



# Standard Operating Procedure

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Urban Planning Division, Thimphu Thromde,  
2022

Approved during 9<sup>th</sup> Management Meeting held on June 6, 2022, effective from July  
2022.

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## **Purpose and Scope of the Standard Operating Procedure**

The Standard Operating Procedure (SOP) aims to ensure transparent and fast services to all users.

The objective of the SOP for the Urban Planning Division is to guide the public in availing the services conveniently and ensure that staff upholds the commitment to deliver the services efficiently.

This SOP defines whether and how the division will provide the services requested and in particular, it sets out the procedures for the request of services from the division.

  
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## Documents Required to Process Application

To avail the service the users are required to submit a standard set of documents listed below. This will ensure easing tracking and speedy verification of the request. Overall, the submission of a complete set of documents avoids ambiguity and hasten the delivery of services on time. The standard set of documents required are:

1. Application / Form.
  - a) Should clearly address the letter to the relevant official,
  - b) Should have a concise subject application,
  - c) Applicant Details:  
Full Name, CID Number, Contact Number or E-mail Address, Existing Residence Address, and signature.
2. Attach a copy of Lag Thram.
  - a) A page containing land record details,
  - b) A page containing Plot Boundary
3. Authorization letter (if applicable)
  - a) Authorization letter should have details of the authorizers namely Full Name, CID Number, Contact Number or E-mail Address, and Existing Residency Address.
  - b) The letter should also include the details of the representative namely Full Name, CID Number, Contact Number or E-mail Address, and Existing Residency Address.
  - c) The authorization letter should be signed on a legal stamp.
  - d) A copy of the CID of the representative should be attached

Incomplete submission of documents shall lead to the rejection of an application. The applicant shall be notified immediately for resubmission as per the SOP.

  
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## 01. Precinct Correction


The request for precinct correction shall apply if the precinct recorded in the original Lag Thram are miss printed, missing, and incorrect as per the approved plans and cadastral records. The following procedures shall be followed to process the request for precinct correction.

### Procedure:

1. An application shall be submitted to the Executive Secretary / Chief Urban Planner with a complete set of documents. The marked application shall have the date and name of the concerned official assigned.
2. An application is marked to the concerned urban planner for verification of the request.
3. Verification of lag Thram with respect to cadastral records with concern LRSD official.
4. Urban Planner shall verify the precinct with respect to LAP, TSP, and existing rules and regulations.
5. Urban Planner conducts a site visit to verify the ground condition/s along with the applicant and prepares a report.
6. A report based on the approved plan and site visit is submitted to Chief Urban Planner for further verification.
7. The verified lag Thram is forwarded to National Land Commission Secretariat by Chief Urban Planner for correction in precinct recorded in the Lag Thram and to update in the system. An original Lag Thram is handed over to NLCS along with a forwarding letter requesting precinct correction.

### Turn Around Time (TAT)

The services shall be delivered within 5 working days unless under unavoidable circumstances. The dealing officer shall notify the applicant about the changes immediately and inform the new TAT, which should reflect the date and time.

  
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## 02. Plot Boundary Re/Alignment

The request for plot boundary alignment or realignment from the applicant / within the Thromde shall apply if the applicant is discontented with the existing plot boundary to its prior boundary which is before the plan, to include major structures or permanent structures within registered area, to achieve Right of Way for necessary facilities, and for public and national interest. However, a request for realignment shall be considered invalid if the applicant has already accepted the plot boundary or received Lag Thram.

The following procedure shall be followed to process the request for Plot Boundary Re/Alignment.

### Procedure:

1. A duly filled up application (form) shall be submitted to the Chief Survey Engineer with complete a set of documents. To this effect, form (Plot reconfiguration) shall be availed from the Land Record & Survey Division or Thromde website at <http://www.thimphucity.bt/downloads?Type=11&Sector=All> No separate application is not required.
2. Chief shall forward the application to the concerned Land Registry Officer (LRO) for verification. The marked application shall have the date and name of the concerned official assigned.
3. LRO shall verify the lag Thram/s with respect to cadastral records and Forward to Concern Surveyor for fieldwork.
4. Surveyor conducts site visit along with an applicant/s and other relevant officials to verify the ground condition/s such as existing structure and type, sewer line and manholes, drainage, power line, pole and distribution box, telecom line and box, and road for the feasibility study. A proposal is prepared and submitted to Urban Planner for verification.
5. Urban Planner verifies the realigned plot boundary with respect to LAP, TSP, rules, and regulations.
6. Surveyor prepares the map of realigned plot in the standard template and forwards it to LRO for endorsement as per the standard endorsement form. If the proposal affects the public properties namely road, footpath, retaining wall, storm water drains, roadside drains, landscaped area, and any other service

