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INTRODUCTION

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

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

This Public Service Delivery Standards for Chhukha Dzongkhag Administration is published in accordance with the targets set in Annual Performance Agreement (APA) 2015-16 of Chhukha Dzongkhag signed between the Hon'ble Prime Minister and Dasho Dzongdag on July 10, 2015 at the Royal Banquet Hall, Thimphu. With publication of this Public Service Delivery Standards, Chhukha Dzongkhag Administration will have partially achieved the Mandatory objective of 'improving public service delivery' of Dzongkhag APA 2015-16. It is also a testimony that Dzongkhag Dzongkhag Administration is constantly striving to prevent corruption in the system. Chhukha Dzongkhag therefore strives, to achieve objectives of the government to improve public services by drawing Public Service Delivery Standards of all the Dzongkhag sectors under Dzongkhag Administration.

The objectives of Service Delivery Standards:

An effective Service Delivery Standards in the Dzongkhag Administration will ensure good governance by ensuring public services are catered to the public on time satisfactorily with accountability and transparency. An effective Service Delivery Standards ensures that impediments to quick service deliveries are removed and customer satisfaction maintained.

The objectives of the Service Delivery Standards are to:

Enhance public service delivery with a clear understanding of Service Delivery Standards, including user fees for services and options for grievance redress; and increase organizational effectiveness and performance by making a public commitment to adhere to measurable Service Delivery Standards.

It includes measures to:

- (i) Establish a set of procedure to avail services from various sectors housed in the Dzongkhag administration; and
- (ii) Provide a framework for the management to improve public services efficiently and effectively.

An effective Service Delivery Standards can ensure transparency, which will effectively address and mitigate the following risks:

- (i) Avoid miscommunication and misunderstanding between the service provider and the customers in the Dzongkhag;
- (ii) Avoid nepotism or favoritism between friends, relatives and general public while availing the services from the Dzongkhag.

Service Delivery Standards of various sectors and units based in the Chhukha Dzongkhag Administration are listed below.

SECTORWISE SERVICE DELIVERY STANDARDS:

1. SERVICE DELIVERY STANDARDS OF CIVIL REGISTRATION AND CENSUS:

1.1. Procedure for new birth registration:

- 1.1.1. Download Birth Registration Form (BCRS-BR-01) from the www.mohca.gov.bt;
- 1.1.2. Duly complete filling up the BCRS-BR-01 Form;
- 1.1.3. At the bottom of the form - Signature of both the parents is mandatory along with the signature of Head of the Household, where the child census is to be registered;
- 1.1.4. The Chiwog Tshogpa and the Gup have to thoroughly verify and authenticate the citizenship credential of the parents of the new born child;
- 1.1.5. Seal and signature of the Gup/Dzongkhag Civil Registration and Census Officer (DCRCO).

Documents required for new birth registration:

1. Notification of birth (if born in Hospital/BHU), whole set of Health Card except the immunization chart growth rate;
2. Identification documents of parents i.e., CID copy of both the parents;
3. Copy of marriage certificate, otherwise endorsement from the Chiwog Tshogpa & Gup. Gup's endorsement is compulsory, if birth is certified by respective Chiwog Tshogpa;
4. Consent from Head of Household (it is mandatory if the child's census is to be registered with a person, other than either of the parents);
5. One legal stamp to be affixed.

1.2. Procedure for death reporting:

- 1.2.1. Download Death Reporting Form (BCRS-DR-01) from the www.mohca.gov.bt;
- 1.2.2. Duly complete filling up the BCRS-DR-01 Form, including the Name and signature of the requestor;
- 1.2.3. The signature and seal of Gup and DCRCO must also be completed in all respect.

Documents required for death reporting:

1. CID / SRP copy of the requestor;

2. A copy of the Death Certificate, confirming his/her death issued by the Medical center;
3. Officer in Hospital /HA in BHU, if the death occurred within the health facilities;
4. Original CID/**SRP** card of the deceased to be surrendered to DCRCO Office;
5. Statement from Chiwog Tshogpa confirming the death duly endorsed by the respective Gup, if the person is expired in place other than health facilities;
6. No objection letter required, if the census registration of the insurance claimer is not in the same household with the deceased person and
7. One legal stamp to be affixed.

1.3. Procedure for changing the head of household:

- 1.3.1. Download the form – Head of the Household Form (**BCRS-HoH-01**) from www.mohca.gov.bt.
- 1.3.2. Duly complete filling up the **BCRS-HoH-01** Form;
- 1.3.3. Signature of the Gup / DCRCO and Dzongdag.

Documents required for change of head of the household:

1. No objection certification on the form / Letter from the concerned family members above 18 years, having the census registration in the same household confirming that there is no objection in the nomination of the new Head of the Household in their Household;
2. Legal Stamp to be affixed individually confirming the nomination of the new Household members.

1.4. Procedure for new CID /SRP card processing:

- 1.4.1. Download form –(BCRS-CID-01) for new Citizenship Identity Card processing from www.mohca.gov.bt;
- 1.4.2. Duly complete the BCRS-CID-01 Form;
- 1.4.3. Two no. of Passport size photograph duly verified at the back side of passport by the Gup;
- 1.4.4. Affix legal stamp;
- 1.4.5. Citizenship credential authentication by respective Gup;
- 1.4.6. Verification of the citizenship credential of the person in the record by the DCRCO and endorse by Dzongdag;
- 1.4.7. The CID / SRP card printed at Ministry of Home and Cultural Affairs (MoHCA) will be delivered to public once the Dzongkhag receives the CID/SRP cards.

1.5. Procedure for obtaining household information and family details:

- 1.5.1. Download form –BCRS-SAF-01 from www.mohca.gov.bt;
- 1.5.2. Duly complete filling up BCRS-SAF-01 Form;
- 1.5.3. The Household information and family details will not be issued to a person other than the one who reports in person, if so deemed, a letter of no objection need to be produced in his / her absence;
- 1.5.4. Name, signature and contact no. of the applicant.

1.6. Procedure for reporting loss of CID/ Special Residence Permit (SRP):

- 1.6.1. Download form –BCRS-LOST-01 from the www.mohca.gov.bt;
- 1.6.2. Duly complete filling up BCRS-LOST-01 Form;
- 1.6.3. Lost report from the RBP / Gup and the authority concerned;
- 1.6.4. The respective Dzongkhag will verify records, take photograph and forward to the Ministry of Home and Cultural Affairs for printing;
- 1.6.5. 1 Passport photograph & legal stamp;
- 1.6.6. Verification of the records by the DCRCO and endorsement by Dzongdag
- 1.6.7. The CID / SRP card printed at Ministry will be delivered to public once the Dzongkhag receives the card.

1.7. Replacement of the CID/ SRP cards:

- 1.7.1. Download form –BCRS-REP-01 from www.mohca.gov.bt
- 1.7.2. Duly complete BCRS-REP-01Form.

Documents required for CID/SRP replacement

1. One Passport Photograph;
2. One Legal Stamp;
3. Need to produce original CID/SRP card along with the Service Letter/Certification by Agencies / Gups and Schools Certificate for students and other relevant documents;
4. Signature of DCRC;
5. Signature of Dasho Dzongdag.

1.8. Procedure for name change and date of birth correction:

- 1.8.1. Download form –BCRS-NC & AC -01 from www.mohca.gov.bt
- 1.8.2. Duly complete filling up BCRS-NC & AC -01 Form.

Documents required for name change/age correction:

1. Civil servants: copy of service record certified by the RCSC along with class X, XII and degree certificates or highest academic certificate obtained (original certificates must be produced for authentication);
2. Armed forces: copy of service record certified by record officer along with class X, XII and degree certificates or highest academic certificate obtained (original certificates must be produced for authentication);
3. Judiciary, autonomous agencies and corporations: copy of service record certified by personnel/Human Resource officer along with class X, XII and degree certificates or highest academic certificate obtained (original certificates must be produced for authentication);
4. Monks and nuns: certification by Zhung Dratshang /Uzin/Head of institution;
5. Students: copy of academic certificate or highest academic certificate obtained (original certificates must be produced for authentication);
6. One legal stamp;
7. Signature of applicant;
8. Signature of Gup/Thromde Thuemi;
9. Signature of DCRCO & Dasho Dzongdag.

1.9. Procedure for census transfer within Gewog:

- 1.9.1. Download Census Transfer Forms – BCRS-CT-03 from www.mohca.gov.bt;
- 1.9.2. Duly fill up all the detail information required in the census transfer forms ;
- 1.9.3. If the Census Transfer is proposed for the new household than need to produce a copy of the *Lagthram* in the name of applicant. In case, if the applicant and family members census is to be transferred to another household, the head of the household of that household should accept by signing on the transfer form;
- 1.9.4. Due formalities have to be completed from the receiving head of the household of the respective chiwog and then relieving head of the household;
- 1.9.5. Signature of applicant;
- 1.9.6. Signature of Gup /DCRCO and Dzongdag.

1.10. Procedure for census transfer within Dzongkhag:

- 1.10.1. Download Census Transfer Forms –BCRS-CT-02 from www.mohca.gov.bt;
- 1.10.2. Duly fill up all the detail information required in the census transfer forms;
- 1.10.3. If the census transfer is proposed for the new household than need to produce a copy of the *Lagthram* in the name of applicant. In case, if the applicant and family members census is to be transferred to another household, the head of the household of that household should accept by signing on the transfer form;
- 1.10.4. Due formalities has to be completed from the receiving head of the household /Gup of respective Gewog and then relieving head of the household and Gup;
- 1.10.5. Signature of applicant/ DCRCO and Dzongdag.

1.11. Procedure for inter-Dzongkhag census transfer:

- 1.11.1. Download Census Transfer Forms – BCRS-CT-01 from www.mohca.gov.bt
- 1.11.2. Duly fill up all the detail information required in the census transfer forms;
- 1.11.3. If the census transfer is proposed for the new household than need to produce a copy of the Lagthram in the name of applicant. In case, if the applicant and family members census is to be transferred to another household, the head of the household of that household should accept by signing on the transfer form;
- 1.11.4. Due formalities has to be completed from the receiving head of the household Gup/DCRCO/Dzongdag of respective Dzongkhag and then relieving head of the household / Gup / DCRCO and Dzongdag have to take action accordingly.

1.12. Census appeal cases includes the following categories of cases:

- 1.12.1. Census Drop-Out cases (DO);
- 1.12.2. Census Up-gradation(UG);
- 1.12.3. Absconded (AB);
- 1.12.4. Emigrated (EM)
- 1.12.5. All the Census appeal cases must be addressed to Head of the Dzongkhag Administration and will not accept, if applicants fail to comply, further, the Form - Naturalization and Regularization have to be used while processing the above appeal cases BCRS-CR-01 which can be downloaded from www.mohca.gov.bt
- 1.12.6. In all the above census category, the respective individuals have to submit an application with regard to their appeal addressed to Gup/MoHCA with detail information
- 1.12.7. Based on the report received from the Gewog, in the prescribed format forwarded citing letter Number from the DCRCO Office, the DCRCO office will fix the timeline and accordingly inform the Gup of respective Gewog to inform the Census Tshogpa on the specific date for joint verification;
- 1.12.8. Accordingly, the report will be compiled and the required documents will be collected by the DCRCO office and the individual will be informed over his contact No. on the status of the appeal case;
- 1.12.9. The Format will have to be used same for all the census appeal cases category, as displayed during the training imparted in all the Gewog(s).

Documents required for the above appeal cases:

1. Parents CID / SRP copy or Citizenship Credential details;

2. Health Card of children/ Court Marriage Certificate/Census Tshogpa statement confirming the parentage/ Details of the census record attended in 1992;
3. Employment Testimonial confirming the whereabouts;
4. Any other relevant documents pertinent to citizenship credential.

1.13. DCRCO service forms:

- 1.13.1. All the DCRCO services forms are available at the Webpage www.mohca.gov.bt;
- 1.13.2. Click the webpage www.mohca.gov.bt;
- 1.13.3. You will find Census Forms;
- 1.13.4. Download the same and may use as per the requirement;
- 1.13.5. REMINDER – The DCRCO Office will not accept, if the forms are used in contradictory to the one up-loaded at the Ministry’s webpage with immediate effect from the date of issue of the operational guidelines on the public service delivery.
- 1.13.6. For the Census transfer forms are available in web site.www.mohca.gov.bt DCRC and Gewog Office;
- 1.13.7. Formalities for Census transfer forms in three categories: within Dzongkhag, within Gewog and inter Dzongkhag are same;
- 1.13.8. Fill up the forms.

Documents required:

1. If the person is moving to new household (Lagthram copy is mandatory);
2. The receiving Dzongkhag/Gewog must complete the formalities because the concern Dzongkhag/Gewog must accept his/her census transfer;
3. One legal stamp;
4. Put signature of concern applicant;
5. Receiving head of family must affix his/her signature;
6. Receiving Gup/Thromde Thuemi must affix his/her signature;
7. Receiving Dasho Dzongdag must affix his/her signature;
8. Receiving DCRCO must affix his/her signature;
9. Relieving Head of Family must affix his/her signature;
10. Relieving Gup/Thromde Thuemi must affix his/her signature;
11. Relieving Dasho Dzongdag must affix his/her signature;
12. Relieving DCRCO must affix his/her signature.

2. SERVICE DELIVERY STANDARDS OF LAND RECORD SECTOR:

2.1. Procedure for obtaining ownership certificate:

- 2.1.1. The applicant shall put up an application to the Gup mentioning the reason why ownership certificate is required with clear Thram no. and Thram holder's citizenship identity card no.;
- 2.1.2. The Gup shall verify and forward the application to Dzongkhag Administration addressed to the Dasho Dzongdag;
- 2.1.3. The land record sector shall crosscheck with Thram record and forward the application to the National Land Commission Secretariat (NLCS);
- 2.1.4. The NLCS will further crosscheck the application, forwarded by the Dzongkhag and send ownership certificate through fax or post to the Dzongkhag;
- 2.1.5. The Land Record Sector (LRS) shall hand over the ownership certificate to the land owner after depositing Nu. 50/- with the Dzongkhag Revenue Unit.

2.2. Procedure for obtaining clearance certificate for land mortgage:

- 2.2.1. The land owner shall approach the Gup office with mortgage deeds after receiving the ownership certificate only;
- 2.2.2. The Gup shall verify the document and keep mortgage record for future reference; After verifying, it should be endorsed and forward to the Dzongkhag administration for approval;
- 2.2.3. The LRS will further crosscheck document with previous mortgage record;
- 2.2.4. After crosschecking details of the document submitted, Land Record Officer (LRO) will recommend for final approval to Dasho Dzongda.

Document required for land mortgage:

1. Original or copy of ownership certificate;
2. Census copy of the Thram holder;
3. No objection from the family members above 18 years if the register land is **family land** and no objection from joint owner if the register land is under **joint owner**;
4. Letter of authority from Thram holder, if the mortgage land belongs to others;
5. Citizenship ID card of the Thram holder.

2.3. Procedure to obtain approval for rural house construction:

- 2.3.1. After obtaining ownership certificate for house construction, the applicant shall approach the Gewog Office for rural house construction form;
- 2.3.2. The Gewog administration shall verify the proposed site for construction;
- 2.3.3. After detail verification, the report shall be submitted to the Dzongkhag administration;
- 2.3.4. Having received rural house construction application forms, the verification will be done jointly with site engineer and land record officials;
- 2.3.5. The final detail report will be submitted to the Dasho for final approval.

Document required for obtaining approval for rural house construction:

1. Ownership certificate for the house construction;
2. Citizenship ID card of the Thram holder;
3. No objection from **the other agency if found necessary**;
4. Map of the house construction.

2.4. Procedure for omission case:

- 2.4.1. As provided in section 107 of the Land Act 2007 a land owner may submit an application for the reinstatement of an omitted land to the Gup. The application shall be in the form prescribed under Annexure OL Form (1);
- 2.4.2. The Gup shall not entertain any application for the reinstatement of omitted land if the period of omission of land is more than 5 years. If the application is submitted within 5 years it shall be processed for reinstatement;
- 2.4.3. Upon evaluation of old Thram and new Thram, if it is not as per rules, the land owner shall not be entitled for land reinstatement;
- 2.4.4. If the period of omission is within 5 years, the Gup shall verify the case and submit it to the Dzongkhag within 15 days. Upon confirmation by the Dzongkhag, the report will be submitted to the NLCS within 15 days after its receipt from the Gewog;
- 2.4.5. The secretariat shall reinstate the omitted land within 30 days as per the report submitted by the Dzongkhag.

