**Standard Operating Procedure (SOP) for Census Service**

**Sector: Census Service**

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| **Services** | **Process** | **Time Taken** | **Person Responsible** |
| Birth Registration | Verify the dully completed Birth Registration Form and the required documents. | 5 minutes | CC /Operator/ DCRCO |
| Scan the documents | 10 minutes | CC /Operator/ DCRCO |
| Apply online | 10 minutes | CC Operator |
| Online Verification | 5 minutes | DCRCO |
| Processing Nationality CID Card for 20 Dzongkhags | Verify the records/complete CID form formalities and get signature of DCRCO and Dasho Dzongdag | 5 minutes | Operator/ DCRCO |
| Take facial Image and thumb Impression | 5 minutes | Operator/ DRCO |
| Scan the documents and Apply online | 10 minutes | Operator |
| Census Transfer | Verify Census Transfer form and get signature of DCRCO and Dasho Dzongdag | 15 minutes | Operator/ DCRCO |
| Scan the documents and apply online | 5 minutes | Operator |
| Online Verification | 3 minutes | DCRCO |
| Death Registration | Verify Death form and get signature of DCRCO  | 5 minutes | Operator/ DCRCO |
| Apply online | 10 minutes | Operator |
| Online Verification | 3 minutes | DCRCO |
| Household Information for 20 Dzongkhags | Complete service application form | 5 minutes | CC /Operator/ DCRCO |
| Change of HoH | Verify the form, get signature from DCRCO and Dasho Dzongda | 10 minutes | Operator/DCRCO |
| Scan and apply online | 5 minutes | Operator |
| Name Change and Date of Birth Correction | Verify the form, get signature from DCRCO and Dasho Dzongda | 10 minutes | Operator/DCRCO |
| Scan and apply online | 5 minutes | Operator |
| Update of Citizen/SRP Individual information | Verify the documents and update in system | 10 minutes | Operator/DCRCO |
| Change of Spouse Information | Verify the documents and update in system | 5 minutes | Operator/DCRCO |
| Issuance of Nationality Certificate | Complete service application form and get signature from DCRCO | 5 minutes | Operator/ DCRCO |
| Updation of Naturalization and Regularization | Verify the Documents and forward to Department | 10 minutes | Operator/ DCRCO |
| Updation of Census Status | Verify the Documents and forward to Department | 10 minutes | Operator/ DCRCO |
| Drop out cases | Verify the Documents and forward to Department | 10 minutes | Operator/ DCRCO |

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**Process mapping for Verification and sanctioning of rural timber supply**

The applicant harvest trees and transport from forest to the destination within validity of the permit of 2 years.

Applicant submits rural timber requisition to the Gewog Office

Within 11days

Within 10days

Within 10days

Range Office issues timber extraction permit to the applicant on payment of royalty

The Range Office calls on applicants’ meeting either at gewog or chewog level and fixes the tree marking program with the applicants

Based on tree marking program, the range officer marks and allots trees to the applicants based o timber issued

After receiving application Gewog Administration conducts joint field verification by Adm. Officer, Gewog Forest Extension Officer and concern Tshogpa of the chewog

Gewog Administration upon verification forwards applications for approval to the Divisional Office/Park Mgt within October to March of every year

Division/Park Office scrutinize the timber sanction eligibility and accords approval for timber supply and direct to concern Range Offices

**Flow Chart showing the procedure for Travel claims**

Get Note sheet approved after stating clear reasons from the Head of agency.

Get the Travel Authorization Signed by Head of Sector/ Agency and Head of Finance (prior to the tour)

Obtaining Office Order for the tour (prior to the tour)

Receive the tour bills with complete set of required documents and verify it

Conduct the Tour

After returning back from Tour submit the following documents to the Sector Head for verification – Travel Authorization, Travel bill, Detail Tour Report, Office Order

Record the travel claims in travel register to avoid double claims

Payment of the travel claim to the employee

Verification of the bills and necessary documents by the sector head and submit to the Accounts Section

**Annexure IV**

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| --- | --- | --- | --- | --- |
| **Sl. No.** | **Category of Work** | **No. of Cases** | **Remarks** | **Reference soft copy (attached file name)** |
| **In 2014 (1 year)** | **Per Month** |
| 1 | Birth Registration (public service delivery) | 270 | 22 | Cross-checking of documents through system | *Keeping records of application number for future reference* |
| 2 | Death Registration (public service delivery) | 84 | 7 | Cross-checking of documents through system | *Keeping records of application number for future reference* |
| 3 | HoH change (public service delivery) | 120 | 10 | Cross-checking of family members through system and get signature/thumb impression of 18 years and above  | *Keeping records of application number for future reference* |
| 4 | Census Transfer (public service delivery) | 60 | 5 | Cross-checking of documents through system | *Keeping records of application number for future reference* |
| 5 | CID card processing (public service delivery) | 180 | 15 | Verify the 1st time CID reporting form and get signature of Dasho Dzongdag, Take fecal Image and thumb Impression and Apply online | *Keeping records of application number for future reference* |
| 48 | 4 | Verify the lost case CID form and get signature of Dasho Dzongdag, Take fecal Image and thumb Impression and Apply online  |
| 36 | 3 | Verify the replacement CID form and get signature of Dasho Dzongdag, Take fecal Image and thumb Impression and Apply online |
| 6 | Census drop out cases (public service delivery) | 60 | 5 | Checking and collection of documents, coordination of joint field verification, endorsement & submission of recommended cases to Ministry of Home and Cultural Affairs for further necessary action. | *Keeping records after forwarding the cases to DCRC Hq.* |
| 7 | Family Tree | 240 | 20 | Issued to RBP, Court, Loan purposes and land transaction cases | *Keeping records after issued to the requestors* |
| 8 | Double census  | 24 | 2 | Cross-checking of records and to submit the cases to DCRC Hq. for further N/A | *Keeping records after forwarding the cases to DCRC Hq.* |
| 9 | Census Separation (allotted new House No./HH)  | 48 | 4 | Cross-checking of records and to submit the cases to DCRC Hq. for further N/A | *Keeping records after forwarding the cases to DCRC Hq* |
| 10 | Verification of Change/appointment of new HoH | 36 | 3 | Cross-checking of documents through system | *Keeping records of application number for future reference* |
| 11 | Compilation of Naturalization cases | 12 | 1 | Cross-checking of records and to submit the cases to DCRC Hq. for further N/A | *Keeping records after forwarding the cases to DCRC Hq* |
| 12 | Compilation of Monthly CID Revenue and progress report | 12 | 1 | Need to submit at the end of every month jointly with Revenue Officer | *Keeping records after submission to DCRC Hq* |
| 13 | DoB and Name correction cases | 24 | 2 | Cross-checking of records and to submit the cases to DCRC Hq. for further N/A | *Keeping records after forwarding the cases to DCRC Hq* |
| 14 | CID card renewal programme (on going in the geogs) | 1000 (monthly) | 70 (daily) with single handed | Fill up forms, pasting passport size Photograph, pasting Legal stamp, sealing, checking records and get signature of Dasho Dzongdag, Take fecal Image and thumb Impression and Apply online |  |
|  | **Total:** | **2,888** | **209** |  |  |