



Service Delivery Standards for Public Service Delivery,
Dzongkhag Administration,
Bumthang.

29th March, 2019

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Message from Dzongda

I, on behalf of Dzongkhag Administration would like to inform the general public that we have successfully launched our first edition “**Service Delivery Standards 2019**” on 29th March 2019. The aim is to deliver effective and efficient services to the public through enhanced transparency, accountability, and professionalism.

The SDS 2019 shall sensitize and guide our esteemed public regarding the services, formalities, documents, regulation fees, and also Turn-Around-Time for each services. The Service Delivery Standards shall be reviewed and updated regularly adjusting to need and expectations of the public.

The SDS shall be able to guide the Dzongkhag officials and staff in providing the service with sincerity, humility, and with respect. These too are elements of “Beautiful Bumthang”.

Tashi Delek

2. Introduction

The Service Delivery Standards for Public Service Delivery in the Dzongkhag is a statement of functions/services of an agency, the procedures required to comply along with submission of forms & documents, indication of time taken to provide the services and contact details of a focal person/officer/staff delivering the services.

The service delivery standards codify the expectations and standards in the delivery of services to the public through the Dzongkhag Administration.

3. Objectives

The objectives of the service delivery standards are to:

- Enhance public service delivery with a clear understanding of service delivery standards, including user fees for services and options for grievance redress; and
- Increase organizational effectiveness and performance by making a public commitment to adhere to measurable service delivery standards.
- Promote accountability and transparency.

4. Services under this Service Delivery Standard

1. Civil Registry services
2. Land Record Services
3. Environment services
4. Municipal Services
5. Livestock Services
6. Agriculture Services
7. Engineering Services
8. Cultural Services
9. Finance Services

5. Grievance Re-dressal Mechanism

Sl. No.	Grievance Redressal Mechanism	Responsible person	Remarks
1.	Grievance Redressal Committee	Committee members: 1. Census Registration Officer 2. ICT Officer 3. DT Secretary	Census Registration Officer shall serve as chairperson of grievance redressal committee and the rest members will be served as committee members.
2.	Grievance Redressal Focal Person	1. ICT Officer	Mr. Sonam Jamtsho, Dzongkhag ICT Officer shall serve as focal person. Mob# 77440166 sonamj@bumthang.gov.bt
3	Website	www.bumthang.gov.bt	Bumthang Dzognkahg Web-site
4.	Helpline	03-631200	Dzongkhag PABAX

* This is grievance redressal mechanism available to be adopted by the Dzongkhag Administration. The complete details of grievance re-dressal focal person is given as above.

6. Next date of review of SDS

The Service Delivery Standard shall be reviewed and updated from time to time adjusting to the changes within the agency in terms of persons, capacities, responsibilities, strategy and policy affecting its structure and efficiency.

The next date of review of Service Delivery Standard will be one year from the date of launching 2019 SDS.