2.5. Procedure for registered land exchange with GRF:

- 2.5.1. The concern land owner shall put up an application to the Gewog Office;
- 2.5.2. The Gup shall forward the application to the Dzongkhag;
- 2.5.3. Upon receipt of an application the committee members will visit the site of registered land and proposed land for exchange;
- 2.5.4. After obtaining required document the final report will be submitted to the **Ministry of Agriculture Forest and Park Services (MoFAS)**;
- 2.5.5. The Ministry of Agriculture and NLCS staffs will verify the proposed land and submit feasibility study report to **the ministry**;
- 2.5.6. The **ministry** shall submit the proposed land exchange along with its view to the land commission;
- 2.5.7. Upon approval the secretariat shall instruct the land record to carry out the field survey and demarcate the land provided in exchange;
- 2.5.8. Upon intimation from the land record, Thram will be updated as per survey report submitted by the Dzongkhag.

2.6. Procedure for conversion from wet land to Khimsa:

- 2.6.1. The land owner fulfilling the criteria prescribed under section 321 to 324 of Land Rules and Regulation shall submit an application along with the duly filled up form in annexure LC-form (2) to the Gup;
- 2.6.2. The Gup shall in coordination with the Gewog Agriculture Extension Supervisor verify the facts in order to confirm that the request for the conversion is within the provision of the Land Act 2007 and its rules. The verification of the task should be completed within 15 days of the receipt of the application and submit to the Dzongkhag;
- 2.6.3. Upon receipt of application by the Dzongkhag,
 - a) If the application is rejected, the Dzongkhag shall inform the Gup and the proponent within 15 days of the receipt of the forms. An intimation letter shall contain the ground of rejection;
 - b) If the application is in line with the land act and rules, the Dzongkhag shall accord its approval for the conversion and intimate to the Gup and the proponent accordingly within 15 days including survey report from date of receipt of forms;
- 2.6.4. If approved the LRS shall survey and demarcate the area approved for wet land conversion and submit the survey report to the NLCS to update Thram record;
- 2.6.5. The secretariat shall update the land record within 15 days on the receipt of the conversion case and inform the Dzongkhag and Gewog.

2.7. Procedure on lease of GRF land for Tsamdro/pasture land and sokshing:

- 2.7.1. The proponent shall apply to the DLLC in the form prescribed under [Annexure – GP 1](#) for Tsamdro/pasture development and [Annexure – SK 1](#) for Sokshing;
- 2.7.2. The DLLC specified under section 19 of this rule shall conduct a preliminary assessment as per the form prescribed under [Annexure GP - 2](#) for Tsamdro/pasture development and [Annexure SK– 2](#) for Sokshing, **within 2 months** of receipt of the application;
- 2.7.3. In the event the proposal to lease is recommended by the DLLC, the Dzongkhag shall submit the preliminary assessment report to the **Ministry of Agriculture** in the form prescribed under [Annexure GP-3](#) for Tsamdro/pasture development and [Annexure SK 3](#) for sokshing;
- 2.7.4. If not recommended by the DLLC, the Dzongkhag shall inform the applicant through the Gup in accordance with the form prescribed under [Annexure GP-6](#) for Tsamdro/pasture development and [Annexure SK 6](#) for Sokshing with reasons for not recommending;
- 2.7.5. As per provisions in section 25(a) of this rule, MoA shall verify the suitability of proposed lease based on the preliminary assessment report and in consonance with the relevant laws regulating the management of GRF land **within 1 month** of the receipt of the preliminary assessment report from DLLC;
- 2.7.6. If **MoA** decides that the proposed lease is suitable and in consonance with the applicable laws on management of GRF land, it shall forward and seek the approval of the National Land Commission in the form prescribed under [Annexure GP – 4](#) for Tsamdro/pasture development and [Annexure SK 4](#) for Sokshing;

- 2.7.7. If the proposal is not approved, MoA shall inform the Dzongkhag Administration in accordance with the form prescribed under [Annexure GP-5](#) for Tsamdro/pasture development and [Annexure SK 5](#) for Sokshing.

Note: Annexures/forms are available at www.nlcs.gov.bt

2.8. Procedure to lease land for commercial agriculture farm:

- 2.8.1. Prepare a project proposal with technical assistance and endorsement by the Department of Agriculture;
- 2.8.2. Formulate the project proposal in consultation with the **Ministry of Agriculture**;
- 2.8.3. Submit the application for lease of the GRF land to the **MoA**.

2.9. Procedure to lease land for development activity:

- 2.9.1. For lease of land for any development activity the proponent shall prepare a summary of the specific development activity to be undertaken;
- 2.9.2. The summary of the development activity shall be submitted by the representative of government ministry/agency along with the application for lease of the GRF land to the Dzongkhag Land Lease Committee;
- 2.9.3. The **Ministry** shall carry out a preliminary assessment on the suitability of proposed lease for commercial agriculture farm within one month of the receipt of the application;
- 2.9.4. If the **Ministry** decides that the proposed lease for commercial agriculture farming is suitable, it shall inform the Local Authority to verify and submit a detailed report to the Commission;
- 2.9.5. If the proposal is not approved, the Ministry shall inform the proponent and the local authority accordingly;
- 2.9.6. The Local Authority specified under section 19 of this rule shall conduct the verification tasks for commercial agriculture farm/development activity within one month of receipt of the application and submit to the NLCS/ Ministry of Agriculture for decision;
- 2.9.7. If the **Ministry** approves, it shall seek the approval of the National Land Commission in a form prescribed for commercial agriculture farm or development activity;
- 2.9.8. If the proposal is not approved, the **Ministry** shall inform the proponent and Dzongkhag Administration accordingly.
- 2.10. **Procedure after endorsement by the National Land Commission for lease of Tsamdro/pasture development, sokshing, commercial agriculture farms and development activity:**

2.10.1. Upon endorsement by the National Land Commission, the **Ministry** shall carry out the following activities:

- a) The **MoA** shall execute a lease agreement with the proponent/lessee;
- b) Upon executing the lease agreement, the **MoA** shall, with the assistance of the Dzongkhag Land Record Officer, demarcate the boundaries of land to be leased as specified in the location map and the acreage approved by the National Land Commission;
- c) The proponent shall be required to submit a Management plan within 4 months of the receipt of endorsement from the National Land Commission;
- d) Once the lease agreement is executed, the lease is deemed to be valid for the intended purpose consistent with the terms and conditions provided in the lease agreement and this rule;
- e) The **MoA** shall maintain a record of GRF land leased and submit a copy to the National Land Commission and the Dzongkhag concerned.

2.11. Procedure for leasing GRF land for mining activity:

- 2.11.1. The Department of Geology and Mines (DGM) under the Ministry of Economic Affairs (MoEA) shall have the authority either on its own or through an authorized agency to carry out geo-scientific studies in any area of GRF land within the country under intimation to the National Land Commission and the Ministry of Agriculture;
- 2.11.2. Any expression of interest for lease of mine in GRF land shall be submitted to the DGM of the **MoEA** as per the Mines and Minerals Management Act (MMMA) 1995. Based on the expression of interest the DGM shall identify the proposed mining site after carrying out the preliminary geological investigation and mine pre-feasibility study fulfilling the requirements under MMM Act 1995. Where necessary DGM may fix tentative demarcation pillars during pre-feasibility study for the proposed mining area;
- 2.11.3. If the proposal is found feasible for intended mining operation the DGM on behalf of the proponent/on its own shall apply to the DLLC fulfilling the requirements prescribed in [Annexure MA-1](#). If not found feasible the DGM shall accordingly inform the proponent;
- 2.11.4. If found feasible, the DLLC shall conduct field verification as per the form prescribed under [Annexure MA-2](#) within 2 months of receipt of the application;
- 2.11.5. In the event the proposal to lease is recommended, the DLLC shall submit the proposal to the National Land Commission in the form prescribed under [Annexure MA-3](#) along with a copy of the pre-feasibility report of the DGM;
- 2.11.6. If not recommended by the DLLC, the Dzongkhag administration shall inform the DGM accordingly with reasons for not recommending;
- 2.11.7. If the lease proposal is recommended as per section 49 (a) , the Commission shall review the suitability of proposed lease based on the preliminary assessment report and its consonance with the relevant laws regulating the management of GRF land within 1 month of the receipt of the preliminary assessment report from the DLLC;
- 2.11.8. In the event the Commission rejects the proposal the Dzongkhag concerned and DGM shall be accordingly informed stating the reasons for rejection;
- 2.11.9. If the National Land Commission approves the lease, the DGM shall be issued with a certificate of clearance of the GRF land in the format provided under [Annexure MA-4](#) for the proposed mining activity;

- 2.11.10. Once a certificate of clearance is issued, the DGM shall lease the proposed GRF land for mining activity through appropriate arrangements consistent with the Land Act 2007, this rule, MMMA 1995 and MMR 2002;
- 2.11.11. Management of the lease land for mining including monitoring, fixing and collection of lease rent, royalties, fixing of lease period and annulment of lease shall be the responsibility of the DGM;
- 2.11.12. The DGM shall maintain a record of the GRF land on lease and submit a copy to the Ministry of Agriculture and the National Land Commission Secretariat.

2.12. For any Business/service activities, the proponent shall prepare a summary of the activity to be undertaken with the following documents:

- 2.12.1. Specific business activity to be undertaken;
- 2.12.2. Endorsement by the relevant Government agency to carry out the business activity;
- 2.12.3. The summary of the business activity shall be submitted by the applicant to the DLLC in the form prescribed under [Annexure IE-1](#) along with recommendation letter for the establishment of particular business;
- 2.12.4. The DLLC shall conduct assessment as per the form prescribed under [Annexure IE-2](#) for the proposed business activity within two months of the receipt of the application;
- 2.12.5. In the event the proposal to lease is recommended by the DLLC, the Dzongkhag Administration shall submit the assessment report to the National Land Commission in the form prescribed in [Annexure IE-3](#) for Business Activities;
- 2.12.6. If not recommended, the Dzongkhag Administration shall inform the applicant accordingly along with the reasons for not recommending;
- 2.12.7. The National Land Commission shall approve if the proposal is acceptable;
- 2.12.8. In the event the Commission rejects the proposal, the Dzongkhag concerned shall be accordingly informed by the Commission Secretariat stating the reasons for rejection;
- 2.12.9. As per the provisions in section 66 of this rule, the MoEA shall be issued with a certificate of clearance of the GRF land proposed to be leased for business activity by the Commission [in Annexure IE-4](#) with intimation to the Ministry of Agriculture;
- 2.12.10. Once a certificate of clearance is issued, the MoEA shall lease the proposed GRF land for business activity through appropriate arrangements as prescribed by MoEA including execution of lease deed, fixing and collection of lease rent, monitoring and compliance to the requirements of this rule and any other applicable laws;
- 2.12.11. The MoEA shall maintain a record of the GRF land on lease and submit a copy to the Ministry of Agriculture and the National Land Commission Secretariat.

2.13. Procedure for rural land transaction:

- 2.13.1. The parties entering in to land transaction must submit a transaction deed and the application for change of ownership in the form **LT-1** to the Gewog;
- 2.13.2. The deed must have at least two witnesses with legal stamps affixed by the transferor and transferee;

2.13.3. Specify the terms and conditions and nature of the transaction including the cost of land in case of sale. If another person is authorized to transact, he should submit filled up authorization form **LT-5**.

The following documents are mandatory to be submitted along with the application:

1. Transaction deed;
2. No objection letter from: a) the family members of transferor, in case of family land b) the co-owners in case of joint ownership land;
3. Family tree information if the land is registered as family land (Transferor);
4. Original Lagthram (Transferor) Clearance from Financial institutes if the plot is mortgaged (Transferor);
5. Death certificate or endorsement by Local Authority in the case of deceased (Transferor);
6. Land holding declaration as prescribed under form **LT-4** (Transferee);
7. Photocopy of **I.D** card (Transferee and transferor);
8. Original Lagthram if transacted plot is to be merged with the existing Thram (transferee).

2.13.4. The Gup must verify the records involved in transaction with the Gewog thram and authenticate the transaction documents. If any of the required documents as specified above are not attached with the application, transaction shall be deemed incomplete and shall be returned to the parties;

2.13.5. If all the required documents are complete, the transaction shall be registered by the Gewog and issue a transaction **I.D** number to the parties involved by the Gewog Office. The transaction number for respective Dzongkhag and Gewog as prefix followed by the identity number (eg. Chhukha/ Bjabcho/01);

2.13.6. On the date of issuing transaction number the shall post a transaction notice on the Gewog office notice board for public viewing for 30 days;

2.13.7. If the objection to the transaction arises within 30 days of public notice, the Gewog shall assess the nature of objection;

2.13.8. If the objection is legitimate as per the relevant laws, the transaction application will be returned to the parties within 15 days of the receipt of the objection with justifications;

2.13.9. If no objection is received, the Gup shall forward the transaction documents to the Dungkhag /Dzongkhag within 7 days public viewing. Upon receipt, the Dungkhag/ Dzongkhag shall verify transaction documents for transaction as per relevant rules and carry out one of the following:

1. If a transaction entails subdivision of land, the Drungkhag /Dzongkhag will survey within 30 days after receiving the transaction documents from Gewog and prepare the report in form **LT-3**.
2. After survey, the Drungkhag/ Dzongkhag will validate the transaction documents and survey report and submit to the NLC for approval within one week via online e-sakor.

The following documents should be submitted for the transaction in e-sakor:

2. Filled **LT-1B** form (Endorsement of Gewog)
3. Filled LT-3 form (Survey Report)
4. Xml file of the plot (if there is subdivision)
5. Filled **LTRC-1C** form (validation of Dzongkhag)
6. If the transaction does not require subdivision, the Drungkhag/ Dzongkhag shall validate the transaction documents and submit to **NLC** for approval within one week via **e-sakor** online after receiving from the Gewog;
7. The NLC shall validate the documents received via **e-sakor** online to complete the registration of land in the **Chazhag Sathram**. If approved, the **NLC** shall intimate Drungkhag / Dzongkhag to update their records and also to inform the concerned Gewog and parties accordingly within 15 days;
8. If the transaction is not approved, the **NLC** will inform the Dzongkhag/Drungkhag with reasons;
9. Transaction of **Nu.200/each** shall be paid by the **transferee and transferor** to Gewog office. However, no transaction fee shall be collected in case of inheritance.

2.14. Procedure for land acquisition and substitution of registered land:

- 2.14.1. The applications from the government institutions and Gerab Dratshang on acquisition of private land shall be submitted to the Dzongkhag **LL** committee;
- 2.14.2. The Dzongkhag **LL** committee shall submit the applications and its views including the nature of compensation as a preliminary proposal to the commission;
- 2.14.3. Based on the application submitted by Dzongkhag, the commission shall either reject it with proper justification or instruct the Dzongkhag **LL** committee to conduct the feasibility study and submit the detail report. The report shall include other relevant documents required by the forest and nature conservation act and other laws.
- 2.14.4. The Dzongkhag **LL** committee shall submit its details report and its recommendation to the commission;
- 2.14.5. The commission may either approve or reject the compensation proposed by Dzongkhag **LL** committee with proper justification. If the proposal is not approved, the commission secretariat shall inform the Dzongkhag **LL** committee with reason. If the proposal is approved they will instruct the land record to carry survey works and submit the detail report to commission;
- 2.14.6. After completing ground survey work as per the directive, the final report will be submitted to commission for Thram change through online.

