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SOP

# Foreword

When a client wants to avail a service from Thimphu Thromde the first thing that comes in the mind is 'do I know somebody who works in the Thromde?' If the answer is 'No', then the second thought is 'do I know somebody who knows somebody in the Thromde?' As a small society this is how we avail services in other sectors as well – make use of friends and relatives and friends of friends. Such a trend is susceptible to favoritism and does not seem to treat the clients in a fair and equitable manner.

The difficulties that the public had to face while availing different services from the Thromde have been making our service delivery inefficient in several ways. Thromde officials are having to even guide people and also reach them to the right officials. In order to improve and supplement efficient public service delivery, this work, 'Standard Operating Procedure' for availing Thimphu Thromde Services has been initiated. It is an output of numerous meetings, discussions, debates and arguments within the agency purely focused on achieving customer oriented service delivery. The top priority in all our service delivery approaches has been the public convenience.

This SOP attempts to provide clarity on some of the key services that that Thromde provide. About ten Thromde services which are already available online are not covered in much detail in this document.

The Urban Planning Division took a lead role in initiating, coordinating and giving shape to this important document that would go a long way in improving the system and processes.

This guide clearly sets out the roles and responsibilities and expectations of both the service provider and the availers. It is also expected to contribute towards achieving the organizational goals of the Thromde and also in building a trust amongst stakeholders.

It is recommended that people make good use of this document to clearly understand the procedural norms of the Thimphu Thromde in service delivery. However, should there be any areas for improvement and change, suggestions and feedbacks are welcome at any time. Lastly Thimphu Thromde shall continue to improve and ease public service delivery.

We would like to advice clients to look at our Frequently Asked Questions & Answers (FAQ) publication too for information not available here.



Pasang Dorji  
(Executive Secretary)



Kinlay Dorjee  
(Thrompon)

# Abbreviations

ADB	Asian Development Bank
BOD	Bhutan Oil Distributor
DCR	Development Control Regulations
DCRC	Department of Civil Registration and Census
DRD	Development Regulation Division
DI	Ductile Iron
DoR	Department of Road
DoFPS	Department of Forests and Park Services
ED	Environment Division
FAR	Floor Area Ratio
FD	Finance Division
FI	Foundation Inspection
GCCA	Green Channel Construction Application
GF	Ground floor
GI	Galvanized Iron
HDPE	High-density Polyethylene
HR	Human Resource
ICT	Information and Communication Technology
IDD	Infrastructure Development Division
LAP	Local Area Plan

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LG	Local Government
LSP	Local Spatial Plan
LT	Land transaction
MCA	Major Construction Application
MoE	Ministry of Education
MoIC	Ministry of Information and Communication
MoWHS	Ministry of Works and Human Settlement
NLC	National Land Commission
NLCS	National Land Commission Secretariat
NRDCL	Natural Resources Development Corporation Limited
RCC	Reinforced Cement Concrete
SOP	Standard Operating Procedure
TAT	Turn Around Time
TSP	Thimphu Structure Plan
TEO	Thromde Education Office
TSP	Thimphu Structure Plan or Strategic Plan
UPD	Urban Planning Division
UPC	Unplasticised Polyvinyl Chloride
WB	World Bank

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### **2. OBJECTIVE**

The objective of the SOP is to provide a harmonized organizational framework for Thimphu Thromde and to serve the community better. It also aims to ensure compliance to the standard regulations of Thromde and for its smooth functioning.

**Note:** Unless specified, the Turn-Around-Time (TAT) would generally apply to the Working Days only, excluding government holidays and weekends. It would however only mean the duration during which the concerned dealing official is on-station

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**TEN** Thromde services are already available online.  
Please visit <https://www.citizenservices.gov.bt/tt/>  
to avail the following online services.

- i. Building construction approval. Status of application can be tracked online. However, the drawings will have to be submitted in hardcopies.
- ii. Building occupancy certificate. Need to be renewed annually at a nominal fee.
- iii. New water line connection
- iv. Water pipe line shifting
- v. Main water pipe line shifting
- vi. Disconnection and reconnection of water
- vii. Replacement of water meter
- viii. Upgrading or downsizing of water connection capacity
- ix. Sewer connection to main sewer line
- x. Sewage vacuum tanker services. Can avail one free service per year for those who have paid all water and sewer charges on time.

# 3

## Urban Planning Division

### **3.1 Information and Advisory services on Thimphu Structure Plan 2002-2027 (TSP)**

The TSP is a 25 year (2002-27) master plan for the capital city of Thimphu which was approved by the Government in 2003. Anybody seeking information on TSP should approach the UPD. The TSP is a broad policy plan which covers aspects related to visions, missions and strategies that will guide the growth of Thimphu city.

**TAT = 10 to 60 minutes (Monday to Wednesday)**

### **3.2 Information and Advisory services on Local Area Plans and specific DCR**

In order to give flesh and blood to the master plan (TSP) numerous Local Area Plans (LAP) were prepared. Each LAP has their unique characteristics according to which the land pooling contribution ratio also varies. For details on the LAPs and contribution ratios please contact relevant officers of the UPD.

**TAT = 10 to 60 minutes (Monday to Wednesday)**

### **3.3 Information and Advisory services on precinct sanctions and the Development Control Regulations**

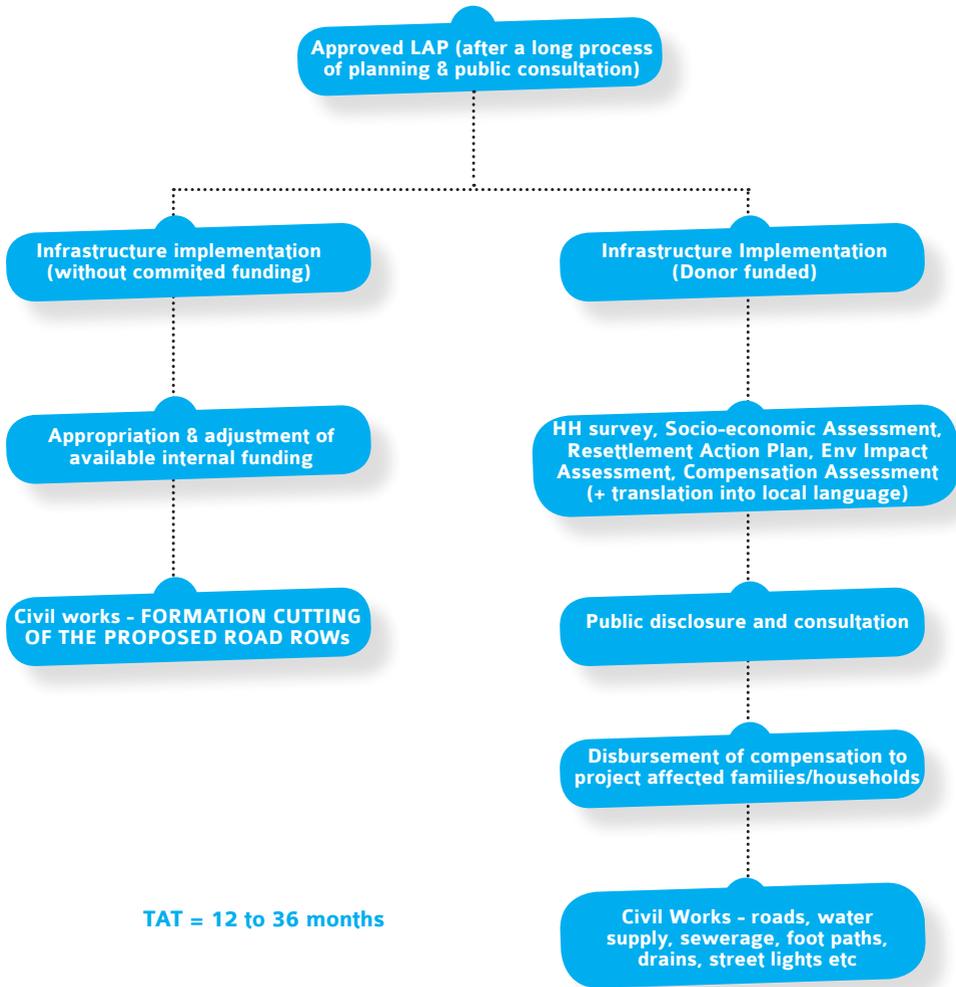
The main tool for implementing the TSP is called the Development Control Regulations 2004 (DCR). The DCR (together with the Bhutan Building Regulations) guides the development within the municipality by specifying what can or cannot be done in terms of; ground coverage, building heights, setbacks, subdivision of land parcels, etc. However, some of the LAPs have context based specific DCRs. These details can be obtained from the UPD or DCD.

