

## SERVICE DELIVERY STANDARDS FOR LAND RECORD SERVICES

1. **Sector :** Dzongkhag Land Record
2. **Name of service :** Land Ownership Transfer Service
3. **Definition of service:** Transferring of Land ownership due to Sale/ Purchase/ Inheritance/ Exchange/ Gift/ Donation.
4. **Turn Around Time for the service delivery:**
  - 4.1 Within 30 days upon receiving completed documents from the Gewog for the plot involving field fragmentation.
  - 4.2 Within 7 days from the receipt of completed application from the Gewog for solid plot (plot which does not require field fragmentation)
5. **Procedure for service delivery:**
  - 5.1 Applicants submit duly filled RLT-1 and submits the documents to the Gewog. Form can be downloaded from Dzongkhag website at [www.bumthang.gov.bt](http://www.bumthang.gov.bt)
  - 5.2 Gewog upon expiry of 30 days for public notification endorses and submit the same to Dzongkhagkhag Land Record Sector with RLT form 2.
  - 5.3 Dzongkhag Land Record Sector further verifies the documents with database and seek approval from head of agency in RLT-3. - In case of solid plot, transaction shall be forwarded to NLCS within 7days from the receipt of completed application from the Gewog. However for solid plot requiring field fragmentation, the transaction shall be forwarded to NLCS through online E-sakor system within 30 days from date of receiving completed documents from the Gewog.
  - 5.4 NLCS, upon receiving online documents, shall approve within 30 days.
6. **Forms and other documents:**
  - 6.11a. RLT-1
  - 6.21b. Census record
  - 6.31c. Copy of ID card

6.41d. Internal agreement

6.51e. FN Form 1

6.61f. FN Form 2

6.71g. Clearance letter from bank if the plot for ownership transfer is mortgaged

6.81h. Death Certificate if the thram holder is late

6.92a. RLT-2

6.10 Pay Nu.400/- to Gewog as transaction fee for transaction type other than inheritance.

**7. How and when to follow up on the services applied?:** Status of transaction can be traced through transaction ID generated and provided to applicant while filing online by the Dzongkhag Land Record Sector. Applicants can also contact to the following staff at;

7.1 Pema Lhaden; Land Record Assistant, 17493391

7.2 Dema, Land Record Assistant, 17918303

7.3 Kinzang Lhetho, Land Record Assistant, 17697983

**8. Please provide your comments/suggestion/feedback to:**

8.1 Name : Tow Tshering, Land Record Officer at 17709948

8.2 Dasho Dzongrab; 17615853

*(Thank you for your cooperation)*

1. **Sector :** Dzongkhag Land Record
2. **Name of service :** Correction service
3. **Definition of service:** Correction services for Name/Thram/Plot/ Map/Ownership type etc.
4. **Turn Around Time for the service delivery:** Within 7 days upon receiving completed documents from the Gewog.
5. **Procedure for service delivery:**
  - 5.1 Applicants submit duly filled form (CF form-1) to the Gewog. Form can be down loaded from Dzongkhag website; [www.bumthang.gov.bt](http://www.bumthang.gov.bt)
  - 5.2 The Dzongkhag verifies, endorse and forward to NLCS after 7 days from the receipt of the completed documents from the Gewog.
  - 5.3 The NLCS, upon receiving the documents from the Dzongkhag, shall approve within 30 days.
6. **Forms and other documents:**
  - 6.1 CF form 1
  - 6.2 CF form 2
  - 6.3 Copy of ID card and Census
  - 6.4 Original Lagthram
  - 6.5 Undertaking letter from applicants with justification.
7. **How and when to follow up on the services applied?:** Status of transaction can be traced through transaction ID generated and provided to applicant while filing online by the Dzongkhag Land Record Sector. Or applicants can contact with the following staff;
  - 7.1 Pema Lhaden; Land Record Assistant, 17493391
  - 7.2 Dema, Land Record Assistant, 17918303
  - 7.3 Kinzang Lhetho, Land Record Assistant, 17697983
8. **Please provide your comments/suggestion/feedback to:**
  - 8.1 Name : Tow Tshering, Land Record Officer at 17709948
  - 8.2 Dasho Dzongrab; 17615853