Note: Annexures/forms are available at www.nlcs.gov.bt

3. SERVICE DELIVERY STANDARDS OF ENVIRONMENT SECTION

3.1. Procedure for obtaining Environmental Clearance (EC):

3.1.1. The concerned Sectors & Gewogs shall submit application directly to Dasho Dzongdag, Chairperson of District Environment Committee (DEC) along with required documents;

AND

- Corporation & Private applicants shall route their application through concerned Gup along with required documents;

3.1.2. The concerned Gup shall forward the application with complete set of documents to the Dasho Dzongdag, Chairperson of DEC;

3.1.3. The concerned applicant/proponent/promoter shall pay the application fee (of Nu.....) personally as per the **fee schedule to Dzongkhag Revenue section accordingly**;

3.1.4. The Dasho Dzongdag shall direct DEC members for review & site verification;

3.1.5. As per the applicable time frame given in Environment Assessment Act 2000, Environment Officer (EO) shall review the application and check for required documents, seek additional documents/information and process for EC only after the receipt of fee payment receipt from Revenue section in line with fee schedule manual for the listed activities of DEC;

3.1.6. EO shall coordinate site visit program upon approval of Dasho Dzongda/Dzongrab;

3.1.7. DEC members with minimum of two members/relevant officials shall conduct site visit and submit the report as per the DEC form @ [DEC Form updated.pdf](#);

3.1.8. Dasho Dzongdag/Dzongrab shall review the report and either endorse or reject or provide further directives such as re-verification/joint field visit. EC will get at this stage only;

3.1.9. If the activities falls under non-listed activities, upon endorsement from Dasho Dzongda, EO shall forward proposal to Competent authorities such NEC, MOEA (industry/trade/mines), MoWS (NACSQC/ City), MoA (Agri/forestry/Livestock Department) & MoH;

3.1.10. The concerned Competent Authorities(CA) shall review the application/proposal as per the applicable time frame in the Act;- at this stage, CA shall review, visit site, ask for additional information/documents/issue EC or reject).

Document required:

1. Project proposal/IEE form as per activity: (Mandatory)
2. BPC CLEARANCE (if removing/shifting requires/ROW)
3. Forest Clearance (in GRF area only)
4. Department of Culture approval (cultural activities such as Lhakhang/Chorten constructions):
5. City/Municipal Corporations clearance:

6. DOR CLEARANCE: (takeoff from highway/feeder roads/GC road)
7. Affected Private Parties/public clearances:

3.2. Procedure for Renewal of Environmental Clearance:

3.2.1. The concerned applicant shall submit an application with the following information before expiry of EC date:

1. Details of the company/applicant;
2. A copy of the Environmental Clearance;
3. State the reasons for seeking extension or renewal of the EC;
4. Mention for how long the extension is required;
5. Brief report on how the environmental terms and conditions were implemented;
6. Any other relevant documents such as receipts of fines paid, etc;
7. Shall impose penalty for late renewal after expiry of EC date.

3.2.2. Procedure for site visit:

- CA or the NEC conducts a field visit to verify the information contained in the application.

3.2.3. Decision

- The CA or NEC will then take a decision to either renew or suspend the EC.

3.3. Procedure for compliance monitoring:

3.3.1. DEC may conduct surprise/informed monitoring as and when required or base on complaint received from Gewog/complainants;

3.3.2. DEC/Competent Authority shall Notify, in writing, to the Holder of EC of the findings and may set a time limit for taking action or direct/spot penalty in line with Environmental Law;

3.3.3. The Holder of EC must respond to the notification within the stipulated timeframe and may also enter into consultations with the Secretariat or Competent Authority in order to draw a Compliance Agreement;

3.3.4. The Secretariat/DEC or the Competent Authority shall take necessary action to bring the project under compliance.

3.4. Different types of forms/guidelines (IEE forms):

Sl.No	Types of forms/IEE forms
1	<u>IEE roads\IEE-Form-for-FarmRoads.docx</u>
2	<u>IEE Form-Access road @ IEE roads\IEE-Form-for-Acess Roads.docx</u>
3	<u>IEE Form-Highway road @ IEE roads\IEE-Form-for-highways.docx</u>
4	<u>IEE Form-forestry activities @ IEE-Form-for-Forestry-Activities.docx</u>
5	<u>IEE Form-hydropower projects @ IEE-Form-for-Hydropower-Projects.docx</u>
6	<u>IEE Form-industries @ IEE-Form-for-Industry.doc</u>
7	<u>IEE Form-mining-quarries @ IEE-Form-for-Mining-Quarrying.doc</u>
8	<u>IEE-Form-for-Power-Transmission-Lines.docx</u>
9	<u>IEE Form-tourism activities @ IEE-Form-for-Tourism-Activities.docx</u>
10	<u>IEE form-general activities @ IEE-Form-for-General.docx</u>

Initial Environmental Examination (IEE) Form

3.4.1. Section C (Access Roads)

- (i) Proposal for new road/ widening of existing road:
- (ii) Name of the project proponent with following details
 - a. Name of the applicant
 - b. Address
 - c. Phone/Fax
 - d. Email
- (iii) Describe the purpose of construction of new road/widening of existing road?
- (iv) General Information
 - a. Length (in meter)
 - b. Starting place From To
 - c. Location
 - d. Describe the nature of terrain along the length of road:
 - e. Describe the type of land (agricultural, forest, government, private, others) as well as area (m²) required for road construction along the length of the road.

3.5. Site Preparation

3.5.1. Gradient details(attach detail survey report):

Does it involve cutting?

Yes

If yes, please furnish the following details:

Size of the area to be cut:

Depth of cut:

Location:

Soil type:

Volume and quantity of earth and other material to be removed:

Location of dump site:

Methods/places for disposal of excavated materials:

Does the site preparation require cutting of trees?

Yes

No

If yes, please furnish the following details:

How many trees are proposed to be cut?

Name of water source such as spring, stream, river and water crossing along the length of road.

Describe the environmental mitigation measures for followings:

Type of Negative Impact	Possible Mitigation Measures	Estimated Mitigation Cost (Nu

****Attach Map & No Objection Certificates from affected parties (e.g. landowner/Forest/DOR etc).

Initial Environmental Examination (IEE) Form for Road projects

Section B (Farm Roads/Forest Roads)

Proposal for new road/ widening of existing road:

Name of the project proponent with following details:

Name of the applicant

Address

Phone/Fax

Email

Describe the purpose of construction of new road/ widening of existing road

General Information:

Length (in kilometers)

Starting place From To

Location

Stretch of the Road/Alignment	chewog	Gewogs	Dzongkhags (District/s)

Land

Describe the type of land (government/private/forest land/other land) as well as area required for road construction along the length of the road.

Alternate Routes/Alignments considered

- i) _____
- ii) _____
- iii) _____
- iv) _____

On a map or Google map describe and ear marked the potential landslide areas along the route/alignment.

Site Preparation:

Gradient details(attach detail survey report):

Does it involve cutting?

Yes

☐☐

If yes, please furnish the following details:

Size of the area to be cut:

Depth of cut:

Location:

Soil type:

Volume and quantity of earth and other material to be removed:

Location of dump site:

Methods/places for disposal of excavated materials:

Does the site preparation require cutting of trees?

Yes

☐

No

☐

If yes, please furnish the following details:

How many trees are proposed to be cut?

Species of the above trees

Are there any protected/endangered species?

Yes

No

No Objection Certificates from affected parties (e.g. landowner, affected neighbors etc) and other statutory bodies

Details of construction workers to be employed

Name & describe the water source such as inventory of spring, stream, river and water crossing along the length of road.

Describe the environmental mitigation measures for followings: **(Project Impacts and Mitigation Measures):**

Type of Negative Impact	Possible Mitigation Measure/s	Estimated Mitigation Cost (Nu

**** Attach Map & No Objection Certificates from affected parties (e.g. landowner/Forest/DOR etc)

Initial Environmental Examination (IEE) Form for General/ Commercial/ Residential Sector Projects

General Information

Name of the project:

Proposal for : (new project/expansion of existing project)

Name of the project proponent with following details

Name of the applicant:

Address:

Phone/Fax:

Email:

Location of the project:

Gewographical details

i) Latitude

ii) Longitude

iii) Elevation above Mean Sea Level

Cost of the project :

Total land requirement of the proposed project site under the following headings:

Agricultural

Government

Forest

Private

Others

Total

If it is private land, and if land acquisition is involved then

Number of families or households likely to be displaced:

Number of houses likely to be demolished:

Alternative sites considered(if so specify it)

i) _____

ii) _____

iii) _____

iv) _____

State the reasons for selecting the proposed site:

Describe the Topography/terrain characteristic at the project site and in surrounding area:

Presence of any of the following within the project site(tick it):

River

spring, stream, water crossing

Flood plain, if applicable

Forest, then status of forest

Wildlife Habitat

Habitat of endangered/threatened/endemic species

Landslide/erosion prone area:

Presence of any of the following within the project site:

Historical site

Defense installation

Hospital

Presence of religious site or archaeological site

Any others sensitive receptors

Does the project require cutting of trees?

Yes

No

If yes, please furnish the following details:

How many trees are proposed to be cut?

Species of the above trees:

Are there any protected/endangered species?

Yes

No.

Numbers of vehicles likely to be increased during project's construction/operation, if applicable:

Description of existing infrastructure such as, roads, educational facility, health centre, other industries, commercial area etc. within project site:

Additional information/details

Source of water and total water requirement (m³/day):

ii) Production of solid wastes and liquid during project construction and operation

S.No	Information/Checklist confirmation	Yes/No	Details
1	Will the project have potential to generate solid wastes, if yes, then specify types and quantity of wastes, wherever it is applicable		
2	Will the project have potential to generate sewage sludge, wastes such as domestic and commercial wastes		
3	Will the project have potential to produce hazardous waste from process, treatment plant and other allied activities?		
4	Any other wastes (specify)		

14: Describe the Environmental mitigation measures for followings:

Type of Negative Impact	Possible Mitigation Measures	Estimated Mitigation Cost (Nu

****Attach Map & No Objection Certificates from affected parties (e.g. landowner/Forest/DOR etc)

List of documents to be attached with this IEE form:

1	Layout plan of the project
2	Summary of the project proposal
3	No objection certificate from various departments and others relevant stakeholders (applicable if EA is not required)
4	Environment Management Plan (applicable if EA is not required)

Signature of the project proponent

Name:

Address:

Phone:

Date:

Initial Environmental Examination (IEE) Form for Forestry projects

General Information

Name and type of project:

Proposal for new project/expansion of existing project :

Name of the project proponent with following details

Name of the applicant

Address

Phone/Fax

Email

Type and nature of the project (FMUs/other forestry activities)

Location

Dzongkhag	Gewog	Village	Distance (Km)
Total Distance (Km)			

Gewographical details

i) Latitude

ii) Longitude

iii) Elevation above Mean Sea Level

Requirement of total land (in ha):

Alternate site considered

State the reasons for selecting the proposed site

Does the proposed project conform to the approved land use? If applicable (To be certified by the concerned Department)

Yes

o

If not, clearly indicated, which of the stretches are not as per approved land use.

Does it conform to the Five Year Development Plan?

Yes

o

Describe the surface and sub-surface water bodies including an inventory of number of rivers, streams, springs, river falling in the project area

Provide a map marking the sensitive zones in the study area, such as forests, important installations, international border, protected areas, biological corridors, critical watersheds, religious and archaeological sites, etc.

Presence of any sensitive receptors such as:

River

Spring, stream, water crossing

Flood plain, if applicable

Forest, then type and status of forest

Wildlife Habitat

Habitat of endangered/threatened/endemic species, if any

Others

Project Description

Layout plan of proposed project, activity areas

Details of land use based on the following categories: *Kamshing*, *Chusing*, *Tseri*, *Orchard*, *Tsamdo*, *Sokshing*, broadleaf forest, conifer forest, scrub forest and others.

Describe the expected quantity of construction materials, wood in volume, its sourcing and mode of transportation, and its impact on environment.

Provide details if the project require to develop route, ropeway or road within the forest area or protected area.

Technology to be adopted, including details of equipment to be used

Equipment that will be used by the project

Type of machine	Number	Remarks

Provide details regarding the average expected quantity of product that will be extracted each year. e.g. m³ of logs harvested / year. Name the month/s of the year when the activity will be undertaken.

Describe the methodology/technique to be used in extraction.

Detailed information on any access roads/forest roads to be constructed.

For logging/timber activities furnish the following details:

Volume of trees to be extracted (per annum/project period)

Species of the above trees

Are there any protected/endangered species?

Yes

No

☐
☐

If yes, provide details

Details of perennial streams/rivers/water bodies within and proximate to the project area

Name of water course	Is watercourse inside or outside the project area?	Approximate distance to watercourse from the project area (km)	Identify possible impacts on watercourse

Describe the type of soil, average thickness and estimate total quantity of top soil (m³) to be generated due to proposed forest activities.

Describe the environmental mitigation measures for followings:

Type of Negative Impact	Possible Mitigation Measures	Estimated Mitigation Cost (Nu)

****Attach Map & No Objection Certificates from affected parties (e.g. landowner/Forest/DOR etc)

List of documents to be attached with the IEE form for forestry projects:

1	A map specifying the proposed location
2	Summary of the project proposal
3	Provide a map indicating the detailed land use pattern. Also, a satellite imagery of the study area with explanatory notes.
4	No objection certificate from various departments and others relevant stakeholders (applicable if EA is not required)

5	Environment Management Plan (applicable if EA is not required)
---	--

Declaration certificate stating with name & signature of project proponent

Seal: Signature of the project proponent

Name:

Address:

Phone:

Date:

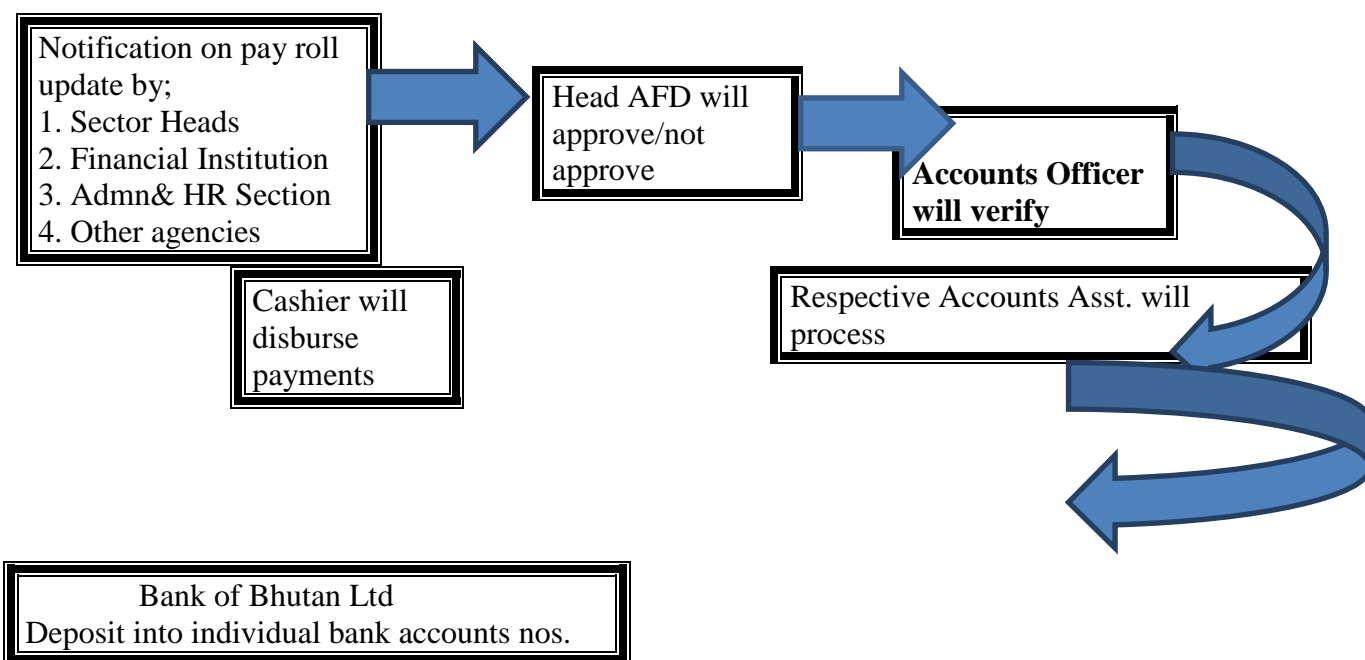
4. SERVICE DELIVERY STANDARDS OF ACCOUNTS SECTOR:

4.1. Procedure for claims of civil servants-pay bills:

- 4.1.1.** Disburse civil servants pay by 27th of every month;
- 4.1.2.** Realizing the hassle associated with late disbursement of salary, the Accounts Section with prior consent from the competent authority (Dasho Dzongdag) the staff's salary is now disbursed latest by 25th of every month;
- 4.1.3.** If the monthly salary is disbursed late the remittances including employees' loan deposit to the financial institution get delayed and thereby the banks levy unnecessary penalty for late deposit of loan to an individual concerned;
- 4.1.4.** In the present system of disbursing the staff's salary before 25th of every month, all remittances including Banks loans are deposited on time as such the issue of penalty does not arise;
- 4.1.5.** All modification and update in pay roll such as leave, absence, new appointment, loan deductions, semso etc. communicated to the accounting unit through AFD head up to 20th of the month is being incorporated in the payroll for the same month;
- 4.1.6.** Any modification received after the 20th of the month will be incorporated in the succeeding month's payroll;
- 4.1.7.** The advice pertaining to modification and update in the pay roll is received from the concerned sectors, financial Institutions, Administrative and HR Section and other agencies are received by the Accounts Section routed through Dasho Dzongrab (the AFD head);
- 4.1.8.** Upon receipt of such advices the Accounts Officer immediately instruct the dealing accounts personnel to incorporate the update in the pay roll;

- 4.1.9.** Accordingly the concerned accountant updates the pay roll before 20th of every month as mentioned above provided there is undisturbed net connection

Notification on payroll



4.2. TA/DA claims procedures:

- 4.2.1. Sector staffs will submit their TA/DA claims along with tour reports to the Sector Heads while Sector Heads will submit to the AFD after the completion of tour;
- 4.2.2. The Controlling Officer (sector heads for sector staffs, AFD Head for sector heads) will verify and forward to the Accounts Section;
- 4.2.3. The head of Accounts Sector upon receipt of the bills will examine and certify it for further verification and payment by the dealing Accounts Assistant;
- 4.2.4. The concerned Accounts Assistants will process and update TA/DA payment;
- 4.2.5. The TA/DA payment is either deposited directly into respective bank accounts or disbursed to concerned individual by the Cashier;
- 4.2.6. Payment will be disbursed or all bills will be cleared within a week after the receipt of claims by the Accounts Section.