**TAT = 10 to 30 minutes (Monday to Wednesday)**

### **3.4 Preparation of Local Area Plan (LAP) – the process**

The process for the preparation of LAPs depends on the Land Pooling Rules and Regulation 2009. In addition, for the information to the public, Thimphu Thromde would like to share the processes involved in implementing the 14 LAPs (which are at various stages of implementation) as shown below:

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**3.4 Contacts for Appointment**

As of 2016, below are the details of contact officers in UPD.

<b>Name</b>	<b>Designation/Area concerned</b>
Mr. Geley Norbu	Chief Urban Planner
Mr. Sonam Tshewang	Engineer - Urban Planner/GIS
Ms. Sonam Choden	Engineer – Urban Planner/GIS
Mr. Kezang Dorji	Urban Planner
Mr. Tashi Tobgay	Urban Planner

# 4

## Infrastructure Division

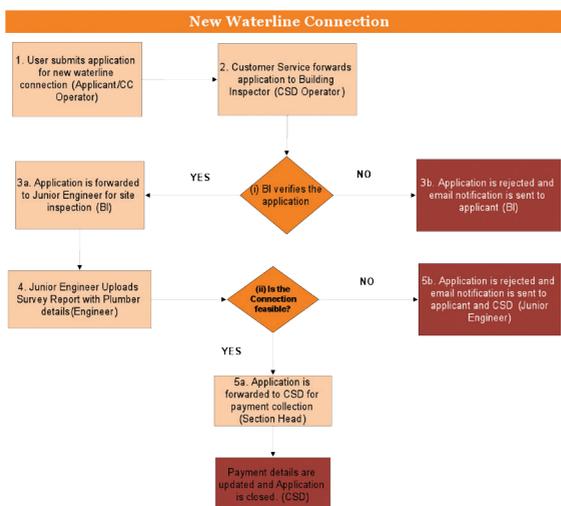
### 4.1 Water Connection Fee

No.	Meter Size	Meter Rate/ Charge	Connection Fees	Total Charges
1	15mm	Nu. 1470	Nu. 300	Nu. 1770
2	20mm	Nu. 2285	Nu. 300	Nu. 2585
3	25mm	Nu. 5245	Nu. 300	Nu. 5445
4	32mm	Nu. 7455	Nu. 300	Nu. 7355

\* The rates are subject to change.

### 4.2 Setting up a New Water Connection

1. The applicant shall apply to the Customer Care Service of Thromde



**TAT = 3 to 7 Working Days**

(G2C online service is available at <https://www.citizenservices.gov.bt/tt/OpenPublicWaterApplication.do?type=OpenPublicMainApplicationForm>)

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**Name of Applicant/ Institution :**

**Identification No :**

    Citizen ID No :

    Other Identification No :

**Thram No :**

**Plot No :**

**Building No :**

**Location :**

**Contact Address :**

**Contact Details :**

    Email :

    Mobile :

**Type of plot :**  Commercial  Residential

**Please specify connection type :**  15mm  20mm  25mm

**Please specify the type of service that you wish to avail :**  A. New Waterline Connection  
 B. Domestic Connection Shifting  
 C. Mains Shifting  
 D. Disconnection  
 E. Reconnection  
 F. Upgrade of connection  
 G. Downsizing of connection  
 H. Meter Shifting

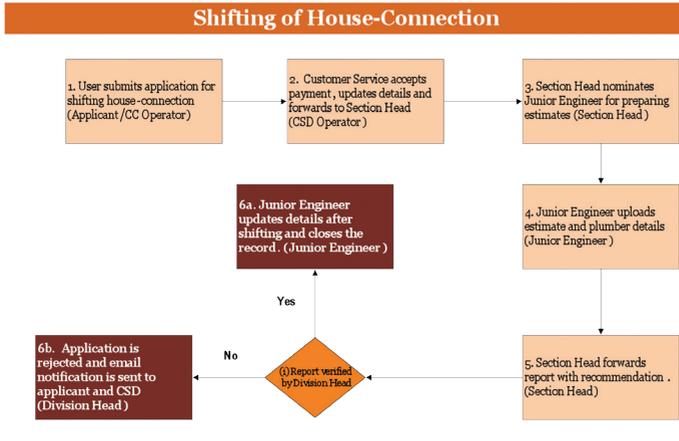
**For F or G, please specify the connection type you want to shift to :**  15 mm  20 mm  25 mm

**Please specify reason, as applicable :**

**Attach relevant documents (if applicable) :**  No file chosen

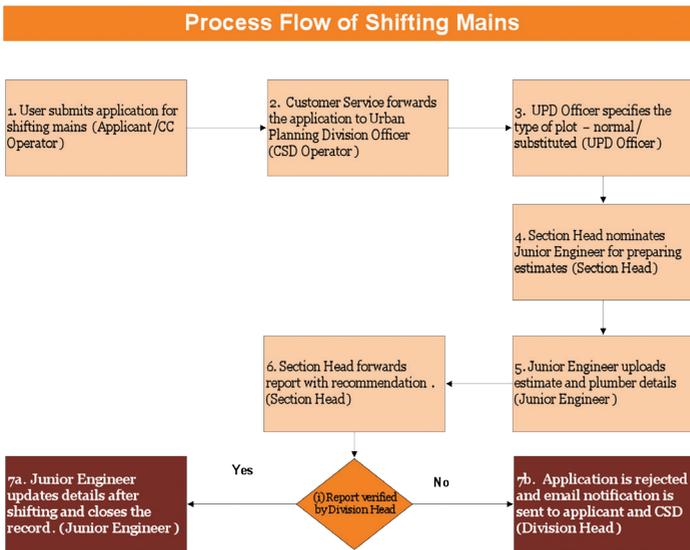
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**4.3 Shifting of House-Connection**



**TAT = 3 to 7 Working Days**

**4.4 Shifting of Water Mains**

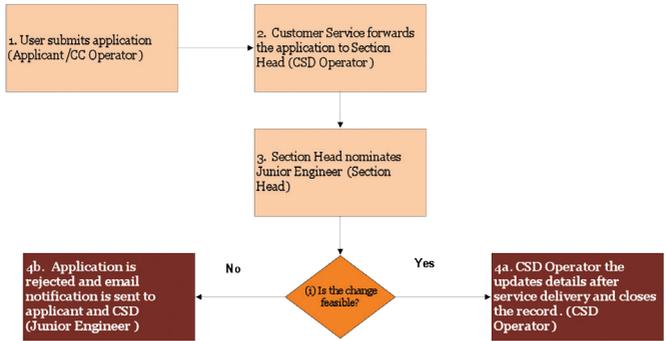


**TAT = 3 to 7 Working Days**

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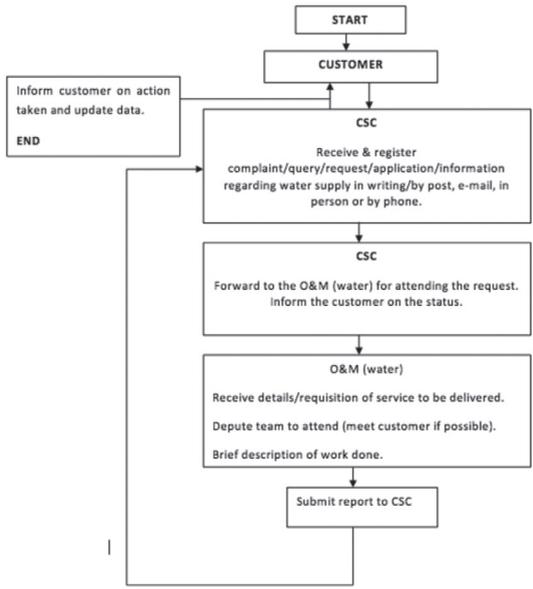
**4.5 Disconnection/reconnection/upgradation/replacement of water lines**