  
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lines like water supply pipelines, a Conditional Clearance is issued. Conditional clearance means the proponent shall seek necessary clearance from other relevant division(s).

The template for realigned plot map shall contain the following information:

- a) Purpose of the work
  - b) Location: Mention Local Area Plan name with specific area name.
  - c) Land Pooling Percentage Applied
  - d) Land Owner Name & Signature.
  - e) Plot ID
  - f) Date
  - g) North Point Symbol
  - h) Name and signature of officials involved: Includes Urban Planner and Surveyor.
  - i) If possible: Scale of the drawings.
  - j) Always superimpose the proposed alignment over the Satellite image.
7. LRO and Surveyor will submit the endorsed map along with survey files to NLCS for further action/s.

### **Turn Around Time (TAT)**

The services shall be delivered within 10 working days unless under unavoidable circumstances. The dealing officer shall notify the applicant about the changes immediately and inform the new TAT, which should reflect the date and time.

  
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### 03. Resoluteness

The request for resoluteness includes disputes on or related to plot boundaries between applicants. The following procedures shall be followed to process the request for resoluteness.

#### Procedure:

1. An application shall be submitted to the Chief Survey Engineer or Executive Secretary (ES) with complete a set of documents. If the application is submitted to ES, it is forwarded to Chief Survey Engineer.
2. Chief shall forward the application to the concerned Land Registry Officer (LRO) for verification. The marked application shall have the date and name of the concerned official assigned.
3. LRO shall verify the lag Thram/s with respect to cadastral records and Forward to Concern Surveyor for fieldwork.
4. Surveyor conducts site visit along with an applicant/s and other relevant officials to verify the ground condition/s such as existing structure and type, sewer line and manholes, drainage, power line, pole and distribution box, telecom line and box, and road. The survey details are forwarded to the urban planner for further verification.
5. Urban Planner verifies the plot boundary with respect to LAP, TSP, rules, and regulations.
6. Surveyor prepares the map of realigned plot in the standard template and forwards it to LRO for endorsement. If the proposal affects the public properties namely road, footpath, retaining wall, storm water drains, roadside drains, landscaped area, and any other service lines like water supply pipelines, a Conditional Clearance is issued. Conditional clearance means the proponent shall seek necessary clearance from other relevant division(s).

The template for realigned plot map shall contain the following information:

- a) Purpose of the work
- b) Location: Mention Local Area Plan name with specific area name.
- c) Land Pooling Percentage Applied



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- d) Land Owner's Name & Signature.
  - e) Plot ID
  - f) Date
  - g) North Point Symbol
  - h) Name and Signature of officials involved: Includes Urban Planner and Surveyor.
  - i) If possible: Scale of the drawings.
  - j) Always superimpose the proposed alignment over the Satellite image.
7. LRO and Surveyor will submit the endorsed map along with survey files to NLCS/Concern Agencies for further action/s.

### **Turn Around Time (TAT)**

The services shall be delivered within 5 working days unless under unavoidable circumstances. The dealing officer shall notify the applicant about the changes immediately and inform the new TAT, which should reflect the date and time.


   
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#### 04. Clearance for Installing and Shifting Utilities (Power and Telecom)

The request for issuing clearance for installing and shifting Utilities apply to the Power line, pole, and mini distribution box, and Telecom line, pole, mini-box, and service duct. The following procedures shall be followed to process the request for issuing clearance for installing and shifting utilities.

