

SERVICE STANDARDS

1. **Sector:** Dzongkhag Finance Section
2. **Name of service:** Direct payment to suppliers
3. **Definition of service:** Clearing of Bills/invoices/cash memos
4. **Turn Around Time for the service delivery:** within 2-3 days after the receipt of complete set of documents.
5. **Procedure for service delivery:**
 - 5.1 The supplier/client submits the relevant invoices/bills/cash Memos to the Procurement section along with the goods wherein a copy of the Supply order/Work order has to be attached.
 - 5.2 The Procurement Section after verifying the bills submits the same to the Dzongkhag Finance Officer.
 - 5.3 The Dzongkhag Finance Officer, after due verification on the eligibility of the invoices, marks to relevant Focal Accounts for necessary action - within 10 - 15 minutes.
 - 5.4 The Focal Accounts then checks the invoices and prepares disbursement vouchers and accordingly forwards the same to the Cashier – within the 1-2 days
 - 5.5 The Cashier after cross checking the arithmetic calculations, draws cheques in favor of the payee immediately on receipt of the Vouchers – within the same day.
 - 5.6 The Cashier submits the vouchers and the drawn cheque to the Finance Officer for further verification and signing. – within the same day
 - 5.7 The Cashier further submits the same to DDO for signing and approval. – within the same day.
 - 5.8 The client can then collect the cheque from the cashier. – within the same day or the next working day.
6. **Forms and other documents:**
 - 6.1 Supply/Work Order copy
 - 6.2 Goods Received note.

6.3 Stock entry details

7. **How and when to follow up on the services applied? :** Applicants can contact with the following Focal Accounts;

- 7.1. Kinley Buda, 17685140 Focal Accounts for Civil, Religion, Census Sector and Election Sector.
- 7.2. Karma Tempa, 17662711 Focal Accounts for Engineering, Municipal, Jakar AS & Chhumig Gewog.
- 7.3. Jangchuk Lamzang, 17954704 Focal Accounts for Health, Hospital, Tang Cs & Tang Gewog.
- 7.4. Thinley Dema, 17481979 Focal Accounts for Agriculture, Livestock, Ura Cs & Ura Gewog.
- 7.5. Sonam Drukpa, 17671833 Focal Accounts for Schools & Chhoekhor Gewog.
- 7.6. Pema Tenzin, 17670640 Focal Accounts for Land Record sector & Chumey Cs.
- 7.7. Ugyen Chozom, 17682924 Cashier and DEO office.

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

8.1 Tshering Penjor, Finance Officer; 17615946/ 03 631284

8.2 Dasho Dzongrab, 17615853

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Finance Section
2. **Name of service:** Payment to Contractors
3. **Definition of service:** Mobilization Advance (10%)
4. **Turn Around Time for the service delivery:** Within 1-2 days.
5. **Procedure for service delivery:**
 - 5.1 The Engineering sector after entering the Unconditional Bank Guarantee (UBG) in the measurement book of the concerned work, shall submit to Dzongkhag Finance Officer.
 - 5.2 The Dzongkhag Finance Officer, after due verification on the authenticity of the UBG, marks to relevant Focal Accounts for necessary action - within 10 - 15 minutes.
 - 5.3 The Focal Accounts then checks the UBG and its relevant entries and prepares disbursement vouchers and accordingly forwards the same to the Cashier – within One day.
 - 5.4 The Cashier after cross checking the arithmetic calculations, draws cheques in favor of the payee immediately on receipt of the Voucher – within the same day.
 - 5.5 The Cashier submits the vouchers and the drawn cheque to the Finance Officer for further verification and signing. – within the same day.
 - 5.6 The Cashier further submits the same to DDO for signing and approval. – within the same day.
 - 5.7 The client can then collect the cheque from the cashier. – within the same day or the next working day.
6. **Forms and other documents:**
 - 6.1 Application to Chairperson, remarks thereof of the chairperson.
 - 6.2 Valid unconditional Bank Guarantee from a reputed financial institution.
 - 6.3 Work Order Copy
 - 6.4 Entered in the MB
7. **How and when to follow up on the services applied? : Follow up with Finance Section.**

Applicants can contact with the following Focal Accounts;

 - 7.8. Kinley Buda, 17685140 Focal Accounts for Civil, Religion, Census Sector and Election Sector.

