

STANDARD OPERATING PROCEDURES & TAT



SAMDRUP JONGKHAR THROMDE

2018

Acronyms

CRCO	Civil Registration and Census Office/section.
DRD	Development Regulatory Division.
IDD	Infrastructure Development Division.
NLCS	National Land Commission Secretariat.
EC	Environment Clearance.
IEE	Initial Environment Examination.
TLRO	Thromde Land Registrar Officer.
G2C	Government to Citizen.
HQ	Head Quarter.
HoH	Head of Household.
SRP	Special Resident Permit

Executive Summary

Samdrup Jongkhar Thromde's Vision:

A vibrant and inclusive city balancing the three realms of Environment, Economy and Society.

Samdrup Jongkhar Thromde's Mission:

In pursuit of developing vibrant city in line with the ideals of GNH of the country through promotion of quality infrastructures and standard services provided by highly motivated, ethical and spirited team.

With the above mentioned vision and mission of Samdrup Jongkhar Thromde, it is felt that there is a need for a proper set of service delivery standards and procedures for the agency in order to simplify performance management and to provide faster yet effective and efficient public services.

Samdrup Jongkhar Thromde has a responsibility to its citizens to ensure they are provided with an excellent service and that the level of services is well communicated and timely. Therefore, Standard Operating Procedure and Turn Around Time will help the agency in creating consistency in how the processes and task are performed as the document consists of step-by-step procedures that are easy for customers as well as employees to follow.

The agency currently offers various public services in close collaboration with different Divisions and sections. The SOPs and TAT will also help agency in evaluating employee performance besides facilitating communication and accountability but also provide customer satisfaction.

Since overall output of the organization is directly dependent on the role played by each and every employees; therefore, it is important that the employees are provided with relevant and timely capacity building opportunities.

However, TAT mentioned are exclusive of the time taken to make amendments and revisions by the clients and SOP and TAT should be reviewed on Quarterly Basis.

Standard Operating Procedures, Samdrup Jongkhar Thromde, 2018

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Prepared by Policy and Planning Section, Samdrup Jongkhar Thromde.

Current Scenario of Thromde Service Delivery Standards.

Samdrup Jongkhar Thromde was established as a class 'A' Thromde in 14th March, 2011 and is still at its initial stage of development as a self-governing institution. However, Thromde in last five years have not only improved public service delivery but has also shown tremendous changes be it in infrastructure development or human resource capacity.

In order to enhance public service delivery, Samdrup Jongkhar Thromde in collaboration with the G2C office under Prime Minister's office launched eServices in June 2016 and the official handing and taking of the 10 eServices took place on December 11, 2017 between the G2C office and Samdrup Jongkhar Thromde. Since its inception, Thromde eServices have been functioning successfully and till date, no major grievances have been recorded from the customer while providing the services. However, it is not something to be complacent of, we are still working on ways to incorporate more services online by 12FYP, so that we can adapt to the needs of citizens rather than citizens running after us.

Thromde also provides other amenity betterment services such as road networks, street lights, footpaths etcetera and in providing such services, each and every employees of the agency have been working with utmost dedication and their own capability, yet we cannot undermine the fact that public are still faced with burden in terms of getting clear cut information regarding the service delivery time bounds and the procedures involved in availing those services.

Therefore, an urgent need was being felt to develop a set of standard operating procedures which would enable the Thromde to deliver the services effectively to public of Samdrup Jongkhar.

Standard Operating Procedures (SOP) & TAT

SOP and TAT for secretariat Services

Civil Registration and Census Section.

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
1	Birth Registration	<p>1.The applicant must submit the following documents to the census section:</p> <p>a. Duly completed birth registration form (BCRS-BR-01) available in Thromde website/Census office</p> <p>b. Copy of birth notification issued by the concerned health official if the birth occurs inside health facility. If otherwise, Tshogpa statement shall suffice</p> <p>c. Copy of court marriage certificate of parents. In absence of MC, Tshogpa statement has to be submitted.</p> <p>d. Copy of parents CID/SRP card</p> <p>Note: The official shall issue the acknowledgement receipt which is attached at the bottom of the Birth Registration form. The child has to be equal to or less than one year at the time of submitting the completed documents</p> <p>2.Operator shall verify, scan and apply the documents submitted by the applicant in the</p>	One day	CRCO	Depending on internet reliability

