



SERVICE DELIVERY STANDARDS FOR PUBLIC SERVICE DELIVERY

DZONGKHAG ADMINISTRATION

HAA

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1. Introduction

With the development infrastructures and facilities in place, the delivery of services has been significantly improved over the last few years of time. As compared to olden days, the people now have easy access to health and education facilities, can communicate better and transport their produces to markets easily. The Royal Government of Bhutan has taken continuous efforts to reform the public service delivery to the citizens, as a significant component towards achieving Good Governance. As stated by Honorable Prime Minister of Bhutan, “Delivering of public services at right time, at right place and in right manner is a necessary precondition for good governance”. A major reform is the Public Service Delivery (PSD) Initiative, an endeavour to simplify and improve the public service delivery by harnessing the potential of Information Communication Technology (ICT) medium. However, while the people are better able to get services, there are no established systems or mechanism to track and evaluate service delivery of the sectors in the Dzongkhag.

Therefore, this booklet “Service Delivery Standards” tries to give clear statement of functions and services of sectors in the Dzongkhag Administration, the procedures required to comply, submission of forms & documents, indication of time taken to provide the services and contact details of focal person and redressal mechanisms. Moreover, as enshrined in the annual performance agreement, the development of this booklet will make sectors more accountable and clarity on their roles and responsibilities while delivering their services to the public. Further, through monitoring tool of all service providers as mandated in this booklet will undoubtedly enhance the performance both at an individual and sector level which ultimately shall enhance overall public service delivery to benefit public at large.

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 redressal
- Establish clarity and consensus about roles and responsibilities of sectors
- Increase organizational effectiveness and performance by making commitment to adhere to measurable service delivery standards.
- Provide fair basis for evaluating performance of individuals as well as sectors

3. Services under this Service Delivery Standard

1. Civil Registration and Census Services
2. Land Record Services
3. Engineering Services
4. Procurement Services
5. Revenue Services
6. Accounts and Budget Services
7. Planning Services
8. Cultural Services
9. Environment Services
10. Forestry Services
11. Disaster Response Services
12. Kidu Services
13. Education Services
14. Agricultural Services
15. Livestock Services
16. Health Services
17. Human Resource Services
18. Election Services
19. ICT Services
20. Legal Services
21. Internal Audit Services
22. General Services

4. Services under this Service Delivery Standard

4.1 Civil Registration and Census Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Processing for birth registration	<ul style="list-style-type: none"> a. Verification of documents b. Scanning of documents & processing online c. Online verification and approval d. Submit to the Ministry for final approval 	<ul style="list-style-type: none"> a. Duly filled in birth registration form (BCRS-BR-01) b. Health card (for born in-country)/Birth certificate from competent authority (for born overseas) c. Marriage certificate of parents d. Citizenship Identity Card copy of both parents e. Statement of Tshogpa, Gup, Thromde Thuemi, Thrompon/Executive Secretary 	NA	NA	15 minutes per case	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587
Collection of the list of drop out cases	<ul style="list-style-type: none"> a. Compile the list b. Forward the case to the Ministry 	<ul style="list-style-type: none"> a. Duly filled drop out form b. One passport size photograph c. Copy of health card d. Copy of marriage certificate of the parents e. Copy of CID f. No objection letter from HoH g. Letter from parents for late registration application h. Statement of Tshogpa & Gup, 	NA	NA	30 minutes	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587
Processing for death registration	<ul style="list-style-type: none"> a. Verification of documents b. Scanning of documents & processing online 	<ul style="list-style-type: none"> a. Duly filled in death registration form (BCRS-DR-01) b. Death certificate (must be signed by competent authority for overseas) 	NA	NA	15 minutes per case	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587

	c. Online verification d. Submit to the Ministry	c. Copy of CID/SRP card of the requestor d. CID/SRP card of the deceased						
Processing for census transfer from Dzongkhag to Dzongkhag	a. Verification of documents b. Scanning of documents & processing online c. Online verification and approval from relieving Dzongkhag d. Submit to the Ministry	Duly filled in transfer form (BCSR-CT-01) signed by applicant, head of household, Gup, Civil Registration Officer and Dasho Dzongdags of both relieving and receiving Dzongkhags Note: <i>Lagthram mandatory for creation of new household</i>	NA	NA	20 minutes per case	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587
Processing for census transfer from gewog to gewog	a. Verification of documents b. Scanning of documents & processing online c. Online verification and approval from relieving Dzongkhag d. Submit to the Ministry	Duly filled in transfer form ((BCSR-CT-02) signed by applicant, head of households and Gups of both relieving and receiving gewog, Civil Registration Officer and Dasho Dzongdag Note: <i>Lagthram mandatory for creation of new household</i>	NA	NA	20 minutes per case	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587
Processing for census transfer from village to village	a. Verification of documents b. Scanning of documents & processing online c. Online verification and approval from relieving Dzongkhag d. Submit to Ministry	Duly filled in transfer form ((BCSR-CT-02) signed by applicant, Gup, Civil Registration Officer, Dasho Dzongdag and head of households of both relieving and receiving households Note: <i>Lagthram mandatory for creation of new household</i>	NA	NA	20 minutes per case			

Processing for name change and DoB correction	<p>a. Verify documents b. Submit to the Ministry</p> <p><i>Note: Name change being done from the Ministry only</i></p>	<p>Duly filled application form signed and sealed by concerned gup along with the copy of service record certified by RCSC (civil servants) record officer (armed forces), HR officer (judiciary, autonomous agencies & corporations), Zhung Dratshang/Udzin or head of institutions (monks and nuns), academic mark sheets (civil servants of various organizations, armed forces & students) and school leaving certificate (students) and Thromde Thuemi, Thrompon, Executive Secretary, Gup and Tshogpa (for others)</p> <p><i>Note: Original certificates must be produced for authentication</i></p>	Nu.300	NA	20 minutes per case	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587
Processing for new Citizenship Identity Card/Special Resident Card (SRP)	<p>a. Cross checking by operator b. Registering in record c. Verification by Civil Registration Officer d. Counter sign by Dasho Dzungdag e. Photograph & thump print f. Scanning and online application g. Approval and printing from Ministry h. Receiving from headquarter</p>	<p>a. Duly filled in new CID/SRP application form (BCRS-CID/SRP-01) with sign and seal of the Gup, Civil Registration Officer, Dzungpa and Dasho Dzungdag</p> <p>b. One passport size photograph of the applicant affixed to form</p>	Nu. 100	NA	One day in case of Thimphu Minimum one month in case of Dzongkhags	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587

Processing for replacement of Citizenship Card/Special Resident Card (SRP)	<ul style="list-style-type: none"> a. Cross checking by operator b. Photograph & thump print c. Scanning and online application d. Approval and printing from the Ministry e. Receiving from headquarter 	<ul style="list-style-type: none"> a. Duly filled in application form (BCRS- LOST-01) b. One latest passport size photograph affixed to form c. Letter certified by Zhung Dratshang/Udzin/head of institution and original payment receipt in case of monks and nuns to change image to farmer 	Nu. 400 for lost cases	NA	One day in case of Thimphu	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587
Household Information	<ul style="list-style-type: none"> a. Verification of documents b. Scanning of documents & processing online c. Online verification d. Submit for approval from the Ministry 	Duly filled Household Information Form by applicant.	NA	NA	15 minutes	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587
Change of Head of Household	<ul style="list-style-type: none"> a. Cross checking of documents b. Registering in record c. Verification of documents d. Countersigning by Dasho Dzungdag e. Applying online f. Submit for approval from Ministry 	<ul style="list-style-type: none"> a. Duly filled in change of HoH form signed by applicant, Gup and Dasho Dzungdag b. Consensus and signatures from members who are 18 years and above 	NA	NA	30 minutes per case	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587
Processing for change of Spouse Information	<ul style="list-style-type: none"> a. Verification of information b. Submit to the Ministry 	<ul style="list-style-type: none"> a. Duly filled in spouse change form b. Marriage certificate c. Recommendation letter from gewogs 	NA	NA	15 minutes per case	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587

	<i>Note: Being done from the Ministry</i>							
Processing for change of Census status	a. Verification of information b. Submit to the Ministry	a. Copy of Kasho b. Approval letter from Ministry/Department c. Original CID/SRP	NA	NA	20 minutes per case	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587
Processing naturalization/Regularization	a. Verification of information b. Submit to the Ministry	Investigation letter from Ministry	NA	NA	20 Minutes	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587
Processing for leave of staff (earned and casual leave)	Receive applications and forward to HRO	Duly filled in application form	NA	NA	10 minutes per case	Pema	pema@haa.gov.bt	Tel# 375306 Mobile# 17594587

4.2 Land Record Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Processing for transfer of land from government institution to government institution or Gerab Dratshang	<p>a. Agency concerned shall submit documents required to the Dzongkhag/Dungkhag/Thromde</p> <p>b. Dzongkhag/Dungkhag/Thromde shall verify the case and forward it to NLCS within 30 days</p> <p>c. NLCS shall approve the change of Thram and accordingly confirm to Dzongkhag/ Dungkhag/Thromde/Gewog</p>	<p>a. Copy of clarification or consensus letter from the parent organizations or ministries</p> <p>b. Copy of the government order</p> <p>c. Application form LT (2)</p>	NA	NA	30 days	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>
Processing for registration of land in minor's name (under 18)	<p>a. Verification and authentication of documents</p> <p>b. Submit to NLCS</p>	<p>a. Authentication and recommendation letter from Thromde or Gup</p> <p>b. Letter identifying a legal guardian as custodian of the minor by Thromde or Gup</p>	400/-	NA	One month	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>
Processing for transfer and registration of land in case of sale, purchase, exchange, gift, donation and inheritance	<p>a. The land owner or the beneficiaries must submit the documents as mentioned</p> <p>b. The gewog shall forward the transaction to the Dungkhag/Dzongkhag within thirty days after public notification</p> <p>c. The LR Office shall carry out survey, prepare reports, further submit to NLCS</p> <p>d. The NLCS shall complete the registration of land within 30 days and send the updated thram and cadastral map copies to Dzongkhag/ Dungkhag</p>	<p>a. Duly filled in LT form I</p> <p>b. Land holding declaration form LT form IV of the buyers</p> <p>c. Transaction deed with legal stamps in case of purchase of land which has the mention of clear terms and conditions including costs</p> <p>d. No objection certificate from the family members in case of family</p>	400/-	NA	One day	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>

