



QMS Manual
Phuentsholing Thromde
Royal Govt. of Bhutan
ISO 9001:2015

Issue No.: 1.0

Issue Date: Aug 19, 2016

Revision Date:

Section Name: Service Delivery Standard

No: PT/QMS-I/SS 1.0

#	Description of Service	Procedure	Service Standard	Measurement Indicator	Responsibility	Expectation from Service Recipients
Infrastructure Division						
1)	Provision of new connection for water	<ul style="list-style-type: none"> • Receipt of Application form • Review and approval of Application by concerned Authority • Assign work to concerned engineer/technician • Provide connection as per plan • Submit report & update record 	<ul style="list-style-type: none"> • Within 7 days from the date of receipt of application 	<ul style="list-style-type: none"> • Timeline 	In-charge Water Supply Section	<ul style="list-style-type: none"> • Use specified form for submitting application • Enclose Building approval form/work order for construction work with application • Deposit applicable fee after approval of application
2)	Service request for existing water connection	<ul style="list-style-type: none"> • Receipt of Service Request • Review and approval of Application by concerned Authority 	<ul style="list-style-type: none"> • Within 7 days from the date of receipt of application 	<ul style="list-style-type: none"> • Timeline 	In-charge Water Supply Section	<ul style="list-style-type: none"> • Mention reason for alteration • Enclose Building Approval

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		<ul style="list-style-type: none"> Assign work to concerned engineer/technician Provide connection as per approval Submit report and update record 				
3)	Change/modification of water supply line	<ul style="list-style-type: none"> Receipt of service request Review application and estimate cost of change/modification Provide service as per request Update records 	<ul style="list-style-type: none"> Timeline will vary depending on size of pipe and location 	<ul style="list-style-type: none"> Timeline 	In-charge Water Supply Section	<ul style="list-style-type: none"> Deposit prescribed charges for shifting / modification with application
4)	Supply of water	<ul style="list-style-type: none"> Fix Schedule of supply Assign Responsibility Monitoring 	<ul style="list-style-type: none"> Thrice in a day 	<ul style="list-style-type: none"> Frequency Timings 	In-charge Water Supply Section	<ul style="list-style-type: none"> Follow timelines Store sufficient water Minimize wastage

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5)	Billing for use of water and sewerage	<ul style="list-style-type: none"> Collect meter reading data latest by last week of the month Provide data to billing section Raise bills as per data provided and dispatch to consumers by 15th of the following month Receive payment till 29th of the following month 	<ul style="list-style-type: none"> Frequency - Monthly 	<ul style="list-style-type: none"> Frequency of Billing Distance to travel to deposit bills 	In-charge Water Supply Section	<ul style="list-style-type: none"> Deposit bills on scheduled time to avoid penalty Payment is to be made latest by 29th of every month 2% Penalty on monthly basis will be imposed for non-payment of bill on time
6)	Maintenance of waterline	<ul style="list-style-type: none"> Devise periodic monitoring plan Identify areas for maintenance Assign responsibility Execute plan as per 	<ul style="list-style-type: none"> As per monitoring data 	<ul style="list-style-type: none"> No. of complaints received 	In-charge Water Supply Section	<ul style="list-style-type: none">

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		approval				
7 (a)	Complaint Management (Water Related)	<ul style="list-style-type: none"> • Receipt of complaint • Dairy Entry with details of complainant • Assign complaints to technician/engineers • Take action to resolve complaints • Update record and Inform complainant 	<ul style="list-style-type: none"> • Routine complaints – within 3 days • Serious Complaints – depends on case to case basis 	<ul style="list-style-type: none"> • Acknowledgement • Resolution time 	In-charge Water Supply Section	<ul style="list-style-type: none"> • Provide all required information viz. description of complaint, complainant name and address, contact number etc • Complaint can be lodged on Toll free no. 187
7 (b)	Complaint Management (Sanitation Related)	<ul style="list-style-type: none"> • Receipt of complaint • Dairy Entry with details of complainant • Assign complaints to technician/engineers • Take action to resolve complaints 	<ul style="list-style-type: none"> • Routine complaints – within 3 days • Serious Complaints – depends on case to case basis • 	<ul style="list-style-type: none"> • Resolution time 	In charge Sewerage Section	<ul style="list-style-type: none"> • Provide all required information viz. description, complainant name and address, contact number etc • Complaint can be