4.3. Procedure to pay personal advance:

- 4.3.1. Individuals will apply for personal advance to the AFD through Accounts Section;

- 4.3.2. The AFD will approve/not approve based on the recommendation made by Accounts Section;
- 4.3.3. The Accounts Section will disburse personal advances based on AFD's approval;
- 4.3.4. Recovery of the personal advances will be made by the Accounts Section in line with FRR.

4.4. Procedure to pay rural life insurance claims:

- 4.4.1. Accounts Section will receive applications for RLIS claims duly verified by the Gewog, Civil Registration and Census Sector and Revenue Unit.
- 4.4.2. Accounts Section will verify and process payment immediately to the beneficiary as specified in the application based on the approval of the AFD.

4.5. Procedure to make bill payment against suppliers (goods):

- 4.5.1. Accounts Section will receive verified bills from the Procurement Unit;
- 4.5.2. Accounts Section will further verify and process payment in line with the FRR and budget utilization plan;
- 4.5.3. Incomplete bills will be returned to the Procurement Unit within 5 working days from the receipt of bills.

4.6. Procedure to make bill payment against contractors (Construction works):

- 4.6.1. Accounts Section will receive bills along with measurement book (MB) from the Engineering Sector;
- 4.6.2. Accounts Section will further verify and process payment in line with the FRR and budget utilization plan;
- 4.6.3. Incomplete bills will be returned to the Engineering Sector within 5 working days from the receipt of bills and MB.

5. SERVICE DELIVERY STANDARDS OF BUDGET SECTION:

5.1. Procedure for budget preparation:

- 5.1.1. In collaboration with Planning Section, notification issued by the Department of National Budget (DNB) shall be sent to the Sector Heads and Gups for preparation of budget for every financial year;
- 5.1.2. Within one month (from the date of issue) sector concerned and Gewog Administrations shall prepare budget as per guidelines specified in the notification and submit to Budget Section;
- 5.1.3. Along with budget proposals concern sectors and Gups should submit all the prerequisites such as estimates, clearances approved for capital activities;
- 5.1.4. Compile budget proposal within 1-2 weeks after receiving the proposals;
- 5.1.5. Initiate capital budget meeting to discuss the proposal and submit the finalized proposal to Ministry of Finance.

5.2.Procedure for mid-term budget review:

- 5.2.1. In collaboration with Planning Section, notification shall be sent to the sector heads and Gups for budget review;
- 5.2.2. Within one month concern sector and Gups shall review budget for current fiscal year and submit to the Budget Section;
- 5.2.3. Within two weeks Dzongkhag Budget Section shall review overall budget;
- 5.2.4. Convene budget review meeting amongst Dzongkhag sectors and Gewogs (December-January);
- 5.2.5. Review report shall be submitted to the DNB within given time.
- 5.2.6. Procedure for retirement benefits claims:
- 5.2.7. Budget Section will receive a copy of gratuity working sheet from the HR Section;
- 5.2.8. Within 2 working days retirement benefit requisition will be forwarded to the Department of National Budget for sanction of budget provided required documents are submitted (LPC and relieving order).

5.3.Procedure for ad-hoc budget requisition (disaster):

- 5.3.1. Receive ad-hoc budget requisition from the Sectors and Gewogs requesting for a budget along with assessment report and technical estimates;
- 5.3.2. Forward the budget requisition to the DNB for budget sanction with a copy endorsed to Planning Section.
- 5.3.3. Procedure for ad-hoc budget requisition (external funding):
- 5.3.4. Receive ad-hoc budget requisition from the Sectors and Gewogs requesting for a budget along with technical estimates;
- 5.3.5. Forward the budget requisition to the GNHC for endorsement with a copy endorsed to Planning Section.

5.4.Procedure for ad-hoc budget requisition (GDG):

- 5.4.1. Receive GDG requisition from the Gewogs along with GT Minutes;
- 5.4.2. Forward the budget requisition to the DNB for creation of new activity with a copy endorsed to Planning Section.
- 5.4.3. Procedure for budget re-appropriation:
- 5.4.4. Budget Section will receive budget re-appropriation requisition from the Sectors and Gewogs along with justifications;
- 5.4.5. Dzongkhag Budget Section will study and submit to Head of the Agency for approval with a copy endorsed to Planning Section;
- 5.4.6. Once approved, Budget Section will incorporate in the MYRB.

6. SERVICE DELIVERY STANDARDS OF INTERNAL AUDIT SERVICES UNIT:

6.1 Internal Audit Services Procedures

- 6.1.1 Annual Work Plan preparation based on risk assessment and availability of travel budget.
- 6.1.2 Approval of the Work Plan from the Dasho Dzongda.
- 6.1.3 Sending the Engagement Letter to the auditee(s) a week before the date of audit.
- 6.1.4 Preliminary Survey on the management and operational procedures of the agencies.
- 6.1.5 Engagement for a minimum of one week for each audit.
- 6.1.6 Draft Findings Compilation.
- 6.1.7 Discussion on the Draft Findings with the clients (*in person or through online means if they happen to attend emergency situations*)
- 6.1.8 Final report writing.
- 6.1.9 Reporting directly to the Chief Executive Officers (CEOs) of the agencies {Dasho Dzongda (*for Dzongkhag Administration*), Dasho Dungpa (*for Dungkhag Administration*) and Gups (*for Gewog Administration*)}
- 6.1.10 Giving one week time to submit the Action Taken Report (ATR)
- 6.1.11 Follow-up Audit on clients' ATR.
- 6.1.12 Submission of the ATR Status to the CEOs.

6.2 Investigation Services Procedures

- 6.2.1 Filing the allegations letter forwarded by Dasho Dzongda. The letter will be filed in a safe custody.
- 6.2.2 Fixing the appointment with the clients.
- 6.2.3 Skimming on the allegations and choosing a *team (In the interest of limited travel budget and depending on the allegation nature, relevant officials with a minimum of 2 and maximum of 3 will be selected)*
- 6.2.4 Teams' conflict declaration and if they happen to be in conflict, selecting a new non-conflict team.
- 6.2.5 Ground work on the allegation and division of responsibilities to the members.
- 6.2.6 Field investigation.
- 6.2.7 Report writing and compiling all the evidences.
- 6.2.8 Sending the final report to the Anti-Corruption Commission (ACC) and a copy filed with the focal person.
- 6.2.8 Sending the Action Taken Report to the ACC after the submission made by the clients.

6.3 Consultancy Services Procedures

- 6.3.1 Receiving the written request from any organization.
- 6.3.2 Ground work on the clients' request.
- 6.3.3 Engagement in the clients' premises through presentation or question answer sessions.
- 6.3.4 Generating feedbacks.

7. SERVICE DELIVERY STANDARDS OF HUMAN RESOURCE SECTION:

7.1.Procedure for recruitment: (Operational, GSP and ESP as per delegated authority):

- 7.1.1. The Dzongkhag shall advertise the approved vacant post through media mentioning deadline of submission, eligibility criteria and required documents at least two weeks for registration;
- 7.1.2. Registration: During the registration, all the documents will be checked/verified;
- 7.1.3. Shortlist: Will be based on the fulfilled documents and after shortlisted candidates will be notified accordingly along with interview date and time;
- 7.1.4. Interview/selection: The HR Committee comprising at least five members will conduct interview in bi-lingual, Dzongkha and English;
- 7.1.5. The HR Section will compile interview results and submit to HRC members for endorsement;
- 7.1.6. After endorsement of the result, the result will be declared and the selected candidate will be informed on reporting date for appointment;
- 7.1.7. Upon report of the candidate, appointment order will be issued;

7.2.Procedure of broad banded promotion processing: Promotion normally falls on January or July:

- 7.2.1. Promotion schedule for January:

Activity	Last date
Receive promotion proposals from sectors by HR Section	15 October
Co-ordinate promotion meeting	3 rd week of October
Forward promotion proposals to respective agencies/ministries (P1)	31 October
Issue promotion orders for position within Broad-banded (P2 and below)	First week of December
Upload on CSIS	25 December

7.2.2. July Promotion

Activity	Last date
Receive promotion proposals from sectors by HR Section	15 April
Co-ordinate promotion meeting	3 rd week of April
Forward promotion proposals to respective agencies/ministries (P1)	30 th April
Issue promotion orders for position within Broad-banded (P2 and below)	1 st week of June
Upload on CSIS	25 June

7.3.Procedure for casual and earned leave:

- 7.3.1. Receive leave application from the sectors filled in prescribed leave format;
- 7.3.2. HRO will verify leave balance;
- 7.3.3. Dasho Dzongdag or Dzongrab shall approve leave depending upon the urgency or the reasons provided for leave.
- 7.4.Bereavement Leave, maternity and paternity leave will be granted as per BCSR 2012.
- 7.5.Medical, Extra Ordinary Leave (EOL) and study leave will be approved through HRC.

8. SERVICE DELIVERY STANDARDS OF PROCUREMENT UNIT:**8.1.Procedure for tendering:**

- 8.1.1. Issue notification to all stakeholders to submit the list of office items to be included in annual tendering within first week of May;
- 8.1.2. Receive item lists from the sectors by second week of May;
- 8.1.3. Advertisement and sale of tender document from first week of June;
- 8.1.4. Bid opening and evaluation in second week of July;
- 8.1.5. Award contract by third week of July.

8.2.Procedure for procurement:

- 8.2.1. Supply order will be placed as per the requisition;
- 8.2.2. Goods will be received from supplier by the Procurement Unit **within days**;
- 8.2.3. Quality of goods will be verified while receiving goods from the suppliers;
- 8.2.4. Goods received will be entered in their respective Stock Ledgers;
- 8.2.5. Goods will be issued **witin ----- days** from submitting requisition to concerned sectors upon entering in the Good Issue Note (GIN)/Good Receive Note (GRN).

8.3.Procedure for bill payment:

- 8.3.1. All bills shall be verified by the concerned sectors;
- 8.3.2. Bill will be entered in Stock Register/Fixed Asset Register based on the goods received;

- 8.3.3. Following documents should be attached with the verified bills;
- 8.3.4. Sanction Order/verified bill/verified challan/Supply Order/Work Order/approved Note Sheet/valid Comparative Statement/GIN/GRN.
- 8.3.5. Forward to the Accounts Section for payment.

9. SERVICE DELIVERY STANDARDS OF HEALTH SECTOR:

9.1. Standard operating procedure for Health Service Centers in Chhukha Dzongkhag (Hospitals and BHUs):

1. Professional ethics:

- 9.1.1. All health professional on duty shall present themselves in professional dress or in national dress;
- 9.1.2. Health professionals shall strictly follow time as per the existing timing (9:00 AM-3:00 PM – Monday-Friday and 9:00 AM-1:00 PM on Saturday), however all shall respond promptly during emergencies;
- 9.1.3. Health professionals shall strictly maintain their respective professional ethics as followed:
 - Treat patient with care as his/her first priority;
 - Patients shall be greeted and make comfortable;
 - Treat every patient politely and respect their right and dignity;
 - Maintaining privacy shall be given priority when necessary;
 - Practice within the scope of respective professional competence;
 - Consider all patients' information as confidential and should not be disseminated to unauthorized person.
- 9.1.4. Universal precaution shall be maintained while handling any type of patients throughout the duty period;
- 9.1.5. Health professional shall explain and seek permission for physical examination including private parts (if necessary) to the patients/clients;
- 9.1.6. Any types of investigation, procedure and medication shall be explained to patients/clients;
- 9.1.7. All activity shall maintain proper record by concern patients/individuals for future reference

9.2. Procedure for reception counter:

The reception chamber shall be ready to provide service by 9:00 AM or before. The receptionist should provide following services;

- 9.2.1. Registration, issue prescription and direct patients to consultation chambers depending upon the nature of illness and on availability of clinicians;
- 9.2.2. Encourage patients to maintain their own health book such as a note book which serves as a medical record of their illness;

- 9.2.3. Issue medical screening forms and medical certificates after 1:00 PM on Mondays to Fridays and after 12:00 noon on Saturdays. A **medical certificate charge of Nu 100 (Ngultrum one hundred only) is collected and maintain the book of accounts**. Receipt is not issued but a serial number on the pink medical certificate serves to monitor the amount collected;
- 9.2.4. Give priority to see doctors to those patients who appear serious, those referred from BHUs, Community Health Unit (CHU), those who have undergone procedures at other health centers and those who want to show investigation reports;
- 9.2.5. **Patients wishing to avail Traditional Health, Dental, Eye, ENT and Orthopedic services shall go directly to these chambers to avoid wastage of time while waiting in reception queue.**

9.3.Clinicians Chamber:

9.3.1. Staffed with two medical officers and a senior Health Assistant (HA);

9.3.2. Present from 9:00 AM – 3:00 PM in the respective Chamber.

9.4.Health Assistant:

- 9.4.1. Perform general examination of patient including history taking and physical examination;
- 9.4.2. Treats minor illnesses and Advises required investigations;
- 9.4.3. Clinical management in accordance to Standard Treatment Guideline and IMNCI protocol;
- 9.4.4. Consult and refers patients to doctors if he/she is not able to manage;
- 9.4.5. Give advice and counseling on specific health needs of the patient;
- 9.4.6. Review reports where possible

9.5.Medical Officers:

- 9.5.1. Only one Doctor shall leave the station at a time in any situation;
- 9.5.2. Doctor shall be available in this chamber from 9:00 AM onwards if there is more the one doctor in the station;
- 9.5.3. Whenever there is only one doctor in station, the doctor comes to this chamber only after completing ward round and procedures preferably by **11-11.30am**, but may go back to ward if call from the for consultation of serious patient;
- 9.5.4. Clinicians shall perform general examination of patient including history taking and physical examination;
- 9.5.5. Advice required investigation and review reports;
- 9.5.6. Arrive at diagnosis base on clinical judgments or supportive investigation results and provide appropriate treatment and counseling;
- 9.5.7. Clinician also does cross referral with other units on need basis;
- 9.5.8. Priority shall be given to those patients who appear serious, referred from other units and Health centers within and outside Dzongkhag;
- 9.5.9. Preference shall also be given to those who have undergone procedures at other health centers. Those who want to show investigation reports may directly consult with clinicians;

9.5.10. Clinician shall signs medical certificates and certifies medical leave after 1:00 PM from Monday to Friday and after 12:00 noon on Saturdays.