		<p>land</p> <p>e. No objection certificate from co-owner in case of joint ownership</p> <p>f. Copy of the ID card of the transferee</p> <p>Note: Land below 10 decimal in rural and 13 decimal in urban is not eligible</p>						
Processing for re-instatement of omitted land	<p>a. The applicant must report to the gewog along with the documents as mentioned</p> <p>b. The gewog shall submit the report to Dzongkhag/ Dungkhaag within 15 days</p> <p>c. The Dzongkhag shall submit report to NLCS within 15 days</p> <p>d. NLCS shall reinstate and confirm the Dzongkhag/ Dungkhaag/Gewog to update the Thram within 30 days</p>	<p>a. Copy of the old Thram</p> <p>b. Copy of CID card</p> <p>c. Application form OL (1)</p> <p>Note: If the period of omission is more than five years, the NLCS shall direct the Thromde or the Ministry of Agriculture and Forests to take over the land as Government Reserved Forest land</p>	NA	NA	One month	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>
Processing for land transfer/ Thram Transfer from who wants to leave country	<p>a. Person who wish to leave shall submit and internal agreement or any other documents to authenticate and consider for Thram transfer</p> <p>b. Gewog shall verify the case and submit the report to Dungkhaag/Dzongkhag</p> <p>c. Dzongkhag/Dungkhaag/Thromde shall report it to NLCS to effect Thram changes in the name of beneficiaries</p> <p>d. Dzongkhag/Dungkhaag/Thromde shall also seek approval to declare GRFL in case the land owner has migrated</p>	<p>Internal agreement or any other authentication documents to consider Thram transfer</p>	NA	NA	One week	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>
Land mort-	a. Financial institution shall submit mort-	Mortgage deed from finan-	NA	NA	20 mi-	Tshering	<a 455="" 541="" 912="" 937"="" data-label="Page-Footer" href="mailto:tcho-</td> <td>Tel#</td> </tr> </table> </div> <div data-bbox="> <p>Page 11 of 56</p> 	

gaging	<p>gage deed to the Dzongkhag/Dungkhag/Thromde</p> <p>b. Dzongkhag/Dungkhag/Thromde shall cross check with mortgage register and return the mortgage deed to financial institutions within one day after endorsement if found the same land is not mortgaged</p>	<p>cial institutions in line with loan sanctioning norms</p> <p>Note: <i>If loan availed is defaulted then the mortgaged land shall be transferred to mortgagee based on the verdict passed by Royal Court of Justice</i></p>			nutes	Choden	den@haa.gov.bt	<p>375314</p> <p>Mobile# 17609423</p>
Processing for Land Kidu	<p>a. Kidu application shall submit applications along with the required documents</p> <p>b. Gewog shall verify and submit report to the Dzongkhag along with recommendation form RH (1) within one month</p> <p>c. Dzongkhag shall verify and submit the recommendations to NLCS within one month</p> <p>d. NLCS shall verify and process for commission meeting, instruct Dzongkhag to identify potential land, cross check census status, and then submit to His Majesty the King. After receipt of command from His Majesty the King, NLCS shall direct the Dzongkhag to carry out the plans for implementation of rehabilitation</p>	<p>a. Application</p> <p>b. Duly filled in land property declaration form RH (2)</p> <p>c. Duly filled in family members declaration form RH (3)</p>	NA	NA	Can't be determined	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>
Processing for allotment of GRF or government land	<p>a. Individuals/institutions shall submit application clearly mentioning as specified</p> <p>b. The DLC (Dzongkhag Land Committee) shall verify submit report on GLA form (1 & 2) for final endorsement if they find that there will not be any adverse impacts</p> <p>c. NLCS shall endorse and inform the</p>	<p>Application clearly mentioning the purpose of acquiring, provision of annual plan, availability of budget and period of constructions</p>	NA	NA	One month	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>

	Dzongkhag in writing							
Processing for land acquisitions and Satshab allotment	<p>a. Institution shall submit applications with clear mention of interests</p> <p>b. Dzongkhag shall conduct meeting with land owners within one month</p> <p>c. Land owners shall submit application requesting for cash or land substitute</p> <p>d. Dzongkhag shall assess the identified land if it is good for agriculture, obtain forest clearance if it is good and submit all documents to NLCS and concerned agencies for approval</p> <p>e. NLCS shall intimate approvals to the Dzongkhag/Dungkhag</p>	<p>a. Application clearly stating the interests for which the land is to be acquired</p> <p>b. 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</p> <p>c. Completed form PLA (4) must be ensured by Dzongkhag if the land is agriculturally fit</p>	NA	NA	2 months	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>
Processing for correction of error & discrepancies in Thram and cadastral records	<p>a. Land owner shall submit application to Gup/Dzongkhag/Dungkhag</p> <p>b. Dzongkhag Land Record Section shall visit the particular site, investigate as per Land Act and submit the findings to the NLCS within 30 days</p> <p>c. NLCS shall intimate the corrections to the Dzongkhag/Dungkhag/ Gewog</p>	Application clearly mentioning the technical errors made during survey or Thram compilation, wrong boundary or location of the land	NA	NA	15 days	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>
Processing for conversion of Chuzhing (wet land) to dry land	<p>a. Land owner submits the application form</p> <p>b. Gewog shall verify if proposed land is an inherited land and that s/he has no other land</p> <p>c. Dzongkhag shall intimate the Gup and proponent, be it rejection or approval. The report if approved shall be submitted to the NLCS within 15 days</p>	<p>Application along with the Form LC-1</p> <p>Note: <i>The conversion shall be permitted only up to 50 decimals</i></p>	NA	NA	15 days	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>
Processing for leasing of GRF land	<p>a. Proponent shall submit application along with the forms as prescribed</p> <p>b. Dzongkhag Land Committee (DLC) shall</p>	a. Application along with the form prescribed under GP-1 for Tsamdrol and	NA	NA	One month	Tshering Choden	tcho-den@haa.gov.bt	<p>Tel# 375314</p>

for Tsamdro, Sokshing, agriculture, etc	<p>assess as per the prescribed annexure and submit the report to MoAFs</p> <p>c. The MoAFS shall seek approval from NLCS</p> <p>d. The NLCS shall intimate its approval to MoAFS/</p> <p>e. Dzongkhag/ Dungkhag</p>	<p>SK-1 for Sokshing</p> <p>b. Completed Annexure GP-3 and SK-2 to be done by DLC/LRO</p>						Mobile# 17609423
Processing for leave of staff (earned and casual)	Receive application and forward to HRO	Duly filled in application form only	NA	NA	10 minutes per case	Tshering Choden	tchoden@haa.gov.bt	<p>Tel# 375314</p> <p>Mobile# 17609423</p>

4.3 Engineering Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Survey, Estimates & Drawings	<p>a. Gewogs & sector heads plans, consult and finalize</p> <p>b. Intimate the engineers for preparation of drawings, designs and estimates.</p>	<p>a. Social clearances</p> <p>b. Finalized site</p>	NA	NA	1 week per building, 3 days for smaller works like toilets, two days per KM (road works, R/ walls)	Thinley	thinley@haa.gov.bt	<p>Tel# 375288</p> <p>Mobile# 17620397</p>
Technical sanction	<p>a. Prepare estimates, designs, drawings</p> <p>b. Accord sanction</p>	<p>a. Drawings</p> <p>b. Estimates</p> <p>c. History sheet</p>	NA	NA	10 minutes per case	Thinley	thinley@haa.gov.bt	<p>Tel# 375288</p> <p>Mobile# 17620397</p>
Tender document preparation	<p>a) Convert estimates to Bill of Quantities.</p> <p>b) Prepare SBD</p> <p>c) Scanned drawings, SBD and estimates in PDF.</p> <p>d) Upload in the web page for downloading.</p>	<p>a. BoQ</p> <p>b. SBD</p>	NA	NA	2 days for bulk tendering and one day for one to three works	Thinley	thinley@haa.gov.bt	<p>Tel# 375288</p> <p>Mobile# 17620397</p>

