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Preamble

The Performance Agreement is entered into between the Dzongdag and the Sector heads, Sarpang Dzongkhag Administration.

The objectives of this Performance Agreement are:

- a) To establish clarity and consensus about annual priorities for the Dzongkhag consistent with the 11th Five Year Plan document, and Government's new priorities;
- b) To make the Dzongkhag Administration fully responsible for driving implementation and delivering the results against the annual priorities; and
- c) To provide an objective and fair basis for evaluating the Dzongkhag's overall performance at the end of year.

The Performance Agreement represents an important accountability mechanism for inculcating a performance-based culture at all levels of government.

THEREFORE, the parties hereto agree as follows

Dzongkhag's Vision, Mission and Objectives

Vision

A dynamic commercial hub with sustainable rural economy and green environment with undying culture and tradition.

Mission:

To ensure sustainable rural livelihood of the people with access to all basic amenities and prompt service delivery.

Objectives:

The following are the objectives of the Dzongkhag:

- 1) To enhance agriculture and livestock production
- 2) To enhance sustainable management of natural resources and promote income generating opportunities
- 3) To improve health care facilities and services
- 4) To enhance adult literacy and school enrolment with higher learning outcomes
- 5) To keep Dzongkhag and Gewog clean
- 6) To improve urban amenities in Sarpang Town
- 7) To preserve and promote tradition and culture of the Dzongkhag
- 8) To improve accessibility to rural infrastructure and marketing facilities
- 9) To enhance and strengthen local economy
- 10) To create enabling working environment in Dzongkhag
- 11) To enhance efficiency and effectiveness of public service delivery
- 12) To collect information and data in timely manner
- 13) To reduce corruption

Dzongkhag Civil Registration & Census Sector

SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Census Transfer	1. Lagthram Copy 2. House construction report	30 minutes	With the assumption that all documents/formalities are completed
2	New CID processing	1. Passport size photo (2 nos) 2. Completed CID form	30 minutes	
3	Birth Registration	1. Completed BR forms 2. Parents CID copy 3. HC/Birth certificate 4. Marriage Certificate	30 minutes	
4	Death Registration	1. Completed DR form 2. Death Certificate 3. CID of the deceased	30 minutes	
5	Nationality Certificate	1. Application 2. Two Passport size photo	30 minutes	
6	Name & Age Correction	1. Completed Name & Age Correction forms 2. Gup & Tshokpa Statement 3. Documentary Proof (school certificate/Service record) 4. Passport	1 Hour	
7	Change of HoH	1. Completed HoH form 2. NOC from family members (18 years & above)	1 Hour	
8	Occupation Change	1. Completed Occupation Change form 2. Authentication from concerned agency	1 Hour	
9	Replacement of CID/SRP	1. Completed replacement form 2. Loss/Damaged Report from RBP 3. Loss/Damaged Report from Agency	1 Hour	
10	Change of Spouse	1. Completed spouse change form 2. Marriage certificate 3. Recommendation letter from Gewog	1 Hour	

11	Change of Census status	1. Copy of Kasho	30 minutes
		2. Approval letter from Ministry/Department	
		3. Original CID/SRP	
12	Household Information	1. Application	2 Days
13	Naturalization/Regularization	1. Investigation letter from Ministry	1 Day

Dzongkhag Human Resource Section				
SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Recruitment & Selection /Publication	1. Post announced/advertisement in media and news paper	14 days	With an assumption that all the procedures and formalities are complete and approved by HRC
		2. Security clearance certificate		
		3. Copy of Citizenship Identity card		
		4. Copy of mark sheet as announced		
		5. Medical fitness certificate		
		6. Passport size photograph		
		7. Issuing of appointment order	1 Hour	
2	Appointment	1. Appointment order from the Agency for regular service		With an assumption that all the procedures and formalities are complete and approved by HRC
		2. Joining report		
		3. Passport size photograph for service book		
		4. NPPFP form for regular service		
		5. Agreement of service terms & conditions for GS/ES		

