SERVICE STANDARDS

1. **Sector :**   Dzongkhag Environment

2. **Name of service :**   Environmental Clearance Services

3. **Definition of service:**   Issuance of Environmental Clearance (EC) for the new projects where competent authority is Dzongkhag Environment Committee (DEC).

4. **Turn Around Time for the service delivery:** Within 5-21 working days depending on the nature of application (i.e. new issuance of EC, or forwarding of application to the Competent Authorities).

5. **Procedure for service delivery**:

   5.1   Applicant submits application (with duly filled IEE forms & relevant documents) to the chairman, Dzongkhag Environment Committee.
   5.2   Deposit application fee in the Accounts Section
   5.3   Submit 1) and 2) to the Environment Office
   5.4   Review application-   5 days
   5.5   Conduct site verification-   14days
   5.6   Issue EC/rejection letter-   2days

6. **Forms and documents:**

   6.1   Application letter with fee:
        6.1.1 Flat fee - 500+ Additional fee depending on the type of activities
        6.1.2   Roads – Nu. 2 for every meter
        6.1.3 Power Transmission lines - Nu. 2 for every meter
        6.1.4 Industries –
            Cottage –   Nu.500/-
            Small –   Nu.2000/-
            Medium –   Nu.30,000/-
            Large –   Nu.50,000/-
        6.1.5 Tourism (resorts, hotels) – Nu. 5000/- per activity
        6.1.6 Others – Nu. 2000/-

   6.2   Receipt of application fee
   6.3   IEE forms
   6.4   Forestry Clearance or a copy of lag thram
   6.5   Public/Social Clearance
   6.6   Sketch map
   6.7   Estimate details

6.8   Design drawings
6.9   No Objection Clearance from concern stakeholders

7. **How and when to follow up on the services applied?:** Clients can contact to Dzongkhag Environment officer at;

   7.1 Nima Wangmo, Environment Officer; 17504283 or email: nwangmo@bumthang.gov.bt

8. **Please provide your comments/suggestion/feedback to:**

    8.1   Dasho Dzongrab; 17615946

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Environment

2. **Name of service:** Renewal of Environment Clearance

3. **Definition of service:** Renewal of Environmental Clearance (EC) for the activities where competent is Dzongkhag Environment Committee (DEC).

4. **Turn Around Time for the service delivery:** 5-21 working days depending on the nature of application from the receipt of application

5. **Procedure for service delivery**:
   5.1 Applicant submits application (with a copy of old EC) to the chairman, DEC
   5.2 Deposit application fee in the Accounts Section
   5.3 Submit 1) and 2) to the Environment Office
   5.4 Review application-   5days
   5.5 Conduct site verification-   14days
   5.6 Renew EC/ rejection letter-   2days
   5.7 Fee: Nu.500/- + 20% of the initial processing fee.

6. **Forms and other documents:**

   6.1 Application letter
   6.2 Receipt of application fee
   6.3 Old Environmental Clearance
   6.4 Valid Forestry Clearance or a copy of lag thram
   6.5 Public/Social Clearance
   6.6 Copy of trade license

7. **How and when to follow up on the services applied?:** Clients can contact to Dzongkhag Environment officer at;

   7.1 Nima Wangmo, Environment Officer; 17504283 or email: nwangmo@bumthang.gov.bt

8. **Please provide your comments/suggestion/feedback to:**

   8.1 Dasho Dzongrab; 17615946

   (Thank you for your cooperation)

1. **Name of Sector:**   Dzongkhag Environment

2. **Name of service:**   Forwarding of applications to the other competent authorities for the issuance of Environmental Clearance.

3. **Definition of service:**   Forwarding of applications to the other competent authorities for the issuance of Environmental Clearance

4. **Turn Around Time for the service delivery:** 5-21 working days depending on the nature of application from the receipt of application.

5. **Procedure for service delivery**:
   5.1 Applicant submits application (with IEE forms and relevant documents) either to the chairman, DEC or Environment Office

   5.2 Environment Office review the application-   5days
   5.3 Conduct site verification for the issuance of Dzongkhag Administrative Approval- 14 days
   5.4 Forward the complete application to the relevant Competent Authority for issuance of EC along with site verification report-   2days
   5.5 Receiving of official letter on issuance or rejection of the project from Competent Authority
   5.6 Conduct site verification on behalf of the CA upon receiving official letter

6. **Forms and other documents:**

   6.1   Application letter
   6.2   IEE forms or Project Prospectus
   6.3   Forestry Clearance
   6.4   Public/Social Clearance
   6.5   Sketch map
   6.6   Estimate details
   6.7   Design drawings

7. **How and when to follow up on the services applied?:** Clients can contact to Dzongkhag Environment officer at;

   7.1 Nima Wangmo, Environment Officer; 17504283 or email: nwangmo@bumthang.gov.bt

8.   **Please provide your comments/suggestion/feedback to:**

   8.1   Dasho Dzongrab; 17615946

(Thank you for your cooperation)

1. **Name of Sector:**   Dzongkhag Environment

2. **Name of service:**   Issuance of Dzongkhag Administrative Approval

3. **Definition of service:**   Issuance of Dzongkhag administrative approval for the activity not requiring environment clearance and for the activities where the clearance is issued by the other competent authority.

4. **Turn Around Time for the service delivery:** 5-21 working days depending on the nature of application from the receipt of application.

5. **Procedure for service delivery**:
   5.1   Applicant submits application (with IEE forms and relevant documents) either to the chairman, DEC or Environment Office
   5.2   Environment Office reviews the application-   5days
   5.3   Site verification-   14days
   5.4   Issuance or rejection -   2days

6. **Forms and other documents:**

   6.8   Application letter
   6.9   IEE forms or Project Prospectus
   6.10 Forestry Clearance
   6.11 Public/Social Clearance
   6.12 Sketch map
   6.13 Copy of lag thram or any other land transaction forms.
   6.14 Estimate details
   6.15 Design drawings

7. **How and when to follow up on the services applied?:** Clients can contact to Dzongkhag Environment officer at;

   7.1 Nima Wangmo, Environment Officer; 17504283 or email: nwangmo@bumthang.gov.bt

8. **Please provide your comments/suggestion/feedback to:**

   8.1   Dasho Dzongrab; 17615946

(Thank you for your cooperation)