NIT	a. Prepare NIT by the NIT focal person b. Advertise in the medias	a) Estimates	NA	NA	One day	Thinley	thin-ley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Opening of tenders	a) The contractor or the contractors' representatives submit the tender documents to engineering office b) Concerned site engineer calls all the committee members c) The opening committee sits for opening and draws minutes of meeting. d) The opening committee forwards the bidding documents to Evaluation Chairman for evaluation.	a. Bidding documents b. Opening committee members c. Contractors or representatives d. Opening sheet as per the PRR 2009	NA	NA	One day	Thinley	thin-ley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Evaluation of bids	a) The evaluation chairman identified the accounts personnel and engineers for evaluation. b) Carry out the evaluation on-line system (e-tool). c) Prepare the comparative statement. d) Prepare evaluation report sheet. e) Present to the Awarding Committee.	a) Bidding documents b) Estimates	NA	NA	1 day for limited and three weeks for open tender per work	Thinley	thin-ley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Award of works	The awarding committee sits for awarding the work.	a) Chairman from Evaluation Committee b) Awarding committee members c) Evaluation report sheet d) Comparative statement	NA	NA	One hour to three hours	Thinley	thin-ley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Mobilization advance	a) Checked the validity BG (Bank Guarantee) b) Enter into MB	Bank Guarantee in original with validity	NA	NA	1 hour	Thinley	thin-ley@haa.gov.bt	Tel# 375288

	c) Release 10% of contract amount d) Forward to Accounts Section.							Mobile# 17620397
Material advance	a. Verify the material at site b. Enter in measurement c. Release 75% of material bill submitted by the contractor. d. Forward to Accounts Section for release of payment.	a. Bills of materials b. Materials at site	NA	NA	3 days	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Handing taking of works	a. Contractors submit completion report b. Site Engineers check the works at site as per the BoQ and specifications c. Give completion report	Completion report by concerned site engineers.	NA	NA	Within one week	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Processing for payment of bills (both running and final)	a. Contractor submit the bills b. Two Engineers are engaged for joint measurement to minimize the errors. c. Engineers verify the bill submitted by the contractor. d. DE cross check e. Forward to Accounts Section	Bills and BOQ	NA	NA	25 days	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Issuance of house construction approvals	a. The applicants put up the application for house construction from floor two and above. b. The Dzongkhag approves the private construction till floor two level and forward from floor 2 and above to MoWHS for accord of approval.	a. Environment clearance b. Drawings in triplet form c. Copy of Lagthram d. Site plan (includes cadastral map)	NA	NA	One day	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Processing for labour permit	Contractor and an individual shall submit application	a. Application from proponent b. Approval for construction/work award letter in case of contractor	NA	NA	30 minutes	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397

Processing for EOL for staff	a. Staff put up application b. DE office compiles and put up to HR office	a. Must have the reasons and duration b. Undertaking duly signed on legal stamp	NA	NA	20 minutes per case	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Processing for study leave of staff	a. Staff put up application b. DE office compiles and put up to HR office	a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Duly filled training forms, audit & police clearance	NA	NA	20 minutes per case	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Processing for paternity/maternity/medical leave of staff	a. Staff put up application b. DE office compiles and put up to HR office	a. Birth certificate or authentication letter from a hospital administration for maternity and paternity leave b. Referral letter or authentication letter/documents from hospital administration for medical leave	NA	NA	20 minutes per case	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Nominations for training/workshops, etc	a. Staff put up application b. DE office compiles and put up to HR Office	a. Invitation letter from agencies or institutions b. Recommendations from sector head c. Duly filled training forms, audit and police clearance	NA	NA	20 minutes per case	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397

Processing for leave of staff (earned & casual)	Receive application and forward it to HRO	Duly filled in application forms	NA	NA	10 minutes per case	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397
Processing for transfer of staff	<p>a. Ministry issues office orders or verbal directives</p> <p>b. See the genuineness of the applicant</p> <p>c. See if we will receive reliever</p> <p>d. Forward to HRO</p>	Application/duly fill transfer form	NA	NA	10 minutes	Thinley	thinley@haa.gov.bt	Tel# 375288 Mobile# 17620397

4.4 Procurement Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Annual quotation	a. Preparation of tender documents, floating of tender, receive and opening of tender, evaluation and award of quotation	a. Standard bidding documents for goods b. Sealed tender documents c. Comparative statement	NA	NA	60 days	Ugyen Dorji	udorji@haa.gov.bt	Tel# 375494 Mobile# 17944451
Purchase of goods	a. Compile requisition from all the sectors approved by the head of Agency b. Availability of the budget c. Place purchase order of goods to the awarded firm	a. Requisition form b. Comparative statement c. Purchase order	NA	NA	14 days	Ugyen Dorji	udorji@haa.gov.bt	Tel# 375494 Mobile# 17944451
Receive of	a. receive goods from the supplier	a. purchase order	NA	NA	35 days	Ugyen	udor-	Tel#

goods, verification of invoice, stock entry and issue of goods	as per the supply order b. verify the invoice and enter into the sock register. c. issue goods to the concerned sectors	b. invoice c. stock register				Dorji	ji@haa.gov .bt	375494 Mobile# 17944451
Vehicle maintenance	a. Approved note sheet from the head of agency.	a. Note Sheet b. work order	NA	NA	2 days	Ugyen Dorji	udor-ji@haa.gov .bt	Tel# 375494 Mobile# 17944451
Surrendering of unserviceable/obsolete items	a. receive a list of obsolete/unserviceable items from all sectors b. compile all unserviceable items and surrender to DNP	a. Fixed Asset register	NA	NA	Once in a year(1-10 Days)	Ugyen Dorji	udor-ji@haa.gov .bt	Tel# 375494 Mobile# 17944451

4.5 Revenue Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Deposits of fees collected from various proceeds (tender documents, land leasing, etc)	a. Verifying of documents b. Punching in the RAMIS system c. Issuing of receipts d. Deposits	Will depend on sources of revenue	NA	NA	30 minutes	Kinley Tshering	ktshering@haa.gov .bt	Tel# 375348 Mobile# 17633811/ 77633811
Deposits of rural tax collection (land, house, cattle, etc)	a. Verify documents b. Punching in the RAMIS system c. Issue of receipts to concerned gewogs d. Deposit	Form duly filled and signed by gups	NA	NA	30 minutes	Kinley Tshering	ktshering@haa.gov .bt	Tel# 375348 Mobile# 17633811/ 77633811

Processing of death compensation	<ul style="list-style-type: none"> a. Verification of documents signed by census office b. Issue of forms as per the record of concerned gewog c. Receive signs and seal of Dasho Dzongdag d. Forward to Accounts Section 	<ul style="list-style-type: none"> a. Duly filled in death register form b. CID copy of person who receive compensation 	NA	NA	20 minutes	Kinley Tshering	ktshering@haa.gov.bt	Tel# 375348 Mobile# 17633811/77633811
Processing for house insurance deposits	<ul style="list-style-type: none"> a. Receive money from Gups b. Hand over the money to RICBL and get a receipt c. Hand over the receipt to gewogs 	Duly filled in RICBL receipt	NA	NA	30 minutes	Kinley Tshering	ktshering@haa.gov.bt	Tel# 375348 Mobile# 17633811/77633811

4.6 Accounts and Budget Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Preparation of annual budget online (both capital and current)	<ul style="list-style-type: none"> a. Circulation of budget notification received from DNB & GNHC b. Verification of the proposals received from Sectors and Gewogs c. Budget incorporation in the MYRB system d. Submit to DNB for discussion and approval 	<ul style="list-style-type: none"> a. Budget proposals from sectors and gewogs b. GT minutes from gewogs 	NA	NA	Two months	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Proposal of GDG activities through online	<ul style="list-style-type: none"> a. Gewogs plan and send proposals to Dzongkhag b. Budget incorporation in the MYRB system c. Submit to DNB for approval 	GT minutes	NA	NA	Two weeks for whole gewog	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790

Budget preparation for new appointments	<p>a. Sectors apprise Accounts on the new incoming staff</p> <p>b. Calculate amount of fund required</p> <p>c. Re-appropriate required amount to relevant sector from provisional budget</p>	Appointment order of new incoming staff	NA	NA	One day	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	<p>Tel# 375270/375207</p> <p>Mobile# 17831950/17643790</p>
Budget transfer for transferred in and out employee	<p>a. Propose and receive fund transfer letter</p> <p>a. Verify the proposal</p> <p>b. Proposing and approving the proposal through system (MYRB)</p>	Fund transfer working sheet	NA	NA	Two days for bulk	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	<p>Tel# 375270/375207</p> <p>Mobile# 17831950/17643790</p>
Mid-year budget review	<p>a. Received review notification from the DNB</p> <p>b. Collect and compile information related to capital activities from relevant sectors</p> <p>c. Submit the final report to DNB</p>	N/A	NA	NA	One week	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	<p>Tel# 375270/375207</p> <p>Mobile# 17831950/17643790</p>
Financial monitoring (Quarterly)	<p>a. Review system expenditure statement</p> <p>b. Inform sector accordingly of their fund status</p> <p>c. Do fund adjustment among the activities as per sector requisition</p>	N/A	NA	NA	One week	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	<p>Tel# 375270/375207</p> <p>Mobile# 17831950/17643790</p>
Ad hoc budget appropriations	<p>a. Write ad hoc budget requisition letter to DNB</p> <p>b. Receive ad hoc budget incorporation approval from DNB</p> <p>c. Processing through the MYRB system</p>	Budget from VIII	NA	NA	One week	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	<p>Tel# 375270/375207</p> <p>Mobile# 17831950/17643790</p>

Budget Re appropriation and supplementary	a. Approval of note sheet with detail write up b. Update in the MYRB system	Approved note sheet	NA	NA	20 min per transaction	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Bill payments to contractors and suppliers	a. Bills to be checked and verified by DE, procurement officer and sectors b. Bills re-verified by accountants c. Voucher preparation d. Cheque preparation e. Voucher and cheque signing	a. Original bills b. Measurement book	NA	NA	5 days	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Disbursement of salary	a. Update loan, advance and scheme deductions b. Voucher preparation c. Cheque preparation d. Voucher and cheque signing	Loan and scheme deduction letter	N/A		Third week of the month	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Disbursement of TA/DA	a. Bill verification b. Voucher preparation c. Cheque preparation d. Voucher and cheque signing	Original bill accompanied by tour report	NA	NA	First week of succeeding month	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Disbursement of LTC/Leave encashment	a. HR section issues office orders b. Voucher preparation c. Cheque preparation d. Voucher and cheque signing	Office order	NA	NA	Latest by last week of July	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790

Disbursement of increment	a. HR section issues office orders b. Update in the payroll	Office order	NA	NA	Second week of January and July	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Re-release/payment of death compensation	a. Voucher preparation b. Cheque preparation c. Voucher and cheque signing	Death claim certificate	NA	NA	30 min	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Repayment of staff loan and schemes	a. Voucher preparation b. Cheque preparation c. Voucher and cheque signing d. Forward/deposit cheques to various FIs	N/A	NA	NA	Two days	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Issuing TDS certificate, LPC, pay slips and receipts	a. System processing b. Sign and seal	N/A	NA	NA	30 minutes per case	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Processing EOL for staff	a. Staff put up application c. AO office compiles and put up to HR office	a. Must have the reasons and duration b. Undertaking duly signed on legal stamp	NA	NA	20 minutes per case	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790