		6. Civil Service Application form for GS/ES		
		7. Issuing of Office Order	1 Hour	
3	Promotion	1. PE for last 3 years	Oct-Nov for Jan promotion	Dzongkhag HRC
		2. Audit clearance certificate		
		3. Security clearance	April - May for July promotion	
		4. Promotion form		
4	Transfer & Joining	1. Transfer order from relevant Agency	Annually	Processed as per the BCSR
		2. Joining report		
		3. No due certificate from Sector Heads for relieving order		
		4. Handing/taking for relieving order		
		5. Decision of the HR Committee		
		6. Issuing of Office Order	1 hour	
5	Resignation ,Superannuation & Termination	1. Application for Voluntary & ERS resignation	A minimum of one months notice shall be issued by the party intending to terminate the services before expiry of the term.	Based on the decision of HRC meeting
		2. Approval by HR Committee		
		3. No due certificate from Sector Heads for relieving order		
		4. Audit Clearance Certificate	For the contract employees three months notice shall be issued	
		5. No due certificate from Sector Heads for relieving order		
		6. Tax clearance certificate from Revenue & Customs		

		7. Clearance certificates from Financial Institutes		
		8. Handing/taking for relieving order		
		9. Forms for refund to be sent to NPPFP/RICB		
		10. Issuing of Office Order	1 Hour	
6	Increment/Leave encashment/LTC	1. As per the service book	Increment - Jan & July	
		2. Application for leave encashment	Leave encashment/LTC - annually	
7	Training/studies/Job training	1. Relevant documents from concerned Agency		
		2. Audit Clearance Certificate		
		3. PE forms for 2 years		
		4. Issuance of relieving order	1 hour	
8	Probation/Regularization	1. PE form for one year		Based on the recommendation of Dzongkhag HRC
		2. Recommendation from the concerned head		
		3. Issuing of order	1 hour	
9	Leave	1. Leave application approved by concerned controlling officer		
		2. Medical certificate issue by authorized Doctor	1 Day	
		3. Death certificate for bereavement leave		
		4. Birth certificate for maternity and paternity leave	1 hour	

		5. Approval from Agency and HRC for study leave and EOL	1 week	
10	Contract Extension	1. PE forms for the last 2 years	1 month	1 month for processing of the documents and forwarding to concerned Ministry and than to RCSC for final Approval
		2. Security clearance certificate		
		3. Audit Clearance Certificate		
		4. Contract extension form		
		5. Recommendation letter by concerned sector heads/HRC/Parent Agency		
		6. Final approval by RCSC		
11	Civil Service Information System	1. Change in sensitive information form submitted by concerned official	As and when required	No fixed time; updating CSIS done as per the instruction of RCSC and as when required
		2. Refer Service book for updation if any		
		3. Updation of transfer		
		4. Updation of joining		
		5. Updation of promotion		
		6. Updation of resignation		
		7. Updation of EOL/Studies		
		8. Updation of Performance Rating		
		9. Updation of personal information		
		10. Updation of recruitment		
12	Official tour/Workshop/Meeting	1. Office order from the concerned Agency		
		2. Approved note sheet for official tour		
		3. Issuance of relieving order	1 hour	

13	HRC Meeting	1. Agenda as per the proposal of the concerned sector	As and when required	HRC meeting shall be coordinated as and when required by the Dzongkhag
		2. Decision of the HR Committee		
		3. Issuance of order/action taken after decision by the HRC		

Accounts & Budget Section				
SIN o	Type of Services provided	Documents Required	Time taken	Remarks
1	Disbursement of Salary	1. Office orders	On or before 25th of every month	The document should reach in the Accounts Section before 20th of every month
		2. Appointment order		
		3. Transfer order	On or before 25th of every month	The document should reach in the Accounts Section before 20th of every month
		4. TPN No		
		5. Joining Report		
		6. Bank A/C no		
		7. CID no		
		8. LPC		
2	Remittances	System generated report	On or before 25th of every month	
3	TDS certificates suppliers	TPN no & Entity code	By the end of January	