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		<ul style="list-style-type: none"> Update record and Inform complainant 				lodged on Toll free no. 187
8)	Removal of animal carcass and unclaimed dead bodies	<ul style="list-style-type: none"> Receipt of request/ complaint Assign responsibility Remove carcass/dead bodies 	<ul style="list-style-type: none"> Immediate 	<ul style="list-style-type: none"> Timeline 	In charge Environment/Solid Waste In-charge	<ul style="list-style-type: none"> Register complaints/service request at complaint desk Don't make fake calls For human unclaimed dead bodies hospital, police is to be informed and removal will done only with their consent
9)	Cleaning of Septic tank where water supply is metered	<ul style="list-style-type: none"> Receipt of application Review Application Assign responsibility Complete task and 	<ul style="list-style-type: none"> Within 7 days of receipt of request 	<ul style="list-style-type: none"> Timeline 	In charge Sewerage Section	<ul style="list-style-type: none"> Provide details viz. address, name and contact number with application form

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		update record				
10)	Emptying Septic Tanks where there is no municipal water supply	<ul style="list-style-type: none"> • Receipt of application • Review Application • Assign responsibility • Complete task and update record 	<ul style="list-style-type: none"> • Within 14 days of receipt of request 	<ul style="list-style-type: none"> • Timeline 	In charge Sewerage Section	<ul style="list-style-type: none"> • Provide details viz. address, name and contact number with application form • Timeline may vary depending on size and distance
11)	Maintenance and cleaning urinals and public sanitary conveniences	<ul style="list-style-type: none"> • Devise plan • Assign Responsibility • Monitor service frequency 	<ul style="list-style-type: none"> • Maintenance/Cleaning – Daily 	<ul style="list-style-type: none"> • Frequency 	In charge Sewerage Section	<ul style="list-style-type: none"> • Follow instructions • Keep urinals clean
12)	Provision of new Sewerage Connection	<ul style="list-style-type: none"> • Receipt of Application form • Review and approval of Application by concerned Authority • Estimate timeline of 	<ul style="list-style-type: none"> • Timeline will vary depending on location and complexity of work 	<ul style="list-style-type: none"> • Timeline 	In charge Sewerage Section	<ul style="list-style-type: none"> • Use specified Form • Enclose Building approval form/work order for construction work with

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		completion of work and Inform resident • Assign work to concerned engineer/technician • Provide connection as per plan • Submit report and update record				application • Deposit applicable fee after approval of application
13)	Testing of Water Meter	• Receipt of service request • Assign responsibility • Complete job and update record	• Within 2 days of the receipt of request	• Timeline	In Charge Water Section	• Submit application to Water supply office • Mention Water Meter number • Deposit prescribed charges
14)	Issue new/duplicate bill for water/sewerage	• Receipt of service request • Assign responsibility • Complete job and	• Within 2 days of the receipt of request	• Timeline	In Charge Water Section	• Mention Water Meter number or vegetable shed number • Deposit prescribed

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		update record				charges
15)	Obtain clearance for cutting of metaled road for services like water supply, electricity, TV cable, Telecom cable etc	<ul style="list-style-type: none"> • Receipt of Application • Scrutiny of Application • Verify the site • Prepares estimate for reinstatement • Obtain Approval for reinstatement • Assign responsibility and provide service 	<ul style="list-style-type: none"> • Within 4 days from date of proposal submission 	<ul style="list-style-type: none"> • Timeline 	Engineer Division	<ul style="list-style-type: none"> • Include purpose and exact location of site in application • Deposit charges for reinstatement
Urban Planning Division						
16)	Process for availing Lag Thram	<ul style="list-style-type: none"> • Receipt of Application • Verify old record • Assign responsibility • Validate documents • Submit documents 	Within 3 days of the receipt of request	<ul style="list-style-type: none"> • Timeline 	In charge - Land record section	<ul style="list-style-type: none"> • Submit duly fill ownership declaration form • Enclose copy of new CID card • Submit family register