- 7.9. Karma Tempa,17662711 Focal Accounts for Engineering, Municipal, Jakar AS & Chhumig Gewog
- 7.10. Jangchuk Lamzang, 17954704 Focal Accounts for Health, Hospital, Tang Cs & Tang Gewog
- 7.11. Thinley Dema, 17481979 Focal Accounts for Agriculture, Livestock, Ura Cs & Ura Gewog
- 7.12. Sonam Drukpa, 17671833 Focal Accounts for Schools & Chhoekhor Gewog.
- 7.13. Pema Tenzin,17670640 Focal Accounts for Land Record sector & Chumey Cs.
- 7.14. Ugyen Chozom, 17682924 Cashier and DEO office.

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

- 8.1 Name : Tshering Penjor
- 8.2 Designation : Dzongkhag Finance Officer
- 8.3 Contact number : 17615946

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Finance Section
2. **Name of service:** Payment to Contractors
3. **Definition of service:** Material/Secured Advance
4. **Turn Around Time for the service delivery:** Within 2-3 days.
5. **Procedure for service delivery:**
 - 5.1. The Contractor submits the relevant stamped invoices/bills/cash Memos to the Chairperson DTC and the DTC Chairperson thereafter forwards the same to the Engineering section.
 - 5.2. The Engineering Section after verifying the bills enters the same in the MB and submits the same to the Dzongkhag Finance Officer.
 - 5.3. The Dzongkhag Finance Officer, after due verification on the eligibility of the invoices, marks to relevant Focal Accounts for necessary action - within 10 - 15 minutes.
 - 5.4. The Focal Accounts then checks the invoices and prepares disbursement vouchers and accordingly forwards the same to the Cashier – within the 1-2 days.
 - 5.5. The Cashier after cross checking the arithmetic calculations, draws cheques in favor of the payee immediately on receipt of the Vouchers – within the same day.
 - 5.6. The Cashier submits the vouchers and the drawn cheque to the Finance Officer for further verification and signing. – within the same day.
 - 5.7. The Cashier further submits the same to DDO for signing and approval. – within the same day.
 - 5.8. The client can then collect the cheque from the cashier. – within the same day or the next working day.
6. **Forms and documents:**
 - 6.1. Application to Chairperson, remarks thereof of the chairperson.
 - 6.2. Valid Invoices.
 - 6.3. Work Order Copy
 - 6.4. Entered in the MB
7. **How and when to follow up on the services applied? :** Follow up with Finance section.

- 7.1. Kinley Buda, 17685140 Focal Accounts for Civil, Religion, Census Sector and Election Sector.
- 7.2. Karma Tempa, 17662711 Focal Accounts for Engineering, Municipal, Jakar AS & Chhumig Gewog.
- 7.3. Jangchuk Lamzang, 17954704 Focal Accounts for Health, Hospital, Tang Cs & Tang Gewog.
- 7.4. Thinley Dema, 17481979 Focal Accounts for Agriculture, Livestock, Ura Cs & Ura Gewog.
- 7.5. Sonam Drukpa, 17671833 Focal Accounts for Schools & Chhoekhor Gewog.
- 7.6. Pema Tenzin, 17670640 Focal Accounts for Land Record sector & Chumey Cs.
- 7.7. Ugyen Chozom, 17682924 Cashier and DEO office.

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

- 8.1 Name : Tshering Penjor
- 8.2 Designation : Dzongkhag Finance Officer
- 8.3 Contact number : 17615946

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Finance Section.
2. **Name of service:** Payment to Contractors.
3. **Definition of service:** Running Bills.
4. **Turn Around Time for the service delivery:** Within 2-3 days.
5. **Procedure for service delivery:**
 - 5.1. The Contractor submits the relevant invoices/bills to the Chairperson DTC and the DTC Chairperson thereafter forwards the same to the Engineering section.
 - 5.2. The Engineering Section after verifying the bills, makes a site visit for actual work-done measurement and enters the in the MB, and submits the same to the Dzongkhag Finance Officer.
 - 5.3. The Dzongkhag Finance Officer, after due verification on the eligibility of the bills, marks to relevant Focal Accounts for necessary action - within 10 - 15 minutes.
 - 5.4. The Focal Accounts then checks the bills/MB entries and prepares disbursement vouchers and accordingly forwards the same to the Cashier – within the 1-2 days.
 - 5.5. The Cashier after cross checking the arithmetic calculations, draws cheques in favor of the payee immediately on receipt of the Vouchers – within the same day.
 - 5.6. The Cashier submits the vouchers and the drawn cheque to the Finance Officer for further verification and signing. – within the same day.
 - 5.7. The Cashier further submits the same to DDO for signing and approval. – within the same day.
 - 5.8. The client can then collect the cheque from the cashier. – within the same day or the next working day.
6. **Forms and documents:**
 - 6.1. Application to Chairperson, remarks thereof of the chairperson.
 - 6.2. Valid Invoices.
 - 6.3. Work Order Copy
 - 6.4. Evaluated BOQ Copy

6.5. Entered in the MB

7. **How and when to follow up on the services applied? :** Follow up with Finance section.