**Disconnection/Reconnection/Upgradation/Downsizing/Replacement**



**4.6 Registration and Attending to water complaints**

**FLOW CHART FOR REGISTRATION AND ATTENDING TO WATER COMPLAINTS**

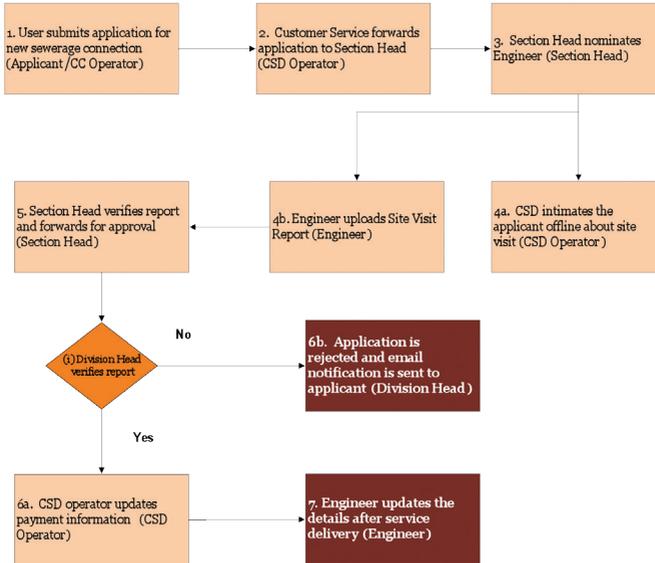


**TAT = 1 hour**

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**4.7 New Sewerage Connection**

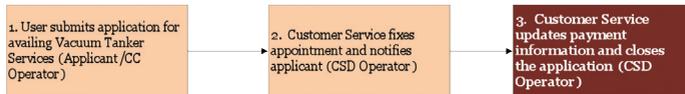
**New Sewerage Connection**



**TAT = 1 to 7 Working days**

**4.8 Availing Vacuum Tanker Services**

**Vacuum Tanker Services**



**TAT = 1 to 7 Working Days**

G2C online service is available at <https://www.citizenservices.gov.bt/tt/OpenPublicVacuum-Tanker Application.do?methodUsed=OpenPubApplicationForm>

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**4.9 Approval Process for Alignment of Access Road in Non-LAP Areas**

(For forms, please check annexure at the end of the publication)

a. Alignment of road proposed by landowner or other agencies

- I. Access road application form I (form available with Engineering Division, Thimphu Thromde) to be availed online/CSD by the applicant and submit the filled application form I to CSD.
- II. CSD will submit the form to UPD.  
**TAT= 1 day**
- III. Preliminary verification over cadastral data by SLMS with regard to impact on private properties and other issues in Access Road Verification Form II for Non-LAP areas.  
**TAT= 1 day**
- IV. Verification by Environment Division w.r.t. impact on environment, flora, fauna, avifauna, etc.  
**TAT=2 Working Days**
- V. For final approval, the applicant shall submit the designs and drawings for the proposed road and will be verified/accorded by the Engineering Division  
**TAT=7 days upon the submission of drawings by the applicant.**
- VI. Final approval of Form II by the Executive Secretary and Dasho Thrompon.  
**TAT= 1 day**
- VII. Issuance of final written approval by the Engineering Division along with take-off drawing details.  
**TAT=2 days**
- VIII. Demarcation of RoW by SLMS and hand-over the RoW to Infrastructure Division.  
**TAT=1 to 2 days depending on the length of road and undergrowth**
- IX. SLMS/UPD and GIS Section shall survey and update in Geo-Data Base upon the completion of work.

b. New road or widening of existing road proposed by Thimphu Thromde in Non-LAP areas.

- I. When the road is planned with Thromde's initiative, the Infrastructure Division shall be the Focal Division.
- II. UPD shall provide soft copy of the latest map.  
**TAT= 1 hour**
- III. If necessary, Infrastructure Division shall propose topographical survey of the area. SLMS depending on the volume of work, capacity and availability of the manpower may carry out the survey or may seek to outsource.  
**TAT= 1day/500 m length**
- IV. Infrastructure shall carry out the design, drawings and estimation of the proposed road.  
**TAT= 14 working days for the road stretch lesser than or equal to 200 meters.**

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**TAT= 30 working days for the road stretch above 200 meters.**

- V. Execution shall be carried out by the Infrastructure Division.
- c. New road or widening of existing road proposed by Thimphu Thromde in Planned areas.
- I. Application form IV for road in LAP area to be availed online/CSD by the applicant and submit the filled application form I to CSD.
  - II. CSD will submit the form to UPD.  
**TAT= 1 day**
  - III. Preliminary verification over cadastral data by UPD/SLMS with regard to impact on private properties and other issues in Access Road Verification Form V for LAP area.  
**TAT=2-3 days**
  - IV. Demarcation of RoW by SLMS and hand-over the RoW to Infrastructure Division.  
**TAT= 3 days**
  - V. Verification by Environment Division w.r.t. impact on environment, flora, fauna, avifauna, etc.  
**TAT=2 days**
  - VI. Final approval of Form V by the Exexutive Secretary and Dasho Thrompon.  
**TAT= 2-3 days based on the availability of Dasho Thrompon**
  - VII. Issuance of final written approval by the Engineering Division if the construction is to be executed by the applicant(Infrastructure Division shall execute the work if to be done departmentally) .  
**TAT=2 days**
  - VIII. SLMS shall survey and update in Geo-DataBase upon the completion of work.

**5. Procedure and Conditions on Issuance of Clearance**

1. Within 3 (three) working days from the occurrence of the road accident, the applicant/ default driver/vehicle owner should report with the duly filled Accident Clearance Form to Thromde office.
2. Once, the Thromde Assessment Engineer submits the report, and accordingly the applicant/default driver/vehicle owner should pay/deposit the SD or RC, within a week of the investigation, until and unless the property damaged requires to be reinstated immediately after the occurrence of the accident.
3. The set time frame for completing the reinstatement work by the applicant/default driver/ vehicle owner shall be a maximum of two weeks. (Until and unless, the property damaged requires to be reinstated immediately after the occurrence of the accident.)
4. The clearance letter and its related letters to insurance company etc., shall be issued within a 3 (three) working days from the completion of the reinstatement work or on payment of the reinstatement cost.

**Note:** \*Applicant will be responsible for arranging the necessary transportation for the Thromde Assessing Engineer from office to accident site and vice versa.

## Accident Clearance Form

Name of Driver: \_\_\_\_\_  
Driving Lic. No.: \_\_\_\_\_ Contact No.: \_\_\_\_\_  
Date of Accident: \_\_\_\_\_ Time: \_\_\_\_\_ (AM/PM)  
Location: \_\_\_\_\_

### Details of Vehicle

Vehicle owner's Name: \_\_\_\_\_  
Vehicle registration No.: \_\_\_\_\_ Vehicle type: \_\_\_\_\_  
Vehicle Insurance type: \_\_\_\_\_ Institute: \_\_\_\_\_

### Information Verified by Traffic Division, RBP

Name of Driver: \_\_\_\_\_  
Date of Accident: \_\_\_\_\_ Time of accident: \_\_\_\_\_ (AM/PM)  
Location of Accident: \_\_\_\_\_  
Municipal/Public Property damaged : \_\_\_\_\_ ( Yes/No)  
Type of damage: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Verified by: **Traffic Div./RBP**

Agreed by: **Vehicle Owner/Driver**

### Thromde Assessment Engineer's report

Type of damage: \_\_\_\_\_  
Cost of damage: (Nu.) \_\_\_\_\_ (As per detail estimate attached)  
Reinstatement Type: Immediately required ( )/Within set time ( )/Not required ( )

- (a) If, Reinstatement work were to be done by applicant/defaulters, a security deposit, equivalent to the cost of damage should be deposited to Thromde office, which will be refunded as soon as the reinstatement work gets completed to the satisfaction of the authority.

Security Deposit (SD): (Nu.) \_\_\_\_\_  
M/Receipt No.: \_\_\_\_\_ Date: \_\_\_\_\_

- (b) If, Reinstatement work were to be done through Thromde, the cost of damage worked out by the authority, should be deposited to Thromde office in full (cash only).

Reinstatement Cost (RC): (Nu.) \_\_\_\_\_  
M/receipt No.: \_\_\_\_\_ Date: \_\_\_\_\_

(Assessment Engineer/TT)

(Head of Section/TT)

(Head of Div./TT)

# 5

## Development Control Division

### 5.1 Major Construction Application (MCA)

Major Construction refers to new construction of structures of more than one storey.

**Note:** TAT for Drawing Approval services from this division would be exclusive of the Revision Time(time taken by the applicant for completing necessary revisions in the drawings) by the applicant.

#### 5.1.1 Documents required:

1. Application form
2. Latest Plot/Land Ownership certificate/Lag-Thram
3. Latest/ re-validated Development Official Site Plan issued by the Survey Section of the Survey and Land Management Section of the Thromde.
4. Certificate of Design Team
5. Two sets of Structural Drawing (A3/A4 size);
6. Two sets of Electrical Drawing (A3/A4 size);
7. Two sets of Sanitary/Sewerage Drawing (A3/A4 size);
8. Two sets of Plumbing/Water Supply Drawing (A3/A4 size);

#### 5.1.2 Where to submit:

Register at the Customer Care Service Center of Thimphu Thromde. Acquire a registration number and wait for your turn.