##### Procedure

1. An application shall be submitted to the Chief Urban Planner with a complete set of documents. The marked application shall have the date and name of the concerned official assigned.
2. An application is marked to the concerned urban planner for verification of the request.
3. Verification of lag Thram with respect to cadastral records with concern LRSD official and check if the request falls in the Planned or Unplanned area.
4. If it falls in a planned area, Urban Planner shall verify with respect to LAP, TSP, and existing rules and regulations, and process the application.
5. If it falls in an unplanned area or does not have an infrastructure layout plan, Urban Planner shall conduct a site visit to verify the ground condition/s and prepare an overall plan for the locality.
6. If the proposal affects the public properties such as road, footpath, retaining wall, storm water drains, roadside drains, landscaped area, and any other service lines like water supply pipelines, and Conditional Clearance is issued. Conditional clearance means the proponent shall seek necessary clearance from other relevant division(s).
7. If the realignment is due to Thromde's planning proposal, then Thromde will bear the cost incurred for any works specifically related to the shifting of poles/service lines. Otherwise, any cost or expenditure related to the work shall be borne by the proponent.
8. As much as possible, the realignment or shifting shall be a one-time proposal and should encourage underground cabling wherever it is possible and common ducts exist.

  
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9. Proper photos shall be taken at the site and filed as a part of the report for any future reference. In addition, a site visit report duly signed by all the visiting officials shall be prepared too and filed.
10. Once all the site verification is carried out, the drawings showing the existing location and proposed location/alignment in the AutoCAD format shall be prepared and printed in a proper template.  
The basic information in the template shall contain the following information:
  - a) Purpose of the work
  - b) Location: Mention Local Area Plan name with specific area name
  - c) Land Pooling Percentage Applied
  - d) Land Owner's Name & Signature
  - e) Plot ID
  - f) Date
  - g) North Point Symbol
  - h) Name and signature of officials involved: Includes Urban Planner and Surveyor
  - i) If possible: Scale of the drawings
  - j) Always superimpose the proposed alignment over the Satellite image
11. No free hand-written notes on the template other than signature.
12. Ensure a copy of the letter is provided to the Division Chiefs (UPD, Land, Infra, and Environment) for information.

### **Turn Around Time (TAT)**

The services shall be delivered within 10 working days unless under unavoidable circumstances. The dealing officer shall notify the applicant about the changes immediately and inform the new TAT, which should reflect the date and time.

  
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## 05. Clearance for Installing and Realigning Utilities (Sewer, Drainage and footpath)

The request for issuing clearance for installing and realignment of Utilities applies to sewer line, manhole, drainage, and other necessary facilities. The following procedures shall be followed to process the request for issuing clearance for installing and alignment of aforementioned utilities.

### Procedure

1. An application shall be submitted to the Chief Urban Planner with a complete set of documents. The marked application shall have the date and name of the concerned official assigned.
2. An application is marked to the concerned urban planner for verification of the request.
3. Verification of lag Thram with respect to cadastral records with concern LRSD official and check if the request falls in the Planned or Unplanned area.
4. If it falls under the Planned Area, please follow the plan and shall connect to the nearest manhole or to the manhole which will have minimal damage to the existing infrastructures (service lines, roads, footpath, etc.). Identification of such manhole shall be done jointly with the sewer section of the Infrastructure Division. The concerned engineer shall ensure that the connection route complies with the minimum gradient or slope that is required for the sewer lines.
5. If not, prepare the overall plan of the locality and give the final alignment based on the most suitable alignment agreeable by the concerned sewer engineer and technically feasible.
6. Visit the site and carry out a visual check whether the access road proposal affects public property as well as the neighboring plots.
7. If the proposal affects the public properties such as existing road, footpath, retaining wall, storm water drains, roadside drains, landscaped area, telecom/electricity lines, and any other service lines like water supply pipelines, a Conditional Clearance is issued. Conditional clearance means the proponent

  
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shall seek necessary clearance from other relevant division(s) or relevant agencies like BPC and Telecom companies.