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
		system using G2C service 3.TCRCO shall verify the documents submitted by the operator using G2C service which shall further be verified and approved at HQ level			
2	Death Registration	1.The applicant must submit the following documents to the census section: a. Duly completed death reporting form (BCRS-DR-01) available in Thromde website/Census office b. Original CID/SRP card of the deceased c. Notification of death if death occurs inside health facility. If otherwise, statement signed by Tshogpa has to be submitted d. Copy of CID/SRP card of the requestor 2.Operator shall verify, scan and apply the documents submitted by the applicant in the system using G2C service 3.TCRCO shall verify the documents submitted by the operator using G2C service which shall be approved at HQ level	One day	CRCO	Depending on internet reliability
3.	Census Transfer	1. The applicant must submit the following documents to the census section: a. Duly completed census transfer form (BCRS-CT-01/02/03) available in Thromde website/Census office b. Copy of Lagthram if the applicant is moving into a new household	One day	CRCO	Depending on internet reliability

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
		2.The operator shall verify, scan and apply the documents submitted by the applicant using G2C service			
		3.TCRCO shall approve the census transfer case submitted by the operator			
4.	Process for new CID/SRP Issuance	<p>1. The applicant must submit the following documents to the census section:</p> <p>a. Duly completed form for those reporting for the first time (BCRS-CID/SRP-01) available in Thromde website/Census office (The applicant has to be equal to or more than 15 years of age at the time of availing the service)</p> <p>b. One recently taken passport size photo and a legal stamp</p> <p>c. Revenue receipt from RRCO, SJ (applicant has to pay Nu. 100 at RRCO cash counter)</p> <p>2. Cross verification of information provided on CID form with the BCRS</p> <p>3.The census official will capture biometric data (facial image and fingerprint)</p> <p>Dress code:</p> <p>Gomchen – Red Gho</p> <p>Monk – Monk’s dress</p> <p>Nun – Nun’s dress</p> <p>Others – National dress (Male-gho, Female – kira, tego and wonju). People from merak, saktan, Laya and Lingzhi may take photograph</p>	30 minutes	CRCO	Depending on internet reliability

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
		in their traditional dress and coral accessories but not with any head gear			
		4. The operator shall scan documents and submit the form and biometric data using G2C service which shall be approved at HQ level			
		5.The applicant shall be informed over the phone once the CID has been received from the Department			
5	Process for replacement of CID/SRP card	<p>1. The applicant must submit the following documents to the census section:</p> <p>a. Duly completed form for replacement of CID/SRP card(BCRS-REP-01) available in Thromde website/Census office (for renewal, the expiry date has to be less than six months)</p> <p>b. One recently taken passport size photo and legal stamp</p> <p>c. Revenue receipt from RRCO, SJ (applicant has to pay Nu. 100 for renewal and Nu. 400 for lost cases)</p> <p>2. The census official shall capture biometric data (facial image and fingerprint)</p> <p>Dress code:</p> <p>Gomchen – Red Gho</p> <p>Monk – Monk’s dress</p> <p>Nun – Nun’s dress</p> <p>Others – National dress (Male-gho, Female –</p>	30 minutes	CRCO	Depending on internet reliability

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
		<p>kira, tego and wonju). People from merak, sakten, Laya and Lingzhi may take photograph in their traditional dress and coral accessories but not with any head gear</p> <p>3. The operator shall scan documents and submit the form and biometric data using G2C service which shall be approved at HQ level</p> <p>4. The applicant shall be informed over the phone once the CID has been received from the Department</p>			
6	Issuance of nationality certificate and household information.	The applicant must submit the service application form (BCRS-SAF-01) available at Thromde website/census section. The operator shall submit the application using G2C service and issue the printed certificate generated from the system. (for nationality certificate, one recently taken passport size photo is mandatory)	5 minutes	CRCO	Depending on internet reliability
7	Change of HoH	<p>1. The applicant must submit the following documents to the census section:</p> <p>a. Duly completed form for change of head of household (BCRS-HoH-01) which is available at Thromde website/census section</p> <p>b. No objection letter signed by all the family members of 18 years and above</p> <p>2. The operator shall scan and submit the documents using G2C service</p>	One day	CRCO	Depending on internet reliability