7.1. Kinley Buda, 17685140, Focal Accounts for Civil, Religion, Census Sector and Election Sector.

7.2. Karma Tempa, 17662711, Focal Accounts for Engineering, Municipal, Jakar AS & Chhumig Gewog.

7.3. Jangchuk Lamzang, 17954704, Focal Accounts for Health, Hospital, Tang Cs & Tang Gewog.

7.4. Thinley Dema, 17481979, Focal Accounts for Agriculture, Livestock, Ura Cs & Ura Gewog.

7.5. Sonam Drukpa, 17671833, Focal Accounts for Schools & Chhoekhor Gewog.

7.6. Pema Tenzin, 17670640 Focal Accounts for Land Record sector & Chumey Cs.

7.7. Ugyen Chozom, 17682924 Cashier and DEO office.

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

8.1 Name : Tshering Penjor

8.2 Designation : Dzongkhag Finance Officer

8.3 Contact number : 17615946

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Finance Section
2. **Name of service:** Payment to Contractors
3. **Definition of service:** Final Bill
4. **Turn Around Time for the service delivery:** Within 3-7 days.
5. **Procedure for service delivery:**
 - 5.1. The Contractor submits the final invoices/bills to the Chairperson DTC and the DTC Chairperson thereafter forwards the same to the Engineering section.
 - 5.2. The Engineering Section after verifying the bills, makes a site visit for actual work-done joint measurement and enters the in the MB, and submits the same to the Dzongkhag Finance Officer.
 - 5.3. The Dzongkhag Finance Officer, after due verification on the eligibility of the bills, marks to relevant Focal Accounts for necessary action - within 10 - 15 minutes.
 - 5.4. The Focal Accounts then checks the bills/MB entries and prepares disbursement vouchers and accordingly forwards the same to the Cashier – within the 2-5 days.
 - 5.5. The Cashier after cross checking the arithmetic calculations, draws cheques in favor of the payee immediately on receipt of the Vouchers – within the same day.
 - 5.6. The Cashier submits the vouchers and the drawn cheque to the Finance Officer for further verification and signing. – within the same day.
 - 5.7. The Cashier further submits the same to DDO for signing and approval. – within the same day.
 - 5.8. The client can then collect the cheque from the cashier. – within the same day or the next working day.

6. Forms and other documents:

- 6.1 Application to Chairperson, remarks thereof of the chairperson.
- 6.2 Valid Bills.
- 6.3 Work Order Copy.
- 6.4 BOQ copy.
- 6.5 Work Completion Certificate.
- 6.6 Handing Taking Note.

- 6.7 Entered in MB, duly verified by site Engineer and District Engineer.
7. **How and when to follow up on the services applied?:** Follow up with Finance section.
- 7.1. Kinley Buda, 17685140, Focal Accounts for Civil, Religion, Census Sector and Election Sector.
- 7.2. Karma Tempa, 17662711, Focal Accounts for Engineering, Municipal, Jakar AS & Chhumig Gewog.
- 7.3. Jangchuk Lamzang, 17954704, Focal Accounts for Health, Hospital, Tang Cs & Tang Gewog.
- 7.4. Thinley Dema, 17481979 Focal Accounts for Agriculture, Livestock, Ura Cs & Ura Gewog.
- 7.5. Sonam Drukpa, 17671833 Focal Accounts for Schools & Chhoekhor Gewog.
- 7.6. Pema Tenzin, 17670640 Focal Accounts for Land Record sector & Chumey Cs.
- 7.7. Ugyen Chozom, 17682924 Cashier and Focal Accounts for DEO office.