#### 5.1.3 Duration for the approval:

**TAT = 23 working days, provided the Designs and Drawings meet all the requirements set in the rules/standards.**

#### 5.1.4 After the approval of the design and drawings:

- Make scrutiny and service/amenity fees payment to Revenue Section
- The approval letter will be issued after payment of the scrutiny and amenity fees.
- Collect a copy of the approved drawings after signing the undertaking/agreement for the construction.

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**5.2 Minor Construction Application**

Minor Construction Application Minor Construction refers to new construction of single storied structures, horizontal/vertical extension of existing structures, renovation, changes or modifications to plan and elevation of approved drawings etc

**1. For changes/modifications to already approved plans**

- 1.1 Approval letter
- 1.2 Approved architectural and structural drawings
- 1.3 Proposed changes in drawings along with application letter

**2.For Horizontal Extension**

- 2.1 Application Letter
- 2.2 Latest Site Plan
- 2.3 Certificate of Design Team
- 2.4 Drawings

**3.For Vertical Extensions (excluding Attic to full height modifications)**

- 3.1 Application Letter
- 3.2 Certificate of Design Team
- 3.3 Approval letter reflecting year of approval or year of construction or letter from building owner assuring the same
- 3.4 Letter of assurance (if felt necessary by TT) from design engineer regarding structural integrity

**4.Single Storey**

- 4.1 Application letter
- 4.2 Certificate of Design Team
- 4.3. Latest Site plan
- 4.4 Drawings

**5.2.2 Where to submit:**

Customer Service Centre. Acquire a registration number

**5.2.3 Duration:**

**TAT = 14 working days period if all drawings and documents are complete.**

**5.3 Green Channel Construction Application (GCCA)**

**5.3.1 Documents:**

- a. A duly filled building application form along with the DesigningArchitect’s Undertaking Form.
- b. Certificate of the Design Architect, Structural Engineer and Electrical Engineer.
- c. Thimphu Thromde will check only the setback, plot coverage, building height and land

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use. In case of Electrical Drawing Approval, the compliance between the Approved Architectural Drawings and the Electrical Floor Plans will be checked. In addition, the Electrical Drawing applied for approval must clearly mention the Connected Load and the Demand Load.

d. The proposal must consist of two sets of Architectural, Structural, Electrical, Water Supply and Sanitation drawing.

**5.3.2 Duration:**

**TAT = 14 working days if all drawings and documents are complete.**

**5.3.3 Charge:**

50% off on total scrutiny fees.

**Note:** Approved Electrical Drawings should obtain Power Clearance from Bhutan Power Corporation Limited.

The procedure for obtaining the above clearance is:

1. The applicant will be informed about the approved Electrical Drawings,
2. The applicant has to collect the approved Electrical Drawing,
3. The applicant has to apply and obtain the Power Clearance from BPCL.

**5.4 Building Layout and Foundation Excavation**

**5.4.1 For Verification and Inspection:**

- The owner will have to make a formal written appointment with the Head of the Building Section and the team comprising an Architect and Building Inspector for verification.
- Letter of Approval for the soil disposal from the Environment Division, Thimphu Thromde must be produced.

**5.5 Foundation Inspection**

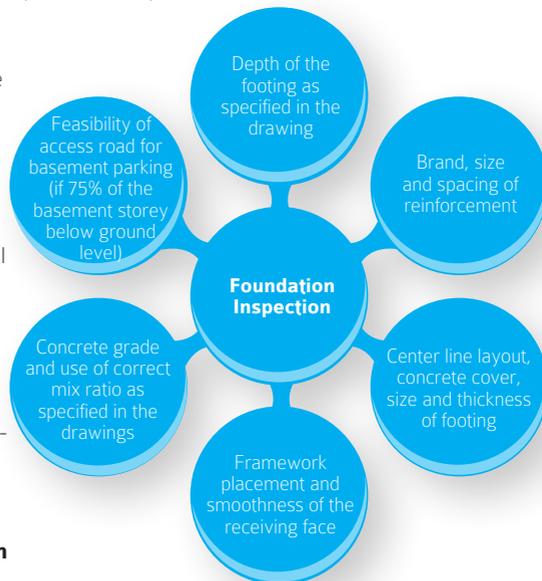
Inspections are based on following aspects:

**5.6 Basement Floor Inspection**

**5.6.1 Requirements:**

Basement storey must have one side open and three sides semi-enclosed and 75% below natural ground level.

- a. Basement shall be used only for storage and parking.
- b. Size and cover for beams and columns.



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- c. Grade of rebar, size and number of rebar, splicing and anchorage length,
- d. Spacing and size of stirrups, location of splicing and correct placement.
- e. Longitudinal rebar.
- f. Grade of concrete, framework, safety requirements

**5.7 Floor and Storey Inspection**

**5.7.1 Requirements:**

Slab thickness as per approved structural drawings.

- a. Size and cover for beams and columns.
- b. Grade of rebar, size and number of rebar, splicing and anchorage length.
- c. Spacing and size of stirrups, location of splicing and correct placement
- d. Longitudinal rebar.
- e. Grade of concrete, framework, safety requirements

**5.8 Jamtho Floor Inspection**

Inspection based on:

Approved architectural and structural drawings.

- a. Size and height of Jamtho is determined from approved architectural drawings.
- b. Jamtho floor space usage is restricted only for water tank storage.

**5.9 Roof Level Inspection**

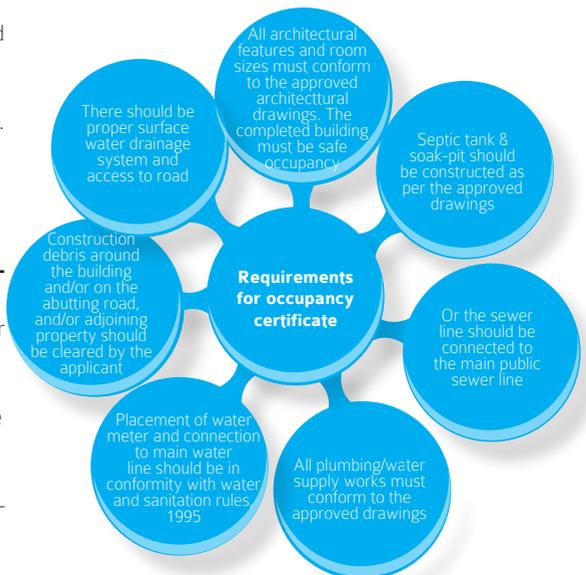
**5.9.1 Requirements:**

- a. Roof angle should be maintained ranging from 12 to 15 degrees slope.
- b. Size and spacing of truss members as per approved drawings.
- c. Proper Roof projection from the building line as per approved drawings.
- d. The roofline should not encroach adjacent plot boundaries.
- e. Roof design should be as per traditional architectural guidelines.

**5.10 Occupancy Certificate Issuance**

Conditions required to qualify for the certificate:

Ownership certificate can also be obtained from the G2C online portal at <https://www.citizen-services.gov.bt/tt/pubOccupancy-Appl.do?method=openPubOccupancyApplication>



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**Application Details**

Do you have an existing Building Construction Approval ID?\*:  Yes  No

Year of Construction

Contact Address

Contact Email ID

Mobile No\*:

Is the Land under lease?  Yes  No

Have the temporary constructions been dismantled?  Yes  No

Comments

Attach relevant documents (if applicable):  No file chosen

**Do you want to make payment through B-Wallet?  Yes  No**

**5.11. Signage Approval Process**

Thimphu Thromde shall check and approve the signages on meeting the Design standards of respective land use or functions within 14 working days from submission of the design documents by clients.

Thimphu Thromde shall ensure that there are no mistakes (Spellings, grammar, etc....) of any sort in the signage, during the approval process.

**Check LIST**

Client shall submit one electronic file and 3 sets of hard copy of all sign works for review and approval. The drawings shall clearly show location of building or area where the sign is to be placed, location of sign on building elevation to scale the dimension including graphics, color and construction and attachment details.