9.6.Dental Unit:

- 9.6.1. Staff with **1-2 Dental hygienist**;
- 9.6.2. Provide prophylaxis treatment for dental care;
- 9.6.3. Provide Dental services; Filling and Extraction, screen pre cancerous cells for timely referral to higher centers;
- 9.6.4. Consult any difficult dental cases with Dental Specialist for treatment and Referral;
- 9.6.5. Perform Annual School health visits;
- 9.6.6. Indenting of Dental instrument annually as per the need;
- 9.6.7. Provide oral health education;
- 9.6.8. Refer to other chambers or to dental surgeon if required.

9.7.Orthopedic Unit:

- 9.7.1. Staffed with Orthopedic Technician;**
- 9.7.2. Manage bone injuries, sprains and applies splints and cast on injured part;
- 9.7.3. Perform joints aspiration with aseptic techniques and closed reduction in presence of medical officer under local anesthesia;
- 9.7.4. Advice simple investigation as per the need of the patient;
- 9.7.5. Excision of in growing toe nail under local anesthesia;
- 9.7.6. Provide advice on specific health problem;
- 9.7.7. Consult and refers patients to doctors if not able to manage them.

9.8.ENT Unit:

- 9.8.1. Provide treatment for common ENT diseases;
- 9.8.2. Perform minor procedures as per the standard under aseptic technique;
- 9.8.3. Advice investigation when necessary;
- 9.8.4. Perform Annual School health visit;
- 9.8.5. Attend emergencies;
- 9.8.6. Indenting and making availability of antiseptic solutions;
- 9.8.7. Consult or cross referral with doctors depend on cases.

9.9.Physiotherapy Unit:

- 9.9.1. Staffed with Physiotherapy Technician;
- 9.9.2. Provides rehabilitation services;

- 9.9.3. Treat patients with musculoskeletal and soft tissues injuries and the cerebral palsies (neurological problems);
- 9.9.4. Identify and treat children with range of developmental delays and disabilities;
- 9.9.5. Consult or refer patients to doctors or higher level if required.

9.10. Ophthalmic Unit:

- 9.10.1. Staffed with one Eye Technician;
- 9.10.2. Provide treatment for common eye diseases and advice accordingly;
- 9.10.3. Checks vision, color blindness, common eye refraction and advice to spectacles;
- 9.10.4. Perform minor procedures like syringing of lacrimal system, removal of foreign body in eye, etc.;
- 9.10.5. Facilitates and coordinates for conducting eye camps, when required;
- 9.10.6. Indenting of eye equipments as required annually;
- 9.10.7. Consult patients with medical officers and ophthalmologist for treatment and referral.

9.11. Traditional Medicine Unit:

- 9.11.1. Staffed with Drungtsho and Menpa;
- 9.11.2. Provide Traditional Medicine services as per the standard;
- 9.11.3. Serkhab, Ngulkuhab, Steam therapy, Thraktsag (blood letting);
- 9.11.4. Annual Indenting of traditional medicines and equipment;
- 9.11.5. Indenting of drugs (traditional medicine from store as per the schedule- every Thursday);
- 9.11.6. Provision of community services as per the needs.

9.12. Malaria Unit:

- 9.12.1. Screening of blood for Malaria Parasite (MP) as per the physicians advice for fever cases;
- 9.12.2. Perform Vector Surveillance to see the potential mosquito breeding place;
- 9.12.3. Perform Vector surveillance for adult mosquito to identify the species;
- 9.12.4. Community education on Vector Borne Diseases;
- 9.12.5. Maintain record and report as necessary.

9.13. Medical Laboratory Unit:

- 9.13.1. Staffed with Medical Laboratory Technicians (3-4);
- 9.13.2. Medical Laboratory Technician shall collect investigation samples as per physicians advice from 9:00 -11:00 AM (May extend till 12:00 noon depending on availability of Lab. Tech);
- 9.13.3. Tests depend upon availability of reagents and functioning of machines;
- 9.13.4. Investigation report or result shall be given after 1:00 PM from Monday to Friday and 12:00 noon on Saturdays;

- 9.13.5. **Perform Blood Investigation:** CBC, group, sugar, Albumin, Total Protein (TP), Liver and Kidney Function test, Cholesterol, Triglyceride, Uric Acid, Rheumatoid Factor, ASO titre, HIV, Hepatitis B and C, Syphilis, widal, RPR, CRP,ESR, Cross – matching, MP;
- 9.13.6. **Stool Examination for infections:** Ova, parasites, Cysts;
- 9.13.7. **Sputum** for Tuberculosis;
- 9.13.8. **Urine:** Routine Examination;
- 9.13.9. **Skin smears:** Leprosy, fungal infections;
- 9.13.10. Salt sample analysis and Water Testing;
- 9.13.11. Facilitate blood donation (bleeding) and transfusion;
- 9.13.12. Advice patient parties to bring blood donors.

9.14. Ultrasonography Unit:

- 9.14.1. Staffed by Ultrasonographer;
- 9.14.2. Done only on advice of prescriber;
- 9.14.3. For USG abdomen (all organs except Heart & Lungs) in empty stomach pleural effusion no need of preparation;
- 9.14.4. Gynae pelvic – urinary bladder, uterus, ovaries- male prostate gland- full bladder;
- 9.14.5. Pregnant women for EDD, Fetal weight, placenta, amniotic fluid, fetal presentation –No preparation after 3 months of pregnancy;
- 9.14.6. Reports are given immediately.

9.15. Radiography Unit:

- 9.15.1. Staffed with X Ray technician;
- 9.15.2. X - rays done for any part of the body as per the clinicians advice;
- 9.15.3. X –ray done for Kidney, Ureter and Bladder (KUB), Lower spine and abdomen in empty stomach on advice of prescribers;
- 9.15.4. Reports are given after about 30 minutes depending on parts examined.

9.16. Pharmacy/Dispensing Unit:

- 9.16.1. Staffed with two pharmacy technicians;
- 9.16.2. Adequate stock of drugs and non-drugs shall be maintain through regular indenting as per the existing schedule (Every Thursday);
- 9.16.3. Dispense medicines as per prescriptions and provide required advices (when and how to take medicines);
- 9.16.4. Do compounding of ointments and syrups as per the existing formula;
- 9.16.5. Advice patients on interaction of drugs and its side effect.

9.17. Nutrition Unit:

- 9.17.1. Staffed with a nutritionist;
- 9.17.2. Manages disorders related to nutrition (life style and dietary modification);
- 9.17.3. Creates awareness on Non Communicable Diseases, BMI, Exercises;
- 9.17.4. NCD screening for high risk population;
- 9.17.5. Perform ward round (in consultation with physician);
- 9.17.6. Provide dietary advice and prepare basic menu for in patients and other institutions;
- 9.17.7. Submits monthly report.

9.18. Minor OT:

- 9.18.1. Staffed with a senior Nurse;
- 9.18.2. Minor dressings (both old and new) following aseptic technique;
- 9.18.3. Suturing and removal of minor cut following standard protocol;
- 9.18.4. Injections prescribed by OPD prescribers; TT, Anti-Rabies Vaccines, Injections for STI, etc.;
- 9.18.5. Autoclaving of Dressing, suture, dental equipment and Gauze/cotton following standard practice;
- 9.18.6. All procedures shall be explained to patients and the party;
- 9.18.7. Provide specific health advice eg. When to return for injection or dressing.

9.19. Inpatient Department:

- 9.19.1. Ward round;
- 9.19.2. Shall be done from 9:00 AM -11:00 AM am by on call physician;
- 9.19.3. Perform advance procedure for ward patients as and when required;
- 9.19.4. Prepare discharge summary as required;
- 9.19.5. On call doctor may leave the ward preferably by 11:00 AM-11:30 AM to the respective chamber;
- 9.19.6. On call physician shall perform procedure send from the OPD.

9.20. Emergency consultation:

- 9.20.1. All minor illness shall be treated by nurses on duty and inform to on call physician accordingly;
- 9.20.2. Staff attending emergency duty shall attend duty within 10-15 minutes after receiving call from the ward.

9.21. Inpatients care services:

- 9.21.1. All required drugs, non-drugs, essential equipment (functional) and investigation forms shall be made available all the time in respective places –To be ensure by Chief Nurse;
- 9.21.2. Indenting of drugs and non-drugs shall be done by Chief Nurse on every Thursday along with other units in the hospital;
- 9.21.3. Handing taking of patients, equipment and drugs including control drugs among the shift duty nurses;
- 9.21.4. Cleaning, bed making and dusting of duty room and wards along with supporting staff;
- 9.21.5. Assignment of work among the duty nurses in respective area;
- 9.21.6. Prepare and accompany doctor for ward round to carry out new orders as per the work assigned by Chief Nurse;
- 9.21.7. Provide health information to patients and their party as needed;
- 9.21.8. Perform nursing procedure as per the needs of the patient in accordance to nursing Procedure manual, 2010;
- 9.21.9. Maintaining privacy is essential part of patient care in the ward using bed screen or other means, if required;
- 9.21.10. Routine medication shall be done by assigned nurse on duty following 5Rs. (Patient, Drugs, Time, Dose & Route);
- 9.21.11. Perform basic procedures like insertion of cannula, Nasogastric tube, Indwelling and removal of catheter, etc as per the doctor's order;
- 9.21.12. Updating of patient censes and submit patient list to General store Officer for issuing of diet;
- 9.21.13. Supervise junior nurses and supporting staff on their respective task;
- 9.21.14. Proper documentation and reporting of all procedure performed by individual staff on duty.

9.22. Admission procedure:

- 9.22.1. Greet patients and introduce yourself to make patient comfortable;
- 9.22.2. Explain patient the reason for his/her admission;
- 9.22.3. Patient admission as per the doctors order;
- 9.22.4. Fill in the admission form and enter in indoor register;
- 9.22.5. Maintain correct permanent and current address of the patient;
- 9.22.6. Explain rules and regulation to patients and their party (meal time, visiting hrs. etc);
- 9.22.7. Assess physicians order for immediate initiation of treatment and nursing care;
- 9.22.8. Provide health education on specific diseases;
- 9.22.9. Patient's relatives should be explained properly about the progress or deterioration and treatment receiving.

9.23. Discharge procedure:

- 9.23.1. Inpatients shall be discharge as per the doctors order;

- 9.23.2. Assist physician on discharging of patients (filling up required documents);
- 9.23.3. Patients and relative should inform and be prepared to go home;
- 9.23.4. Discharged patient should be explained about the treatment regime and follow up;
- 9.23.5. Patient's belongings and hospital articles should be checked and ask to retrieve or return it;
- 9.23.6. Direct discharged patient to collect remaining medicines from the OPD pharmacy to complete the treatment.

9.24. Post discharge procedure:

- 9.24.1. Remove relevant linen and dispose for laundry;
- 9.24.2. Disinfect all articles and furniture used by the discharge patient;
- 9.24.3. Replace necessary articles and equipment in respective place;
- 9.24.4. Discard all unwanted things from the bed site;
- 9.24.5. Prepare bed to received new patient.

9.25. Maternity services:

- 9.25.1. All equipment (functional) and emergency drugs including IV fluids and sets are in place;
- 9.25.2. Labor rooms shall maintain privacy and appropriate temperature;
- 9.25.3. Labor patients with 4cm cervical dilation shall shifted to labor room;
- 9.25.4. Recording of partograph for monitoring maternal and fetal wellbeing;
- 9.25.5. Cervical dilation and maternal BP shall be done 4 hourly and FHS and Contraction every 30 minutes;
- 9.25.6. No PV shall be performed for Ante partum hemorrhage cases;
- 9.25.7. Consult with gynecologist and arrange referral if necessary;
- 9.25.8. Maternal and new born care as per the standard;
- 9.25.9. Used only sterile equipment and maintain sterility in the labor room;
- 9.25.10. Provide education on Exclusive **BF, Personal hygiene, Immunization, FP etc.**

9.26. Procedures for room services:

- 9.26.1. Assist doctor in performing procedure;
- 9.26.2. Cleaning, Suturing and dressing of wounds for patients;
- 9.26.3. Catheterization and IV cannula insertion for inpatients;
- 9.26.4. All procedure must follow aseptic technique and universal precaution.

9.27. Community Health Unit:

- 9.27.1. Line listing of pregnant women in coordination with the help of Village Health Workers and other village leader/influential persons;

- 9.27.2. Both antenatal and postnatal mother shall be register and provide care as per the existing standard guidelines;
- 9.27.3. Vaccination and Growth monitoring of children under 5years;
- 9.27.4. Vaccination of all girls in Class VI in schools and 12 years girls out of school for HPV and six years children (both male & female) for DT;
- 9.27.5. Provide VCT, C4CD,IMNCI services;
- 9.27.6. Indenting of vaccines form regional cool store and supply to Basic Health units and different units in the hospital;
- 9.27.7. Purpose of Immunization and growth monitoring of children under 5 years and 12 years respectively shall be explain to the mother/relatives/caregivers and provide as per the existing protocol;
- 9.27.8. Family planning services shall be provided to all women as per the National Family Planning Service Standard;
- 9.27.9. Pap smear & Visual Inspection with acetic acid (VIA) services shall be provided where there is trained staff in accordance to National Guideline;
- 9.27.10. Conduct regular ORC services on fixed dated;
- 9.27.11. Provide IEC relevant health topics;
- 9.27.12. Treatment of Reproductive health problems;
- 9.27.13. Referral;
- 9.27.14. Does annual household survey to collect basic health and other relevant information from Jan-Feb;
- 9.27.15. Regular monitoring of RWSS in consultation with local leaders;
- 9.27.16. Follow-up default cases for ANC/PNC family planning and vaccination of children in regular interval;
- 9.27.17. Maintain proper record of all activities.

9.28. Medical store unit:

- 9.28.1. Annual indenting (drugs, non-drugs, equipments & instruments and lab reagents) shall be submitted to DHO Office latest by 15th of January as per the existing procedure (forms & formula);
- 9.28.2. Medical store In-charge shall maintain essential and vital drugs in stock all the time (24X7) as per the Essential Drugs List (EDL);
- 9.28.3. Issuing of Drugs and non-drugs to different units on every Thursday;
- 9.28.4. Follow First Expiry First Out (FEFO) rules;
- 9.28.5. Reorder additional stock when reach minimum reorder level;
- 9.28.6. Weekly reporting of out of stock and limited drugs and reagents in stocks to HCDD and provide information to concerned Unit In-charges;
- 9.28.7. Monthly (end of every month) Checking of expiry date for both drugs and non-drugs shall be done by In-charge and mobilized to other health facilities within or outside the Dzongkhag before three months of expiry;

- 9.28.8. Minimum reorder level of drugs shall be maintain for all applicable drugs as per the existing formula;
- 9.28.9. Provide drugs to Village Health Workers and Schools as per the existing standard;
- 9.28.10. Disposal of expired drugs and reagents after completing necessary formula (as and when applicable);
- 9.28.11. All control drugs shall be kept under locks and key and maintain proper documentation after administration/dispensing;
- 9.28.12. Maintain record of indenting and issuing of drugs and non-drugs.

9.29. Emergency response and ambulatory services:

- 9.29.1. All health staff shall consider “ **staff attending emergency**” during mass accident/disaster and they shall respond promptly during the emergency;
- 9.29.2. Staff attending emergency duty shall attend duty within 11-15 minutes after receiving call from the ward;
- 9.29.3. Hospital utility van shall send to fetch emergency staff during off hours, if van is available, if not individual staff has to arrange transportation;
- 9.29.4. BHU in-charges consult about patients condition with on call doctor before referring;
- 9.29.5. If on call doctor instruct BHU staff to send patient for further management at hospital, they make a call to Health Help Center (HHC), than HHC directly contact Emergency Medical Technicians (EMT);
- 9.29.6. In response EMT signed the moment order of ambulance and fetch patients within the Dzongkhag, however, moment order shall be counter signed by on call doctor for authentication on arrival of patient or later;
- 9.29.7. Delivery and other serious cases are accompanied by competent nurse to escort in addition to EMT;
- 9.29.8. EMTs or Escorts shall inform on call doctors about patients condition after reaching the site and during transport if required;
- 9.29.9. If patient is referring to higher health facilities from hospitals, on call doctor shall sign the moment order and decide how many escorts has to be accompanied.

