

SERVICE STANDARDS ENGINEERING SECTOR

1. **Sector:** Dzongkhag Engineering Services
2. **Name of Service:** Technical Services
3. **Definition of Services:** Drawing, Design, Estimation, Valuation.
4. **Turn Around Time for service delivery:** Within 10 working days from the receipt of application.
5. **Procedure for services delivery;**
 - 5.1 Applicant submits application to Dasho Dzongdag.
 - 5.2 Dasho Dzongdag marks to District Engineer.
 - 5.3 District engineer marks to the concern geog engineer for necessary action at the earliest- Within 1 day from the date of receipt of marked application from Dasho Dzongdag.
 - 5.4 Concern site engineer does all necessary verification and submits back report to DE-within 8 days from the receipt of marked application from DE.
 - 5.5 DE after verifying, endorse and submits to Dasho Dzongdag for final approval- Within 1 day from the date of receipt of verified application/documents from concern site engineer.
6. **Forms and documents:**
 - 6.1 Application (no standard)
 - 6.2 Drawing, design and estimate.
7. **How and when to follow up on the services applied:** follow up by the applicant with the Dzongkhag Engineer.
 - 7.1 Office No. 631292/136
8. **Please provide your comments/ suggestion/ feedback to.**
 - 8.1 Tharchen, District Engineer, 17685895
 - 8.2 Dasho Dzongrab; 17615853

(Thank you for your cooperation)

SERVICE STANDARDS

- 1. Sector:** Dzongkhag Engineering Services
- 2. Name of Service:** Mobilization and Materials Advances
- 3. Definition of Services:** Passing of materials and mobilization bills
- 4. Turn Around Time for service delivery;** Within 7 working days from the receipt of application.
- 5. Procedure for services delivery;**
 - 5.1 Contactor submits application to DashoDzongdag with bill and bank guarantee.
 - 5.2 DashoDzongdag marks to District Engineer.
 - 5.3 District engineer marks to the concern geog engineer for necessary action at the earliest-within 1 day from the date of receipt of marked application from DashoDzongdag.
 - 5.4 Concern site engineer verifies and submit back to DE- Within 5 working days
 - 5.5 DE verifies, endorses and submit to Accounts Section for payment – within 1 day from the date of receipt from site engineers.
- 6. Forms and documents:**
 - 6.1 Application (no standard)
 - 6.2** Materials bill.
 - 6.3** Bank Guarantee
- 7. How and when to follow up on the services applied:** follow up by the applicant with the Dzongkhag Engineering Sector.
 - 7.1 Office No. 631292/136
- 8. Please provide your comments/ suggestion/ feedback to.**
 - 8.1 Tharchen, District Engineer, 17685895
 - 8.2 DashoDzongrab; 17615853

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SERVICE STANDARDS

1. **Sector:** Dzongkhag Engineering Services
2. **Name of Service:** Running bills
3. **Definition of Services;** Passing of running bills
4. **Turn Around Time for service delivery;** Within 7 working days from the receipt of application.
5. **Procedure for services delivery;**
 - 5.1 Contactor submits application to DashoDzongdag with work done running bill.
 - 5.2 DashoDzongdag marks to District Engineer.
 - 5.3 District engineer marks to the concern geog engineer for necessary action-Within 1 day from the date of receipt of marked letter from DashoDzongdag.
 - 5.4 Concern site engineer verifies and submits back documents to DE – within 5 working days.
 - 5.5 DE after verifying and endorsement, submits to Accounts for payment- within 1 day
6. **Forms and documents:**
 - 6.1 Application (no standard)
 - 6.2 Running bill.
7. **How and when to follow up on the services applied:** follow up by the applicant with the Dzongkhag Engineer.
 - 7.1 Office No. 631292/136
8. **Please provide your comments/ suggestion/ feedback to.**
 - 8.1 Tharchen, District Engineer, 17685895
 - 8.2 DashoDzongrab; 17615853

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SERVICE STANDARDS

- 1. Sector:** Dzongkhag Engineering Services
- 2. Name of Service:** Final bills
- 3. Definition of Services;** Passing of final bills for work less than 0.40million
- 4. Turn Around Time for service delivery;** Within 15 working days from the receipt of application.
- 5. Procedure for services delivery;**
 - 5.1 Contactor submits application to DashoDzongdag with final bill.
 - 5.2 DashoDzongdag marks to District Engineer.
 - 5.3 District engineer marks to the concern geog engineer for necessary action-within 1 day from the receipt of marked application from DashoDzongdag
 - 5.4 Concern site engineer verifies and submits to DE-Within 12 working days.
 - 5.5 DE very and endorses bills and submits to Accounts for payment- within 2days
- 6. Forms and documents:**
 - 6.1 Application (no standard)
 - 6.2** Final bill
 - 6.3** Completion report.
 - 6.4** Handing and taking note
- 7. How and when to follow up on the services applied:** follow up by the applicant with the Dzongkhag Engineering Sector.
 - 7.1 Office No. 631292/136
- 8. Please provide your comments/ suggestion/ feedback to.**
 - 8.1 Tharchen, District Engineer, 17685895
 - 8.2 DashoDzongrab; 17615853

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SERVICE STANDARDS

1. **Sector:** Dzongkhag Engineering Services
2. **Name of Service:** Final bills
3. **Definition of Services;** Passing of final bills for work more than 0.40million
4. **Turn Around Time for service delivery;** Within 30 working days from the receipt of application.
5. **Procedure for services delivery;**
 - 5.1 Contactor submits application to DashoDzongdag with final bill.
 - 5.2 DashoDzongdag marks to District Engineer.
 - 5.3 District engineer marks to the concern geog engineer for necessary action at the earliest- Within 1 day from the date of receipt of marked application from DashoDzongdag.
 - 5.4 Concern site engineer then verifies the complete set of documents and submits back to DE- Within 27days
 - 5.5 DE further verifies, endorses and submits to Accounts Section for payment- Within 2 days
6. **Forms and documents:**
 - 6.1 Application (no standard)
 - 6.2 Final bill
 - 6.3 Completion report.
 - 6.4 Handing and taking note
7. **How and when to follow up on the services applied:** follow up by the applicant with the Dzongkhag Engineering Sector.
 - 7.1 Office No. 631292/136
8. **Please provide your comments/ suggestion/ feedback to.**
 - 8.1 Tharchen, District Engineer, 17685895
 - 8.2 DashoDzongrab; 17615853

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SERVICE STANDARDS

1. **Sector:** Dzongkhag Engineering Services
2. **Name of Service:** Labor permit service
3. **Definition of Services:** Issuance of labor permit for private construction/ renovation works
4. **Turn Around Time for service delivery:** Within 2 working days from the receipt of application.
5. **Procedure for services delivery;**
 - 5.1 Applicant submits application to DashoDzongdag.
 - 5.2 DashoDzongdag marks to District Engineer.
 - 5.3 District engineer verifies documents in detail.
 - 5.4 After a proper scrutiny, then Engineering sector issue permit(signed by DashoDzongdag) to the applicant-Within 2 days
6. **Forms and documents:**
 - 6.1 Application (no standard)
 - 6.2 CID copy
 - 6.3 Lag thram copy
 - 6.4 Construction approval copy
 - 6.5 Copy of Drawing.
7. **How and when to follow up on the services applied:** follow up by the applicant with the Dzongkhag Engineering Sector.
 - 7.1 Office No. 631292/136
8. **Please provide your comments/ suggestion/ feedback to.**
 - 8.1 Tharchen, District Engineer, 17685895
 - 8.2 Dasho Dzongrab; 17615853

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