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1. Dzongkhag Land Record
2. **Name of service :** Court Verdict Transaction.
3. **Definition of service:** Ownership Transfer due to Court verdict.
4. **Turn Around Time for the service delivery:** Within 30 days upon receiving completed documents from the Gewogs.
5. **Procedure for service delivery:**
  - 5.1 Applicants submit copy of Court Verdict and enforcement Order issued by the Court to the Gewog. Form can be downloaded from Dzongkhag website; [www.bumthang.gov.bt](http://www.bumthang.gov.bt)
  - 5.2 The Gewog Administration verifies, endorse and forward to Dzongkhag after 15 days from the receipt of the Court Verdict and enforcement Order.
  - 5.3 The Dzongkhag, upon receiving the documents from the Gewog, shall process within 30 days and submit to NLC for Ownership Transfer.
6. **Forms and other documents:**
  - 6.1 Court Verdict
  - 6.2 Enforcement Order
  - 6.3 Copy of ID card and Census
  - 6.4 Original Lagthram
  - 6.5 LT Form (4)
  - 6.6 RLT-2
7. **How and when to follow up on the services applied?:** Status of transaction can be traced through transaction ID generated and provided to applicant while filing online by the Dzongkhag Land Record Sector.
  - 7.1 Pema Lhaden; Land Record Assistant, 17493391
  - 7.2 Dema, Land Record Assistant, 17918303
  - 7.3 Kinzang Lhetho, Land Record Assistant, 17697983
8. **Please provide your comments/suggestion/feedback to:**
  - 8.1 Name: Tow Tshering, Land Record Officer at 17709948
  - 8.2 Dasho Dzongrab; 17615853

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1. **Sector:** Dzongkhag Land Record
2. **Name of Service :** Private Land Acquisition and Allotment of Satshab and Compensation.
3. **Definition of service:** Allotment of Satshab and compensation after private land is acquired by the Govt./Gayrab Dratshang for the national interest.
4. **Turn Around Time for the service delivery:** Within 120 days upon receiving letter of interest from the acquiring agency
5. **Procedure for service delivery:**
  - 5.1 Applicants Govt. Institution/Gayrab Dratshang) submit letter of interest to the Dzongkhag. Form can be down loaded from the Dzongkhag website; [www.bumthang.gov.bt](http://www.bumthang.gov.bt)
  - 5.2 The Dzongkhag reviews the letter of interest and conduct joint survey
  - 5.3 The Committee members issue necessary clearances such as forestry and environmental clearances and forward the recommendation to NLCS.
6. **Forms and other documents:**
  - 6.1 PLA Form 1
  - 6.2 PLA Form 2
  - 6.3 PLA Form 3
  - 6.4 PLA Form 4
  - 6.5 PLA Form 5
  - 6.6 PL Form 6
7. **How and when to follow up on the services applied?:** Status of transaction can be traced through transaction ID generated and provided to applicant while filing online by the Dzongkhag Land Record Sector.
  - 7.1 Pema Lhaden; Land Record Assistant, 17493391
  - 7.2 Dema, Land Record Assistant, 17918303
  - 7.3 Kinzang Lhetho, Land Record Assistant, 17697983

**8. Please provide your comments/suggestion/feedback to:**

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8.2 Dasho Dzongrab; 17615853