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
		3.TCRCO shall approve the application submitted by the operator			
8	Name change and DOB correction	<p>1.The applicant must submit the following documents to the census section:</p> <p>a. Duly completed form for name change and date of birth correction (BCRS-NC&AC-01) which is available at Thromde website/census section</p> <p>b. i.Copy of service record and individual bio-data printed from CSIS certified by the concern HRO for civil servants ii.Copy of service record certified by record officer for armed forces iii.Certification by Zhung Dratshang/Uzin/Head of institution for monks and nuns iv.Copy of academic certificate or highest academic certificate obtained for the students</p> <p>2.The operator shall scan and submit the documents using G2C service which shall be approved at HQ level</p>	One day	CRCO	Depending on internet reliability
9	Census Drop Out	<p>1. The applicant must submit the following documents to the census section:</p> <p>a. Duly completed form for regularization (BCRS-CR-01) which is available at Thromde website/census section</p> <p>b. Copy of birth notification issued by the</p>	3 days	CRCO	

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
		<p>concerned health official if the birth occurs inside health facility. If otherwise, tshogpa statement shall suffice</p> <p>c. Copy of court marriage certificate of parents. In absence of MC, tshogpa statement has to be submitted</p> <p>d. Copy of parents CID/SRP card</p> <p>e. One passport size photo of the child</p> <p>f. No objection letter from the concerned head of household (standard format designed by the census section and can be availed from the office)</p> <p>g. Tshogpa statement reflecting the reason for late reporting</p>			
		<p>2. The census official shall verify all the documents submitted by the applicant and if need be, the team shall visit the household for confirmation. Once the verification is completed, all the documents shall be forwarded to the Department for further verification and to put up for approval. (The parent's shall be informed once the regularization case has been approved)</p>			
Procurement Section					
1	Verification of bills for procurement of	1. Verification of supply order bills and submit to Accounts Section	2 Days	Procurement Section	

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
	goods.				
Legal Section					
1	Tenancy dispute settlement	1. Filing of petition/complaint to customer care service. 2. Legal Officer after reviewing the case; put up the case to tenancy dispute settlement for deliberation; then decision of the committee is delivered to the parties in dispute.	14 Days	Legal Section	
Customer Care Services					
	Customer care services (General)	1. Receive and forward customer's problems to respective Division/sections Via G2C online. 2. Inform and issue approvals, permits, clearances to the customers after compiling from Divisions & sections. 3. Provide vacuum tanker and water tanker services on the receipt of dully filled (<i>Vacuum Tanker and water tanker Service form</i>) and <i>revenue receipt</i> of the payment.	1 Day	Customer Care Services	
Human Resource Section					
	Superannuation/voluntary resignation/early	1. Generate list of employees who would be superannuating in the next 1 year 2. Issue notification to the employee	12 Days	HR Section	

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	retirement scheme	3. Put up to HRC for approval			
		4. Issue separation order for individual to obtain clearances for retirement benefits			
		5. Update in the CSIS			
		6. Issue relieving order			
		7. Process retirement benefits			
		8. Implement Royal Civil Service Award and certificate of appreciation signed by the head of the agency.			
Survey and Land Services					
1	Demarcation of plot	1. The applicant must submit an application along with copy of ownership certificate to Customer Care Service section.	7 Days	Land and Survey Services.	
		2. Surveyor verifies the plot on the map, checks the nearest survey stations and takes out the coordinates of the plot to be surveyed.			
		3. Upon verification of money receipt for demarcation fee, surveyor visits the site and demarcates the plot.			
2	Official site plan	1. The applicant must submit an application along with copy of ownership certificate to Customer Care Service section.	7 Days	Land and Survey Services.	
		2. Land Record and Survey section prepares site plan			

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		3. Head of the agency approves the official site plan issued upon the production of revenue receipt.			
3	Land Transaction (Inheritances, sale, purchase, gift, donation, exchange)	<p>1. Applicants submit the required documents to Customer Care Service section.</p> <ul style="list-style-type: none"> a) Internal agreement b) No Objection from family members c) Landed property form d) Mortgage Clearance letter from financial institution e) Family tree f) Original ownership certificate g) Occupancy certificate <p>2. Verification of the documents by Land Record section</p> <p>3. Public notification</p> <p>4. Partial fragmentation/demarcation/preparation of survey report and uploading in e-citizen portal</p> <p>5. Verification and approval by LSS, DRD and Finance Division in e citizen portal</p>	61 Days	Land and Survey Services.	Subject to submission of all required documents.
4	Thram and Plot correction	1. The applicant must submit an application to Customer Care Service section.	14 Days	Land and Survey Services.	