8. If the new connection demands to pass through private land, kindly consult the Neighboring/affected property owner and only if the affected owner agrees, one can grant the clearance, and such connection shall have minimal damage to the adjoining plots. Otherwise, the applicant will have to go for a septic tank and soak pit construction within their plot. Any discussion in such cases shall be properly recorded and filed for future reference.
9. If such proposal demands to pass through the vacant State Land, then the alignment shall have minimal damage to the future usability of the state land, and this shall be done by avoiding a diagonal routing through such land. In other words, such new connection routing shall be done along the edge of the state land.
10. Such proposal shall have minimal damages to the topography and the surrounding environments (cutting down of trees shall be minimum).
11. As much as possible, the realignment/proposed access shall be a one-time proposal.
12. Proper photos shall be taken at the site and filed as a part of the report for any future reference. In addition, a site visit report duly signed by all the visiting officials shall be prepared too and filed.
13. Once all the site verification is carried out, the drawings showing the existing building location, approved alignment, and existing manhole in the AutoCAD format shall be prepared and printed in a proper template. The basic information in the template shall contain the following information:
  - a) Purpose of the work: Sewer line connection.
  - b) Location: Mention Local Area Plan name with specific area name.
  - c) Land Pooling Percentage Applied
  - d) Land Owner's Name & Signature.
  - e) Plot ID
  - f) Date
  - g) North Point Symbol



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- h) Name and signature of officials involved: Includes Urban Planner and Surveyor.
  - i) If possible: Scale of the drawings.
  - j) Always superimpose the proposed alignment over the Satellite image.
  - k) The sewer line alignment's coordinates including the total chain-age/length in a meter shall be clearly reflected in the drawings.
14. No free hand-written notes on the template other than signature.
15. Ensure a copy of the letter is given to the Division Chiefs (UPD, Land, Infra, and Environment) for information.

### **Turn Around Time (TAT)**

The services shall be delivered within 10 working days unless under unavoidable circumstances. The dealing officer shall notify the applicant about the changes immediately and inform the new TAT, which should reflect the date and time.



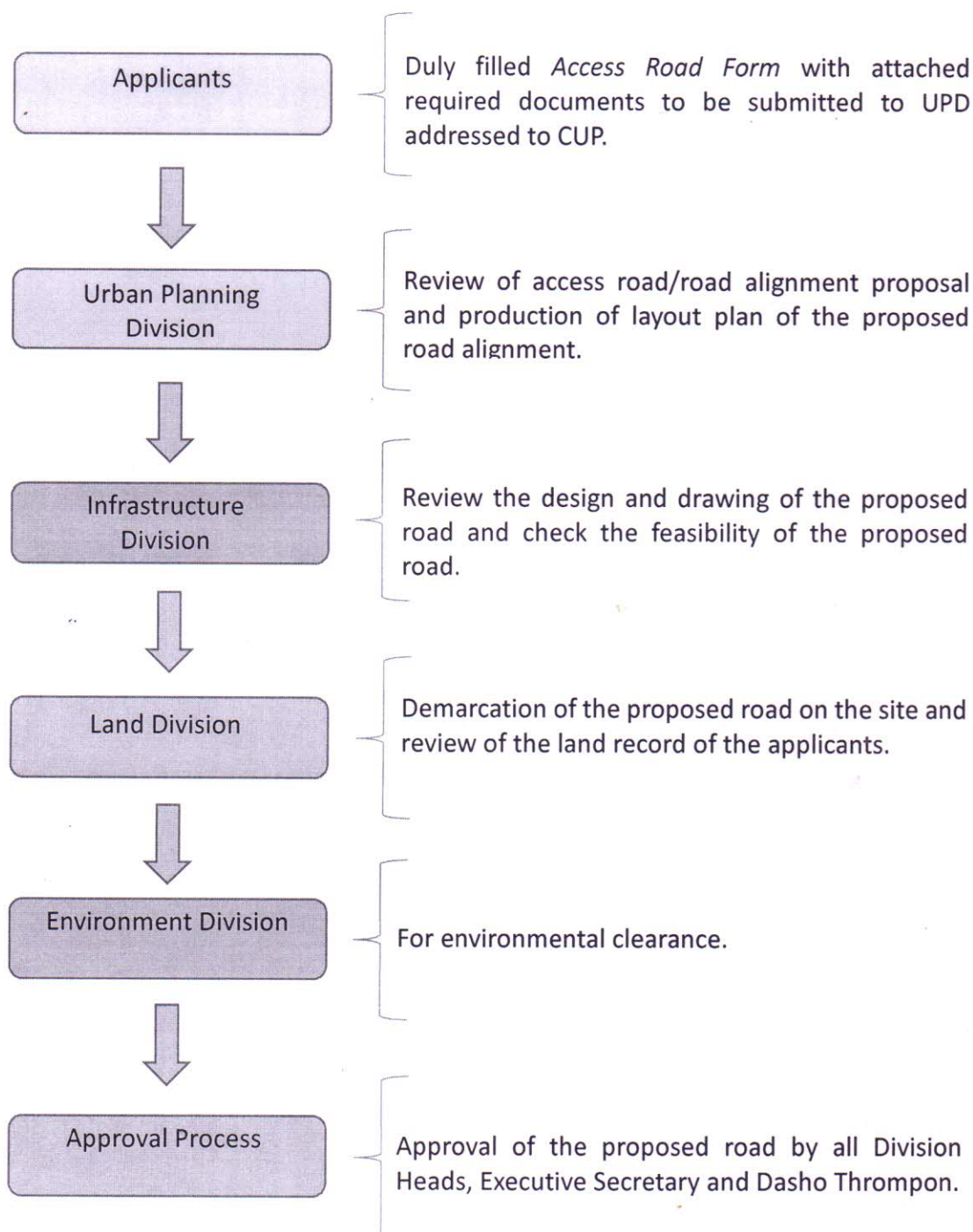
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## 06. Access Road or Alignment