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

- 8.1 Name : Tshering Penjor
- 8.2 Designation : Dzongkhag Finance Officer
- 8.3 Contact number : 17615946

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Finance Section
2. **Name of service:** Payment to Contractors
3. **Definition of service:** Retention Money/Security Deposit (10%)
4. **Turn Around Time for the service delivery:** Within 2-3 days.
5. **Procedure for service delivery:**
 - a. The Engineering sector after entering the Unconditional Bank Guarantee (UBG) in the measurement book of the concerned work, shall submit to Dzongkhag Finance Officer.
 - b. The Dzongkhag Finance Officer, after due verification on the authenticity of the UBG, marks to relevant Focal Accounts for necessary action - within 10 - 15 minutes.
 - c. The Focal Accounts then checks the UBG and its relevant entries and seek DPA. Prepares disbursement vouchers as and when the refundable release is released and accordingly forwards the same to the Cashier – within One day.
 - d. The Cashier after cross checking the arithmetic calculations draws cheques in favor of the payee immediately on receipt of the Voucher – within the same day.
 - e. The Cashier submits the vouchers and the drawn cheque to the Finance Officer for further verification and signing. – Within the same day.
 - f. The Cashier further submits the same to DDO for signing and approval. – Within the same day.
 - g. The client can then collect the cheque from the cashier. – within the same day or the next working day.

6. Forms and other documents:

- a. Application to Chairperson, remarks thereof of the chairperson.
- b. Valid unconditional Bank Guarantee from a reputed financial institution.
- c. Work Order Copy
- d. Entered in the MB

7. How and when to follow up on the services applied? : Follow up with Finance Section.

Applicants can contact with the following Focal Accounts;

- 7.15. Kinley Buda, 17685140 Focal Accounts for Civil, Religion, Census Sector and Election Sector.

- 7.16. Karma Tempa,17662711 Focal Accounts for Engineering, Municipal, Jakar AS & Chhumig Gewog
- 7.17. Jangchuk Lamzang, 17954704 Focal Accounts for Health, Hospital, Tang Cs & Tang Gewog
- 7.18. Thinley Dema, 17481979 Focal Accounts for Agriculture, Livestock, Ura Cs & Ura Gewog
- 7.19. Sonam Drukpa, 17671833 Focal Accounts for Schools & Chhoekhor Gewog.
- 7.20. Pema Tenzin,17670640 Focal Accounts for Land Record sector & Chumey Cs.
- 7.21. Ugyen Chozom, 17682924 Cashier and DEO office.

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

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- 8.3 Contact number : 17615946

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Finance Section
2. **Name of service:** Issue to Employees
3. **Definition of service:** Payslip, LPC and ToS Certificate
4. **Turn Around Time for the service delivery:** Within a day.
5. **Procedure for service delivery:**
 - 5.1. The Employees can verbally request for the service.
6. **Forms and other documents:**
 - 6.1. Relieving order of the outgoing employee for issue of LPC
7. **How and when to follow up on the services applied? :** Follow up with finance section.
 - 7.1. Kinley Buda, 17685140, Focal Accounts for Civil, Religion, Census Sector and Election Sector.
 - 7.2. Karma Tempa, 17662711, Focal Accounts for Engineering, Municipal, Jakar AS & Chhumig Gewog.
 - 7.3. Jangchuk Lamzang, 17954704, Focal Accounts for Health, Hospital, Tang Cs & Tang Gewog.
 - 7.4. Thinley Dema, 17481979 Focal Accounts for Agriculture, Livestock, Ura Cs & Ura Gewog.
 - 7.5. Sonam Drukpa, 17671833 Focal Accounts for Schools & Chhoekhor Gewog.
 - 7.6. Pema Tenzin, 17670640 Focal Accounts for Land Record sector & Chumey Cs.
 - 7.7. Ugyen Chozom, 17682924 Cashier and Focal Accounts for DEO office.
8. **Please provide your comments/suggestion/feedback to:**
 - 8.1 Name : Tshering Penjor
 - 8.2 Designation : Dzongkhag Finance Officer
 - 8.3 Contact number : 17615946

(Thank you for your cooperation)

 1. **Sector:** Dzongkhag Finance Section.
 2. **Name of service:** Issue to Suppliers/Contractors
 3. **Definition of service:** TDS Certificate
 4. **Turn Around Time for the service delivery:** Within a day.