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		to National Land Commission Secretariat(NLCS)				<ul style="list-style-type: none"> • Submit original ownership certificate • Letter from financial institution if mortgaged
17)	Noting of lien (Mortgage)	<ul style="list-style-type: none"> • Receipt of Application • Review Application • Verify plot and flat details • Validate deed • Update information in record 	Within 2 days of the receipt of request	<ul style="list-style-type: none"> • Timeline 	In charge - Land record section	<ul style="list-style-type: none"> • Submit the mortgage deed issued by financial institution • Undertaking from Thram holder for no double mortgaging
18)	Process for correcting record in Thram	<ul style="list-style-type: none"> • Receipt of Application • Verify records • Field verification • Submit report to NLCS for changes 	Within 3 days of the receipt of request	<ul style="list-style-type: none"> • Timeline 	In charge - Land Record Section	<ul style="list-style-type: none"> • Enclose copy of new CID Card • Surrender original lag Thram

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19)	Land Conveyance (Both land and Flat)	<ul style="list-style-type: none"> • Receipt of Application form • Scrutinize documents • Register and initiate transaction in e-sakor (online) system • Public Viewing for 30 days • Seek internal clearances from various divisions • coordinate survey if plot transaction entails sub-division • Field verification • Validate the documents • Scanned documents • Submit documents 	Within 45 days of the receipt of documents	<ul style="list-style-type: none"> • Timeline 	Land Record Section	<ul style="list-style-type: none"> • Submit transaction Forms (available on pcc.bt/land record section) • Original internal agreement • Submit CID copy and family register of both parties (Seller and Buyer) • No objection certificate for family and joint ownership • Surrender original lagthram • Consent letter from financial institution if mortgaged • Furnish occupancy

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		through e-sakor system				certificate and drawings for flats <ul style="list-style-type: none"> • Submit valuation of flat • Ensure presence of both parties during submission of documents • Payment of 5% property transfer tax except for immediate family members (husband, wife and children)
20)	Lease Land	<ul style="list-style-type: none"> • Receipt of Application • Review Application • Identified land and initiate survey • Check land use 	<ul style="list-style-type: none"> • Temporary Lease for maximum of 6 months=10 days • Short Term Lease for maximum of 3 years=10 days 	<ul style="list-style-type: none"> • Timeline 	In charge - Land Record, survey and planning Sections	<ul style="list-style-type: none"> • Submit application form • Submit project proposal (Long Term Lease) • Enclose copy of

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		compatibility • Coordinate the Thromde Land Lease Committee (TLLC) meeting • Seek approval from the TLLC for the temporary and short term lease • Submit the recommendations of the TLLC for long term lease to the NLCS • Seek approval from the NLCS • Execute lease agreement	• Long Term Lease (maximum of 30 years) =30 days			license • Enclose clearances • Execute agreement • Submit land management plan • Use of lease for approved purpose • Timely payment of lease rent as per agreement.
21)	Issuance of official Site Plan for demarcated LAP	• Receipt of Application • Review Application	• Within 5 days of the receipt of request	• Timeline	In charge - Survey , Land record and Planning Sections	• Use 'Form B' for submitting application

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		<ul style="list-style-type: none"> • Visit Site • Prepare official site plan • Verify the site plan • Issue Plan 				<ul style="list-style-type: none"> • Attach lagthram copy • Power of attorney in case of representative • Payment of required charges
22)	Demarcation of plot	<ul style="list-style-type: none"> • Receipt of Application • Review site plan • Demarcate on ground 	<ul style="list-style-type: none"> • Within 5 days of the receipt of request 	<ul style="list-style-type: none"> • Timeline 	In charge - Planning and Survey Sections	<ul style="list-style-type: none"> • Use 'Form B' for submitting application. • Payment at prevailing charges
23)	Issuance of soft copy map	<ul style="list-style-type: none"> • Receipt of Application • Review Application • Verify Thram • Plot details from Map • Issue Plan 	<ul style="list-style-type: none"> • Within 1 day of receipt of request 	<ul style="list-style-type: none"> • Timeline 	Survey and Planning Sections	<ul style="list-style-type: none"> • Enclose following <ul style="list-style-type: none"> ○ Submit Form C along with one empty CD/RW • Payment of required charges

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Development Regulatory Division						
24)	Obtain Building Permit	<ul style="list-style-type: none"> • Submit Application • Scrutinize application • Conduct Building drawing scrutiny <ul style="list-style-type: none"> ○ Architectural ○ Structural ○ Electrical ○ Water supply and sewerage • Obtain Clearance from Bhutan Power • Sign Construction agreement with Thormde • Raise Bills and receive Payment • Issue approval for 	<ul style="list-style-type: none"> • 15 days per drawing 	<ul style="list-style-type: none"> • Timeline 	Architect + Engineer + Incharge Water Supply and Sewerage section	<ul style="list-style-type: none"> • Use Form D • Include 2 sets of building drawing as per checklist • Provide information/ clarification as sought by reviewing officers' • Deposit fee as per bill



