certificates from international standards bodies/institutions such as IEC, CAS, BS, etc 4. Company profile and complete address 5. Product Catalogue and price list 6. Proof of approval/enlistment in other countries 7. Test Reports (own testing and/or third party testing) 8. Samples of products wherever feasible	1 day	D.R. Chhetri Ph# (02)325104/328298/326905
		Scrutiny of documents by a committee	1 day	D.R. Chhetri Ph# (02)325104/328298/326905
		Visit to the company wherever possible and report preparation	Varies depending the location of the company and the number of products to be inspected	D.R. Chhetri Ph# (02)325104/328298/326905
		Review of company visit report and other documents	Varies depending on the number and type of products	D.R. Chhetri Ph# (02)325104/328298/326905
		Accord of product/brand approval	Varies depending on the number and type of products	D.R. Chhetri Ph# (02)325104/328298/326905
		<b>Total</b>	<b>Varies</b>	
<b>*Standard Laboratory and Field Testing Durations</b>				
1	<b>Soil Testing</b>			
	i. SPT Test - Bearing Capacity	Test	Varies depending on the location of site	
	ii. Direct Shear Test	Test	2 days	
	iii. Bulk/Dry density	Test	2 days	
	iv. Moisture content	Test	2 days	

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
1	v. Atterberg limits	Test	2 days	
	vi. Shrinkage Limits	Test	2 days	
	vii. Specific gravity	Test	4 hours	
	viii. Sieve Analysis	Test	2 days	
	ix. Field density by core cutter	Test	2 days	
	x. Consolidation test	Test	7 days	
	xi. Proctor Compaction test	Test	1 day	
	xii. CBR Test (Lab Test)	Test	7 days	
	xiii. Plate Load Test	Test	2 days	
	2	<b>Tests on coarse aggregates</b>		
i. Abrasion Test		Test	2 hours	
ii. Impact Test		Test	1 hour	
ii. Aggregate Crushing Value Test		Test	1 hour	
iv. Specific Gravity		Test	1 day	
v. Flakiness/elongation		Test	3 hours	
vi. Slake durability		Test	1 day	
vii. Soundness test		Test	10 days	
viii. Water absorption test		Test	2 days	
ix. Bulk density		Test	1 day	
3	<b>Tests on fine aggregates</b>			
	i. Bulking of sand	Test	1 day	
	ii. Grain size analysis	Test	2 days	
	iii. Fineness modulus of sand	Test	2 hours	
	iv. Bulk density	Test	1 day	
4	<b>Test on Bitumen</b>			
	i. Penetration Test	Test	1 day	
	ii. Flash and fire point test	Test	1 day	
	iii. Softening Test	Test	1 day	
	iv. Residue by heating/evaporation	Test	1 day	
	v. Bitumen Content Test	Test	1 day	
	vi. Stripping Value test	Test	2 days	
5	<b>Test on Steel</b>			
	i. Tensile Strength on mild/Tor steel	Test	6 hours	

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
	ii. Tensile Strength on water pipes	Test	4 hours	
	iii. Bending Test on pipes	Test	5 hours	
	iv. Unit weight and dimensional tolerance	Test	1 hour	
6	<b>Physical Test on Cement</b>			
	i. Compressive Strength	Test	30 days	
	ii. Fineness Test	Test	3 hours	
	iii. Consistency Test	Test	1 day	
	iv. Setting Time-Initial & final	Test	2 days	
	v. Soundness test	Test	4 days	
7	<b>compressive Strength on Building Materials</b>			
	i. Concrete cubes (standard size)	Test	2 hours	
	ii. Bricks (standard sizes)	Test	5 days	
	iii. Hollow Blocks (standard sizes)	Test	1 day	
	iv. Masonry Blocks (standard sizes)	Test	1 day	
8	<b>Test on cement concrete</b>			
	i. Concrete Mix Design	Test	14 days	
	ii. Slump test	Test	1 hour	

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
<b>DEPARTMENT OF ROADS</b>				
1	Approach Road Take-off point approval	Apply to the Field Division Office with the proposal of an approach road and its take-off point with drawings and sketches	On the spot	Concerned Field Division
		Field Division Office will field concerned site engineers to study and verify the proposal and make recommendations	1-5 days	Concerned Field Division
		Field Division Office will approve the proposal if feasible along with measures to be implemented	1 day	Concerned Field Division
		An agreement will be signed between the Field Division office and the applicant	Same day	Concerned Field Division
		<b>Total</b>	<b>2-6 days</b>	
2	Payment of Contractor's Bills	Submit the bills directly to the site engineer after joint measurement or to the person receiving the goods in case of supplies	On the spot	Concerned Site Engineer
		Concerned Site Engineer will verify the bills and enter into the MB and forward the bills for further verification to the Field Division Office or Project Office	1-14days	Concerned Site Engineer
		Field Division/Project Office will verify the bills checking the technical appropriateness including arithmetical errors and forward to Accounts Section	1-7 days	Concerned Field Division or Project Office
		Accounts Section will make payments after checking the arithmetical errors and ensuring that the payment is as per the contract and as the procurement rules	1-9 days	Accounts Section of the concerned Field Division or Project Office
		<b>Total</b>	<b>3-30 days</b>	

