

SERVICE STANDARDS FOR CULTURAL SECTOR

1. **Sector :** Dzongkhag Culture
2. **Name of service :** Construction and renovation approval service
3. **Definition of service :** Process approval of Lhakhang construction and renovation to Department of Culture..
4. **Turn Around Time for the service delivery:** 1-2 days from the receipt of duly filled application form (provided all information are available).
5. **Procedure for service delivery:**
 - 5.1 Applicant submit application to Cultural Section.
 - 5.2 Cultural Section then issue form to the applicant, or can be down loaded from the Dzongkag website; www.bumthang.gov.bt
 - 5.3 Applicant fills up necessary information and gets endorsement from relevant authority (Gup/Thumey).
 - 5.4 Applicant submits duly filled form to Culture Section
 - 5.5 Verify documents by Cultural Officer- very documents within a half/1 day
 - 5.6 Submits to Department of Culture for approval- latest by 2nd day from the receipt of filled form.
6. **Forms and documents:**
 - 6.1 Construction and renovation form
 - 6.2 Application
 - 6.3 Estimate & drawings
 - 6.4 Photographs
7. **How and when to follow up on the services applied?:** Applicant can directly contact to Cultural Officer or cultural Sector, or can call to the this person;
 - 7.1. Pemala Tamang; Cultural assistant; 17660762
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Ugyen, Offtg. Cultural Officer; 17639247
 - 8.2 Dasho Dzongrab; 17615853

(Thank you for your cooperation)

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1. **Sector :** Dzongkhag Culture
2. **Name of service :** Handing taking service
3. **Definition of service :** Attend handing taking of Lhakhangs between new and old care takers.
4. **Turn Around Time for the service delivery:** Attend handing taking and submit report to DoC within 1-3 days from the date of handing taking.
5. **Procedure for service delivery:**
 - 5.1 Applicant submits application to Cultural Section/Gewog.
 - 5.2 Cultural Officer shall visit and attend handing taking ceremony as per the schedule proposed by old care taker
 - 5.3 Concern chewog Tshogpa/Mangmi and committee to be attended.
 - 5.4 Cultural Officer records all items in the form and cross check with thram.
 - 5.5 Cultural Sector then submits handing taking report to Department of Culture.
6. **Forms and documents:**
 - 6.1 Application
 - 6.2 Handing taking form shall be arranged by Cultural Sector
7. **How and when to follow up on the services applied?:** Applicant can directly contact to Cultural Officer or cultural Sector, or can call to the this person;
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1. **Sector:** Dzongkhag Culture
2. **Name of service:** Information support service
3. **Definition of service:** Provide information on festival calendar
4. **Turn Around Time for the service delivery:** Response within 5-15 minutes upon receipt of call
5. **Procedure for service delivery:**
 - 5.1 Verbally
 - 5.2 Writing
6. **Forms and documents:**
 - 6.1 Application
7. **How and when to follow up on the services applied?:** Applicant can directly contact to Cultural Officer or cultural Sector, or can call to the this person;
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