Processing for study leave of staff	a. Staff put up application b. AO office compiles and put up to HR office	a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Training forms, audit & police clearances	NA	NA	20 minutes per case	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Processing for paternity/ maternity/ medical leave of staff	a. Staff put up application b. AO office compiles and put up to HR office	a. Birth certificate or authentication letter from a hospital administration for maternity and paternity leave b. Referral letter or authentication letter/documents from hospital administration for medical leave	NA	NA	20 minutes per case	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Nominations for training/ workshops, etc	a. Staff put up application b. AO office compiles and put up to HR Office	a. Invitation letter from agencies or institutions b. Recommendations from sector head c. Training forms, audit and police clearances	NA	NA	20 minutes per case	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
Processing for leave of staff (earned & casual)	Receive application and forward it to HRO	Duly filled in leave application form only	NA	NA	10 minutes per case	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790

Processing for transfer of staff	<p>e. Ministry issues office orders or verbal directives</p> <p>f. See the genuiness of the applicant</p> <p>g. See if we will receive reliever</p> <p>h. Forward to HRO</p>	Application/duly fill transfer form	NA	NA	10 minutes	Tshewang Dema (or) Kinley Tenzin	tde-ma@haa.gov.bt /ktenzin@haa.gov.bt	Tel# 375270/375207 Mobile# 17831950/17643790
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4.7 Planning Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Coordination for annual budget preparation	<p>a. Check if the proposals are in line with plan and budget notification</p> <p>b. Give it to budget officer</p> <p>c. Submit to DT</p> <p>d. Endorse by DT</p>	<p>a. GT minutes</p> <p>b. 11th plan document</p>	NA	NA	One month	Lobzang Dorji	ldor-ji@haa.gov.bt	Tel# 375179 Mobile# 17415151
Preparation of APA online	<p>a. Cross check if the proposals are as per the budget availability</p> <p>b. Conduct series of meetings and set targets</p>	<p>a. Data from sectors and gewogs</p> <p>b. 11th plan document</p>	NA	NA	Three months	Lobzang Dorji	ldor-ji@haa.gov.bt	Tel# 375179 Mobile# 17415151
Prepare and conduct of MTR for 11 th plan	<p>a. Compile datas from sectors and gewogs</p> <p>b. Make presentation slides</p> <p>c. Conduct series of meetings with gewogs and sectors and finalize the presentation slides</p>	<p>a. Data from sectors and gewogs</p> <p>b. 11th plan document</p>	NA	NA	Two months	Lobzang Dorji	ldor-ji@haa.gov.bt	Tel# 375179 Mobile# 17415151
Prepare APA review meeting	<p>a. Compile data or facts and figures along with evidences</p> <p>b. Conduct meeting and finlaize</p>	Data from sector heads and gewogs along with evidences	NA	NA	One month	Lobzang Dorji	ldor-ji@haa.gov.bt	Tel# 375179 Mobile#

		like photographs, etc.						17415151
Coordinate monitoring visits to development activity sites	a. Plan site visits b. Inform Dasho and tender committee members c. Office order	a. Site engineer b. BoQ c. Site order book	NA	NA	Once a month	Lobzang Dorji	ldor-ji@haa.gov.bt	Tel# 375179 Mobile# 17415151
Prepare Five Year Plans	a. Attend meeting conducted by GNHC on inception b. Attend meeting on frameworks presentation c. Present it to the gewogs and sector d. Draft document line with the guidelines and directives e. Conduct series of consultation meetings f. Finalize and endorse by DT	a. Guide line book b. Budget outlay ceiling	NA	NA	Two years	Lobzang Dorji	ldor-ji@haa.gov.bt	Tel# 375179 Mobile# 17415151

4.8 Cultural Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Processing for approval of construction for new religious structures	a. Receive applications from proponents along with documents b. Verify documents c. Forward documents to DoC for approval if all documents are submitted	a. Application endorsed by gewog b. Duly filled in Form A c. Drawings & estimates d. Mode of execution letter e. Land Thram Copy	NA	NA	1 hour	Tandin wangdi		Tel# 375416 Mobile# 17163445
Processing for approval for renovation of structures more than 100 years	a. Receive applications from proponents along with documents b. Verify documents c. Forward documents to DoC for approval if all documents are submitted	Tandin wangdi		Tel# 375416 Mobile# 17163445	1 hour	Tandin wangdi		Tel# 375416 Mobile# 17163445

	ments are submitted						
Processing for approvals for renovation of structures less than 100 years	<ul style="list-style-type: none"> a. Receive applications from proponents along with documents b. Verify documents c. Forward documents to DoC for approval if all documents are submitted 	<ul style="list-style-type: none"> a. Duly filled in renovation form A b. Existing drawing c. Proposed drawing d. Estimates e. Photographs of existing structure f. Land Thram copy 	NA	NA	1 hour	Tandin wangdi	<ul style="list-style-type: none"> Tel# 375416 Mobile# 17163445
Processing for approval for ceremonies (drupchen & kurims) and invitation of Lams	<ul style="list-style-type: none"> a. Receive applications from proponents along with documents b. Verify documents c. Accord approval if found valid 	<ul style="list-style-type: none"> a. Application with endorsement from gewogs b. Certification letter of the Lam concerned (in case inviting of Lams outside Zhung Dratshang's list) 	NA	NA	30 Minutes	Tandin wangdi	<ul style="list-style-type: none"> Tel# 375416 Mobile# 17163445
Approval for renovation of choetens	<ul style="list-style-type: none"> a. Receive applications from proponents along with documents b. Verify documents c. Forward documents to DoC for approval if all doc d. Accord approval if found valid 	<ul style="list-style-type: none"> a. Application endorsed by gewog b. Duly filled in Form A c. Drawings & estimates d. Mode of execution letter e. Sites elevation f. Land Thram copy g. 	NA	NA	1 hour	Tandin wangdi	<ul style="list-style-type: none"> Tel# 375416 Mobile# 17163445
Processing for approvals for construction for new Choeten	<ul style="list-style-type: none"> e. Receive applications from proponents along with documents f. Verify documents g. Forward documents to DoC for approval if all documents are submitted 	<ul style="list-style-type: none"> f. Application endorsed by gewog g. Duly filled in Form A h. Drawings i. Mode of execution letter j. Land Thram Copy 	NA	NA	1 hour	Tandin wangdi	<ul style="list-style-type: none"> Tel# 375416 Mobile# 17163445

4.9 Environment Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Oth-ers		Name	Email	Contact No
Issuance of environment clearance for roads	a. Proponent submits duly filled in IEE form along required documents b. Site visit by Environment Officer and report writing c. Approval or denial of EC d. forward to NECS(high ways & roads crossing other Dzongkhag boundary)	a. Forestry clearance in case of activities happening in or through state land b. Copy of thram c. KMZ file/Map d. Clearance from DoR/DANTAK e. Social clearance f. Revenue receipts g. Survey report in case of farm road, feeder roads and high-ways	Application fee of Nu. 500.00 Nu. 2 per meter	NA	10 days per activity			
Issuance of EC for power transmission and distributions lines (≤ 33 kV)	a. Proponent submits duly filled in IEE form along required documents e. Site visit by Environment Officer and reporting writing f. Approval or denial of EC g. Forward to NECS (if crossing other dzongkhag boundary)	a. Forestry clearance b. Social clearance c. KMZ file/Map d. Revenue receipts e. Survey report	Application fee of Nu. 500.00 Nu. 2/meter	NA	One to two weeks per activity			
EC for mines	a. Proponent submits duly	a. Duly filled guidelines for	Application	NA	2-3	NEC	www.	Phone #

and quarries	<ul style="list-style-type: none"> filled in IEE form along required documents b. Prepare ToR c. Carry out EIA d. Site visit by NEC e. Approval of EIA f. Preparation of EMP g. Frame mining plan h. Approval or denial of EC 	<ul style="list-style-type: none"> mine and quarries b. KMZ file/Map c. approved EIA/EMP/MP d. Forestry clearance in case of activities happening in or through state land e. thram copy (if happening in Pvt land) f. Social clearance g. Revenue receipts h. Survey report 	<ul style="list-style-type: none"> fee of Nu. 500.00 Nu. 1300/acre 		years		nec.gov.bt	323384
EC for cottage industries	<ul style="list-style-type: none"> a. Proponent submits duly filled in IEE form along required documents b. Site visit by Environment Officer c. Approval or denial of EC 	<ul style="list-style-type: none"> a. Forestry clearance in case of activities happening in state land b. Social clearance c. KMZ file/Map d. Thram copy (if in private land) e. Revenue receipts f. Survey report 	<ul style="list-style-type: none"> Application fee of Nu. 500.00 Nu. 500 processing fee 	NA	Two weeks			
Issuance of EC for small industries	<ul style="list-style-type: none"> a. Proponent submits duly filled in IEE form along required documents b. Site visit by Environment Officer c. Approval or denial of EC 	<ul style="list-style-type: none"> a. Forestry clearance in case of activities happening in state land b. Social clearance c. KMZ file/Map d. Thram copy (if in private land) e. Revenue receipts f. Survey report 	<ul style="list-style-type: none"> Application fee of Nu. 500.00 Nu. 2000 processing fee 	NA	Two weeks			
EC for medium industries	<ul style="list-style-type: none"> a. Proponent submits duly filled in IEE form along required documents b. Site visit by Environment Officer c. Approval or denial of EC 	<ul style="list-style-type: none"> a. Duly filled in guidelines for industries b. Forestry clearance in case of activities happening in state land c. Social clearance 	<ul style="list-style-type: none"> Application fee of Nu. 500.00 Nu. 30,000 processing 	NA	One year	NEC	www.nec.gov.bt	Phone # 323384