The request for access road to individual or group plot shall apply if there is need of new access road and alignment of existing road in LAP and Non-LAP area. Request for access road or alignment by the applicant / within shall follow the procedure listed below and guideline for driveway and lot level access road shall be strictly followed:

### General Procedure



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## Procedure within UPD

1. An application shall be submitted to the Chief Urban Planner with a complete set of documents. Marked application shall have date and name of the concerned official assigned.
2. An application is marked to the concerned urban planner for verification of the request.
3. Verification of lag Thram with respect to cadastral records with concern LRSD official and check if the request falls in the Planned or Unplanned area.
4. If it falls in the planned area, Urban Planner shall verify with respect to LAP, TSP, and existing rules and regulations, and process the application.
5. Check the intent of the applicant (house construction, approach/access road, or any other development which is legally permitted)
6. If it falls under the Planned Area, process the application as per the *Guideline for private driveways & lot level access road*. If not, prepare an overall plan of the locality and give the final alignment based on the most suitable alignment.
7. Visit the site and carry out a visual check whether the access road proposal affects public property as well as the neighboring plots.
8. If the proposal affects public properties such as existing roads, footpaths, retaining walls, storm water drains, roadside drains, landscaped areas, telecom/electricity lines, and any other service lines like water supply pipelines, a Conditional Clearance shall be issued. Conditional clearance means the proponent shall seek necessary clearance from other relevant division(s) or relevant agencies like BPC and Telecom companies.
9. Proper photos shall be taken at the site and filed as a part of the report for any future reference. In addition, a site visit report duly signed by all the visiting officials shall be prepared too and filed.
10. Once all the site verification is carried out, the drawings showing the existing location and proposed location/alignment in the AutoCAD format shall be prepared and printed in a proper template.

The basic information in the template shall contain the following information:

- a) Purpose of the work: Access Road/Realignment of the existing access road.



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- b) Location: Mention Local Area Plan name with specific area name.
  - c) Land Pooling Percentage Applied
  - d) Land Owner's Name & Signature.
  - e) Plot ID:
  - f) Date:
  - g) North Point Symbol
  - h) Name and signature of officials involved: Includes Urban Planner and Surveyor.
  - i) If possible: Scale of the drawings.
  - j) Always superimpose the proposed alignment over the Satellite image.
  - k) The road alignment's coordinates including the total chain-age/length in a meter shall be clearly reflected in the drawings.
11. No free hand-written notes on the template other than signature.
12. Ensure a copy of the letter is given to the Division Chiefs (UPD, Land, Infra, and Environment) for information.

### **Turn Around Time (TAT)**

The services shall be delivered within 10 working days unless under unavoidable circumstances. The dealing officer shall notify the applicant about the changes immediately and inform the new TAT, which should reflect the date and time.