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1. **Sector:** Dzongkhag Land Record
2. **Name of Service:** Govt. Land Acquisition.
3. **Definition of service:** Allotment of State land and State Reserved Land for the national interest on freehold and Land Use Certificate (LUC).
4. **Turn Around Time for the service delivery:** Within 75 days upon receiving application/letter of interest from the acquiring agency.
5. **Procedure for service delivery:**
  - 5.1 The applicant shall submit the application for allotment to the Dzongkhag committee after filling up SLA-1/GLA form (1), form can be downloaded from the Dzongkhag website; [www.bumthang.gov.bt](http://www.bumthang.gov.bt)
  - 5.2 The Dzongkhag shall conduct field verification and submit the preliminary proposal to the Secretariat in form SLA-2/GLA form (2) within 30 days of receipt of the application.
  - 5.3 The NLC Secretariat shall assess the preliminary proposal based on the format prescribed in form SLA-3 and convey the approval to the Dzongkhag within 15 days from the receipt of Preliminary proposal.
  - 5.4 The Dzongkhag Committee submits SLA-4/GLA form (2A) and Forestry Clearance to the Secretariat for final approval and registration within 30 days from the date of receipt of Preliminary Approval.

**6. Forms and other documents:**

6.1 GLA Form (1)

6.2 GLA Form (2)

6.3 GLA Form (2A)

6.4 SLA-1 to 4

6.5 Forestry Clearance

7. **How and when to follow up on the services applied?:** Status of transaction can be traced through transaction ID generated and provided to applicant while filing online by the Dzongkhag Land Record Sector. Or can contact with the following staff;

7.1 Pema Lhaden; Land Record Assistant, 17493391

7.2 Dema, Land Record Assistant, 17918303

7.3 Kinzang Lhetho, Land Record Assistant, 17697983

**8. Please provide your comments/suggestion/feedback to:**

8.1 Name : Tow Tshering, Land Record Officer at 17709948

8.2 Dasho Dzongrab; 17615853

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1. **Sector:** Dzongkhag Land Record
2. **Name of Service:** Land Lease Service.
3. **Definition of service:** Allotment of State land on lease.
4. **Turn Around Time for the service delivery:** Within 75 days upon receiving application.
5. **Procedure for service delivery:**
  - 5.1 Applicants submit application to the Dzongkhag.
  - 5.2 The Dzongkhag verify the application and carry out feasibility study and process forestry clearances from Department of Forest, MoAF and Letter of Interest (LoI) from concerned stake holders within 30 days.
  - 5.3 The Dzongkhag land Lease Committee endorses the proposal in the Committee Meeting and submits to NLCS within 30 days.
  - 5.4 Receive approval from NLC and submit detailed report along with demarcated map to NLC within 15 days from receiving approval.
6. **Forms and other documents:**
  - 6.1 IE/MA/SK-1/GP-2 forms.
  - 6.2 Forestry Clearance
  - 6.3 LoI from concerned stake holders.
7. **How and when to follow up on the services applied?:** Status of proposal can be traced directly from Dzongkhag Land Record Sector. Or can contact with the following staff;
  - 7.1 Pema Lhaden; Land Record Assistant, 17493391
  - 7.2 Dema, Land Record Assistant, 17918303
  - 7.3 Kinzang Lhetho, Land Record Assistant, 17697983
8. **Please provide your comments/suggestion/feedback to:**
  - 8.1 Name : Tow Tshering, Land Record Officer at 17709948
  - 8.2 Dasho Dzongrab; 17615853

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1. **Sector:** Dzongkhag Land Record
2. **Name of Service:** Land Exchange Service.
3. **Definition of service:** Exchange of private registered land with state land/state reserved forest land.
4. **Turn Around Time for the service delivery:** Within 60 days upon receiving the documents from the Gewog.
5. **Procedure for service delivery:**
  - 5.1 Applicant submits the documents to Gewog.
  - 5.2 Gewog forwards the recommended cases to Dzongkhag within 30 days from the receipt of application.
  - 5.3 Dzongkhag committee further conducts joint field verification and submits recommended cases to MoAF after 30 days from the receipt of application from the Gewog.
6. **Forms and other documents:**
  - 6.1 LE Form (1)
  - 6.2 LE Form (2)
7. **How and when to follow up on the services applied?:** Status of land exchange proposal can be traced through Dzonglkah Land Record Office. Or can contact with the following staff;
8. **Please provide your comments/suggestion/feedback to:**
  - 8.1 Name : Tow Tshering, Land Record Officer at 17709948
  - 8.2 Dasho Dzongrab; 17615853

