

SERVICE DELIVERY STANDARD FOR DZONGKHAG ICT SECTION

Type of services	Sub-services	Procedures	Turn Around Time	Requirement		Responsible person		Remarks
				Documents	Fees & others	Name	E-mail & Contacts	
ICT Services	DLAN internet services to Dzongkhag staff	Provide internet service to all the sectors	24X7 days		provided internet and Electricity services are available	ICT Section	kdema@trashiyangtse.gov.bt kwangdi@trashiyangtse.gov.bt	
	DLAN internet service to 8 CCs	provide internet at CCs	24X 7 days		provided internet and Electricity services are available	ICT Section and BPC fiber team	drupthowangchuk@bpc.bt contact no: 02-325095	
	DLAN internet services to 8 gewogs	provide internet to all gewogs	24X7 days		provided internet and Electricity services are available	ICT section and Tashicell team	Tashicell focal person contact no: 77694923	
	Solving Hardware and software problem	1.Troubleshooting hardware and software problems	1 day		provided there is no need of replacement of spare parts	ICT Unit		
		2. troubleshooting hardware and software problems	1 month		in case, we have to order spare part	ICT Unit		
	Issuing the Entertainment License	1. Reviewing the form and document as per the BICMA Act 2006	15 minutes			BICMA Focal person		
		2. Approach to Entaintainment Chairman and conduct of meeting	2 days					
		3. site verification by the team member	1 day					
		4. Site standarization as per the BICMA standard	1 week					
		5. Sending official letter to BICMA after getting signature from Hon'ble Dzongdag	3 days					