		d. Thram copy (if in private land) e. Revenue receipts f. Survey report	fee					
EC for large industries	a. Proponent submits application b. Prepare ToR c. Carry out EIA d. Prepare DPR e. Site visit by NEC f. Approval of EIA g. Preparation of EMP h. Approval or denial of EC	a. Duly filled guidelines for industries b. Forestry clearance in case of activities happening in or through state land i. Social clearance j. Detailed project report (DPR) k. Revenue receipts l. Survey report	Application fee of Nu. 500.00 Nu. 50,000 processing fee	NA	Two to three years per case	NEC	www.nec.gov.bt	Phone # 323384
EC for hydro-power	a. Proponent submits application b. Prepare ToR c. Carry out EIA d. Prepare DPR e. Site visit by NEC f. Approval of EIA g. Preparation of EMP h. Approval or denial of EC	a. Duly filled guidelines for hydropower b. Forestry clearance in case of activities happening in or through state land c. Social clearance d. DPR e. Revenue receipts f. Survey report	Application fee of Nu. 500.00 Nu. 1,000/mega watt	NA	Five years	NEC	www.nec.gov.bt	Phone # 323384
EC for Forest Management Unit	a. Proponent submits application with duly filled IEE form b. Issuance of ToR for EIA c. Site visit by NEC d. Approval or denial of EC	a. Social clearance b. Revenue receipts c. Survey report d. Approved EIA report e. Approved EMP	Application fee of Nu. 500.00 Nu.2/acre	NA	One year	NEC	www.nec.gov.bt	Phone # 323384
Issuance of EC for urban activities	a. Proponent submits duly filled in IEE form along required documents b. Site visit by Environment Officer c. Approval or denial of EC	a. Forestry clearance in case of activities happening in state land b. Social clearance c. Thram copy d. Revenue receipts e. Survey report	Application fee of Nu. 500.00 Nu. 1,000 processing fee	NA	Two weeks per case			

Issuance of EC for others (BHU, schools, mobile towers, residential houses, etc)	a. Proponent submits duly filled in IEE form along required documents b. Site visit by Environment Officer c. Approval or denial of EC	a. Forestry clearance in case of activities happening in state land b. Social clearance c. Thram copy d. Revenue receipts e. Survey report	Application fee of Nu. 500.00 Nu. 2,000 processing fee	NA	Two weeks			
Renewal of EC	Proponents submits an application only for small projects but have to follow all procedures for big projects	a. Copy of previous EC b. Compliance monitoring report c. All renewed documents for bigger projects	20% of initial fee	NA	Time taken for obtaining the initial EC	Respective CAs		
Compliance monitoring	Site visit/inspection	NA	NA	NA	5 days per activity			

4.10 Forestry Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Rural timber allotment	a. Proponent submit application along with required documents b. Make site visit and submit verification report to Range Office	a. Duly filled in rural timber form b. Copy of Lagthram c. CID copy d. Construction approval from gewog/DE	NA	NA	3 days per applicant			
Timber approval and marking from CF	a. Timber application form submission by CFMG members b. Application form verification by CF executive members c. Timber marking by Gewog Forest Officer along with CF Executive members	Application from the proponent to the CF Chairman	NA	NA	One week per CF			

Establishment community forests	<ul style="list-style-type: none"> a. Gewog and DzFO office propose budget b. Receive budget approvals c. Demarcate areas d. Conduct public meeting e. Frame bylaws f. Issue certificate 	CFMG members submit CF application form through Gewog to the Dzongkhag Administration	NA	NA	Three weeks per CF			
Creation of private forests	<ul style="list-style-type: none"> a. Proponent submit application along with required documents b. Cross check if all documents are there 	<ul style="list-style-type: none"> a. Duly filled up application form b. Copy of Lagthram 	NA	NA	Two weeks			
Plantation/ afforestation	Identification of plantation site by respective Gewog Forest Ranger	<ul style="list-style-type: none"> a. Approved plan and identified sites b. Technical Sanction 	NA	NA	Six months			
Protection of water sources	Site identification and proposed in the annual budget	<ul style="list-style-type: none"> a. Approved plan and identified sites b. Technical Sanction 	NA	NA	One month			
Implementation of capital construction activities	<ul style="list-style-type: none"> a. Receive budget\ b. Coordinate with engineers for estimates and drawings c. Decide on the modalities of execution 	<ul style="list-style-type: none"> a. Estimates and drawings b. Budget c. All kinds of clearances 	NA	NA	As soon as budget approval			
Processing for EOL for staff	<ul style="list-style-type: none"> a. Staff put up application b. DzFO office compiles and put up to HR office 	<ul style="list-style-type: none"> a. Must have the reasons and duration b. Undertaking duly signed on legal stamp 	NA	NA	20 minutes per case			
Processing for study leave of staff	<ul style="list-style-type: none"> a. Staff put up application b. DzFO office compiles and put up to HR office 	<ul style="list-style-type: none"> a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Training forms, audit & police clearances 	NA	NA	20 minutes per case			
Processing for paternity/ maternity-	<ul style="list-style-type: none"> a. Staff put up application b. DzFO office compiles and put up to HR office 	<ul style="list-style-type: none"> a. Birth certificate or authentication letter from a hospital administration for maternity and 	NA	NA	20 minutes per case			

ty/medical leave of staff		paternity leave b. Referral letter or authentication letter/documents from hospital administration for medical leave						
Nominations for training/workshops, etc	a. Staff put up application b. DzFO office compiles and put up to HR office	a. Invitation letter from agencies or institutions b. Recommendations from sector head c. Training forms, audit, police clearances	NA	NA	20 minutes per case			
Processing for leave of staff (earned & casual)	Receive and forward the application to HRO	Duly filled in leave application form only	NA	NA	20 minutes per case			
Processing for transfer of staff	i. Ministry issues office orders or verbal directives j. See the genuiness of the applicant k. See if we will receive reliever l. Forward to HRO	Application/duly fill transfer form	NA	NA	10 minutes			

4.11 Disaster Response Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Reaching of search and rescue team at the disaster site	a. Receive information from any individual, office, agency, etc about the disaster or accidents b. Inform rescue team c. Gather materials	All the required materials and kids required for rescuing	NA	NA	Depends on the situation	Sonam wangchuk	swang-chuk@haa.gov.bt	Tel# 375385 Mobile# 77200454
Issuance of relief materials and emergency kits to affected during	a. Gewog informs the Dzongkhag b. Dzongkhag forms a team of two or three officials	Information by gewog as well as site visits that would determine the eli-	NA	NA	Within 12 hours	Sonam wangchuk	swang-chuk@haa.gov.bt	Tel# 375385 Mobile#

disaster and assessment of affected households	c. Reach the kits	gibility of materials and kits						77200454
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4.12 Kidu Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Identification and submission of reports on needy students and destitute	a. Schools and gewog submit a list of needy and destitute b. Assess and verify c. Make a detailed report	a. Profiles of each identified students and destitute b. ID card copy c. Details of family members	NA	NA	Four days per case	Yangka	yang-ka@haa.gov.bt	Tel# 375355 Mobile# 17638534
Disbursement of Kidu allowance	a. Receive allowance b. Apprise Dasho and issue office order	No documents required except that s/he must be in the kidu granted list	NA	NA	Quarterly	Yangka	yang-ka@haa.gov.bt	Tel# 375355 Mobile# 17638534
Data management of Kidu recipients	NA	NA	NA	NA	Regularly updated	Yangka	yang-ka@haa.gov.bt	Tel# 375355 Mobile# 17638534
Preparation and submission of report on disaster	a. Write details of the damages b. Compile family details c. Finalize reports	a. Family details of the affected b. Details of the damages mentioning date, time and cause of disaster	NA	NA	Within 1 to 2 days from the time of disaster	Yangka	yang-ka@haa.gov.bt	Tel# 375355 Mobile# 17638534

4.13 Education Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Establishment of NFE center	a. Gewog submits proposals after doing survey of the number of illiterate people.	a. Proposal from gewog signed by the learners. b. Minimum of 10 learners for each	NA	NA	Within one month	Temba	tem-ba@haa.gov	Tel# 375201 Mobile#

	<ul style="list-style-type: none"> b. School authority assess the numbers of learners and further submits it to Dzongkhag c. Dzongkhag approves it 	proposed center.					.bt	1668006
Processing for establishment of ECCD	<ul style="list-style-type: none"> a. Gewog & school propose b. DEO office assesses feasibility and submit it to ministry c. Submit to Ministry for approval 	Minimum of 15 children aged between 3 to five years	NA	NA	Within one month	Temba	tem-ba@haa.gov.bt	Tel# 375201 Mobile# 1668006
Establishment of New ECR	<ul style="list-style-type: none"> a. Gewog proposes b. DEO assess and approves 	Minimum of 10 children from PP to class III	NA	NA	Within one month	Temba	tem-ba@haa.gov.bt	Tel# 375201 Mobile# 1668006
Upgradation or downgradation of schools	As per education policy	As per education policy and DT minutes	NA	NA	One month	Temba	tem-ba@haa.gov.bt	Tel# 375201 Mobile# 1668006
School admissions	<ul style="list-style-type: none"> a. Receive applications b. See availability of seats c. Interview in case of PP admissions in town areas d. Approve or reject by school admission committee 	<ul style="list-style-type: none"> a. School transfer certificates b. Mark sheets c. Character certificates d. Health card (for PP admissions) e. Birth certificate (PP admission) f. Letter from Census Officer (PP admission) g. ID card copy of parents (PP admission) h. Letter from employer of parents (PP admissions) i. Should be six year old by February for PP Admission 	Nu. 35	NA	One day	Temba	tem-ba@haa.gov.bt	Tel# 375201 Mobile# 1668006
Procurement of goods required for schools	<ul style="list-style-type: none"> a. School administration put up requests 	<ul style="list-style-type: none"> a. Request duly signed by atleast three members of the school committee 	NA	NA	Two months	Temba	tem-ba@haa.gov	Tel# 375201 Mobile#

