

SERVICE STANDARDS FOR MUNICIPAL OFFICE

1. **Sector :** Dzongkhag Municipal
2. **Name of service :** Construction/renovation/extension approval service
3. **Definition of service :** Issuances of approval services for construction, renovation, and extension of buildings.
4. **Turn Around Time for the service delivery:** 7-10 days from receipt of application to approval provided all documents are available.
5. **Procedure for service delivery:**
 - 5.1 Applicant submits application to Dasho Dzongdag.
 - 5.2 Receive marked application by Municipal In-charge from Chairman.
 - 5.3 Verification of documents as per the check list and issuance of construction approval- Within 7 to 10 days from the receipt of application if all documents are available with application.
 - 5.4 Upon issuing construction approval, Municipal Office shall coordinate construction agreement signing with the proponent- Within 1 day from the issuance of construction approval.
 - 5.5 In case, if office receives just an application- Municipal office shall inform/issue document check list to the applicant within 1 day from the receipt of application from the Chairman.
6. **Forms and documents:**
 - 6.1. Applicant submits prescribed application to Dasho Dzongdag, the Chairman. Form can be obtained from Dzongkhag website www.bumthang.gov.bt or from Dzongkhag Municipal Office.
 - 6.2 Copy of the land ownership certificate issued by the implementing authority.
 - 6.3 Copy of the site plan certified / issued by the implementing authority
 - 6.4 Two sets of Architectural, Structural, Sanitary/Plumbing and Electrical Drawings.
 - 6.5 Certificate of architect and engineers who prepared the plans and drawings.

- 6.6 Copy of No Objection Certificate from relevant authority wherever applicable.
- 6.7 Once all planning and technical aspects of the proposal are accepted, construction approval will be issued to the proponent with Site Layout Form and Site Inspection Form.
- 6.9 Power Clearance Certificate.
- 6.8 The proponent shall pay construction fees as per the following;
 - Single storied; Nu.2000/-
 - Double storied; Nu.2500/-
 - Three storied; 3000/-

This is as per Bumthang Development Control Regulation (DCR).

- 6.9 Site plan service charge fee Nu. 500/-
- 6.10 All forms can be down loaded from Bumthang Dzongkhag Website www.bumthang.gov.bt