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

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
2	<b>Building construction approval</b>	i) Registration of the completed application form for building construction Documents to be submitted: a) Latest Ownership Certificate; b) Latest Official Site Plan; c) 3-sets each of architectural, structural, plumbing/water supply connection, sewerage drawings and electrical drawings; d) Environmental Impact Report where applicable; and e) Registration no. of the Architect and certificates of Structural/Electrical Engineer.		
		Architectural checking	5 days	Mr. Gonpo Younten & Mr. Thinley Jurmin Architects, DCD, Contact no. 337144
		Structural checking	10 days	Lakey Tshering, Palden Khandu & Kinga Gyeltshen, Engineers, DCD Contact no. 337144
		Electrical check	5 days	Mr. Luv Kumar Chhetri, Dy. E.E., Electrical Section Contact no. 336310
		Plumbing/water supply check	5 days	Mr. Dawa Penjor, Junior Engineer, Water Supply Section Contact no. 322757
		Sewerage drawing check	5 days	Ms. Kinley Zam, Junior Engineer, Sewerage Section Contact no. 322757
		Notesheet approval	2 days	
		Issue receipt of scrutiny fee, amenity fee	on the spot	
<b>Total</b>			<b>23 days</b>	
3	<b>Clearance for issuance of ownership certificate (by NLCS)</b>	Revenue Section verifies the mortgage details of the plot/land and its taxes paid	on the spot	
4	<b>Issuance of site plan</b>	1) Submit requisition form for official siteplan/demarcation Documents to be submitted: (a) Latest Ownership Certificate	4 days	Mr. Tshering Penjor, Survey Engineer for areas outside the Local Area Plan (LAP)

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
4	<b>Issuance of site plan</b>	<b>2) Verification carried out sequentially by following sections/divisions:-</b>	4 days	Mr. Tshering Penjor, Survey Engineer for areas outside the Local Area Plan (LAP)  For LAP areas, concerned Urban Planner, Planning Division  Contact no. 324587
		i) Land Record		
		ii) Survey Section		
		iii) Revenue Section		
		iv) Planning Division		
		v) Building Section		
		vi) Engineering Division		
		<b>3) Survey and demarcation of Plot/land</b>		
		4) Prepare Site plan		
<b>5) Issue receipt of Fees deposit</b>				
<b>6) Issue site plan</b>				
<b>5 Water Services</b>				
a)	<b>New water connection</b>	Submit filled application form	3 days	Pema Lhamo, Junior Engineer, Water Supply Section Contact no. 322757
		Visit site for feasibility verification		
		Connection work		
b)	<b>Water-Reconnection</b>	1) Give clearance from concerned divisions/sections	2 hours	Pema Lhamo, Junior Engineer, Water Supply Section Contact no. 322757
		2) Deposit fee/charges		
<b>6 Sewerage services</b>				
a)	<b>New sewer connection</b>	1) Give clearance from concerned divisions/sections	Carried out by building owner under the supervision of TCC	Mr. Karma Dawa, Assistant Engineer, Sewerage Section Contact no. 322757
b)	<b>Septic Tank cleaning/emptying</b>	1) Receive the filled application form 'Vaccum Tanker Service'	5 days	
7	<b>Maintenance of street light</b>	Complain	2 days	Mr. Sonam Tobgay, AE-II, Electrical section Contact no. 336310
8	<b>New stall registration for Farmers Market</b>	1) Submit filled/completed TCC application form along with 2-passport size photographs, CID copy	1 day	Market Manager Contact no. 337465
		2) Sign the tenant agreement		

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
9	<b>Census</b>			
a)	<b>New census</b>	1) Submit filled/completed application form along with Birth Certificate, Health Card copy and parents marriage certificate	1 day	Census Officer      Contact no. 322265 Office located near Lungtenzampa
b)	<b>Census transfer to Thimphu Throm</b>	Submit the filled 'Census Transfer Form' along with ownership certificate and authorization from head of the family	1 day	
c)	<b>Census transfer from Thimphu Throm</b>	Submit a letter from the concerned dzongkhag requesting for census transfer Letter of agreement from both the transferor and transferee	1 day	
d)	<b>Census cancellation</b>	Deceased, produce death certificate from hospital, letter with witness if deceased at home in case of double census, corfirmation letter with full personal information from respected agency	1 day	