(books, stationery, etc)	<ul style="list-style-type: none"> b. Follow procurement rules and regulations c. Call quotation d. Supply order 	<ul style="list-style-type: none"> b. An abstract bills with forwarding letter c. Budget allocated d. Stock entry details 					.bt	1668006
Processing for EOL for staff	<ul style="list-style-type: none"> a. Concerned teacher submits his application to Principal Office c. Principal forward to DEO office. d. DEO office compiles and put up to HRC for approval 	<ul style="list-style-type: none"> a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Forwarding form the school Principal 	NA	NA	20 minutes per case	Temba	tem-ba@haa.gov .bt	Tel# 375201 Mobile# 1668006
Processing for study leave of staff	<ul style="list-style-type: none"> a. Concerned teacher submit his application to Principal. b. School submits his petition to DEO office c. DEO office compiles and put up to HRC for approval 	<ul style="list-style-type: none"> a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Duly filled training forms, audit, police clearance clearances d. Forwarding from Principal 	NA	NA	20 minutes per case	Temba	tem-ba@haa.gov .bt	Tel# 375201 Mobile# 1668006
Processing for paternity /maternity/ medical leave of staff	<ul style="list-style-type: none"> a. School submits documents to DEO office b. DEO office compiles and up to HRC for approval 	<ul style="list-style-type: none"> a. Birth certificate or authentication letter from a hospital administration for maternity and paternity leave b. Referral letter or authentication letter/documents from hospital administration for medical leave c. Other required documents d. Forwarding from Principal 	NA	NA	20 minutes per case	Temba	tem-ba@haa.gov .bt	Tel# 375201 Mobile# 1668006
Nominations for training/workshops, etc	<ul style="list-style-type: none"> a. School HRC nominates and put up to DEO office b. DEO office compiles and put up to HRC for approval 	<ul style="list-style-type: none"> d. Invitation letter from agencies or institutions e. Recommendations from schools as well as DEO office 	NA	NA	20 minutes per case	Temba	tem-ba@haa.gov .bt	Tel# 375201 Mobile# 1668006

	al	f. Duly fill training forms, audit, police clearance)						
Processing of leave for Principals (earned & casual)	a. Receive and approved or reject b. Forward a copy to HRO	Duly filled in leave application form with reasons justified.	NA	NA	20 minutes per case	Temba	tem-ba@haa.gov.bt	Tel# 375201 Mobile# 1668006
Processing for transfer of staff	a. Ministry issues office orders or verbal directives b. See the genuiness of the applicant c. See if we will receive reliever d. Forward to HRO	Application/duly fill transfer form	NA	NA	10 minutes	Temba	tem-ba@haa.gov.bt	Tel# 375201 Mobile# 1668006
Implementation of capital construction works	a. Receive budget b. Coordinate with engineers for estimates and designs c. Get budget approval d. Obtain technical sanctions e. Obtain administrative and financial sanctions f. Push up for tender	a. Budget approval b. Drawings & designs c. Technical sanctions d. Administrative and financial sanctions e. Other documents required by PRR 2009	NA	NA	As soon as budget approval	Temba	tem-ba@haa.gov.bt	Tel# 375201 Mobile# 1668006
Data collection	DEO office coordinates with school principals	NA	NA	NA	Within one month of the start of academic session	Temba	tem-ba@haa.gov.bt	Tel# 375201 Mobile# 1668006

4.14 Agricultural Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Land conversion & substitution	<ul style="list-style-type: none"> a. Land owner put up application with reasons b. Dzongkhag committee visits the site and assess, c. recommends to technical team DoA d. Technical committee from DoA visits site e. Submit report with recommendations to NLCS for change of Lagthram 	<ul style="list-style-type: none"> a. Duly filled in conversion form b. Copy of new Lagthram c. Sketch map d. Forest clearance e. CID copy 	NA	NA	Biannually	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Maintenance of farm roads	<ul style="list-style-type: none"> a. Gewogs apprise about the blockages b. DAO office look out for funds c. Coordinate with engineers for estimates d. Decides on the modalities of clearing and work starts 	<ul style="list-style-type: none"> a. Budget approved b. Estimates c. Technical sanctions d. Administrative and financial sanctions e. Minutes of meeting deciding the modalities of executing 	NA	NA	One week per farm road	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Processing for construction of farm Roads	<ul style="list-style-type: none"> a. DAO office checks if there are funds approved right after budget approval b. Coordinate with engineers for estimates c. Apply for environment clearance d. Decides on the modalities of execution 	<ul style="list-style-type: none"> a. Approved budget b. Estimates c. Social Clearance d. Forest and Environment Clearance e. Technical sanctions f. Administrative and financial sanctions g. Minutes of meeting deciding the modalities of executing 	Nu 500 application fee plus Nu. 2/meter	NA	45 days	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829

Processing for execution of other capital construction works	<ul style="list-style-type: none"> a. Proposes budget b. Coordinate with engineers for estimates and designs c. Get budget approval d. Obtain technical sanctions e. Obtain administrative and financial sanctions f. Apply for environment clearance g. Expedite follow up for tender 	<ul style="list-style-type: none"> a. Budget approval b. Drawings & designs c. Technical sanctions d. Administrative and financial sanctions e. Other documents required by PRR 2009 f. Environmental clearance and forest clearance 	As prescribed by NEC	NA	45 days	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Indent collection (crop promotion, new crop, input supply required, etc)	<ul style="list-style-type: none"> a. Coordination meeting with EAs for allocation of budget to different gewogs b. Prepare work plan(Monthly) c. Identify location and beneficiaries e. Place supply order f. Transport and distribute g. Monitor and evaluate h. Report status and progress 	<ul style="list-style-type: none"> a. Approve Budget b. work plan c. Identified location and beneficiaries d. Monitoring report e. Progress report 	NA	NA	6 months	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Input supplies like silos, electric fencing materials farm equipments	<ul style="list-style-type: none"> a. Work out requirement b. Work out budget availability c. Coordinate with concerned agencies d. Place supply order e. Receive goods f. Distribute to beneficiaries 	<ul style="list-style-type: none"> a. Approved budget b. Identified location and beneficiaries 	NA	NA	3 months	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Supply of seeds and seedlings	<ul style="list-style-type: none"> a. Compile requisition from gewogs b. Coordinate and place demand from private and government nursery c. Place supply order d. Distribute 	Work plan, Approved budget, location and beneficiaries list	NA	NA	2months	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Group formation and farmers capacity building	<ul style="list-style-type: none"> a. DAO office and gewogs propose budget b. Receive budget approvals c. Conduct farmers meeting (potential farmer groups) 	NA	NA	NA	Three days per groups	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829

	d. Frame by laws							
Annual data collection	DAO office to coordinate with extension agents and IMS	Format from IMS	NA	NA	Half yearly	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Processing for EOL for staff	a. Staff put up application b. DAO office compiles and put up to HR office	e. Application with reasons and duration e. Undertaking duly signed with legal stamp	NA	NA	20 minutes per case	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Processing for study leave of staff	a. Staff put up application b. DAO office compiles and put up to HR office	a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Duly fill training forms, audit, police clearances	NA	NA	20 minutes per case	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Processing for paternity/ maternity/ medical leave of staff	a. Staff put up application b. DAO office compiles and put up to HR office	a. Birth certificate or authentication letter from a hospital administration for maternity and paternity leave b. Referral letter or authentication letter/documents from hospital administration for medical leave	NA	NA	20 minutes per case	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Nominations for training/ workshops, etc	a. Staff put up application b. DAO office compiles and put up to HR Office	a. Invitation letter from agencies or institutions b. Recommendations from sector head c. Duly filled training forms, audit, security clearances	NA	NA	20 minutes per case	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829
Processing for transfer of staff	a. Ministry issues office orders or verbal directives b. See the genuineness of the applicant e. See if we will receive reliever	Application/duly fill transfer form	NA	NA	10 minutes	Kar-chung	kar-chung@haa.gov.bt	Tel# 375243 Mobile# 17558829

f. Forward to HRO

4.15 Livestock Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Indent collection	DLO office coordinates with extension agents	NA	NA	NA	Within one month from budget approval	Loden Jimba	ljim-ba@haa.gov.bt	Tel# 375284 Mobile# 17658725
Group formation and farmers capacity building	a. DLO offices and gewogs propose budget b. Receive budget approvals c. Conduct farmers meeting (potential farmer groups) d. Frame by laws	As per the approved Geog Plan	NA	NA	Three days per groups	Extension Officials		
Input supplies dairy	a. Work out requirement b. Work out budget availability c. Coordinate with procurement officer d. Place supply order e. Receive goods	As per approved budget and plan	As per policy	NA	6 months			
Supply of improved breeds	a. Work out requirement b. Work out budget availability c. Coordinate with farms d. Place supply order e. Receive goods	NA	As per policy	NA	8 months			
Vaccination and sterilization	DLO office to coordinate with field staffs	As and when needed	NA	NA	One month annually	Extension Officials		
Clinical out-calls	As and when requested and required	NA	NA	NA	Within two hours per case	Extension Officials		
Artificial insemination	On demand	NA	NA	NA	30 minutes per case	Extension Officials		