7. **How and when to follow up on the services applied?:** Applicant can contact with the Municipal Office at 03-631480.
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tshewang Penjor, Municipal In-charge; 17688378
 - 8.2 Dasho Dzongrab; 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Municipal
2. **Name of service:** Water compliant services
3. **Definition of service:** Attend water compliant service in Municipal Area
4. **Turn Around Time for the service delivery:** 5days from receipt of application to approval
5. **Procedure for service delivery:**
 - 5.1 Applicant shall submit water compliant letter to either Dasho Dzongdag or Municipal Office. Compliant can be logged either through writing or verbal at 03-631397 during office hour.
 - 5.2 Municipal Office shall verify issue and submit report to Dasho Dzongdag for advice if it is a major issue- Within 2 days from the receipt of compliant.
 - 5.3 Municipal Office shall attend and complete the works within 14days upon receipt of advice from Dashos.
 - 5.4 Municipal Office shall attend compliant – Within 1 day from the receipt of compliant.
6. **Forms and other documents:**
 - 6.1 Compliant letter
9. **How and when to follow up on the services applied? :** Applicant can contact with the Municipal Office at 03-631397.
7. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tshewang Penjor, Municipal In-charge; 17688378
 - 8.2 Dasho Dzongrab; 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Municipal
2. **Name of service:** Water Billing Services.
3. **Definition of service:** Water bill distribution and meter reading for each and every household, and settlement of bills at billing counter.
4. **Turn Around Time for the service delivery:** 15days
5. **Procedure for service delivery:**
 - 5.1 Punching of data and printing bills- 7 days (1st week of every month)
 - 5.2 Bill distribution and meter reading- 7 days (2nd week of every month, by 15th of every month)
 - 5.3 Municipal Office shall provide billing services to the public at Municipal billing counter, ground floor- 5 to 10 minutes per person.
 - 5.4 Applicant submits application for new water meter connection to Municipal Office.
 - 5.5 Municipal Office arranges water meter and provide connection and installation services after producing receipt - Within 1-2days from the date of receipt of application (provided meter is available)
6. **Forms and other documents:**
 - 6.1 Produce bill while coming for water bill settlement
 - 6.2 Application for new water meter connection
 - 6.3 Beneficiaries shall bear meter cost and connection charges (Nu.500/-)
7. **How and when to follow up on the services applied? :** Applicant can contact with Municipal Office at 03-631397 .
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tshewang Penjor, Municipal In-charge; 17688378
 - 8.2 Dasho Dzongrab; 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Municipal
2. **Name of service:** Waste collection services
3. **Definition of service:** Collection of waste (both degradable and non-degradable) within Municipal Boundary for 5 times a week.
4. **Turn Around Time for the service delivery:** 10 minutes for every collection point
5. **Procedure for service delivery:**
 - 5.1 Public wishing to avail Municipal Waste collection services shall submit application to Municipal Office.
 - 5.2 Households shall bring their wastes at collection points.
 - 5.3 Compactor shall wait for 10 minutes at the collection points
6. **Forms and documents:**
 - 6.1 Application for new user
7. **How and when to follow up on the services applied? :** Public can contact with Municipal Office at 03-631397. Or the following officials;
 - 7.1 Kuenzang, town inspector; 17717018/03-631397
 - 7.2 Sonam Dorji, compactor driver; 17245903
 - 7.3 Samten, Compactor driver; 17414823
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tshewang Penjor, Municipal In-charge; 17688378
 - 8.2 Dasho Dzongrab; 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Municipal
2. **Name of service:** Sewerage services
3. **Definition of service:** Collection of human wastes from the septic tanks
4. **Turn Around Time for the service delivery:** Within 1-2 hours upon producing receipt from the billing.
5. **Procedure for service delivery:**
 - 5.1 Applicant shall submit application addressed to the Municipal Office or through verbal.
 - 5.2 The public/institutions out of Municipal Boundary can also avail the cesspool services upon seeking approval from the Municipal Office. However, the beneficiaries have to bear Nu.3000/- as additional cost for the movement of cesspool away from the station.
 - 5.3 The office will charge Nu.1500/- per tank for all beneficiaries.
 - 5.4 Municipal Office shall provide collection services- Within 1-2hours upon production of receipt by the applicant.
6. **Forms and other documents:**
 - 6.1 Require application addressed to Municipal Office
 - 6.2 Deposit Nu.1500/- per tank at billing counter
 - 6.3 Deposit Nu.3000/- incase of vehicle to move away from Municipal Boundary.
7. **How and when to follow up on the services applied? :** Applicants can contact with Municipal Office at 03-631397.
 - 7.1 Kuenzang, town inspector; 17717018/03-631397
 - 7.2 Sonam Dorji, compactor driver; 17245903
 - 7.3 Samten, Compactor driver; 17414823
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tshewang Penjor, Municipal In-charge; 17688378
 - 8.2 Dasho Dzongrab; 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Municipal
2. **Name of service:** Issuance of occupancy Certificate
3. **Definition of service:** Issuance of occupancy Certificate to plot owners.
4. **Turn Around Time for the service delivery:** Within 30 days from receipt of application
5. **Procedure for service delivery:**
 - 5.1 Applicant submits the application on the completion of structure addressing to Dasho Dzongdag.
 - 5.2 Municipal Office receives marked application and coordinates verification by the committee- Within 7days from the receipt of marked application from Dasho Dzongdag.
 - 5.3 Municipal Office issues occupancy certificate – Within 3 days (if all requirements are met as per the check list)
6. **Forms and other documents:**
 - 6.1 Application
 - 6.2 Completion report certified by site engineer/building inspector.
 - 6.3 Construction approval
7. **How and when to follow up on the services applied? :** Applicant/owner can contact with Municipal Office at 03-631480
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Tshewang Penjor, Municipal In-charge; 17688378
 - 8.2 Dasho Dzongrab; 17615853

(Thank you for your cooperation)