Construction Bill Payment/Settlement					
a.	Mobilization Advance	1. Work order	within 9 working days		
		2. Bank guarantee for the work			
b.	Material Advance	1. Work order	within 9 working days		
		2. Material bills			
		3. Royalties and MB			
c.	Construction running bill	1. BOQ	within 9 working days		
		2. MB verified by site engineers			
d.	Final Bills	1. Work order	within 15 working days		Subject to Budget Availability
		2. BOQ			
		3. MB			
		4. Completion report			
		5. Handing Taking Note			
e.	Retention Money	Clearance from end user	within 9 working days	5 to 9 days to process Re-fundable deposit from DPA	
f.	Party bill payment	1. Supply/work order	within 9 working days		
		2. Verified bills			
		3. Stock entries			
		4. Good Issue note			
		5. Comparative statement			
		6. Approved note sheet			
Others					
1	TA/DA	1. Office order	within 5 working days	Subject to Budget Availability	
		2. Tour report			
		3. Blue book copy			
		4. Bus ticket			
		5. Boarding pass			
		6. Movement order			
2	Transfer benefits	1. Transfer order	within 5 working days		
		2. Joining report			

		3. LPC		
		4. Relieving order		
3	LTC & Leave encashment	1. Office order	within 5 working days	
4	Retirement benefits	1. Separation order	within 15 working days	
		2. Approved gratuity working sheet		
		3. Clearance letter from Financial Institution		
		4. Audit clearance		
		5. LPC		
		6. NoC from current office		
		7. Death certificate (deceased)		
5	Rural Life Insurance	Approved Note sheet	30 minutes	
Budget Services				
1	Supplementary Budget	1. Separation order	within 10 working days	
		2. Approved gratuity working sheet		
		3. Clearance letter from Financial Institution		
		4. Audit clearance		
		5. LPC		
		7. Death certificate (deceased)		
		8. Approved Note sheet		
		2		Re-appropriation
Revenue Section				
1	Rural Tax (Land, Cattle & House Tax)	1. Register for the collection	1 Month	Done on Annual Basis
		2. Deposit to CD account		
2	Life Insurance	1. Collection of Amount	within 15th Jan every year	Deposit as & when on the receipt of the cash
		2. Deposit to RGR Account	within 15th Feb every year	
3	House Insurance	1. Collection register (list)	1 month	Deposit within 15th Feb.

				every year
4	Receipt issue (Tender, Token fee, fines & penalties, Land survey, Owner certificate fee, House rent, CID fee)	1. Related documents	Within 2 days	As and when required
5	Life Insurance	1. Death certificate	20 Minutes	
		2. Insurance receipt		
		3. Duly filled form endorsed by Gewog		

Land Record Section				
SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Thram Transaction	1. Internal Agreement	2 1/2 Months	1. One month for observation in the Gewog
		2. No objection certificate from all household members (18 years & above)		2. One Week observation in the Dzongkhag
		3. Citizenship photocopy of both parties (Transferor and Transferee)		3. 1 week for 2-3 areas
		4. Copy of family tree of both the Parties (Transferor and Transferee)		4. 2 weeks for more than 4 different areas
		5. Land Transaction Form (LT Form)		5. Forward to NLC
2	Institutional Land Acquisition and Substitute	1. Application from Institution & Private Individuals	3 Weeks	1. Within 2 weeks, Land acquisition committee will complete the works.
		2. Proposal for land acquisition by Institution		
		3. Resolution of Dzongkhag Land Acquisition and Allotment Committee		
		4. Forest Clearance		
		5. Land Acquisition Form: Private Land Acquisition (PLA) or Government Land		2. One week for approval from NLC