Implementa- tion of other capital con- struction works	a. Proposes budget b. Coordinate with engineers for estimates and designs c. Get budget approval d. Obtain technical sanctions e. Obtain administrative and financial sanctions	a. Budget approval b. Drawings & designs c. Technical sanctions d. Administrative and financial sanctions e. Other documents re- quired by PRR 2009	NA	NA	45 days			
Annual data collection	DLO office to coordinate with extension agents	As per Ministry's standard guide- lines/formats	NA	NA	Within two months	Extension Officials	Extension Officials	Extension Officials
Animal dis- ease surveil- lance	Investigate different diseases through laboratory findings	As per government policy	NA	NA	Once every month			
Pasture & fodder devel- opment	Supply of inputs	As per need	NA	NA	April - June			
Processing for EOL for staff	c. Staff put up application d. DLO office compiles and put up to HR office	a. Application with rea- sons and duration b. Undertaking duly signed with legal stamp	NA	NA	20 minutes per case			
Processing for study leave of staff	a. Staff put up application b. DLO office compiles and put up to HR office	a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Other required docu- ments (training forms, audit, police clearance)	NA	NA	20 minus per case			
Processing for paternity/ ma- terni- ty/medical leave of staff	a. Staff put up application b. DLO office compiles and put up to HR office	a. Birth certificate or au- thentication letter from a hospital administra- tion for maternity and paternity leave b. Referral letter or au- thentication let- ter/documents from	NA	NA	20 minutes per case			

		hospital administration for medical leave c. Other required documents						
Nominations for training/workshops, etc	a. Staff put up application b. DLO office compiles and put up to HR Office	a. Invitation letter from agencies or institutions b. Recommendations from sector head c. Duly fill training forms, audit & security clearances	NA	NA	20 minutes per case			
Processing for transfer of staff	a. Receive application to HRO b. Look for reliever c. Submit to HRO	Duly filled in application form	NA	NA	20 Minutes			
Processing of leave of staff (causal and earned)	Receive and forward the application to HRO	Duly Filled in application form with genuine reason for the leave	NA	NA	20 minutes			

4.16 Health Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
General supervision and monitoring (elderly care, child health, etc)	Supervision and monitoring of health centers	Standard checklist	NA	NA	Two days (twice a year)	Samten	sam-ten@haa.gov.bt	Tel# 375252 Mobile# 77224495

Medical Education (CME) for Health Workers on disease prevention and control	Conduct training in the hospital	a. Budget b. Approval from Medical Council c. Approval from Dzongkhag	NA	NA	One day (Soon after budget approval)	Samten	sam-ten@haa.gov.bt	Tel# 375252 Mobile# 77224495
Public health activities (on communicable and non-communicable diseases)	a. Form medical team, b. Visit gewogs c. Screening d. Treatment e. Awareness	a. Budget b. Approval from Dzongkhag	NA	NA	Soon after budget approval	Samten	sam-ten@haa.gov.bt	Tel# 375252 Mobile# 77224495
Traditional Medicine (steam therapy, medication and education)	Screening, examination and treatment of clients and patients as per illness/ disease situation using the existing SOP	a. Registered OPD Card b. Any previous medical prescriptions	NA	NA	30 minutes per client	Samten	sam-ten@haa.gov.bt	Tel# 375252 Mobile# 77224495
OPD (consultation, minor OT, etc)	Screening, examination and treatment of clients and patients as per illness/ disease situation using the existing SOP	a. Registered OPD Card b. Any previous medical prescriptions	NA	NA	30 minutes per client	HA/Doctor/ Nurses		
Dental (prophylaxis, scaling, filling, extraction, medication)	Screening, examination and treatment of clients and patients as per illness/ disease situation using the existing SOP	a. Registered OPD Card b. Any previous medical prescriptions	NA	NA	20 minutes per client on average	Dental Surgeon/ Hygienist		
Ophthalmic care services	Screening, examination and treatment of clients and patients as per illness/ disease situation using the existing SOP	a. Registered OPD Card b. Any previous medical prescriptions	NA	NA	20 minutes per client	Ophthalmic Assistant		
Lab Services	Sample collection, testing, screening, reporting as per the prescribing physician/ Doctor/ HA/ Clinical Officer	a. Old Medical Prescriptions b. Lab test prescribed by competent clinician	NA	NA	4 hours	Lab Techn.		

Diagnostic Services (X-ray and Ultra-sound)	X-Ray/ USG scanning as per the prescribing Physician/ Doctor/ HA/Clinical Officer	a. Old Medical Prescription b. Part of body anatomy to be scanned prescribed by competent clinician c. Empty Stomach for Abdominal USG	NA	NA	40 minutes	X-ray/ USG technician		
Nursing (delivery, minor OT, minor OP, patient escort and pick up, etc)	Screening, examination and treatment of clients and patients as per illness/ disease situation using the existing SOP	a. Old Medical Prescriptions b. ANC card for delivery	NA	NA	Depends on illness/ type of case/ Distance from the nearest ambulance.	Nurses/ Health workers/ EMT		
Pharmacy Dispensing	a. Dispensing of medicines b. Education on how to take the medicines	Medical prescription from an Authorized Prescriber			5 minutes	Pharmacy Technician		
EMT	Emergency Medical Services	As per policy and norms			When required	On call duty staff		
Issuing of medical certificate	a. Registration b. X-ray c. Vision test d. Payment for the certificate	Registration Any Lab test as required X-ray if required Eye Vision Check up	Nu. 30	NA	30 minutes per case (After 1 pm on working days and after 12 pm on Saturday)			
Issuing of medico-legal certificate	Medical checkup/ Postmortem	Inquest letter from RBP/ competent Authority	NA	NA	30 minutes per case	Whoever carry out the Medical Check-up procedures		
Implementation of other capital construction works	a. Proposes budget b. Coordinate with engineers for estimates and designs	a. Budget approval b. Drawings & designs c. Technical sanctions	NA	NA	45 days			

	c. Get budget approval d. Obtain technical sanctions f. Obtain administrative and financial sanctions	d. Administrative and financial sanctions e. Other documents required by PRR 2009						
Processing for EOL for staff	a. Staff put up application b. DHO office compiles and put up to HR office	a. Application with reasons and duration b. Undertaking duly signed with legal stamp	NA	NA	20 minutes per case			
Processing for study leave of staff	a. Staff put up application b. DHO office compiles and put up to HR office	a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Duly fill training forms, audit, police clearances	NA	NA	20 minutes per case			
Processing for paternity/ maternity/medical leave of staff	a. Staff put up application b. DHO office compiles and put up to HR office	a. Birth certificate or authentication letter from a hospital administration for maternity and paternity leave b. Referral letter or authentication letter/documents from hospital administration for medical leave	NA	NA	20 minutes per case			
Nominations for training/workshops, etc	a. Staff put up application b. DHO office compiles and put up to HR Office	d. Invitation letter from agencies or institutions e. Recommendations from sector head f. Duly fill training forms, audit & security clearances	NA	NA	20 minutes per case			
Processing of leave of staff (causal and earned)	Receive and forward the application to HRO	Duly Filled in application form with genuine reason for the leave	NA	NA	20 minutes			

Processing for transfer of staff	g. Receive application to HRO h. Look for reliever	Duly filled in application form	NA	NA	20 Minutes			
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4.17 Human Resource Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Recruitment & Selection	a. Post announcement and advertisement b. Collect application forms c. Short listing of applicants, written examination and viva test d. Declaration of result e. Issuing of appointment order f. Filling up of service book of the selected candidate	a. Security clearance certificate b. Copy of Citizenship Identity card c. Copy of mark sheet as announced d. Medical fitness certificate g. Passport size photograph h. Duly filled application form and their CV	NA	NA	Two mohs	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504
Promotion (Decentralized)	a. Collection of Promotion forms and calculation of PE ratings b. Put up the Promotion Checklist to the HRC for endorsement. c. Pay fixation for promotion d. Enter Promotion details in the system (CSIS) e. Endorse and print Promotion	a. PE forms for last three years b. Audit Clearance Certificate c. Security Clearance d. Promotion form	NA	NA	Oct-Dec for Jan. promotion April-July for July promotion	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504
Increment/Leave encash-	a. Compilation of names of staff	Application form for LE	NA	NA	One	Kinley Wang-	kwang-due@haa.gov	Tel# 375305

ment/LTC	b. Submission of names to accounts section for LTC, leave encashment and increment along with office order c.				month	due	v.bt	Mobile# 17606504
Transfer/ & Joining	a. Receive transfer requisitions from sector heads b. Study and approve case by case c. Recommend transfer d. Receive transfer order e. Issue office order	a. Transfer order from relevant Agency b. Joining report c. No due certificate from Sector Heads for relieving order d. Handing/taking for relieving order e. Decision of the HR Committee	NA	NA	20 minutes per case	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504
Resignation, Superannuation & Termination	a. Submit resignation letter or notice one month before b. Deliberate in the HR Committee meeting c. Issue notice before one month in case of termination from job d. Issue notice before three months in case of contract termination	a. Application for superannuation or resignation b. No due certificate from Sector Heads c. Tax clearance certificate d. Audit Clearance e. Certificate Clearance from Financial Institutes f. Handing/taking for relieving order	NA	NA	5 days per case	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504
Regularization of service	a. HRC meeting b. Issuing of order	a. PE form for one year b. Recommendation from the concerned head	NA	NA	20 minutes per case	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504
Extraordinary Leave for staff	a. Compile case from sector heads application b. Submit to HRC c. Approval or denial of leave	a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Endorsement from HRC	NA	NA	30 minutes per case	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504