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		2. Verification of documents/survey			
		3. Preparation of verification report and uploading in e-citizen portal (submit to NLCS)			
5	Mortgage	1. Applicant submits the documents to Customer Care Service section and pass to Land Record section for noting of mortgage.	2 Days	Land and Survey Services.	
6	Land Lease Temporary- 7 Days Short Term: 30 Days Long Term- 60 days	1. Submission of application to Customer Care Service section.	60 Days	Land and Survey Services.	
	2. TLRO prepares background paper and discuss in Thromde Land Committee/Thromde Tshogde.				
	3. Submission of report and proposal to NLC.				
	4. Execution of lease agreement and demarcation				
7	Government/Private land acquisition	1. Submission of application to Customer Care Service section by the acquiring agency/institution.	59 Days	Land and Survey Services.	
	2. TLRO prepares background paper and discusses in TLC and prepares preliminary report and submits to NLC.				
	3. Upon the receipt of the preliminary				

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		approval from NLC, TLRO to prepare and submit of detailed report to NLC			
		4. Transaction/land substitution/cash compensation to the affected land owners.			
SOP and TAT for Division					
Environment Division					
1	Tree felling within registered land under Thromde jurisdiction	1. The applicant must submit a dully filled Tree Felling form to Customer Care Service. 2. Upon the receipt of the application, an official from Environment services will visit the site and accordingly forward the application to Customer Care Service section addressed to Forest Range Office & NRDCL or Plot Owner.	3 Days	Environment Division	Forms available can obtained either from the customer care counter or can be downloaded from Thromde website (www.sjthromde.gov.bt)
2	Disposal of construction and demolition waste	1. The applicant must submit a written application to Customer Care Services. 2. Upon the receipt of the application and Nu.10000 as security deposit per activity, an official from Environment services will identify and verify the disposal site. 3. After disposal, the applicant must be responsible for leveling the disposed waste. 5. An official from Environment services will then visit the site and if found as per the prevailing norms then the security deposit will be refunded.	4 Days	Environment Division	

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
3	Issuance/Renewal of Environment clearance (EC).	<p>1. The applicant shall submit a written application or IEE (Initial Environmental Examination) form (if pertaining to obtaining ne EC) to the Customer Care Service.</p> <p>2. Upon the receipt of the application, an official will make a visit to the site and accordingly lay down terms and conditions for the proponent to abide by</p> <p>3. The applicant must pay the EC fee to revenue section and EC shall be issued by the Environment services on production of the revenue receipt.</p>	10 Days	Environment Division	IEE forms are available at the customer care counter or can be downloaded either from National Environment Commission website (www.nec.gov.bt) or Thromde office website (www.sjthromde.gov.bt)
4	Issuance of administrative approval	<p>The applicant must submit a written application to Customer Care Services. Upon the receipt of the application, an official from Environment Services will visit the site if necessary. After the visit, the Environment Services will consult with all other divisions and necessary Services.</p> <p>Thromde Administrative approval will be granted or withheld based on the consultation report from the divisions and services.</p>	3 Days	Environment Division	<p>List of activities requiring EC from Thromde:</p> <ol style="list-style-type: none"> 1. Automobile services (workshop and water servicing). 2. Establishment and operation of sawmill (cottage and small scale) 3. Sawdust briquetting plant (cottage and small scale). 4. Setting up and operation of stone crushing unit (cottage and small scale). 5. Setting up of telecommunication

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					towers. 6. Construction of private roads. 7. Setting up and operation of hot mix plant. Wet mix plant, asphalt plant, bitumen plant, concrete batching plant. 8. Construction of primary, lower, middle and higher secondary school (Private or Government).
Infrastructure Development Division (IDD)					
1	New water meter connection	The applicant submits the dully filled form (<i>application form for water supply services</i>) along with the occupancy certificate to customer care service unit and the application will be processed as per G2C and accordingly permit shall be issued.	5 Days	IDD	The application form is available at Customer Care Service or can be downloaded from (www.sjthromde.gov.bt)
2	Temporary water connection	The applicant submits the dully filled form (<i>application form for water supply services</i>) to customer care service section and the application will be processed as per G2C and accordingly permit shall be issued.	5 Days	IDD	The application form is available at Customer Care Service or can be downloaded from (www.sjthromde.gov.bt)
3	Water reconnection	The applicant submits the dully filled form (<i>application form for water supply services</i>) to customer care service section and the	5 Days	IDD	The application form is available at Customer Care