9.30. Medico legal services:

- 9.30.1. Medical Officer (not on call duty) shall attend any type of medico legal cases upon intimation from Royal Bhutan Police;
- 9.30.2. He/she shall conduct extensive physical examination of death body and record the findings in presence of RBP, deceased of family member, Local leaders, etc.;
- 9.30.3. He/she shall issue the medico legal reports based on findings.

9.31. Outreach health services standard:

- 9.31.1. Conduct ANC, 8 or more times depending cases in single pregnancy;

- 9.31.2. PNC services at 1week, 3weeks and 6weeks;
- 9.31.3. Provide family planning (DMPA, OCP, Condom);
- 9.31.4. Perform simple investigation. (Blood-Hb, Urine- Albumin & Sugar);
- 9.31.5. C4CD 2-5 cases per ORC in a month;
- 9.31.6. Treat minor illness;
- 9.31.7. Refilling of drugs for old cases;
- 9.31.8. Health Education.

Sl No.	Services available	Schedules
1	POV O	At birth or within 14 days
2	BCG	At birth or as soon as possible
3	Penta 1 & OPV 1	At 6 weeks
4	Penta 2 & OPV 2	At 10 weeks
5	Penta 3 & OPV 3	At 14 weeks
6	MR 1	9 months
7	MR 2	2 years
8	tD1	6 years (both sex)
9	Dt2	12 years (both sex)
10	HPV	12 years (only girls)
11	Weighing of children < 1 year	Monthly
12	Weighing of children <5yrs	Quarterly
13	Tablet Albendazole	6 monthly after 1 year
14	Vitamin A cap	Every six monthly after six month

**10.
SERVICE
DELIVERY
STANDARDS
OF
EDUCATION
SECTOR:**

10.1. Procedure for

performance management system(PMS):

- 10.1.1. Receive orders from the EMSSD, Ministry of Education to conduct PMS;
- 10.1.2. Carry out PMS in the schools (April and September);
- 10.1.3. Compile a report and submit it to the MoE.

10.2. Procedure for Annual Work Plan:

- 10.2.1. Receive notification for Annual Work Plan preparation;
- 10.2.2. Inform schools to submit plan activities;
- 10.2.3. Compile reports and prioritize activities;
- 10.2.4. Submit to Dzongkhag Budget and Planning Section and a copy to the Ministry of Education through Dzongkhag;
- 10.2.5. Share a copy of approved budget with respective schools.

10.3. Procedure for inter and intra transfer of education staff:

- 10.3.1. Adm. Asst will distribute transfer application forms to all schools;
- 10.3.2. Adm. Asst will collect and compile all transfer forms of staff and bifurcate into inter and intra transfer file;
- 10.3.3. Chief DEO will forward to HR Section for HRC discussion;

10.3.4. Dzongkhag Education Sector will forward inter transfer list to the Ministry of Education based on the HRC's decision while intra transfer orders will be issued by the Dzongkhag.

10.4. Procedure for monitoring school admission:

- 10.4.1. The Chief DEO/Dy.Chief DEO/Sr.DEO/ADEO will monitor admission register after the admission is over for check and balance of the system;
- 10.4.2. The information of the child once registered in the School with a student code shall be final and no correction will be entertained in the EMIS;
- 10.4.3. The Principal and School Management Team shall be held responsible for any fraud cases if any in case of child admission.

10.5. Education staff welfare scheme (EWS) and semso:

- 10.5.1. Dzongkhag Education Sector will distribute EWS forms to new recruitment;
- 10.5.2. Compile and forward it to the Ministry of Education;
- 10.5.3. Receive EWS loan application from schools and submit it to the Ministry of Education for approval;
- 10.5.4. Verify semso claims and forward it to the ministry for disbursement.

10.6. Procedure for student placement:

- 10.6.1. Dzongkhag Education Sector will co-ordinate placement projection meeting in November;
- 10.6.2. Chief DEO/Dy.Chief DEO/Sr.DEO/ADEO will chair the student placement meeting in the month of February during the placement day;
- 10.6.3. Placement will be made in accordance with the guidelines provided by the ministry;
- 10.6.4. Inform students and the recipient schools on the placements made.

10.7. Kidu recipient:

- 10.7.1. Receive nominees from schools for Kidu;
- 10.7.2. Compile and forward it to Dzongkhag Kidu Unit;
- 10.7.3. Monitor academic performance of kidu recipient students and submit report to Dzongkhag Kidu Unit;
- 10.7.4. Maintain portfolios of all Kidu recipients.

10.8. Contract extension and renewal:

- 10.8.1. Dzongkhag Education Sector will notify schools on contract extension and renewal every after two years;
- 10.8.2. Forward it to the Ministry of Education;
- 10.8.3. Receive contract extension and renewal orders from the ministry;
- 10.8.4. Monitor the performance of expatriate teachers and submit report to the ministry annually.

11. SERVICE DELIVERY STANDARDS OF AGRICULTURE SECTOR:

11.1. Procedure for farm road construction:

- 11.1.1. Receive farm road construction proposals from the Gewogs;
- 11.1.2. Crosscheck whether the proposals is in the FYP;
- 11.1.3. Assess proposals based on the farm road guidelines;
- 11.1.4. Recommend or not recommend for implementation;
- 11.1.5. After completion of the farm road construction form user group for maintenance.

11.2. Procedure for irrigation channel construction and renovation:

- 11.2.1. Receive irrigation channel construction proposals from the Gewogs;
- 11.2.2. Crosscheck whether the proposals is in the FYP;
- 11.2.3. Assess proposals based on the irrigation guidelines and manual;
- 11.2.4. After completion of the irrigation channel construction form user group for maintenance.

11.3. Procedure for farmers capacity building:

- 11.3.1. Receive training requirements from the Gewogs;
- 11.3.2. Compile and prioritize farmers training proposals;
- 11.3.3. Decide on numbers of farmers to be trained;
- 11.3.4. Selection of the participants by the Gewogs;
- 11.3.5. Seek necessary administrative approvals to conduct training.
- 11.3.6. Conduct training and submit report to Head of the Agency.

11.4. Calendar of activities:

11.4.1. Procedures for agriculture input services:

- a. Pesticide demand – 15th September
- b. Demand for winter vegetable seeds including potato – 15th August
- c. Winter crop seeds demand – 15th August;
- d. Maize seed demand – 15th November
- e. Summer vegetable seeds demand – 15th January;
- f. Citrus, mango, and other fruit crops demand – 15th November
- g. Asparagus & cardamom seedling demand– 15th November
- h. Mushroom spawn demand – 15th September

11.4.2. Crop cut report:

- a. Maize crop cut reports – Spring maize – 30th May, Summer maize – 31st October
- b. Paddy crop cut reports – 31st October
- c. Wheat crop cut report – 30th November
- d. Mustard crop cut report – 30th January
- e. Millet crop cut reports – 30th November
- f. Citrus crop cut reports – 30th December
- g. Potato crop cut reports – 31st July
- h. Cardamom crop cut reports – 30th October
- i. Ginger crop cut report – 30th January
- j. Areca nut crop cut – 30th August

11.4.3. Regular field activities:

- a. Production reports on summer vegetable – November
- b. Production report on winter vegetable – February
- c. Routine irrigation scheme maintenance
- d. Routine farm road maintenance
- e. Updating of databases: landholdings, irrigation, farm roads, and land uses
- f. Production reports on summer vegetable

11.5. Inputs Procurement & Distribution:

- 11.5.1. Procurement and distribution of agriculture inputs to farmers are generally done through two systems: cash and carry system, and promotional programs;
- 11.5.2. Extension Supervisors at the Gewogs or Agriculture Officers at the Dzongkhag provide information on prices of agriculture inputs as and when there are updates on changes;
- 11.5.3. Farmers can directly procure certain agriculture inputs such as seeds, fertilizers, and tools directly from concerned agencies;
- 11.5.4. Alternately, demands for inputs are collected by the Extension Supervisors (ES) from the farmers in a Gewog;
- 11.5.5. Based on the demands, the inputs are procured and distributed to the farmers at the earliest possible;
- 11.5.6. The demand for power tillers are compiled on 'first come first serve' basis. However, distribution of the power tillers from the Agriculture Machinery Centre (AMC) are based on the guidelines issued by the Ministry of Agriculture and Forests (MoAF);
- 11.5.7. Inputs are procured from National Seed Centre (NSC), Alpine Seeds, Agriculture Sales and Service Representative (ASSR), National Plant Protection Centre (NPPC), National

Mushroom Centre (NMC), Agriculture Machinery Centre or its regional offices, and authorized dealers;

11.5.8. Inputs provided free by the government are distributed by Extension Supervisors to progressive as well as potential farmers ensuring that resources are not spread too wide and too thin without any effect or impact;

11.5.9. Extension Supervisors supervise, monitor and evaluate use of the inputs and submit reports on performance, effect and impact.

An application form for purchase of machine from Agriculture Machinery Centre

Date:	
Name & Signature	
CID No.:	
Tel No.:	
Gung No.:	
Thram No.:	
Village:	
Chiwog:	
Gewog:	
Machine Type:	1. Power Tiller
<i>(Please circle the machine/s to purchase)</i>	2. Kirloskar Diesel Engine - 10hp
	3. Kirloskar Diesel Engine - 7hp
	4. Electric motor 7.4KM/10hp
	5. Electric motor 5.5KW/7.5hp
	6. Rice huller No. 8
	7. Rice huller No. 4
	8. Ukani Attachaki No. 16
	9. Ukani Attachaki No. 12
	10. Sardar Table Oil Expeller
	11. 4 bolt expeller
	12. Corn flake machine
	13. Others

Name & Signature of Tshogpa

Name & Signature of Agriculture Extension Officer

Name & Signature of Gup

Name & Signature of District Agriculture Officer

11.6. Extension services:

- 11.6.1. The farmer calls or writes to the Agriculture Sector or Dzongkhag Administration regarding a particular problem, need or incident. The Agriculture Sector visits sites whenever required or asks extension colleagues to look into a case;
- 11.6.2. The farmer calls the Extension Supervisor or Gewog or writes to them regarding a particular problem, need, or incident;
- 11.6.3. The Extension Supervisor visits the site to assess problems, analyze needs, or observe and assess damages and try to provide some instant solutions whenever possible;
- 11.6.4. The Extension Supervisor writes reports to the Gewog and the Dzongkhag asking for technical backstopping or further supports.

11.7. Procedure for land conversion:

- 11.7.1. The **farmer has to deposit Nu. 100/- (*Ngultrum hundred*)** and produce the receipt to the Agriculture Sector;
- 11.7.2. The Agriculture Sector gives a standard land conversion application format to the farmer;
- 11.7.3. The farmer takes the format to the gewog and asks for their actions as required by the format;
- 11.7.4. The duly completed format comes back to the Agriculture Sector where verification from Land Record Sector and endorsement by the Dzongkhag Authority is obtained;
- 11.7.5. The formats are then submitted to the Ministry of Agriculture and Forests twice in a year - six monthly;
- 11.7.6. The Agriculture Sector coordinates field verification visits by the technical team from the Ministry of Agriculture and Forests;
- 11.7.7. The Agriculture Sector conveys to the applicants on approval or rejection of wetland conversion applications.

11.8. CMU Machine Hire:

11.8.1. The guideline provided by the Ministry of Agriculture and Forests is used for hiring machineries from the Central Machinery Unit (CMU), Bumthang.

12. SERVICE DELIVERY STANDARDS OF FORESTRY SECTOR:

12.1.Procedure for establishment of Community Forestry (CF) Management Groups:

- 12.1.1. Receive CF establishment applications;
- 12.1.2. Initiate CF process in consultation with the public;
- 12.1.3. Facilitate preparation of CF management plan;
- 12.1.4. Review and refine CF management plan;
- 12.1.5. Submit CF management plan for review and approval to the Department of Forest;
- 12.1.6. Issue CF certificates to the CFMG subject to approval from the DoF;
- 12.1.7. Dzongkhag Forestry Sector will monitor according to CF Management Plan annually.

12.2.Procedure for plantation management:

- 12.2.1. Identify degraded government land;
- 12.2.2. Propose budget for plantation;
- 12.2.3. Prepare technical estimates and submit to DoFPS for approval;
- 12.2.4. Implement plantation based on approval;
- 12.2.5. Monitor on regular basis and submit report to DoFPS
- 12.2.6. Annual maintenance.

12.3.Procedure for NWFP management group:

- 12.3.1. Receive application from interested group/individual;
- 12.3.2. Dzongkhag Forestry Sector and Territorial Division will carry out joint inspection and review;
- 12.3.3. Submit report to the DoFPS for approval;
- 12.3.4. Dzongkhag Forestry Sector will facilitate preparation of management plan;
- 12.3.5. Award certificate for implementation of activities;
- 12.3.6. Provide guidance and information on marketing opportunity and facilities;
- 12.3.7. Monitor and submit report annually.

12.4.Procedure for nursery raising and management:

- 12.4.1. Receive application from the Gewogs;
- 12.4.2. Conduct feasibility study;
- 12.4.3. Provide technical guidance after seeking approval from Head of the Agency;
- 12.4.4. Monitor half-yearly and submit report to the Head of Agency annually.

13. SERVICE DELIVERY STANDARDS OF LIVESTOCK SECTOR:

13.1. Dairy development programme-procedure for procurement, supply and placement of breeding bull:

- 13.1.1. Receive applications for breeding bull through Gewog administration;
- 13.1.2. Dzongkhag Livestock Sector (DLS) will place supply order to the breeding Centre;
- 13.1.3. DLS will deliver the breeding bull to the Gewogs;
- 13.1.4. DLS will identify the bull keeper and draw an agreement between the bull keeper, community and the Gewog;
- 13.1.5. Livestock Extension Officer will submit monthly service reports to Dzongkhag, Regional Livestock Development Center(RLDC), National Dairy Development Center (NDDC) and the Department of Livestock (DoL);
- 13.1.6. In case of death of the bull, the bull keeper will inform Livestock Extension Officer (LEO) and Dzongkhag Livestock Sector immediately after occurrence of death;
- 13.1.7. Veterinary doctor/LEO will conduct post mortem and submit report to DLS;
- 13.1.8. DLS will process for write off within 1 month from the occurrence of death and submit detail report to RLDC and NDDC.

13.2. Procedure for culling/disposal of old breeding bull:

- 13.2.1. The community will appraise the Dzongkhag Livestock Sector to have their community bull culled / disposed off with proper justification;
- 13.2.2. The Dzongkhag Livestock Sector forwards the culling/disposal proposal to the RLDC;
- 13.2.3. RLDC will conduct an evaluation of the bull using proper score card to this effect and submit the report to NDDC for technical sanction;
- 13.2.4. Based on Technical sanction, the competent authority at Dzongkhag will give the final approval for the culling of the bull;
- 13.2.5. The bull is sold at the current meat value for 60% of the live body weight and the money collected should be deposited in government revenue account.

13.3. Procedure for establishment of new artificial insemination centre:

- 13.3.1. DLS will receive requisition for new artificial insemination from the Gewog administration;
- 13.3.2. DLS will study the feasibility and rationalize the proposal;
- 13.3.3. The DLS then will request the RLDC to carry out detailed feasibility study (Things to consider- Annexure 1);
- 13.3.4. The DLS will send detail feasibility report to National Dairy Development centre (NDDC, Yusipang) for scrutiny and approval;

- 13.3.5. NDDC shall either accord technical approval for the establishment of the new AI centre or disapprove the proposal;
- 13.3.6. DLS will execute establishment of AI;
- 13.3.7. DLS will procure and distribute the materials necessary for AI center to the Gewogs.

13.4. Procedure for community artificial insemination technician (CAIT) selection:

- 13.4.1. DLS will support and guide the respective group/co-operative for selection of CAIT;
- 13.4.2. DLS will send the selected candidate to RDTC for capacity building;
- 13.4.3. DLS will facilitate in drawing agreement between CAIT and the community on his/her Terms of Reference (TOR).

13.5. Procedure for establishment of MPU/MCC/DSC:

- 13.5.1. DLS will receive application through Gewog from group/co-operative for establishment of MPU/MCC/DSC;
- 13.5.2. DLS will identify suitable location for the establishment of MCC/MPU;
- 13.5.3. The National Dairy Development Centre will verify the identified location;
- 13.5.4. DLS will seek approval for establishment of MCC/MPU from NDDC;
- 13.5.5. DLS will seek approval for land lease through Head of the Agency from the National Land Commission if it is within government land;
- 13.5.6. DLS will carry out establishment of MCC/MPU in collaboration with Dzongkhag Engineering Sector.