5. Procedure for service delivery:

5.1. The Suppliers/Contractors can verbally request for the service.

6. Forms and other documents:

6.1. A work order copy would be of help.

7. How and when to follow up on the services applied? : Follow up with finance section.

- 7.1. Kinley Buda, 17685140, Focal Accounts for Civil, Religion, Census sector and Election Sector.
- 7.2. Karma Tempa, 17662711, Focal Accounts for Engineering, Municipal, Jakar AS & Chhumig Gewog.
- 7.3. Jangchuk Lamzang, 17954704, Focal Accounts for Health, Hospital, Tang Cs & Tang Gewog.
- 7.4. Thinley Dema, 17481979 Focal Accounts for Agriculture, Livestock, Ura Cs & Ura Gewog.
- 7.5. Sonam Drukpa, 17671833 Focal Accounts for Schools & Chhoekhor Gewog.
- 7.6. Pema Tenzin, 17670640 Focal Accounts for Land Record sector & Chumey Cs.
- 7.7. Ugyen Chozom, 17682924 Cashier and Focal Accounts for DEO office.

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

- 8.1 Name : Tshering Penjor
 - 8.2 Designation : Dzongkhag Finance Officer
 - 8.3 Contact number : 17615946
- (Thank you for your cooperation)*

- 1. **Sector:** Dzongkhag Finance Section
- 2. **Name of service:** Payment to service provider
- 3. **Definition of service:** Utility Bills/other re-current bills /TADA bills
- 4. **Turn Around Time for the service delivery:** Within 1-4 days.
- 5. **Procedure for service delivery:**
 - 5.1. Verified and Forwarded by the Head of the Sector
- 6. **Forms and other documents:**
 - 6.1 Forwarding letter
 - 6.2 Valid verified Bills

6.3 Duly filled up claim form with tour report and office order

7. How and when to follow up on the services applied? : Follow up with finance section.

- 7.1. Kinley Buda, 17685140, Focal Accounts for Civil, Religion, Census sector and Election Sector.
- 7.2. Karma Tempa, 17662711, Focal Accounts for Engineering, Municipal, Jakar AS & Chhumig Gewog.
- 7.3. Jangchuk Lamzang, 17954704, Focal Accounts for Health, Hospital, Tang Cs & Tang Gewog.
- 7.4. Thinley Dema, 17481979 Focal Accounts for Agriculture, Livestock, Ura Cs & Ura Gewog.
- 7.5. Sonam Drukpa, 17671833 Focal Accounts for Schools & Chhoekhor Gewog.
- 7.6. Pema Tenzin, 17670640 Focal Accounts for Land Record sector & Chumey Cs.
- 7.7. Ugyen Chozom, 17682924 Cashier and Focal Accounts for DEO office.

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

- 8.1 Name : Tshering Penjor
- 8.2 Designation : Dzongkhag Finance Officer
- 8.3 Contact number : 17615946

(Thank you for your cooperation)

1. **Sector:** Dzongkhag Finance Section
2. **Name of service:** Reimbursement to Employees
3. **Definition of service:** Invoices/cash memos/Hand Receipts
4. **Turn Around Time for the service delivery:** Within 1-3 days.
5. **Procedure for service delivery:**

- 5.1. Verified & forwarded by the Head of the Section if expensed with prior formal approval.
- 5.2. Submission of approved Note for Sanction of expenditure. (as per the form)- available in dzongkhag website- www.bumthang.gov.bt

6. Forms and other documents:

- 8.4 Forwarding letter of the sector Head.
- 8.5 Valid verified Bills with Money receipts (utilities)/ Cash Memos/ Hand Receipts.
- 8.6 Complete and Approved Note for Sanction of expenditure.

9 How and when to follow up on the services applied? : Follow up with finance section.

- 7.1. Kinley Buda, 17685140, Focal Accounts for Civil, Religion, Census sector and Election Sector.
- 7.2. Karma Tempa, 17662711, Focal Accounts for Engineering, Municipal, Jakar AS & Chhumig Gewog.
- 7.3. Jangchuk Lamzang, 17954704, Focal Accounts for Health, Hospital, Tang Cs & Tang Gewog.
- 7.4. Thinley Dema, 17481979 Focal Accounts for Agriculture, Livestock, Ura Cs & Ura Gewog.
- 7.5. Sonam Drukpa, 17671833 Focal Accounts for Schools & Chhoekhor Gewog.
- 7.6. Pema Tenzin, 17670640 Focal Accounts for Land Record sector & Chumey Cs.
- 7.7. Ugyen Chozom, 17682924 Cashier and Focal Accounts for DEO office.

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

- 8.1 Name : Tshering Penjor
- 8.2 Designation : Dzongkhag Finance Officer
- 8.3 Contact number : 17615946

(Thank you for your cooperation)