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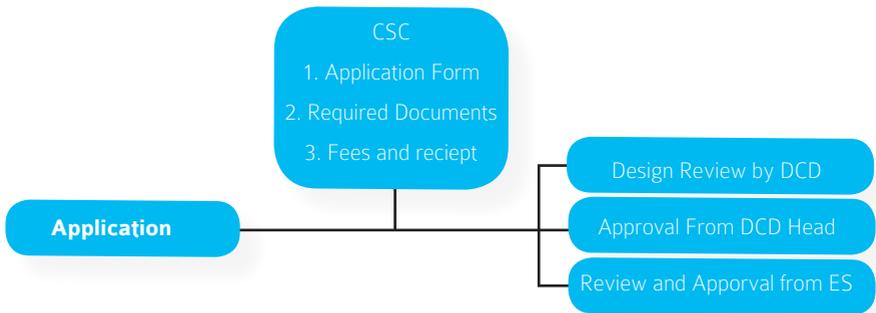
**Documents required**

1. Application form from applicant
2. Elevation and section drawings of the proposed design. Drawing must indicate the typeface and location of the sign for permit number.
3. Shall include dimensions on all drawings with scale
4. Submit 3 copies of the drawings in A4 format and 1 digital copy.
5. Detail drawings of how the sign is attached to building facades and indicate material used.
6. Show area calculations for proposed sign
7. Attach existing photograph of the building elevation or architectural rendering where sign to be attached/placed.
8. Signboard design shall be in 2D and 3D.
9. Submit Drawing to Thimphu Thromde, Customer service center, Gongzin Lam, Building no: 8.

**Fees**

The scrutiny and approval will be accepted as per the signage guideline

**The procedures**



**TAT= 14 Working Days**

# 6

## Environment Division

### **6.1. Tree Felling Within the Registered Land**

#### **6.1.1 Where to submit the form:**

Submit a duly filled form to the Chief Environment Officer, Environment Division.

Verification:

1. Firstly the forestry officials from Thimphu Thromde will make a site visit and submit a report to the Chief Environment Officer.
2. The Environment Division will get an approval from DoFPS (Department of Forests and Park Services).
3. If the approval is granted, upon payment of royalty to the revenue section, the forestry official will do the marking.
4. The trees from the government land will be either handed over to NRDCL or retained by Thimphu Thromde in case of tree outside registered private registered area. The owner has the right to use only the trees felled from his/her private land.

**TAT = 1 to 2 Working Days**

### **6.2 Waste Dumping**

#### **6.2.1 Procedure for approval and verification of waste disposal:**

1. Submit the application to the Chief Environment Officer,
2. The Environment Division will identify and verify the disposal site,
3. The client will have to pay their security deposit; and
4. Chief Environment Officer will give an approval.

**TAT = 1 Day**

Responsibilities of the Environment Division:

1. Environment Division will identify the disposal site in consultation with Urban Planning Division.
2. The client shall pay the Security Deposits (subject to change) of Nu. 20,000/- per occasion, applicant is responsible for request leveling.
3. The Environment Division will give the approval after payment of security deposit.
4. Environment Division will verify the disposal site and if it is found as per the prevailing norms, the Security Deposit will be refunded.

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**6.3 Obtaining Environmental Clearance**

1. Get the Application Form from the Environment Division under Thromde.
2. The applicant should submit a Written Application to the Chief Environment Officer.
3. An Environment Officer will visit the site, accordingly give a report and lay down terms and conditions for the applicant to follow.
4. Prior to the issuance of EC, the applicant must pay the fee for EC. The amount will be mentioned on the form itself by the environment officials, after conducting site visit.

**TAT = 2 Working Days**

LIST OF ACTIVITIES REQUIRING ENVIRONMENTAL CLEARANCE UNDER THIMPHU THROMDE

SI no	Activity
1	Automobile services (Workshops)
2	Establishment & operation of sawmill (cottage and small scale)
3	Sawdust briquetting plant (cottage & small scale)
4	Setting up & operation of stone crushing unit(cottage and small scale)
5	Setting up & operation of Hot Mix Plant/wet mix plant, Asphalt plant, Bitumen Plant, Concrete Batching Plant
6	Construction of private roads
7	Setting up of Telecommunication towers
8	Construction of community, primary, lower, middle & higher secondary schools (PVT or Govt.)

**6.4. Obtaining Thromde Administration Approval**

If you are seeking approval for any of the above eight services;

1. The applicant must submit an application either to the head of the agency (Dasho Thrompon/Executive Secretary) or the Chief Environment Officer.
2. An Environment Officer will consult with the necessary divisions or if need be visit the site for verifications prior to issuance of the Thromde Administration Approval.

**TAT= 2-3 Working Days**

**6.5. Disaster Site Report Preparation for Insurance Claim**

1. The informer reports Thromde about the disaster.
2. A joint Site-Visit is conducted by the concerned Thromde Disaster focal person, engineers, informer, and Insurance Company representatives (in case of insurance claim).
3. Site report prepared by the concerned officials.
4. Site report to be submitted to higher authorities (Dasho Thrompon/ Executive Secretary) for information and recommendation.

\*After the report gets acknowledged, a Disaster-Relief-Kit may or may not be issued to the victims based on the report submitted.



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ཡིན་ཀྲིམ་མཁའ་ལྷན་  
ཐིམ་ཕུག་ - ༡༡༠༠༡ འབྲུག་



Thimphu Thromde  
Post Box No - 215  
Thimphu-11001: Bhutan



Date:.....

**To:** Chief Environment Officer, Thimphu Thromde

**From:** .....

**Subject:** Environmental Clearance for the construction/ Renewal/ New

of ..... \* for renewal: expiry date: \_\_\_\_\_  
date of previous issuance: \_\_\_\_\_

**Location:**.....

Dear Sir,

Kindly issue me with the EC for the aforementioned activity.

Thanking you,  
Yours Sincerely,

**Name of the Holder:**

*\*Also kindly mention your name & CID & contact no  
Below if you are signing on behalf of the plot owner(s)*

**Contact No:**

**Plot/thram/CID no:**

***For official use only***  
***Report/remarks:***

To: Revenue Section

Environment Clearance Fee amount to: Nu..... Only

For: .....

(Signature of the dealing officer)

# 7

## Land Services

### 7.1 Land/property Transaction

#### 7.1.1 For urban land:



1. Submit an Application to the Thromde office as per Section 159 of Land Act, 2007.
2. It is sent to NLCS for further verification and the approval as per Section 161 (b) and 164 of Land Act, 2007. If subdivision, it will be done as per Section 163 of Land Act, 2007.
3. Once it is approved by the NLCS, it is sent to the Thromde office and the Land Title Certificate will be issued as per Section 23 and 24 of the Land Act, 2007.

Documents required:

- I. The original copy of the Internal Agreement of the parties involved,
- II. No Objection Certificate from the family members of the Transferor for family land or co-owner in case of joint ownership;
- III. Total Land Holding Declaration of the Transferee. (LT form 4);
- IV. Census Record of the Transferee and the Transferor;
- V. Copy of New ID Card of the Transferor and Transferee and CID witnesses;
- VI. Original Land Title Certificate (Lag-Thram);
- VII. Building Occupancy Certificate in case of flat/building transaction;
- VIII. Official Site Plan of the plot;
- IX. Financial Institution Clearance if the property is mortgaged to any;
- X. Copy of Marriage Certificate in case of property transfer between the spouses; and
- XI. Building Valuation in case of flat/building transaction;
- XII. Enforcement Order from the court (if it is court verdict).

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On submission of the documents, the Land Management Section shall record the date and allot the Transaction ID Number (as per the Land Act 2008, the forms are kept with Thimphu Thromde for one month as observation period).

**TAT = 40 to 47 Working Days**

## **7.2 Obtaining Ownership Certificate**

### **7.2.1 Where to submit the application form:**

SLMS, office no. 6, second floor of NPPF building, Thimphu Thromde.

### **7.2.2 Fees and Charge:**

The Land Title forms can be obtained at Nu. 50/-. A 5% transfer tax is also incurred (sales/purchase/ others).

Registration fee: Nu. 1000 per transaction.