13.6. Procedure for formation of dairy farmers' group:

- 13.6.1. DLS will conduct feasibility study based on the proposals submitted by the group.
- 13.6.2. **DLS in collaboration with concerned Gewog administration will assist to form a Dairy Farmers Group, prepare By-Laws and constitutions and opening of bank account.**
- 13.6.3. **The Gewog registrar (GAO) will endorse the Dairy Farmers Group application and forward to Dzongkhag Registrar (DPO) and then to Dasho Dzongda for endorsement before sending to Department of Agriculture Marketing and Co-operatives (DAMC) for registration.**

13.7. Piggery Development-establishment of semi-commercial and commercial piggery farms:

- 13.7.1. DLS will receive application from the farmers for establishment of piggery;
- 13.7.2. DLS will submit the proposal to National Piggery Development Center (NPiDC) for review and approval;
- 13.7.3. DLS in collaboration with NPiDC will conduct feasibility study;

13.7.4. DLS will facilitate to obtain clearance from nearby community and the Gewog administration;

13.7.5. DLS will place supply orders for piglets and distribute to the group/farmers.

13.8. Poultry Development-establishment of commercial & mega poultry farms:

13.8.1. DLS will receive application from the farmers for establishment of poultry;

13.8.2. DLS will submit the proposal to National Poultry Development Center (NPDC) for review and approval;

13.8.3. DLS in collaboration with NPDC will conduct feasibility study;

13.8.4. DLS will facilitate to obtain clearance from nearby community and the Gewog administration;

13.8.5. DLS will place supply orders for pullets and distribute to the group/farmers.

13.9. Procedure for Poultry farm registration with National Poultry Development Centre:

13.9.1. Collect registration form for farm registration from Gewog Livestock Office;

13.9.2. Should fill up the registration form and submit to Gewog Livestock Office;

13.9.3. Gewog Extension Office will verify and if eligible recommend for registration. The forms will be sent to DLO Office;

13.9.4. Dzongkhag Livestock Office shall inform NPDC, upon receiving the information and Registration Number will be provided;

13.9.5. DLO will imprint the name of the farmers on the certificate with registration number and get signed from Dasho Dzongdag;

13.9.6. Certificate will be handed over by Gewog Extension Office to the farmers.

13.10. Procedure for fishery development-establishment of commercial and mega fishery farms:

13.10.1. DLS will receive application from the farmers for establishment of fishery;

13.10.2. DLS will submit the proposal to National Center for Aqua-culture (NCA) for review and approval;

13.10.3. DLS in collaboration with NCA will conduct feasibility study;

13.10.4. DLS will facilitate to obtain clearance from nearby community and the Gewog administration;

13.10.5. DLS will place supply orders for fingerlings and distribute to the group/farmers.

13.11. Procedure for goat farming development-establishment of commercial farm:

13.11.1. DLS will receive application from the farmers for establishment of commercial goat farm;

13.11.2. DLS will submit the proposal to the DoL for review and approval;

13.11.3. DLS in collaboration with RNR-Research & Development Centre (RDC), Bjakar will conduct feasibility study;

- 13.11.4. DLS will facilitate to obtain clearance from nearby community and the Gewog administration;
- 13.11.5. DLS will place supply orders for kid and distribute to the group/farmers.

13.12. Procedure for pasture development:

- 13.12.1. DLS will compile requisition for pasture seeds through Dzongkhag Feed and Fodder Focal Person (DFFFP) and submit to National Center for Animal Nutrition;
- 13.12.2. DLS will ensure that enough budget is being allocated by the respective Gewogs for the purchase of seeds;
- 13.12.3. DLS will facilitate in supplying root slips (sugarcane, napier) in-order to meet the requirement of fodder during lean season;
- 13.12.4. DLS will also assist the farmers in making silo-pit, urea treatment of straw to the farmers.

13.13. Procedure for bio-gas construction:

- 13.13.1. Gewog Livestock Extension to survey & fill up potential farmers (Form 1) for the biogas construction;
- 13.13.2. DLS will compile the FORM 1 submitted by the Gewog of the potential list of farmers for the construction of bio-gas plant;
- 13.13.3. DLS will also compile the field survey FORM 2A (loan require or not) of the individual farmer from the Gewogs and forward to Bhutan Bio-gas project, Thimphu for approval and release of loan;
- 13.13.4. Execution of biogas plant upon approval and sanction of credit facility;
- 13.13.5. DLS along with the gewog livestock extension officials will go to the field and check the completion of construction and fill in the completion report FORM 5;
- 13.13.6. DLS will then instruct the farmers to go to Bhutan Development Bank Limited for the subsidy release.

13.14. Service delivery for Animal Health Program:

- 13.14.1. All the outcalls shall be responded immediately (at least verbal communication) and timely follow up of the treatment.
- 13.14.2. If the clinical case is complicated and beyond the capacity of the Gewog Extension staff, s/he should immediately refer the case to Veterinary Officer (VO), DVH or to RLDC.
- 13.14.3. In case of disease outbreak, the Gewog extension officer should visit the place immediately to investigate the disease. If the Gewog Extension staff strongly suspect the outbreak of the disease, s/he has to report to VO immediately for further investigation with sample collection.
- 13.14.4. The VO should collect the sample immediately and dispatch to National Centre for Animal Health (NCAH) Serbithang for further confirmation of the disease.

- 13.14.5. The VO should also submit the Flash Report to NCAH and enter in the TADInfo database.
- 13.14.6. Immediate control measures such as ring vaccination and movement of livestock and livestock products should be stopped from the infected areas.
- 13.14.7. Implementation of annual vaccination, indenting of veterinary drugs and vaccine as per the schedule prescribed by the Department of Livestock.

13.15. Procedure for Registration for dairy farmers group (DFG) with Department of Agriculture and Marketing Cooperatives (DAMC):

- 13.15.1. DLS will assist the group to be registered formally with the DAMC upon fulfilling all the criteria for a group to be registered (Annexure 5).
- 13.15.2. Submit the Registration Application to Gewog Cooperative Registration Registrar;
- 13.15.3. Endorsement by the Gewog Administration (within 15 days);
- 13.15.4. Endorsement by the Dzongkhag Administration (within 15 days);
- 13.15.5. Award of Certificate of Registration (within 10 days).

Please note that while processing the application and preparing required documents for registration by Farmers Groups, 3 copies of each document is required to be made. One copy is to be maintained at Farmers Groups for their record and remaining 2 copies are to be submitted to the Gewog Cooperative Registrar.

13.16. Procedure for registration for primary co-operative with Department of Agriculture and Marketing Cooperatives (DAMC):

DLS will assist the Primary Cooperative to be registered formally with the DAMC upon fulfilling all the criteria for a group to be registered (Annexure 6).

- 13.16.1. Submit the Registration Application to Gewog Cooperative Registrar;
- 13.16.2. Endorsement at Gewog Administration/Submission of the Registration Application to DzongkhagCo-operative Registrar (within 15 days);
- 13.16.3. Fill up Cooperative Application Processing Form (Form CR No. IV)/Verification and Endorsement by DCR and Dzongkhag Administration (within 15 days);
- 13.16.4. Award of Certificate of Registration (within 10 days).

14. SERVICE DELIVERY STANDARDS OF DZONGKHAG ENGINEERING:

14.1. Procedure for survey, designs, drawings & costing:

- 14.1.1. Survey, designs, drawings and preparation of estimates will be done by the concerned engineer in consultation with sector head;
- 14.1.2. Dzongkhag Engineer (DE) will check the estimates & drawings prior to presentation to Dzongkhag Tender Committee (DTC) meeting within 5 working days;
- 14.1.3. Site engineer will present drawings, designs & estimates to DTC for endorsement;
- 14.1.4. DE will issue Technical Sanctions;
- 14.1.5. AFD/Concerned Sector head or Gups will issue Administrative and Financial Sanction based on availability of Budget.
- 14.1.6. Invitation for Bids (IFB) will be done by Engineering Office upon receipt of Administrative and Financial sanction order issued by AFD.

14.2. Procedure for tender opening, evaluation and award of work:

- 14.2.1. Tender opening will be done by 'Opening Committee' chaired by Dasho Dzongrab;
- 14.2.2. Chairperson of Opening Committee will appoint "Evaluation Committee";
- 14.2.3. Evaluation will be done by Evaluation Committee coordinated by E-tool focal person;
- 14.2.4. Evaluation Committee led by e-tool focal person will present evaluation report to Dzongkhag Tender Committee to award work within 14 days from the date of opening;
- 14.2.5. DTC meeting chaired by Dasho Dzongdag will approve the award;
- 14.2.6. 'Letter of Acceptance' will be issued to winning contractor through Engineering Office;
- 14.2.7. Engineering Office will complete contract agreement signing formalities within 15 days from issuance of 'Letter of Acceptance'.

14.3. DTC meeting:

- 14.3.1. DTC meeting chaired by Dasho Dzongdag will be conducted every Wednesday;
- 14.3.2. If Wednesday is public holiday, DTC meeting will be re-scheduled on following working day;
- 14.3.3. Agenda for DTC meeting will be circulated by the DE and concerned site engineer;
- 14.3.4. Followings related to construction and contract administration will be deliberated in the meeting:
 - a. Drawings & Estimates Evaluation report
 - b. Work award
 - c. Change of specifications, additional works and time extensions
 - d. Non performance by the contractors
- 14.3.5. DE will record the proceedings of the DTC meeting.

14.4. Procedure for work implementation:

- 14.4.1. Engineering and concerned sector representatives along with site engineer will hand over the site to contractor;
- 14.4.2. Site Engineer will monitor the work at least once in a month and maintain site order book/Hindrance register required at site;
- 14.4.3. Additional/ deviation works: DTC monitoring team recommends or site engineer puts up to DTC. Additional works can be executed only after acquiring approval from the DTC.

14.5. Procedure for allotment of numbers for measurement book (MB) and measurement booklets:

- 14.5.1. The Dzongkhag Engineering Office shall allot a distinct number for each contract as the number for 'Measurement Book' for the particular work upon request made by the Site Engineer;
- 14.5.2. The measurement booklet relating measurement on different dates should be allotted a sub-number serially. This number shall be allotted by the Site Engineer (EE/ Dy.EE/ Er/ AE/JE) of the work, by allotting sub-numbers serially in the chronological order of the recording of measurements;
- 14.5.3. The system of allotting sub-numbers for Measurement Booklets and numbering of their pages shall be as illustrated below:
 - a. Measurement Book number allotted by Engineering Office -001
 - b. First set of measurement verified by Site Engineer on 01.01.2014
 - c. Sub-number of Measurement Booklet to be allotted by Site Engineer -001/1
 - d. Pages in Measurement Booklet number 001/1 -1 to 15
 - e. Second set of measurement verified by Site Engineer on 02.02.2014
 - f. Sub-number of Measurement Booklet to be allotted by Site Engineer -001/2
 - g. Pages in Measurement Booklet number 001/2 -16 to 40
 - h. Third set of measurement verified by Site Engineer on 10.04.2014
 - i. Sub-number of Measurement Booklet to be allotted by Site Engineer -001/3
 - j. Pages in Measurement Booklet number 001/3 -41 to 200
 - k. Fourth set of measurement verified by Site Engineer on 20.05.2014
 - l. Sub-number of Measurement Booklet to be allotted by Site Engineer -001/4
 - m. Pages in Measurement Booklet number 001/4 -201 to 300#

14.6. Procedure for recording of detailed measurement:

- 14.6.1. The measurement should be recorded in A4 size paper and on one side of the paper only;
- 14.6.2. The font should be 'Times New Roman' with font size of 12 with page scaling adjusted to 90% of normal font size;
- 14.6.3. The measurements should be printed out in a computer in a 'Portrait' form;

- 14.6.4. The pages in the measurement booklets should be continuously numbered from commencement of work till completion of work;
- 14.6.5. The Site Engineer should sign in each page of the measurement sheet in measurement booklet;
- 14.6.6. The signature of contractor should be obtained in each page of measurement sheet in measurement booklet for having accepted the measurement recorded therein;
- 14.6.7. The Supervising Engineer (i.e DE) shall sign in each page of measurement sheet in measurement booklet for having accepted the measurement for payment;
- 14.6.8. The Site Engineer shall not make any ink correction to computer printed measurement records in the measurement sheets except by Supervising Engineer or any Engineer who has been authorized to conduct 'Test Checks';
- 14.6.9. Only one set of measurement book shall be prepared, as keeping two sets of record would lead to disputes;
- 14.6.10. The measurement sheet(s) of measurement booklet(s) shall only be considered as the authentic page(s) of the allotted measurement book; if and only if it bears the signature in original of Site Engineer, Contractor, authorized test checking Engineer and the District Engineer.

14.7. Procedure for recording of measurement booklets on final payment:

- 14.7.1. On completion of work and payment, all the measurement booklets should be bound in convenient volumes. The Site Engineer shall furnish the following certificate as indicated below, which shall be pasted in the inner side of the wrapper of the each bound volume of the booklets

CERTIFICATE

Certified that the measurement booklets numbering 3 under Measurement Book No. 001 have been bound in **two** numbers of volumes as indicated below:

Measurement Booklet No. 1 to 3 containing pages 1-200 of Measurement Booklet

Measurement Booklet No. 4 containing pages 201-300 of Measurement Booklet

Signature of Site Engineer

14.7.2. In the wrapper of concerned measurement booklets, the number of measurement booklet shall be written as 1/4, 2/4, 3/4 etc.

14.8. Procedure for contract bills verification:

- 14.8.1. Contractor will prepare and submit the bills to the Head of Agency, which is forwarded to DE;
- 14.8.2. DE will instruct site engineer to process for payment;
- 14.8.3. Site engineer will process the bills based on the work done at site and forward to DE for test checking within **10 days**;
- 14.8.4. DE will do necessary test checking and finalize the payment within **5 working days** and put up to the Head of Agency for approval;
- 14.8.5. Bill along with MB will go to Accounts Sector for release of payment.

14.9. Procedure for progress reporting:

- 14.9.1. Site engineer will update physical progress of work in the 'Project Expenditure Summary' maintained in OPA every time as and when payment is processed;
- 14.9.2. If the physical progress at site is not as per the work plan, site engineer will follow up with the contractor and then forward to DTC for further course of action;
- 14.9.3. DE will compile progress of all activities and present to DTC/ Monthly Sector coordination meetings.

14.10. Procedure for handing taking of work:

- 14.10.1. Contractor will submit the completion report to the Head of Agency;
- 14.10.2. Site engineer will issue 'Project Completion Certificate' based on work completed at site **within 5** working days;
- 14.10.3. Based on 'Project Completion Certificate' issued by site engineer, DE will co-ordinate with the DTC for handing taking **within 14** working days;
- 14.10.4. During handing/taking the DTC/ handing taking committee will cross check the final bill entry in the measurement book against work done at site if necessary;
- 14.10.5. If any defect is found during handing/taking, rectifications/ corrections required will be recorded in handing taking note;
- 14.10.6. Final bills will be cleared upon completion of rectification works.

14.11. Procedure for release of retention money:

- 14.11.1. Contractor will submit request for release to the Head of Agency upon completion of 'Defect Liability Period', which is then forwarded to DE;
- 14.11.2. DE will instruct site engineer to process for payment and Engineer verifying the payment shall ensure that 'Clearance / No Objections' from end users is obtained and attached with the bills;;
- 14.11.3. DE will countersign and the Head of Agency will approve the payment which is then forwarded to Accounts Sector for release of payment.

14.12. Procedure to approve construction within municipality:

- 14.12.1. Applicant will put up request for issuance of 'Site Plan' to the Chairperson;
- 14.12.2. Municipal Office will issue the 'Site Plan';
- 14.12.3. Applicant will fill up 'Construction Approval Form' and submit to Municipal Office along with all required documents;
- 14.12.4. Municipal engineer will scrutinize drawings, designs and supporting documents and put up to Chairperson for accord of approval.