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
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**PHUENTSHOLING CITY CORPORATION****I Urban Planning Division**

1	Issuance of Lag Tram	Applicant submits the application enclosed with the copy of new citizenship identity card and previous ownership certificate issued by PCC	max. of 3 (three) working days)	Karna Ghaley, Land Registrar, Record Section Asst. Land
2	Noting of lien (Mortgage)	As soon as the mortgage deed from any 5 financial institutions is received, the Plot file record is verified. If property is not mortgage with any financial institution and the details in the mortgage deed is as per the PCC record, such as name of the owner, plot no., location and registered area, the endorsement is given otherwise return it back to the financial institution.	On the spot	Karna Ghaley, Land Registrar, Record Section Asst. Land
3	Land Acquisition, compensation and allotment	As per the Land Rules & Regulation of Kingdom of Bhutan 2007, Chapter 7	Depends on the case	Karna Ghaley, Land Registrar, Record Section Asst. Land
4	Omitted Land	As per the Land Rules & Regulation of Kingdom of Bhutan 2007, Chapter 6, Clause no. 101 to 108	Max. of 15 (fifteen) working days	Karna Ghaley, Land Registrar, Record Section Asst. Land
5	Payment of land Tax, Urban house tax and Serice charge		On the spot	Deki/Sonam Choden
6	Payment of shed rent and platform		On the spot	Deki/Sonam Choden
7	Payment of Pameling house rent		On the spot	Deki/Sonam Choden
8	Collection of any kind of fees		On the spot	Deki/Sonam Choden
9	Rectification of name in the Thran	Submit an application along with a copy of new citizenship identity card (CID) and letter from MoHCA regarding the name change.	Max. of 2 days	Karna Ghaley, Land Registrar, Record Section Asst. Land
10	Rectification of Plot no. in the Thr	Receives an application along with new CID and cadastral map.	Max. of 2 days	Karna Ghaley/Dorji Wangchuk, Land Record Section

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
11	Other Land related issues		Depends on the complexity of the problems	Dorji Wangchuk, Land Record Officer, Land Record Section
12	Land conveyance	Submit the filled and completed application form along with all required documents as per the Land Act 2007	30 days	Dorji Wangchuk, Land Record Officer, Land Record Section
13	Land lease	Execute lease agreement after it is approved	max. 2 days	Dorji Wangchuk, Land Record Officer, Land Record Section
14	Plots consolidation/merging	Submit an application along with a copy of new CID and cadastral map.	after due verification forwarded to NLCS within 3 days	Karna Ghaley/Dorji Wangchuk, Land Record Section
15	Issuance of Site Plan in the core town area	Submit the filled and completed Form B	On the spot	
		Verification of Plot details		
		Visit the site		
		Forwarded to the Architect/Planner for preparation and issuance of final Site Plan as per the PUDP 2002-2017		
	<b>Total</b>	<b>3 days</b>		
16	Issue of digital copy of cadastral site plan of the extended area	Submit the filled and completed 'Form C' along with one empty CD (RW) form the owner	On the spot	C.B. Chhetri, Survey Officer
	Verify the Thram and Plot details from the map	1 day		
	<b>Total</b>	<b>1 day</b>		
17	Issuance of building permit	Submit the duly filled application form (Form D issued by PCC) along with 2-sets each of Architectural, structural, Electrical, water supply and sewerage drawings along with other necessary documents as per the checklist.		
		a) Architectural scrutiny	1-10 days	Architect. DCD (02-25168)
		b) Structural checks	1-10 days	Structural Engineer, DCD
		c) Electrical checks	1-10 days	Electrical engineer

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
17	Issuance of building permit	d) Water supply & sewerage	1-10 days	Water supply Incharge, Water supply Section/Sewerage Section ( 02-252877/253306)
		<b>Total</b>	<b>21-30 days</b>	<b>DCD</b>
18	Valuation of building for transaction	Submit valuation of the building for proposed transaction submitted by the owner/proponent.	On the spot	Structural Engineer, DCD
		Structural Engineer scrutinises the valuation as per the BSR	1-5 days	
		<b>Total</b>	<b>1-5 days</b>	
19	Verification/Inpection of building construction at various stages	Submit an application from the owner for verification of building layout and laying of foundation trenches before concreting	max. 3 hours	Building Control Section/DCD
20	Issuance of Occupancy Certificate (OC)	Submit the duly filled application form from the owner and duly filled completion certificate from the site engineer (Both Forms are issued by PCC)	3-7 days	Building Control Section/Chief Building Inspector
		PCC conducts joint inspection for verification of the completed building		
		Submit detail verification report to Executive Secretary and subsequently issue the OC		
21	Permit/Approval for minor renovation	Submit an application from the owner.	3-7 days	Deki/Sonam, Land Record Section
		Joint Site verification/inspection is carried out		
22	Permit/Approval for minor constructions such as retaining wall, roofing, etc.	Submit an application along with the proposed drawings	1-7 days	
23	Construction of buildings	a) Layout of Building - Verification of building foundation and trenches	Max 03 hours	Building Inspector
		b) Verification of columns, beams, footings and casting for the following:-	Routine Inspection	