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		Building				
25)	Valuation of Building	<ul style="list-style-type: none"> • Submit building valuation and as-built drawing along with application • Scrutinize application • Site Visit by Engineer • Scrutinize valuation as per norms • Approve valuation 	<ul style="list-style-type: none"> • 10 days per valuation 	<ul style="list-style-type: none"> • Time line 	Structural Engineer	<ul style="list-style-type: none"> •
26)	Permit/Approval for Major renovations/constructions (Roofing, Internal modifications, retaining wall, fencing, gate, temporary shed etc.)	<ul style="list-style-type: none"> • Submit application along with proposed drawings • Scrutiny of application • Site verification and inspection • Forward drawing 	<ul style="list-style-type: none"> • With in 7 days of receipt of application 	<ul style="list-style-type: none"> • Timelines 	Structural Engineer/Architect, DCD	<ul style="list-style-type: none"> • Submission of application in prescribe format • Submit all document as required in form described in forms

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		approval to building section				
Environment Division						
27)	Disposal of Waste	<ul style="list-style-type: none"> • Prepare duty chart for collection of waste from the residence in different locality – 2 times on daily basis • Inform concerned staff members • Deploy 2 no. tripper truck (6:30 AM to 11:00 AM & 02:00 PM to 04:00 PM) • Dumper placer – 2 nos. (6:30 AM to 11:00 AM & 02:00 PM to 04:30 PM) • Refuse collector - 3 nos. (6:30 AM to 11:00 AM & 02:00 PM to 04:30 PM) 	<ul style="list-style-type: none"> • 2 times daily 	<ul style="list-style-type: none"> ○ Frequency ○ Timeline 	In charge – Solid Waste Division	<ul style="list-style-type: none"> • Keep Garbage in Dustbins • Comply with timeline • Alarm System



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		PM to 04:30 PM) <ul style="list-style-type: none"> Collection and transportation services from the residence 2 times daily 				
28)	Segregation at Collection Point	<ul style="list-style-type: none"> Sensitize workers and residents about recyclable and non-recyclable waste. Sensitize on use of different type of dustbins (colour coded) for different type of waste Use different dustbins/garbage collection bags for different type of waste. Encourage workers to segregate the recyclable waste 	<ul style="list-style-type: none"> % of waste segregated at collection 	<ul style="list-style-type: none"> % waste segregated Min. quantity of waste collected <ul style="list-style-type: none"> 1299 Kgs 971 Kgs 275 Kgs 244 Kgs 	In charge – Solid waste Division	<ul style="list-style-type: none"> Dumping of waste on its type in their corresponding dust bin.

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		during collection of wastes from the residents				
29)	Control of stray animals, hawkers etc.	<ul style="list-style-type: none"> Disseminate information among residents to report on presence of stray animals in their locality Patrolling of different areas by impounding staff to check on presence of stray animals Garbage collection workers to keep a check on presence of stray animals in their respective areas Disseminate information among residents and hawkers through 	<ul style="list-style-type: none"> Impound stray cattle within 24 hours of reporting Imposing fines and penalties on hawkers 	<ul style="list-style-type: none"> Response Time 	In charge – Solid waste Division t	<ul style="list-style-type: none"> Report to Thromde in case of stray animals or hawkers in their locality Don't encourage <ul style="list-style-type: none"> Hawkers – By purchasing goods from them Stray animals – By providing eatable items to them

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		advertisement, pamphlet etc. on <ul style="list-style-type: none"> ○ Importance of cleanliness ○ Provision of penalties in case of littering <ul style="list-style-type: none"> ● Provision of penalties on hawkers who are found to littering 				
30)	Attending unclaimed dead bodies	<ul style="list-style-type: none"> ● Post investigation by hospital and police, thromde takes body in its possession ● Dispose body as per defined guidelines 	<ul style="list-style-type: none"> ● Burials at designated place at cremation ground with in X days 	<ul style="list-style-type: none"> ● Timeline ● Courtesy of staff 	In charge – Solid Waste Division	<ul style="list-style-type: none"> ● Cooperate with authorities ● Consent of police, hospitals would be necessary for hand over

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