Charge for Land Title Certificate: Nu. 200

## **7.3 Government Land Lease**

### **7.3.1 Conditions for leasing government land:**

- I. The leased land shall be strictly used for the purpose applied for and not for any other purposes.
- II. The lessee must obtain approval from the Local Authority for construction. No permanent structures or constructions shall be permitted on the leased plot for temporary or short terms.
- III. The lessee shall pay all normal charges, fees, taxes etc. to the Local Authority as and when required. No separate land taxes are charged as it is included in the lease fee.
- IV. The lessee has no right to transfer, sell, gift, convert, mortgage etc. the afore said plot; doing so would lead to the termination of the lease and re-possession of the land by the lesser.
- V. It is the responsibility of the lesser to remove any structures standing on the leased land at his/her own cost.
- VI. The lessor shall ensure that adequate provisions are made in the lease agreement to safeguard the interest of Government in the event of any default by the lessee.
- VII. The lessee shall apply to the appropriate Local Authority (urban center)/ Lessor specifying the purpose and duration of Government land for lease along with project proposal if necessary.
- VIII. The Local Authority shall approve or reject proposals pertaining to the following temporary lease with information to NLCS. Accordingly, temporary lease is granted to conduct events such as exhibition / entertainment / sports /religious activities / seasonal markets) and short-term lease for setting up labor camps and stores for construction purposes.
- IX. For activities that are not listed in the section VIII of this rule, the Local Authority shall study the compatibility of land use and reject or forward the proposal to NLC. The lease allotment shall be granted strict line with the

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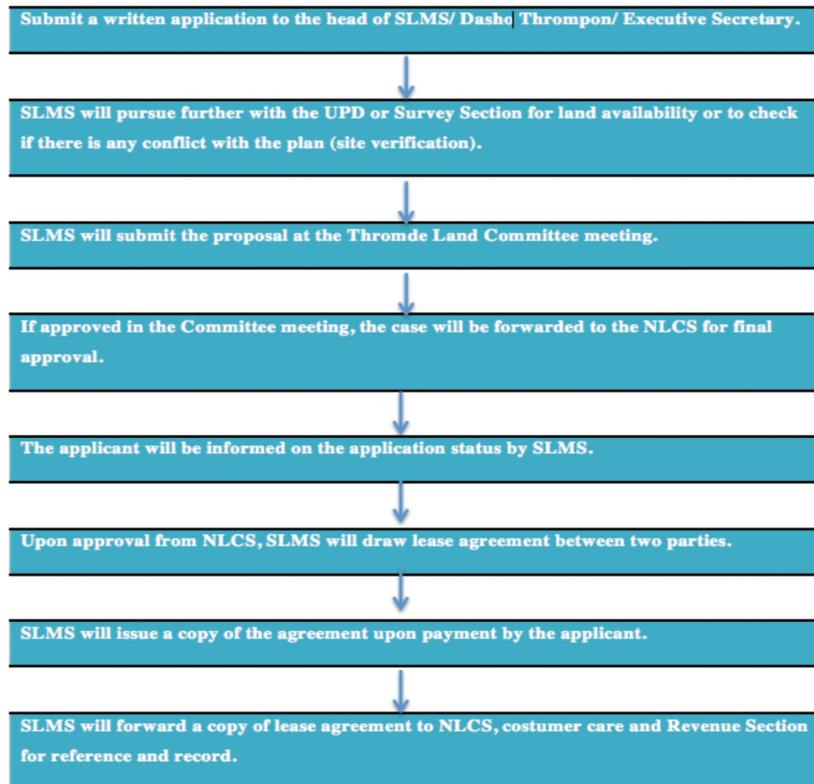
approved structure plan.

X. After the approval from NLC, the lease deed shall be signed between the Local Authority and the applicant and a copy submitted to NLC. The lease rates as applicable in the declared urban centers (attaché as “annexure 1 - ‘ULR’”) are subject to revision and change, as deemed necessary.

### 7.3.2 Lease Period:

Temporary Lease: 6 months.

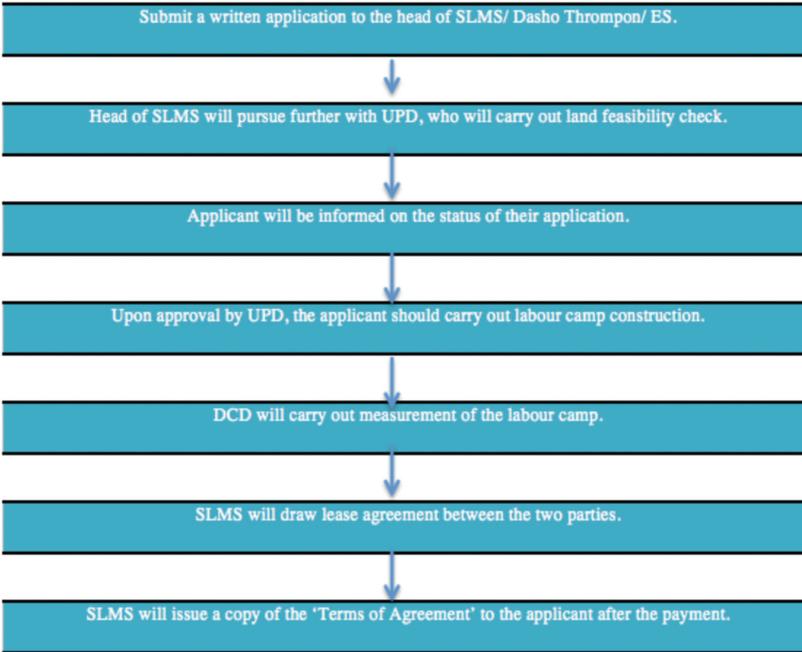
- Short Term Lease: 3 years and not renewable.
- Long Term Lease: 30 years.



TAT = 2 to 3 months based on Land Committee meeting.

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b. Procedure for short-term land lease



**TAT = 1 to 4 Working Days**

**7.4 Land Lease Rate**

Area	R	C	S	I
Rate in Nu./ sqft	5	20	1	4
<b>R</b> – Residential (labor camps and stores for construction purposes)				
<b>C</b> – Commercial (business oriented activities).				
<b>S</b> – Social (Govt. offices, schools, hospitals, civil society's organizations).				
<b>I</b> – Industrial (warehouse/open dump ward).				

**3.2 Obtaining Official Site Plan**

- i. Obtain the Official Site Plan Form from SLMS or download it from the Thimphu Thromde website (<http://www.thimphucity.bt/>).
- ii. Attach a recent copy of the LandOwnership Certificate.
- iii. Crosscheck for errors in spellings and data entries (i.e., names, plot no., Thram no., etc.).
- iv. The site plan shall be prepared by a concerned thromde official.
- v. Procure Payment Receipt from the Revenue Section; Thimphu Thromde.
- vi. The applicant shall contact the concerned official and get the site plan. (In absence of landowner, get authorization letter).

**TAT = 2 to 7 Working Days**

# 8

## Taxes and tariffs

### 8.1 Land Taxes

#### Documents required for payment of land tax:

- I. Thram Number
- II. Plot Number
- III. Lagthram.

#### When should the tax be paid:

1st of October to 31st of December.

#### Where?

The Revenue Section.

#### Penalty:

24% of land tax per day delayed.

### 8.2 Rental of Shed for Cloth/Handicraft Vendor

#### 8.2.1 Procedure:

Submit rental application form with other required documents to Thromde

Thromde will approve it on a first-come-first serve basis

The applicant will be informed on the approval

### 8.3 Temporary Use of Clock Tower and Parks

Charge for renting: Nu.10, 000/- per day.

#### Procedure for payment:

- I. The applicant will approach the Thrompon/Executive Secretary.
- II. The Thrompon/Executive Secretary forwards it to the environment division, which then issues the demand notice (Refer Doc no. 12) to the applicant and revenue section.
- III. The applicant then pays the money (Nu.10000 for clock tower and parks).

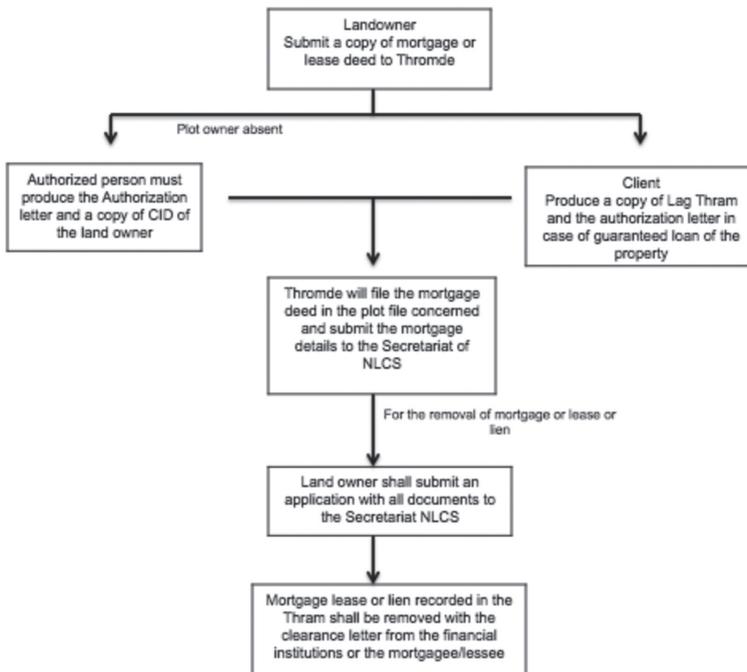
## STANDARD OPERATING PROCEDURE

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- IV. The payment is made in advance.
- V. Upon payment the revenue department sends the demand notice to the Environment Division, which updates its inventory.

