

Type of Service: **v. Engineering Services**

Responsible Sector : **Dzongkhag Engineering Sector**

Sl. No.	Name of Service	Access – Where and When	Timeliness – Turnaround Time	Accuracy- Reliability, currency and validity of service provided	Citizens Requirement – Forms, documents, fees, etc. needed to avail the service	Operational Target
1.	House Construction Approval	Dzongkhag Engineering Office, Five days a week, during Office hours	2 weeks	Letter of approval	-Copy of Lag Thram -Copy of CID card -Drawings -Site plan -Approval fee of Nu.3000 for urban	80%
2.	Attend Water Complaint	-do-	1 day for Minor works, 2 weeks for Major works	Record in Service log	-Written complaint letter -Verbal complaint over landline -Inform the office personally	85%
3.	Water Billing System Issues	-do-	10 minutes	Installed water billing system/software	-Printed bills issued by municipal office, -A written note/letter for grievances, if any against the bill	90%

4.	Sewerage and Vacuum Tanker Service	Dzongkhag Engineering Office, Five days a week, during Office hours	Half day for minor works, 7 days for major works	Record in Service log and cash receipts for service charges	-Application letter -Fees-Nu.1500/tanker -Approach the office personally	80%
5.	New Water Connection	-do-	Half a day	Approval letter and receipt of fees	-Construction approval along with application letter -Fees -Nu.3000/water meter	85%
6.	Waste Collection Service	Designated Waste collection points and timings	20 minutes	Record in service log and waste collected	-Households to bring their waste to collection point -Fees- Nu. 5/water meter is clubbed with the water bill	80%
7.	Street Lighting	Dzongkhag Engineering Office, Five days a week, during Office hours	1 day	Service record and log	-Complaint letter -Verbal complaint through landline/mobile	90%

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8.	Occupancy Certificate	Dzongkhag Engineering Office, Five days a week, during Office hours	Half day	Certificate or Letter of approval	- Letter of application	90%