<b>Sl. No.</b>	<b>Type of Service</b>	<b>Procedure for accessing service</b>	<b>Time frame for service delivery</b>	<b>Contact/ Coordinating inmates</b>
23	Construction of buildings	(i) Verification of reinforcement layout as per the approved drawings	Routine Inspection	Building Inspector
		(ii) Casting of slabs from 1st floor to top floor.	Routine Inspection	
		(iii) Verification of roofing and CGI sheetings.	Routine Inspection	
		(iv) Verification of materials and quality of constructions	Routine Inspection	
25	Trade Licence	a) Submission of Forms	Max. 02 dyas	Building Inspector
		b) Registration of Forms		
		i) Submit the filled and completed undertaking form available from PCC along with letter of authorization from the registered building owner		
		c) Scrutiny the same for compliance		
		d) Verify the location for operational of business activities		
		e) Forwarded to Executive Secretary for approval		
26	Tree cutting	Submit an application along with a copy of official site plan issued by TCC, ownership certificate or authorization from the registered building owner along with the CID	Max. 02 days	Building Inspector
		Site verification		
		Compile the report and forward to the Department of Forest for further action.		
27	General water complaint	Submit the complain over the cell phone (no. 05-252877) or letter	On the spot	Complaint receiver , Water supply Section
28	New water supply connection	Submit filled and completed application Form which is available from PCC	Max. 3 days	Namgay Phuentsho, Water Supply In-Charge
29	Shifting or modification of water supply connection	Submit filled and completed application Form which is available from PCC	Max. 07 days	Namgay Phuentsho, Water Supply In-Charge

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
30	Shifting or modification of water supply pipe line	Submit filled and completed application Form which is available from PCC	Max. 30 days	Namgay Phuentsho, Water Supply In-Charge
31	General sanitation complaint ( related to solid waste and sewerage) including lifting of animals carcass and unclaimed	Make a call at Phone no. 05-252877/253636 or submit a letter	On the spot	Complaint receiver , Water supply Section
32	Emptying of septic tanks	Submit an application giving the details of address and location	Max. 2 days	In-Charge, Sewerage Section
33	New sewer connection	Submit an application giving the details of address and location	Max. 3 days	In-Charge, Sewerage Section
34	Shifting or modification of sewer pipe line	Submit an application form with specific site plan	30 days	In-Charge, Sewerage Section
35	Shifting or modification of sewer connection	Submit an application giving the details of address and location	7 days	In-Charge, Sewerage Section
<b>ADMINISTRATION AND FINANCE DIVISION</b>				
36	Payment of bills for suppliers & contractors	Submit the bills	10 days after account receives the bill from Division	Concerned Division Head
		Verify and certify the bills for payment by Account Section		
<b>ENGINEERING DIVISION</b>				
37	Verification and certification of Contractor's Bill	Co-ordinate and follow up with the concern site engineer after bill is received	20 days	Concerned Site Engineer
38	Scrutiny of Electrical Drawings			
	i) Residential building	Submit Electrical drawings	1-5 days	Mr. Nakchung
	ii) Residential cum commercial buildings	Submit Electrical drawings	3-7 days	Mr. Nakchung
	iii) Commercial buildings	Submit Electrical drawings	7-15 days	Phone no. 252168 (106)
	iv) Office/Institutional Building	Submit Electrical drawings	7-15 days	
39	Operation and maintenance of Electrical Services			
	i) Street Light	Regular inspection	On regular basis	Mr. Daba (A.E.) & Jigme (J.E.) Electrical Section Contact no. 25110

Sl. No.	Type of Service	Procedure for accessing service	Time frame for service delivery	Contact/ Coordinating inmates
39	i) Street Light	Submit complaints & rectify	On the spot if repairable and spare parts are not required	Mr. Daba (A.E.) & Jigme (J.E.) Electrical Section Contact no. 25110
			1 day if spare parts are readily available	
			1-10 days if spare parts has to be procured	
40	Water supply pumps	Regular maintenance	On regular basis	Mr. Daba (A.E.) & Jigme (J.E.) Electrical Section Contact no. 25110
		Submit complaints	On the spot if repairable and spare part is not required	
			0.5 - 2 days if spare parts are readily available	
			1-10 days if spare parts has to be procured	

### REDRESSAL MECHANISM

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

### WHAT YOU CAN EXPECT

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

### ADDRESS

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