**TAT = 3 to 7 Working Days**

### 9.4. Procedure for Mortgage or Lease of Registered Land:

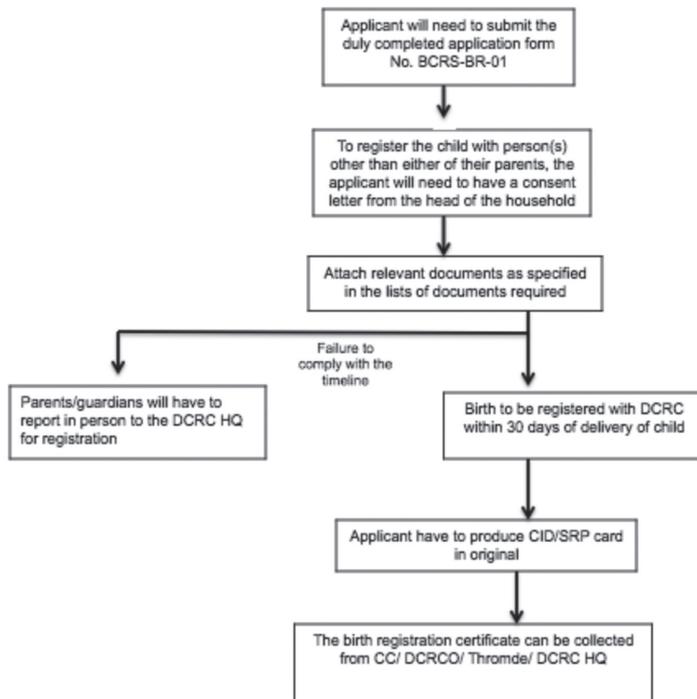


# 9

## Census section

### 9.1 Registration of Newborn Baby

#### 9.1.1 Procedure



**TAT = 1 Day**

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**9.1.2 Documents required for Bhutanese citizens/SRP holders:**

1. Duly completed Application Form no. BCRS-BR-01
2. Identification Documents of parents
3. Notification Of Birth (if delivered at hospital/BHU)
4. Copy Of Marriage Certificate, otherwise endorsement from the guarantor or Tshogpa and Gup
5. Consent from HoH is mandatory when the child's census is to be registered with person(s) other than either of the parents.

**9.1.3 Documents required for Bhutanese citizens serving overseas in Bhutanese Embassies/Missions:**

1. Duly Completed Application Formno. BCRS-BR-01
2. Identification Documents of parents
3. Birth Certificate issued by competent authority
4. Copy of Marriage Certificate, otherwise statement confirming parentage of the child should be obtained from the Head of Chancery
5. Consent from HoH is mandatory when the child's census is to be registered with person(s) other than either of the parents.

**9.2 Transfer of Census to Other Dzongkhag:**

The applicant must:

- Hold the LAGTHRAM in his/her name.
- Duly completed Census Transfer Form (BCRS-CT-01 or BCRS-CT-02 or BCRS-CT-03).

**9.2.1. Documents required for changing name and age:**

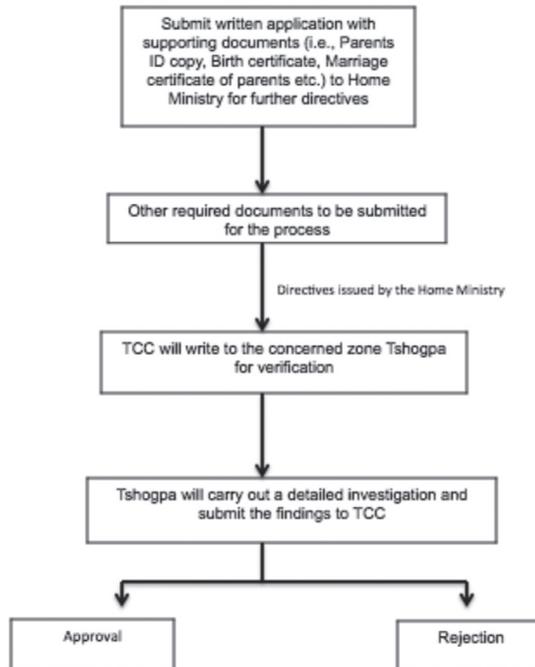
- Duly completed Application Form No. BCRS-NC & AC-01.
- Original CID/SRP Card to be surrendered if card was issued before.
- Supporting documents which ever applicable as follows:

Certification by:

- i. 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)
- ii. 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 required).
- iii. Judiciary, autonomous agencies and corporations: copy of service record certified by personnel/HR officer along with class X, XII, and degree certificates or highest academic certificates obtained.
- iv. Monks and Nuns: certification by Zhang Dratshang/ Uzin/ Head of institution.
- v. Students: copy of academic certificate or highest academic certificate obtained.

vi. Others: certification by Thromde CRCO/ Tshogpa and Gup.

### 9.2.2 Procedures For Those Whose Name Has Been Omitted From 'MITSI MAYIG' or Not Included in Census For Census Registration:



### 9.2.3 Documents are required for transferring census to Thimphu Thromde:

- Land/Property Ownership Certificate,
- An Acceptance Letter; and
- A duly filled up Relieving Form from the respective Dzongkhag.

## 9.3 Census Bifurcation:

### 9.3.1 Documents required:

A person shall:

1. Submit a duly filled 'Census Bifurcation' Relieving/Acceptance Letter from both the Dzongkhags.
2. Properties Holding Certificate has to accompany the application if the person is moving out from the old house hold to new house hold in the same vicinity.

# 10

## Thromde Education Division

### **10.1 Documents required for transfer on Medical/Marital/Domestic:**

- Medical certificate for an appeal for transfer on medical grounds.
- Supporting documents to substantiate and validate appeal of transfer if on domestic or other personal grounds.

### **10.2 Documents required for direct children admission on request from other Dzongkhag:**

- Application form, Marriage certificate and Spouse Placement Order for an appeal of transfer on marital ground.
- Parent Transfer Order for a government/private or
- Trade License copy from BCCI
- CID Photocopy of parents, and
- Child Progress Report.

### **10.3 Documents required for student transfer on dependent/medical grounds:**

- Medical document and
- Principal's Recommendation (medical case).
- CID photocopy of parents
- Progress Report of the child

# 11

## Jigme Dorji Wangchuck Public Library

### **11.1 Charge for membership:**

Students below grade eight are considered as children, thus they pay:  
Membership Card cost Nu. 25/-  
Security Deposit of Nu.50/-

Students above grade ninth are considered as youth and along with the adult members, they pay:  
Membership Cardfee - Nu.50/-  
Security Deposit - Nu.250 (for youth) and Nu.500 (for adult member).

### **11.2 Timing:**

#### **Summer Timing**

Weekdays - 12:30pm to 6:30pm  
Saturday - 11:00am to 3:00pm

#### **Winter Timing**

Weekdays - 12:30 pm to 5:00pm  
Saturday - 1:00am to 3:00pm

### **11.3 Rules and regulations for borrowing books:**

Two books can be borrowed at a time for 2 weeks duration.

1. If you do not return the book before the due date, then a penalty of Nu.50 per day is will be charged to the defaulter.
2. If you lose the book, you are liable for its replacement or you should pay double the price of the book.
3. If the book is damaged, the member should replace it or pay the charge of replacement.
4. Library staffs are authorized to check a person if they suspect a client is carrying any unauthorized book or any other reading materials from the library without checking out.
5. Reference book will not be issued, but clients can use them within the library.

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# 12

## Annexure

**ACCESS ROAD APPLICATION FORM I (If the proposal is from private individual/other agencies)**

**Approval process for alignment of access road in non-LAP areas**

Name of the applicant : .....  
CID No : .....  
Tharm No : .....  
Plot no : .....  
Location : .....  
Contact No : .....

**Required Documents:**

- a. Copie(s) of Lagthram
- b. Map/photograph/image showing the proposed alignment of road

**Brief Description of the proposal (to be filled by applicant)**

1. Tentative Length of the proposed road: .....

2. Beneficiaries: Single  Group (more than one beneficiary)   
Details of Group

- a. Name: .....CID: .....Thram No: .....Plot No: .....
- b. Name: .....CID: .....Thram No: .....Plot No: .....
- c. Name: .....CID: .....Thram No: .....Plot No: .....