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		application will be processed as per G2C and accordingly permit shall be issued.			Service or can be downloaded from (www.sjthromde.gov.bt)
4	New sewer line connection	The applicant submits the dully filled form (<i>application form for new sewerage connection</i>) to customer care service unit and the application will be processed as per G2C and accordingly permit shall be issued.	5 Days	IDD	The application form is available at Customer Care Service or can be downloaded from (www.sjthromde.gov.bt)
Development Regulatory Division					
1	Construction permit (Major)	<ol style="list-style-type: none"> 1. The applicant must submit the following documents to the customer care services: <ol style="list-style-type: none"> a. Signed application form available in Thromde website/G2C online services. b. Copy of latest Plot/Land ownership certificate/Lag-Thram. c. Latest/re-validated development official site plan issued by survey and land section of Thromde office. d. Certificate of design team. e. Two sets each of Architectural, Structural, Electrical, Sanitary/Sewerage Drawing and Plumbing/Water Supply Drawing in (A3A4 size). 6. Acquire application ID from the CC. 	30 Days	DRD	Major construction refers to new building/house construction of structures vertical/horizontal extensions.
		2. Make site visits and verify site conditions			

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		3. Make scrutiny as per the procedure of G2C online services and issue approval letter			
		4. Applicant makes payment to accounts section and collects a copy of approved drawings after signing necessary undertaking agreement with the building inspector.			
2	Construction permit (Minor)	1. Applicant must submit the application form with scope of work clearly mentioned along with necessary drawings and a copy of occupancy certificate to Customer Care Service section.	5 Days	DRD	Minor construction refers to construction of roofing, attachments, boundary wall, house maintenance or any other similar construction.
		2. Make site visit and verify site conditions			
		3. Issue approval letter, make payments if any to accounts section and collect the approval letter.			
3	Green channel for Building permit	1. The applicant must submit the following documents to Customer Care Service section. a. A duly filled building application form along with the Designing Architect's undertaking Form. b. Certificate of the Design Architect, Structural Engineer and Electrical Engineer.	14 Days	DRD	It is devised to simplify and expedite the procedure of getting building permission for proposals of a modest scale through accredited architects. Applicable only for residential construction up to 2
		2. Check setback, plot coverage, building height and land use.			
		3. Check electrical drawing for compliance			

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
		to architectural drawing, Connected Load and the Demand Load.			floors, on plots up to 1000 sq.m.
		3. Submit power clearance for electrical drawing.			
		4. Review and issue building permit			
		5. Pay 50% of the total permit fee to accounts section and collect permit from Customer Care Service section.			
4	Location clearance	1. Applicant must submit application form with details of establishment to Customer Care Service section.	2 Days	DRD	Location clearance refers to the vetting required from the Thromde for establishment of business, entertainment activity or any other similar activity as a preliminary permit for further processing the license or any other documents.
		2. Applicant must get consent letter from the building owner & a copy of occupancy certificate			
		3. Make site visit and verify site conditions.			
		4. carry out planning check for land use compatibility & Issue approval			
		5. Make payments if any to accounts section and collect the approval letter.			
5	Temporary permit	1. Applicant must submit application along with consent letter of the private land owner or allotment order if the plot is on lease for construction of temporary structure to Customer Care Service section.	3 Days	DRD	Temporary permit refers to the permit granted for the purpose of labour camp, material store

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		2. Make site visit and verify site conditions. 3. Carry out scrutiny safety and comfort & Issue approval 4. Make payments if any to accounts section and collect the approval letter.			or any other attachments required during the construction of structures having prior approval from the Thromde
6	Renewal of construction permit	1. Applicant must submit application form along with the pervious permit and reasons for not executing the approved project to Customer Care Service section. 2. Make site visit and verify site conditions. 3. Carry out scrutiny to see any changes in the DCR and only other rules and issue approval letter. 4. Make payments if any to accounts section and collect the approval letter.	5 Days	DRD	Permit renewal refers to revalidation of earlier permit issued for duration of 2 years. The application for renewal shall be submitted one month before the expiry date.
7	Change of use	1. Applicant must submit application form with previous use and proposed use clearly mentioned and location of the unit identified along with copy of occupancy certificate to Customer Care Service section. 2. Make site visit and verify site conditions. 3. Carry out scrutiny to see any changes in the DCR and only other rules and issue approval letter.	2 Days	DRD	Change use refers to the proposal to change the purpose of a unit or part thereof from the initial use