  
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## 07. Public Consultation Services

The request for public consultation includes information on Local Area Plan/s, Thimphu Structure Plan 2002-27, Development Control Regulation, and other technical advice related to urban planning, design, and rules and regulations.

Walk-in service is available only during office hours from Monday-Friday, Urban Planning Division, 2<sup>nd</sup> Floor, Thimphu Thromde Office. The following procedures shall be followed to request public consultation services.

### Procedure

1. All requests for information should be directed to any of the following addresses:

Office Mail:

Urban Planning Division, Thimphu Thromde.

P.O Box No: 215, Gongdzin Lam, 08.

11001 Thimphu, Bhutan.

E-mail:

[upd@thimphucity.gov.bt](mailto:upd@thimphucity.gov.bt)

Contact:



00975 02 336310

Or can submit an application to Urban Planning Division Office located on the second floor. An application shall be addressed to Chief Urban Planner.

2. The application is forwarded to the concerned urban planner for further assistance and maintenance of records.
3. Urban Planner shall immediately notify the appointment day and time to the applicant.

### Turn Around Time (TAT)

The services shall be delivered instantly unless under unavoidable circumstances.

   
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## 08. Preparation of Spatial Plans, Urban Designs, and Guidelines.

The request for preparation of spatial plan, design, and guidelines shall apply to task or project undertaken within the division/s or official command from higher authority. The following procedures shall be followed to process the request for preparation of Spatial Plans, Urban Designs, and Guidelines.

### Procedure

1. A formal directive is received by Executive Secretary or Thrompon if the directive is from high authority or received by Chief Urban Planner if the directive is from inter-division.
2. A task is assigned to the concerned Officer and requires to have a consultation meeting with the requesting party regarding the project background and intended outcome.
3. Officer shall collect required data to prepare base map for site reference and conducts site assessment with relevant official/s. A comprehensive analysis and conclusion is to be prepared, documented, and presented.
4. Officer shall develop a conceptual plan and design based on the findings from the analysis phase.
5. Officer shall prepare a final draft plan, design, or guideline and present to achieve the project intended. The final draft plan should be documented in the form of a detailed report with maps, drawings, tables, graphs, images, and text.
6. Officer shall submit the final draft plan, design, or guideline to consults with Chief and requesting officials to finalize of plan and design.
7. Final Plan, design, or guideline is submitted to relevant officials and all division chiefs for further action/s and reference.

### Turn Around Time (TAT)

The services shall be delivered within 1-3 months for a minor task/project and 6-12 months for a major project unless under unavoidable circumstances or based on the approved Request for Proposal (RFP) documents. The dealing officer shall notify the applicant about the changes immediately and inform them about the new TAT or project timeline.

  
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## 09. Preparation of Local/Action Area Plan/s

The plan is developed as per the procedure stated in the Land Pooling and Readjustment Regulation 2018, Kingdom of Bhutan. The need for initiation of LAP or AAP in the area can be initiated upon the request from the public (represent the majority) or from the agency itself and higher authority.

### Turn Around Time (TAT)

The services shall be delivered within 24-36 months as per the Land Pooling and Readjustment Regulation 2018, Kingdom of Bhutan.

  
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## Application Form

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

To

Chief Urban Planner,  
Urban Planning Division,

Thimphu Thromde.

11001, Gogndzin Lam 08, Thimphu. Bhutan.

From,

Name/Agency: \_\_\_\_\_ CID No. \_\_\_\_\_

Plot ID: \_\_\_\_\_ Thram No: \_\_\_\_\_

Application (subject) for \_\_\_\_\_

I undersigned confirm that the information provided on this form is true and accurate to the best of my knowledge at the time of application and shall be fully liable if proven otherwise. If any of the details change, I undertake to inform the office promptly and hereby agree to be liable by the rules and regulations of the kingdom of Bhutan.

Signature

Address: \_\_\_\_\_

Contact Number/e-mail address: \_\_\_\_\_

Documents Attached: 1) An Authorization Letter (if applicable) a with legal stamp, if signed by other than the owner. 2) Proposal Plan (if applicable). Please note that it is not mandatory to fill up the above form.

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