		Acquisition (GLA)		
		6. No objection letter from Thram Holder (only for PLA)		
3	Kasho Thram Registration	Royal Decree/Kasho of His Majesty the King	1 Week	
4	Land Dispute Cases	Unresolved land dispute case forwarded by Gewog Administration.	1 month	If both land owners are from the same Dzongkhag
5	Land Ownership Certificate	Application	5 Minutes	Forward to NLC
6	Land Mortgage for Loan	1.Thram Copy	10 Minutes	
		2. CID copy		
		Duly filled forms from financial institution		

Dzongkhag Environment Section				
SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Environment Clearance	1. Application for the program/Project proposal	Within 10 working days (with all required documents)	from Applicant
		2. Forestry Clearance		from DoF for use of Govt land
		3. Road Clearance		National highways & FRs from DoR
		4. Public clearance		from affected public project area
		5. Consent letter		from stakeholders like schools, telecom, BPC, etc.
		6. Private clearance		from private owners
		7. Dzongkhag Administrative approval		from Dzongkhag Adm.
		8. Wildlife Conservation Approval		if falls under protected area
		9. Gewog support letter		For private individual and

				other agencies
		10. CID Copy		Private Applicant
		11. Land Registration Certificate		If proposed project is in the private land
		12. Letter of Authorization/Lease Agreement		If leasing the private land or using on mutual trust
Programs for Clean Bhutan				
2	Clean Bhutan Initiatives	1. Awareness programs 2. Waste management programs 3. Mass Cleaning Campaign 4. Waste management acts & regulation sensitization 5. Introduce Sanitary toilet & waste pits for every households in the Gewog	1 Year	On continuous basis

Dzongkhag Engineering Sector

SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Bill Verification	1. Bills 2. Work order 3. Measurement book	21 working days	All required documents intake
2	Material Advances	1. Material invoices 2. Bills 3. Materials at site	5 working days	

		(proof)		
3	Estimates & Drawings	1. All clearances 2. Finalized site	15 working days	
4	Technical sanction	1. Drawings 2. Estimates 3. History sheet	1 Hour	
5	Mobilization advance	Bank Guarantee	1 Hour	
6	Tender document preparation	1. BoQ 2. SBD	5 working days	
7	NIT	As per tender documents	30 working days	
8	Opening, Evaluation & Award	As per tender documents	15 working days	
9	Handing/Taking	Completion report	5 working days	
10	Housing construction approvals	Documents as per Bhutan building rules 2003 & rural housing rules	As and when required	Documents as per Bhutan building rules 2003 & rural housing rules
11	Labor permit processing	1. Application from proponent 2. Approval letter for construction	1 Hour	

Dzongkhag ICT Section				
SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Security Clearance Services	1. CID Number 2. Email ID 3. Application 4. Email ID	30 Minutes	G2C Services
2	Job Portal	1. Skills	30 Minutes	

		2. Job Category		
		3. Location		
		4. Experience		
3	Citizenship details	1. CID Number	30 Minutes	
		2. Date of Birth		
4	License Tracker	License No. & Type	30 Minutes	
5	Trouble Shooting	Will maintain register since notesheet is a lengthy process.	As & when required	

Dzongkhag Forestry Section

SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Project proposals	1. Application & review of application	Within 2 weeks	Maximum - 30 days Acceptance/Rejection
		2. Clearances - Public/Geog/Forestry/Dzongkhag & relevant agencies		
2	Site visit	site visit report & above documents	1-2 days	
3	DLLC meeting		1 day	
4	Preparation of final report and forward to NLC		1 day	
2	Land Exchange	1. Duly filled conversion form	As & when required	
		2. Forestry Clearance		
		3. Community Clearance		
		4. Copy of New Lagthram		
		5. Sketch map		