15. SERVICE DELIVERY STANDARDS OF DZONGKHAG PLANNING UNIT:

15.1. Procedures for Preparing Five Year Plans (FYP):

Co-ordinate Five Year Plan (FYP) preparations of the Dzongkhag sectors and Gewogs in line with the guideline issued by the GNH Commission:

- 15.1.1. Notify Dzongkhag Sectors and Gewogs to prepare FYP;
- 15.1.2. Compile FYP activities;
- 15.1.3. Conduct prioritization meeting with Dzongkhag sectors and Gewogs;
- 15.1.4. Endorse in the DT Meeting;
- 15.1.5. Submit to the GNHC;
- 15.1.6. Process to enter in the Planning and Monitoring System (PLaMS) in close collaboration with Sector heads and GAOs;
- 15.1.7. Sector Heads will be provided access to the system at <http://plams.gnhc.gov.bt>; to enter sector plans in the PLaMS.
- 15.1.8. Gewog Administrative Officer (GAO) will be provided access to the system at <http://plams.gnhc.gov.bt> to enter Gewog plans in the PLaMS.

15.2. Procedures for FYP Mid-Term Review (MTR):

Co-ordinate Mid-Term Review preparations of FYP of the Dzongkhag sectors and Gewogs as and when the government notifies the timeframe for the review (MTR):

- 15.2.1. Notify Dzongkhag and Gewogs to prepare review report and submit to the Dzongkhag Planning Unit within a given time set as per government directives;
- 15.2.2. Compile physical and financial progress of the Dzongkhag Sectors and Gewogs;
- 15.2.3. Convene a meeting with Sector Heads and Gups;
- 15.2.4. Finalize report and submit to the GNH Commission;
- 15.2.5. Enter in the PLaMS;
- 15.2.6. Sector Heads will be provided access to the system at <http://plams.gnhc.gov.bt>; to update Sector progress.
- 15.2.7. Gewog Administrative Officer (GAO) will be provided access to the system at <http://plams.gnhc.gov.bt> to update Gewog progress.

15.3.Procedures for preparing Annual Work Plan (AWP):

Based on the FYP, work closely with the Dzongkhag Budget Officer to prepare Annual Work Plan (AWP) of the Dzongkhag sectors and Gewog plans. Submit to the GNH Commission through the Dzongkhag administration and Dzongkhag Tshogdu;

- 15.3.1. Notify Dzongkhag Sectors and Gewogs to prepare AWP within the budget ceiling provided by the GNHC;
- 15.3.2. Compile AWP;
- 15.3.3. Endorse in the DT;
- 15.3.4. Coordinate with sectors and GAOs to enter AWP in the PLaMS);
- 15.3.5. Sector Heads will be provided access to the system at <http://plams.gnhc.gov.bt> to enter sector AWP in the PLaMS.
- 15.3.6. Gewog Administrative Officer (GAO) will be provided access to the system at <http://plams.gnhc.gov.bt> to enter Gewog AWP in the PLaMS.

15.4.Procedure for monitoring and evaluation:

- 15.4.1. Co-ordinate Monitoring Team to conduct progress of all budgeted activities in the Gewogs on a monthly basis;
- 15.4.2. DPU will submit monitoring proposal to the Head of Agency specifying which site to visit along with timeframe;
- 15.4.3. The team will conduct visits and instruct to rectify the defects to maintain construction quality;
- 15.4.4. See if capital activities are on track as per work plan;
- 15.4.5. The findings and observation of the team will be submitted to the Head of Agency for further necessary action.

15.5.Procedure for submitting progress reports:

- 15.5.1. Notify Sector Heads and Gups to submit progress of AWP and update progress in the PlaMS on a quarterly basis;
- 15.5.2. Submit progress report to the government through the Head of Agency;
- 15.5.3. Present annual progress report during the Dzongkhag Tshogdu session.

15.6.Procedure to regularize *ad-hoc* plans in the FYP:

- 15.6.1. Concern sector and Gup shall submit a report to the Head of Agency justifying requirement of non-plan activities in the plan;
- 15.6.2. As per the instruction of the Head of Agency, the Dzongkhag Planning Unit shall write to GNHC seeking approval to regularize in the plan;
- 15.6.3. Once approved relevant sector will be informed accordingly.

15.7.Procedure to change plan (re-appropriate) activities:

- 15.7.1. Concern sector or Gewog shall submit a report to the Head of Agency justifying why an activity is required to re-appropriate to another;
- 15.7.2. Specify amount of budget and activity;
- 15.7.3. Based on the decision of DTC, the Dzongkhag Planning Unit will write to GNHC through Head of the Agency and DT seeking approval for re-appropriation of the activity;
- 15.7.4. Once approved, concern sector shall implement the work accordingly.

15.8.Procedure to co-ordinate Sector Co-ordination Meeting (SCM):

- 15.8.1. The Dzongkhag Planning Unit is entrusted to co-ordinate SCM;
- 15.8.2. Notify all the sector heads of the meeting and to submit agenda 2 days prior to the meeting;
- 15.8.3. Discuss on the agenda with the Head of Agency;
- 15.8.4. Conduct SCM in the first week of every month;
- 15.8.5. Circulate minutes of the meeting;
- 15.8.6. Follow up on the decisions taken during the previous meeting.

16. SERVICE DELIVERY STANDARDS of ICT

16.1.Procedure for ICT problem reporting by Gewogs/BHU/Schools:

- 16.1.1. Gup/GAO/HA/Principal shall submit an application to the Head of the Agency seeking ICT technical expertise to solve the problem;
- 16.1.2. ICT Officer shall send ICT technical person to fix the problem if approved by the Head of Agency;
- 16.1.3. Within 3 working days from the date of receipt of instruction from Head of the Agency, ICT sector shall try to solve the problem;
- 16.1.4. Should computers require major maintenance, the ICT shall ask concern sectors to seek note sheet approval from the Head of Agency provided adequate budget is available for computer maintenance.

16.2.Procedure for ICT problem reporting by staffs/sector heads of at the Dzongkhag administration and nearby offices under the jurisdiction of Dzongkhag administration:

- 16.2.1. Sector heads/sector staff shall inform ICT technical expertise to solve the problem;
- 16.2.2. ICT Officer shall send ICT technical person to fix the problem within 1hr/1 working day from the time/date of receiving complaints/information from the sector heads and staff;
- 16.2.3. Should computers require major maintenance, the ICT shall ask concern sectors to seek note sheet approval from the Head of Agency provided adequate budget is available for computer maintenance.

16.3.Procedure for up-gradation of internet bandwidth:

- 16.3.1. Prepare budget for up gradation of internet bandwidth;
- 16.3.2. Submit budget proposal to the Department of National Budget through Dzongkhag Budget Officer;
- 16.3.3. If budget is approved by the DNB, put a note sheet to the Head of Agency for implementation as per Financial Rules and Regulations;
- 16.3.4. If note sheet is approved place work order to Internet Service Provider (ISP).

17. SERVICE DELIVERY STANDARDS OF TSHOGDRUNG:

17.1.PROCEDURE FOR CONVENING DZONGKHAG TSHOGDU:

- 17.1.1. Issue notification to DT members, observers and agencies in consultation with the Head of Agency and Chairperson and advertise in media;
- 17.1.2. Compile and screen agendas 5 days before DT by the Chairman/Gups and relevant sectors;
- 17.1.3. Finalize agenda and circulate to all the members and observers 2 days before DT;

- 17.1.4. Co-ordinate DT session and record minutes of the DT;
- 17.1.5. Circulate endorsed minutes of the DT within 10 working days;
- 17.1.6. Follow up on the resolutions of DT.
- 17.1.7. Compilation of reports on the action taken by relevant sectors/offices based on the DT Resolutions for reviewing in the next DT session.

18. SERVICE DELIVERY STANDARDS OF KIDU UNIT:

18.1.Procedures for land kidu:

- 18.1.1. Receive application for land kidu or identify people eligible for land kidu;
- 18.1.2. Verify and compile profile of land kidu applicants (case background, family details and land details) and forward to Office of the Gyalpoi Zimpoen (OGZ);
- 18.1.3. After receiving a Royal Command or a verbal order from the OGZ, identify a government land and survey the land with the help from the Dzongkhag Land Record section;
- 18.1.4. Obtain clearances (forest and adjacent land owners) in collaboration with Dzongkhag Land Record;
- 18.1.5. Compile detail survey reports and submit it to the OGZ.

18.2.Procedures of processing citizenship kidu:

- 18.2.1. Registration of all citizenship kidu applications and forward it to the OGZ;
- 18.2.2. Facilitate applicants to register their unregistered child as per the system/guidelines of the MoHCA;
- 18.2.3. Accompany the Citizenship Kidu Applicants if called for Royal Audience.

18.3.Procedures of processing living allowance for senior citizen:

- 18.3.1. Identify the people who need allowance;
- 18.3.2. Compile profile and submit to the OGZ;
- 18.3.3. If granted Kidu, take care of them, disburse the allowances on time and do regular monitoring.

18.4.Procedures of processing allowance for Gyalpoi Tozeys:

- 18.4.1. Identify students who need kidu with the help from the school teachers or the Local Government Leaders(Gup, Mangmi, GAO and Tshogpas);
- 18.4.2. Compile profiles for the students and forward it to the OGZ;

- 18.4.3. If Kidu is granted, disburse allowances on time, monitor the students and encourage them to study well.

19. SERVICE DELIVERY STANDARDS OF REVENUE UNIT:

19.1.Procedure for revenue collection and deposit:

- 19.1.1. Issue the prescribed Revenue Money Receipt (RMR) to deposit directly on receipt of cash, cheque, bank draft and cash warrants as the case may be;
- 19.1.2. The Original copy of the RMR shall be handed over to the concerned depositor;
- 19.1.3. The duplicate copy of RMR shall be attached with the monthly schedule of collection and deposit, which is to be sent to the concerned RRCO;
- 19.1.4. The triplicate copy of the RMR shall be retained in the book for record;
- 19.4.1. All collection of revenue shall be deposited into the allotted RGR Account of the agency on the following day and update the accounts;
- 19.4.2. Submit monthly accounts to the RRCO within 10 days of the following month.

19.5. Procedure for collection of rural taxes:

- 19.5.1. Notify Gewogs to collect rural taxes;
- 19.5.2. Issue rural tax money receipt to Gewogs;
- 19.5.3. Gewog will deposit in the CD account latest by 31st December and submit assessment report to Dzongkhag Revenue Unit;
- 19.5.4. Revenue Unit will submit assessment report to the RRCO within 1 month.

19.6. Procedure for rural insurance (life and house):

- 19.6.1. Notify Gewogs to collect rural life and house insurance;
- 19.6.2. Issue money receipts (life and house insurance) to Gewogs;
- 19.6.3. Gewog will deposit with the Dzongkhag Revenue Unit before 15th January;
- 19.6.4. Revenue Unit will verify and deposit with respective financial institutions not later than 15th February.

20. SERVICE DELIVERY STANDARDS OF CULTURAL SECTION:

20.1. Procedure to seek approval of Lhakhang Construction:

- 20.1.1. The applicant will apply to Gewog administration;
- 20.1.2. Gewog Administration will forward duly filled up application form to the Dzongkhag;
- 20.1.3. Culture Section will verify proposed area jointly with Land Record, Environment and Division Forest and forward verification report to the MoHCA for approval;
- 20.1.4. Dzongkhag will convey Ministry's approval to the Gewog administration.

20.2. Procedure for Chortens/Mani Dungkhor construction:

- 20.2.1. The applicant will apply to Gewog administration;
- 20.2.2. Gewog Administration will forward duly filled up application form to the Dzongkhag;
- 20.2.3. Culture Section will verify proposed area jointly with Land Record, Environment and Division Forest and forward verification report to Head of Agency (Dzongkhag) for approval;
- 20.2.4. Dzongkhag will convey approvals to applicants and also inform the Gewog administration.

20.3. Procedures for co-ordination between the Dzongkhag administration and religious institutions:

20.3.1. Procedure to procure religious items:

- 20.3.1.1. Rabdey Dratshang will put up proposal(s) to the Dzongkhag administration to procure religious items;
- 20.3.1.2. Check procurement of religious items are included in the plan and budget availability;
- 20.3.1.3. The Dzongkhag administration will assess the need of religious items, furniture and other equipment;
- 20.3.1.4. If items are genuinely required, it will be purchased strictly as per financial rules and regulations, and procurement manual.

20.3.2. Procedure to seek approval for construction and maintenance of religious infrastructures at the Rabdey Dratshang:

- 20.3.2.1. Rabdey Dratshang will put up proposal(s) to the Dzongkhag administration requesting for maintenance of religious structures;
- 20.3.2.2. Check whether proposed activities for construction and maintenance are planned or unplanned;
- 20.3.2.3. The Dzongkhag administration will assess the need of construction and maintenance;
- 20.3.2.4. If it is planned the Dzongkhag Engineering cell upon seeking approval from DTC, shall prepare notice inviting tender;
- 20.3.2.5. In case of unplanned, the Dzongkhag administration will seek approval from the GNH Commission to regularize in the plan if it is genuinely required;
- 20.3.2.6. Seek approval from the Ministry of Home and Cultural Affairs (MoHCA) for construction and maintenance of religious infrastructures before carrying out the work.

21. SERVICE DELIVERY STANDARDS OF STATISTICAL UNIT

21.1. Procedures for compilation and publication of Annual Dzongkhag Statistics:

- 21.1.1. In April; receive final format from National Statistics Bureau;
- 21.1.2. April to May; notify and send format to all relevant agencies requesting ADS data;
- 21.1.3. June to December; collect and compile ADS;

- 21.1.4. January; present and validate ADS report;
- 21.1.5. February; submit final ADS to NSB for publication.

21.2. Procedures to validate, assure sound definitions, concepts and classification for statistical data collection:

- 21.2.1. Familiarize enumerators about the field areas during the census and surveys field operations;
- 21.2.2. Educate enumerators on the concepts and classification of census and survey questionnaires;
- 21.2.3. Compile and validate data collected by the enumerators within 1 month;
- 21.2.4. Submit report to NSB.

21.3. Procedures to provide technical assistance to Dzongkhag sectors and Gewogs:

- 21.3.1. Sector requiring statistical technical assistance will request DSU in written;
- 21.3.2. DSU will provide technical assistance required by the sector;
- 21.3.3. OR seek further assistance from the NSB.

21.4. Procedure for consumer price collection:

- 21.4.1. In the first week of every month, seek approval from the Head of Agency;
- 21.4.2. By 2nd week of every month collect CPI data;
- 21.4.3. By 3rd week submit CPI data to NSB for analysis.

22. SERVICE DELIVERY STANDARDS OF DESPATCH/HELP DESK:

- 22.1. The help desk shall open from 9:00am to 4: pm in winter and from 9:00am to 5: 00pm in summer;
- 22.2. People in the counter shall greet people politely
- 22.3. Show direction to the people looking for a particular office or official;
- 22.4. Help physically challenged visitors;
- 22.5. Pick up phone within 3 rings and accordingly provide assistance as requested;
- 22.6. Circulate letters, office orders, notifications and any other official documents on time;
- 22.7. Obtain information whether Dashos and Sector Heads are out of station and convey information accordingly to visitors.

23. SERVICE DELIVERY STANDARDS of Legal Unit:

23.1. Procedures to seek legal advice:

- 23.1.1. The sector or the official seeking legal assistance submits an official letter seeking legal opinion;
- 23.1.2. The said opinion is then browsed for interpretation according to relevant laws;
- 23.1.3. After the agreed period, legal opinion is presented for deliberation or endorsement if any.

23.2. Procedure to investigate case (s):

- 23.2.1. Receive an allegation (s);
- 23.2.2. The team leader tables the agenda for meeting;
- 23.2.3. Thereon, the facts of the case is discussed and the investigation methodology prepared;
- 23.2.4. The investigation report is compiled as follows:
 - a. Background of the case;
 - b. Investigation methodology
 - c. Allegations alleged;
 - d. Justifications received from the relevant person (s);
 - e. Findings by the investigation committee;
 - f. Recommendation (if any);
 - g. The report is submitted to the source of complaint shared within one week after completion of the investigation.

24. SERVICE DELIVERY STANDARDS of Election Sector

SERVICE DELIVERY STANDARDS of Election Sector is ndetailed in this SERVICE DELIVERY STANDARDS of Chhukha Dzongkhag Administration since the Election Sector is not governed by the Bhutan Civil Service Rules and Regulations (BCSR) 2012 but by the electoral laws of the country.