Study leave of staff	<ul style="list-style-type: none"> a. Compile case form sector heads b. Put up to HRC c. Approval or denial of leave 	<ul style="list-style-type: none"> a. Must have the reasons and duration b. Undertaking duly signed on legal stamp c. Training forms, police & audit clearances d. Approval from HRC e. Letter of award 	NA	NA	30 minutes per case	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504
Paternity/ maternity/medical leave of staff	<ul style="list-style-type: none"> a. Compile case from sector heads b. Put up to HRC c. Approval or denial of leave 	<ul style="list-style-type: none"> a. Birth certificate or authentication letter from a hospital administration/competent authority for maternity and paternity leave b. Referral letter or authentication letter/documents from hospital administration for medical leave 	NA	NA	30 minutes per case	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504
Earned/casual Leave	<ul style="list-style-type: none"> a. Compile case from sector heads b. Receive application from staff only 	Application only	NA	NA	10 minutes per case	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504
Nominations for training/workshops, etc	<ul style="list-style-type: none"> a. HR Office compile case b. Put up to HRC c. Approval or rejections of candidate d. Office order 	<ul style="list-style-type: none"> a. Invitation letter from agencies or institutions b. Ex -country training form c. In country training form d. Recommendations from sector head e. Duly filled training forms, audit and clearance) 	NA	NA	20 minutes per case	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504
Contract Extension	<ul style="list-style-type: none"> a. Processing of documents b. HRC meeting c. Forwarding of case to concerned Ministry and RCSC for approval d. Issuance of Contract Extension 	<ul style="list-style-type: none"> a. PE forms for the last 2 years b. Security clearance certificate c. Audit Clearance Certificate d. Contract extension form e. Recommendation letter by concerned sector 	NA	NA	1 hour per case to process	Kinley Wang-due	kwang-due@haa.gov.bt	Tel# 375305 Mobile# 17606504

	sion order	heads/HRC/Parent Agency						
Staff profile in Excel Sheet	a. Collect from sectors for with huge staff strength b. Compile from service books for Dungkhag, and civil sectors of the Dzongkhag Adm	Format	NA	NA	Regularly updated	Kinley Wangdue	kwangdue@haa.gov.bt	Tel# 375305 Mobile# 17606504
Updation of CSIS and service book of staff	NA	Shall be determined by the incoming and outgoing staff	NA	NA	Regularly updated	Kinley Wangdue	kwangdue@haa.gov.bt	Tel# 375305 Mobile# 17606504
Approval of audit clearance	As per norms	Online application	NA	NA	10 minutes per case	Kinley Wangdue	kwangdue@haa.gov.bt	Tel# 375305 Mobile# 17606504
Processing of claim from CSWS	a. Staff submit application and claim form	Death certificate and CSWS claim form 3.5	NA	NA	Within 5 working days	Kinley Wangdue	kwangdue@haa.gov.bt	Tel# 375305 Mobile# 17606504
Asset Declaration	a. Reminding sector heads and staff b. Report writing after the deadline c. Follow up actions	As required by the rules	NA	NA	March/April	Kinley Wangdue	kwangdue@haa.gov.bt	Tel# 375305 Mobile# 17606504

4.18 Election Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Registration in the Electoral Roll	a. Receive a form from Election Office b. Fill in and submit it to the Election office	a. Duly filled registration form b. CID Copy	NA	NA	1 hour			
VPIC Issuance	a. Get a registration form b. Fill in and submit to Election	a. Duly fill in form b. CID Copy	NA	NA	30 minutes			

	Office				per case			
Change of Demkhong/ Transfer cases	<ul style="list-style-type: none"> a. Go to Census Office b. Get a letter from Census Office stating that the census has been transferred c. Submit it to Election Office 	A letter from Census Office to authenticate that her/his census has been transferred	NA	NA	30 minutes per case			

4.19 ICT Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Website updating	Receive Information from sectors Data punching/uploading	Information such as report/ news and event / NIT / Results	NA	NA	30 min	Jambay dorji		
Google Apps update	Request to DITT of new google apps account Request to DITT transfer of google apps account	Transfer and appointment letter	NA	NA	20 min			
Fiber optic	Receive complain and forward to BPC	Complain letter/call/email	NA	NA	20 min			
Maintenance of networks	During breakdowns/poor network/poor Internet speed	NA	NA	NA	30 min for minor breakdown and 3 hrs for major breakdown			

4.20 Legal Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Handling OAG Cases (Criminal cases)	a. Preliminary Hearing b. Opening statement c. Rebuttal d. Evidence hearing e. Closing argument, f. Judgment	Acts, Rules and Regulation, Policy papers	Nu. 50 as registration fee	NA	One day for each of these procedure			
Represent in legal cases	a. Notification to defendant b. Drafting of pleading c. Preliminary hearing d. Opening statement e. Rebuttal f. Evidence hearing g. Closing argument h. Judgement	Acts, Rules and Regulation, Policy papers	NA	NA	One day for each of the procedure			
Land dispute settlement	a. Summon order to parties b. Meeting with parties c. Site visit d. Drafting decision e. Copies sent to parties	Acts, Rules and Regulation, Policy papers	NA	NA	One week			
Follow up on ACC directives on corruption	a. Formation of Investigation Team/ discussion b. Statement collection c. Presentation of findings to disciplinary committee d. Forwarding of report to ACC	Acts, Rules and Regulation, Policy papers	NA	NA	One week			

4.21 Internal Audit Services

Services	Procedure	Requirements	TAT	Responsible Person
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		Documents	Fees	Others		Name	Email	Contact No
Periodic re-view of works (both procurement of goods and works)	a. Risk Assessment b. Requisition for required documents. c. Focus discussion with relevant engineers and accountants and other relevant sectors, d. Physical measurement with site engineer. e. Physical verification. f. Report writing & Presentation.	FRR, PRR, tender documents, evaluation reports, vouchers and other relevant acts and rules, (Evaluation guidelines, procurement of goods & works guidelines, etc)	NA	NA	Two weeks per activity			

4.22 General Services

Services	Procedure	Requirements			TAT	Responsible Person		
		Documents	Fees	Others		Name	Email	Contact No
Drafting of letters, note sheet, office order, etc (less than one page)	NA	Required by norms; must contain policy statements, rules, deliveries, time, etc in the content	NA	NA	Maximum of 10 to 20 minutes per case	All sector heads and GAOs		

5. Grievance Re-dressal Mechanism

For any inconveniences and grievances due to not being able to deliver services by the sectors, the public may visit or directly contact the focal persons as mentioned below. Dzongkhag administration pledges to view complaints as means to improve efficiency in delivering services to the citizens.

1.	Grievance Redressal Committee	Dzongkhag Tender Committee, Human Resource Committee, Dzongkhag Land Committee, Dzongkhag Environment Committee, Dzongkhag Investigation Team, Dzongkhag Land Leasing Committee, Waste Management Committee, Accountability Fixation Committee
2.	Grievance Redressal Focal Person	
3.	Website	www.haa.gov.bt
4.	Helpline	

6. Stakeholders

Sl. No.	Agency	Specific requirements from the agency	Extent of dependence
1	Department of Civil Registration and Census	Immediate action for approval or give further directives, if any, regarding census transfer, birth and death registration, new ID or ID card change to enable us to deliver services within stipulated time	Very High
2	National Land Commission Secretariat	Immediate approval for land related cases or give directives thereof to enable us to provide services within stipulated time frame	Very High
3	Ministry of Finance	No disruptions in the systems like PEMS & MYRB to enable us to propose and get release of funds for both current and capital funds	Very High
4	Bhutan Telecom Limited	Enhancement and ensuring of internet uptime reliability so that our systems used by LR, Census, Accounts, Engineering and Planning Sections who are entirely dependent on internet reliability can perform better and deliver mentioned services within the set time frame	Very High
5	Bhutan Power Corporation Limited	Ensuring of electricity reliability and fibre optic as our works are entirely computerized that depend on power fibre optic	Very High
6	Department of Culture	Faster approvals or rejections for construction and renovation of religious infrastructures and choetens to enable us to carry out works at the earliest possible	Very High

7	National Environment Commission Secretariat	Approval and Renewal of EC proposed/forwarded by Dzongkhag for developmental projects.	Very High
8	Ministry of Agriculture and Forests	Land conversion and exchange approvals, ECs, etc	Very high
9	Sectors within Dzongkhag	Expedite coordination and facilitation for all kinds of approved development activities	Very High

7. Next date of review of SDS

The importance was seen that the Service Delivery Standard must 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. Hence it shall be reviewed after a year from the date of this publishing. February 2017 shall be the year for reviewing this Service Delivery Standards. The review shall have a deliberative debate and come to consensus of improving our SDS as well as monitoring forms based on lessons and experiences that the sector heads, the service providers, will gain while providing the services to the people.

8. Monitoring and Evaluation

Monitoring and evaluation aspects must be a part of this document to ensure that this administration has knowledge if the sectors could perform and deliver as expected. Hence the format to keep record of the time taken to deliver services has been developed and agreed upon to adopt unanimously.

Sl No	Type of Services Provided	Projected time	Actual time taken		Achievement (%)	Remarks
			Start (Date & Time)	End (Date & Time)		

9. Undertaking/Agreement

After a thorough look at and deliberations on the articulations of the service deliverables and its possible time taking frameworks, the agreement was signed between the Dasho Dzongdag, head of Dzongkhag administration and the sector heads with the undertaking statement as follows.

Whereas;

We, the Sector heads of Haa Dzongkhag Administration, commit to the Dzongdag, the Government and the people of Haa Dzongkhag that we shall comply strictly with the service time schedule and daily record maintenance schedule in order to deliver the results described thereof and track the record of our performance.

(Kinley Wangdue)
HR Officer

(Pema)
CRC Officer

(Samten)
Health Officer

Electoral Officer

Cultural Officer

Environment Officer

LR Officer

District Engineer

Accounts/Budget Officer

Kidu Program Officer

ICT Officer

Revenue Officer

DT Secretary

Agriculture Officer

Offtg. Legal Officer

Procurement Officer

Forest Officer

Planning Officer

Education Officer

Internal Auditor

Livestock Officer

Whereas;

I, the Dzongdag, Dzongkhag Administration, Haa commit to the sector heads on behalf of the Government and the people of Haa to provide necessary supports and guidance within for delivery of the services described in this SDS booklet.

Kinzang
DZONGDAG