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1. **Sector:** Dzongkhag Land Record
2. **Name of Service:** Issuance of Land Ownership Certificate Service.
3. **Definition of service:** Issuance of Provisional Land Ownership Certificates for those area where new Lagthram is not issued by NLCS.
4. **Turn Around Time for the service delivery:** Within 2 days from the receipt of application form the land owner.
5. **Procedure for service delivery:**
  - 5.1 The land owner submits application to the Dzongkhag.
  - 5.2 The Dzongkhag, after verification, submits the application to NLC.
6. **Forms and other documents:**
  - 6.1 Application
  - 6.2 Copy of Citizenship ID Card.
7. **How and when to follow up on the services applied?:** Status can be traced directly from the Dzongkhag Land Record Office. Or can contact with the following staff at;
  - 7.1 Pema Lhaden; Land Record Assistant, 17493391
  - 7.2 Dema, Land Record Assistant, 17918303
  - 7.3 Kinzang Lhetho, Land Record Assistant, 17697983
8. **Please provide your comments/suggestion/feedback to:**
  - 8.1 Name : Tow Tshering, Land Record Officer at 17709948
  - 8.2 Dasho Dzongrab; 17615853

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1. **Sector:** Dzongkhag Land Record
2. **Name of Service:** Lien/Mortgage noting service.
3. **Definition of service:** Registration and noting of mortgage.
4. **Turn Around Time for the service delivery:** Within 1 day from the receipt of complete set of mortgage deed from FIs.
5. **Procedure for service delivery:**
  - 5.1 The FIs submits complete set of documents including mortgage deed to the Dzongkhag.
  - 5.2 The Dzongkhag verifies the mortgage record, endorses and sends the verified document to FIs.
6. **Forms and other documents:**
  - 6.1 Mortgage deed
  - 6.2 No objection from family members if the land ownership is registered under family members of same household number.
  - 6.3 Copy of Census record
  - 6.4 Cancellation letter if land has been mortgaged in other FIs.
  - 6.5 Original Lagthram
7. **How and when to follow up on the services applied?:** Status can be traced directly from the Dzongkhag Land Record Office and FIS. Or can contact with the following staff;
  - 7.1 Pema Lhaden; Land Record Assistant, 17493391
  - 7.2 Dema, Land Record Assistant, 17918303
  - 7.3 Kinzang Lhetho, Land Record Assistant, 17697983
8. **Please provide your comments/suggestion/feedback to:**
  - 8.1 Name : Tow Tshering, Land Record Officer at 17709948
  - 8.2 Dasho Dzongrab; 17615853

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1. **Sector:** Dzongkhag Land Record
2. **Name of Service:** House construction/tree removal/sand extraction survey Service.
3. **Definition of service:** Demarcation of plots and issuance of survey report for house  
Construction/tree removal/Sand/boulder extraction purpose.
4. **Turn Around Time for the service delivery:** Within 7 day from the receipt of application.
5. **Procedure for service delivery:**
  - 5.1 The applicant submits the application for house construction/tree removal/sand extraction to the Gewog/Forestry Office.
  - 5.2 The Gewog/Forestry office verifies the application and forwards to Dzongkhag.
  - 5.3 The Dzongkhag, based on the cases forwarded by Gewog/Forestry Office, demarcates the plot on ground and issues survey report for processing approval.
6. **Forms and other documents:**
  - 6.1 Application
  - 6.2 Copy of Lagthram.
  - 6.3 Forwarding letter from Forestry Office for tree removal and sand extraction survey.
7. **How and when to follow up on the services applied?:** Land owners can directly follow up with Dzongkhag Land Record Office. Or can contact with following staffs;
  - 7.1 Pema Lhaden; Land Record Assistant, 17493391
  - 7.2 Dema, Land Record Assistant, 17918303
  - 7.3 Kinzang Lhetho, Land Record Assistant, 17697983
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