Dzongkhag Kidu Program Section

SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Identify and submit for needy Students & People with special needs	1. Forwarding from School	1 Week	Forward to Zimpons office for review after compilation of relevant
		2. Details of family members		
		3. CID copy		

				documents and verification.
2	Disbursement of Kidu allowance	After receipt of Allowance	Quarterly	
3	Data management of Kidu recipients	Kidu applications	1 Day	
4	Land Relates Issues	Land related documents	1 Week	
5	Disaster Report	1. Details of the damages	2 Days	
		2. Family details		
		3. Report submission	1 Day	Immediately to concerned & SMS and written report after investigation

Dzongkhag Culture Section				
SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Approval for New Religious structures	1. Application endorsed from Gewog 2. Duly filled new construction form 3. Drawings & Estimates 4. Agreement if required	2 days (by post)	Forwarding to MoHCA for approval
2	Approvals for structures more than 100 years	1. Duly filled renovation forms 2. Existing drawings 3. Proposed drawings 4. Estimates 5. Agreement	2 days (By post)	Forwarding to MoHCA for approval
3	Approvals for structures less than 100 years	1. Duly filled renovation forms 2. Existing drawings 3. Proposed drawings 4. Estimates 5. Agreement 6. Visit & verify the site	3 Days	
4	Application for Ceremonies (within)	1. Application with endorsement from Gewogs	3 hours.	

		2. Issue approval from the Dzongkhag if required.		Administration.
Dzongkhag Election Office				
SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Registration in the Electoral Roll	1. CID Copy 2. Voter Registration form	20 Minutes	
2	VPIC Issuance	CID Copy	1 week	
3	Change of Demkhong/Transfer cases	Copy of transfer forms	1 Day	

Dzongkhag Administrative & Procurement Section

SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Official Correspondences	Official letters	As and when required	
2	Daily Monitoring of the works (ESP/GSP)	As per ToR	As and when required	
3	Supply order	Approved Note sheet	30 Minutes	

Dzongkhag Agriculture Sector

SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Land Conversion & substitution	1. Duly filled conversion form 2. Copy of New Lagthram 3. Sketch map	4 months	For time being the land conversion activities is freezed until the new lagtharm is issued.
		4. Forest Clearance 5. CID copy		

Dzongkhag Health Sector

Sl.No	Type of services	Documents Required	Time taken	Remarks
1	Notify unusual occurrences of diseases	Reporting form Health Center	1-2 days	
2	Disease investigation and containment measures initiation.	Case line listed by health centers	1 week	
3	Registration & obtaining OPD card	Not required	9AM -3PM	
4	Patient waiting time to meet physician	Registered Prescription	10 min	
5	Lab. Test	Physician's advice on prescription	3-4 hrs	
6	X-Ray	Physician's advice on prescription	1hr	
7	Immunization and MCH services	MCH hand book/ Card/ ID card	1 day	
8	Issuance of medical certificate	Citizen ID card	1 day	
9	Emergency medical services	Not required	NA	Emergency services opened 24 hours at hospital and BHUs

Other Sectors

SINo	Type of Services provided	Documents Required	Time taken	Remarks
1	Legal services	As & when required	As & when required	Legal Office
2	Internal Audit of the Dzongkhag	As & when required	As & when required	Internal Auditor
3	DT Services	As & when required	As & when required	DT Secretary

Daily Record form for the Services provided

SINo	Type of Services Provided	Projected time	Actual time taken		Achievement (%)	Remarks
			Start (Date & Time)	End (Date & Time)		

Whereas,

We, the following Sector heads, Sarpang Dzongkhag Administration, commit to the Dzongdag, the Government and the people of Sarpang Dzongkhag that we shall comply strictly with the service time schedule and daily record maintenance schedule in order to deliver the results described and thereof to track record the performance as per the annual Performance Agreement.

I, the Dzongdag, commit to the Sector heads, Sarpang Dzongkhag Administration, on behalf of the Government and the people of Sarpang, to provide the necessary support, guidance within the approved resources for delivery of the results described in this annual Performance Agreement.