3. Land related issues along the proposed road alignment: Yes  No

4. Environmental Impact due to the proposed road:

Effect on Natural Stream/Water body: .....

Effect on Flora: .....

Effect on Fauna: .....

5. Date of submission (DD/MM/YYYY): .....

6. Undertaking

I/we submit following undertaking regarding the construction of above proposed road:

- I. The proposed road shall be constructed on our own expenses or from approved budget from competent authority
- II. The proposed road will not encroach to any of the private registered land. In case, if the road has to be constructed through any of the private registered land, then necessary consent of concerned land owner shall be sought and no *SATSHAB* or *Compensation* will be claimed from Thimphu Thromde in future.
- III. The proposed road will not damage/affect any of the private registered land/property located in the area or will take full responsibility in arrangement of fair compensation.
- IV. In addition, I/we shall abide by all existing and any relevant Acts and rules governing Land, Road and Environment of the Kingdom of Bhutan. Moreover, I/We shall also abide by all future directives issued by competent authorities.



Signature of Applicant(s)

**For official use**

To be filled by customer care unit Received by (Name & signature)  ..... Received Date: ..... Forwarded date to SLMS: .....	To be filled by SLMS/UPD Received by (Name & signature)  ..... Received Date: .....
--	---

**FORM III - If the proposal is from section/division within Thimphu Thromde**

**Application form for access road in E-4 and non-LAP areas**

Name of proposing section/division : .....

Location of road to be constructed : .....

Dealing Officer : .....

1. Avail soft copy of latest map from UPDs:
  - a. Map/photograph/image showing the proposed alignment of road
2. Brief Description of the proposal (to be filled by proposing section or division)
  - a. Brief story of the proposal

.....  
.....  
.....  
.....  
.....

- b. Tentative Length of the proposed road:

.....

- c. Beneficiaries: Single  Group (more than one beneficiary)
- Details of Group

- d. Date of submission (DD/MM/YYYY): .....

3. If necessary ID shall propose topographical survey of the area. SLMS shall carry out the survey and submit it to the ID.
        4. ID shall carry out a necessary design and drawing of the proposed road.
        5. Execution shall be carried out by ID.

**ACCESS ROAD VERIFICATION FORM II FOR NON-LAP AREAS**

(for official verification use only)

**Stage 1. Verification by SLMS**

Preliminary verification of the proposed road with regard to alignment, beneficiaries & impact on private properties and other issues.

Details of finding of stage 1

a. Alignment

As proposed by the applicant

Realigned

*(Attach a copy of map with alignment)*

b. Beneficiary

Single beneficiary

Multi beneficiary

*(mention number)*

c. Issues

Land issues

YES

NO

Comments(if yes).....

Property issues

YES

NO

Comments(if yes).....

Verified By:

Approved By:

.....  
(Name & Signature of dealing officer)

.....  
(Section/Division Head)

To be filled by SLMS

Forwarded to Infrastructure Division

Forwarded date: .....

To be filled by Infrastructure Division

.....  
(Receiver's Name & Signature)

Received date: .....

**Stage 2. Verification by Infrastructure Division & Environment Division**

Verification with regard to technical feasibility of the alignment submitted by UPD/SLMS & simultaneously coordinate with Environment Division for the study of environmental impact.

**a. Infrastructure Division**

Proposed alignment is technically feasible    YES        NO   

*(attach supporting documents of feasibility study)*

Additional comments:

.....  
.....

Verified By:

Approved By:

.....

.....

(Name & Signature of dealing engineer)

(Division Head)

**b. Environment Division**

Effect on Natural Stream/Water body:    YES        NO   

Comment (if YES) .....

Effect on Flora:    YES        NO   

.....

Effect on Fauna:    YES        NO   

Comment (if YES) .....

Based on the site visit, the proposed site is found environmentally feasible    YES   

NO   

Comment (if NO) .....

Verified By:

Approved By:

.....

.....

(Name & Signature of dealing engineer)

(Division Head)

To be filled by Infrastructure Division

Forwarded to Infrastructure Division

Forwarded date: .....

**Stage 3. Demarcation of RoW & handing over the road corridor to Infrastructure Division**

The finalized road alignment should be demarcated and the road corridor should be handed over to Infrastructure Division.

RoW demarcated & handed over by:

Road corridor took over by:

.....  
Name & signature of the dealing officer/surveyor  
UPD/SLMS

.....  
Name & signature engineer  
RBS/Infrastructure Division

*After completion of handing taking process the whole documents have to be submitted to Infrastructure Division to proceed further to accord a final approval.*

To be filled by UPD/SLMS	To be filled by Infrastructure Division
Forwarded to Infrastructure Division	
.....	.....
Name & Signature of dealing officer	(Receiver's Name & Signature)
Forwarded date: .....	Received date: .....

**Stage 4. Approving Authority**

Recommended by:

Approved by:

**Executive Secretary  
Thimphu Thromde**

**Thrompon  
Thimphu Thromde**

**Stage 5.** Final award of construction approval will be accorded by Infrastructure Division (only if work is to be executed privately.

Written approval awarded:      YES            NO     

**Stage 6.** SLMS shall survey and update in GeoDB of SLMS & GIS section then forward to NLCS for updation in NLCS cadastral GeoDB

Updated in SLMS GeoDB & forwarded to NLCS:      YES            NO

**Form IV Application form for road in planned (LAP) areas**

1. Applicant's detail

Name of the applicant : .....  
CID No : .....  
Tharm No : .....  
Plot no : .....  
Location (LAP) : .....  
Contact No : .....

2. Required Documents:

- a. Copie(s) of Lagthram
- b. Site plan (to be availed from SLMS)

3. Date of submission (DD/MM/YYYY): .....

Signature of applicant(s)

*For official use*

To be filled by customer care unit Received by (Name & signature)  ..... Received Date: ..... Forwarded date to SLMS: .....	To be filled by UPD Received by (Name & signature)  ..... Received Date: .....
--	--

**Form V. Access Road Verification Form for planned Area**

(for official verification use only)

**Stage 1. Verification by UPD**

Preliminary verification of the proposed road with regard to alignment, impact on private properties and other issues.

Details of finding of stage 1

d. Alignment

As per site plan

*(Attach a copy of map with alignment)*

e. Issues

Land issues

YES

NO

comment(if yes)

Property issues

YES

NO

Coment(if yes).....

Verified By:

Approved By:

.....  
(Name & Signature of dealing officer)

.....  
(Section/Division Head)

To be filled by UPD

Forwarded to Infrastructure Division

Forwarded date: .....

To be filled by SLMS

.....  
(Receiver's Name & Signature)

Received date: .....

**Stage 2. Demarcation of RoW & handing over the road corridor to Infrastructure Division**

RoW should be demarcated and the road corridor should be handed over to Infrastructure Division.

RoW demarcated & handed over by:

Road corridor took over by:

.....  
Name & signature of the dealing officer/surveyor  
UPD/SLMS

.....  
Name & signature engineer  
RBS/Infrastructure Division

*After completion of handing taking process the whole documents have to be submitted to Infrastructure Division to proceed further to accord a final approval.*

To be filled by SLMS	To be filled by Infrastructure Division
Forwarded to Infrastructure Division .....	.....
Name & Signature of dealing officer	(Receiver's Name & Signature)
Forwarded date: .....	Received date: .....

**Stage 3. Environment Division**

Environment Division for the study of environmental impact.

Effect on Natural Stream/Water body: YES  NO

Comment (if YES) .....

Effect on Flora: YES  NO

.....

Effect on Fauna: YES  NO

Comment (if YES) .....

Based on the site visit, the proposed site is found environmentally feasible YES

NO

Comment (if NO) .....

Verified By:

Approved By:

.....  
(Name & Signature of dealing engineer)

.....  
(Division Head)

To be filled by Environment Division	To be filled by Infrastructure Division
Forwarded to Infrastructure Division	..... (Receiver's Name & Signature)
Forwarded date: .....	Received date: .....

**Stage 4. Approving Authority**

Recommended by:

Approved by:

**Executive Secretary  
Thimphu Thomde**

**Thrompon  
Thimphu Thomde**

**Stage 5.** Final award of construction approval will be accorded by Infrastructure Division (only if work is to be executed privately.

Written approval awarded:

YES

NO

**Stage 6.** SLMS shall survey and update in GeoDB of SLMS & GIS section then forward to NLCS for updation in NLCS cadastral GeoDB

Updated in SLMS GeoDB & forwarded to NLCS:

YES

NO



# Standard Operating Procedure

A Guide to Availing  
Thromde Services

**THIMPHU THROMDE**  
Let's keep Thimphu City Clean and Green