SL.NO	Type of service	Procedure for Delivery of services/Activities	Time frame	Division/section responsible	Remarks
		4. Make payments if any to accounts section and collect the approval letter.			
8	Change of building colour	1. Applicant must submit application form with sample of the proposed colour along with copy of occupancy certificate to Customer Care Service section. 2. Carry out scrutiny as per the standard colour code and issue approval letter. 3. Make payments if any to accounts section and collect the approval letter.	2 Days	DRD	Change of building colour refers to proposals pertaining to change of building colour to standard colour or one standard colour to another.
9	Demolition permit	1. Submit application form with approximate quantity of the demolition waste to Customer Care Service section. 2. Issue permit with a copy to adjacent owners/ Thuemi. 3. Applicant shall seek separate order for disposal of demolition waste from Environment Services of SJT	2 Days	DRD	It refers to a permit to carry out demolition of dilapidated / unsafe structure in the interest of public safety or for the purpose of building new structures.
10	Building layout and foundation excavation	1. Submit formal written letter to make appointment with the building inspector for layout verification to Customer Care Service section. 2. Inspector shall verify the site and issue progress certificate.	3 Days	DRD	It refers to the commencement stage of the building whereby layout as per the approved layout plan is carried out at

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		3. Approval for soil disposal shall be sought from the Environment Services			site.
11	Footing inspection	1. Submit formal written letter to make appointment with the building inspector for foundation verification to Customer Care Service section. 2. Building Inspector shall verify the site and issue progress certificate.	3 Days	DRD	It refers to stage wise foundation verification before concreting as per the approved drawings.
12	Basement floor inspection	1. Submit formal written letter to make appointment with the building inspector for foundation verification to Customer Care Service section. 2. Building Inspector shall verify the floor height, openings and shear wall as per the approved drawings and issue progress certificate.	3 Days	DRD	It refers to a stage wise verification of basement floor.
13	Floor and slab inspection	1. Submit formal written letter to make appointment with the building inspector for foundation verification to Customer Care Service section. 2. Building Inspector shall verify slab	3 Days	DRD	It refers to a stage wise verification floors/slab before concreting

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		reinforcement details as per the approved drawings and issue progress certificate.			
14	Jamthong floor inspection	<p>1. Submit formal written letter to make appointment with the building inspector for foundation verification to Customer Care Service section.</p> <p>2. Building Inspector shall verify the height, use, sizes and reinforcement details as per approved drawings and issue progress certificate.</p>	3 Days	DRD	It refers to a stage wise verification Jamthong floor as per the approved drawings
15	Roof layout and truss inspection	<p>1. Submit formal written letter to make appointment with the building inspector for foundation verification to Customer Care Service section.</p> <p>2. Building Inspector shall verify the roof truss, layout, height, slope and projection as per the approved drawings and issue progress certificate.</p>	3 Days	DRD	It refers to a stage wise verification of roof truss, prop height, layout, slope and projection
	Occupancy certificate	<p>1. Apply through G2C online services along with completion certificate.</p> <p>2. A team of architects, engineers and other relevant officials along with building inspector shall verify the progress certificate.</p>	7 Days	DRD	It refers to final inspection/verification of the completed building for occupancy

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		3. Record any deviations.			
		4. Check overall building as per the occupancy checklist.			
		5. Issue occupancy certificate			
Finance Division					
1	Settlement of bills for procurement of goods and works	1. Concern division/section/official submits the bills to the accounts section after verification 2. Finance Division verifies and passes the bill	2 Days	Finance Division	Depends on the budget release

Conclusion

With this Service Delivery Standards and Procedures, Samdrup Jongkhar Thromde hopes to provide effective customer service meeting the customer needs. As this Service Delivery Standards and Procedures are designed to be viewed by the public, it will hold the agency accountable for the level of service they provide. It is also expected to maintain a level of consistency that allows both the client and provider to know where they stand and what outcomes they should expect.

In addition, service delivery standards and procedures would alleviate ambiguity from the process and provide clients with a set of commitments that can be referred to when evaluating the agency's performance which will be determined by the client's satisfaction and public perception.