

# **STANDARD OPERATING PROCEDURE**

**(2023)**



**THIMPHU THROMDE**

**(Compliance and Enforcement Division)**

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## **A. DEFINITION**

This Standard Operating Procedure covers all the processes including turn-around-time, documents required and the relevant officials for every service rendered by the Compliance and Enforcement Division (CoED).

## **B. OBJECTIVE OF THE SOP**

1. Provide comprehensive information about all the services.
2. Streamline the services provided by CoED.
3. Promote transparency and accountability for the services provided.

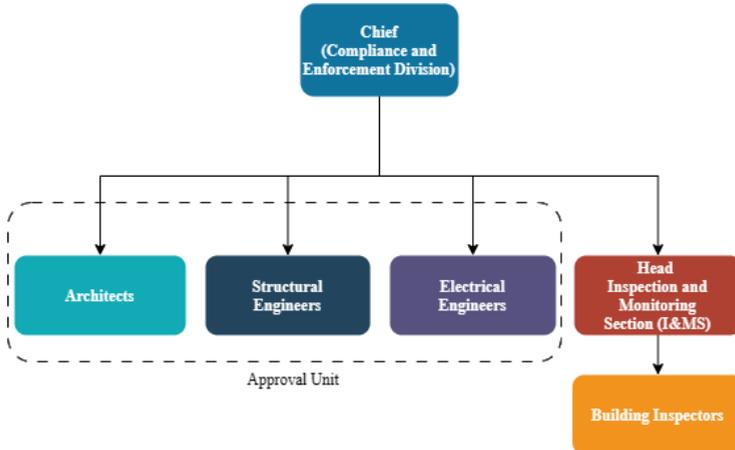
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**C. MANDATES OF COMPLIANCE AND ENFORCEMENT DIVISION:**

1. Ensure planned development through compliance to Thimphu Structure Plan (TSP), Development Control Regulation (DCR) and other relevant regulations through:
  - a. Issuance of permit for all development activities (land, building, demolition, etc.) within Thimphu Thromde.
  - b. Upholding Traditional Bhutanese Architecture.
  - c. Promoting a safe and habitable built environment.
  - d. Study, review, improve and develop guidelines in accordance to the emerging developments/issues.
  - e. Inspection/monitoring of the developments to ensure compliance as per approved drawings.
  - f. Monitor squatter and illegal settlements including encroachment on state land.
2. Deliver effective public services ( valuations, resolving queries & conflicts) with regard to building and related structures.
3. Facilitate commercial activities within Thromde in line with the TSP and DCR.

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## D. ORGANIZATION OF CoED



## E. SERVICES DELIVERED BY APPROVAL UNIT:

1. Issuance of Construction approvals:
  - a. Approvals for multi-storey structures
  - b. Approvals for single storey structures
  - c. Revalidation / Renewal of construction approvals
  - d. Minor Approvals (approval for revised drawings, horizontal & vertical extension, retaining walls, renovations and other miscellaneous applications)
2. Develop guidelines & propose amendments, where necessary in the regulations.
3. Public awareness/clarifications on rules, guidelines, etc.
4. Issuance of Location Clearance for business setup.

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## **F. SOPs FOR SERVICES UNDER APPROVAL UNIT**

### **1. Issuance of Construction approvals**

#### **a. Approval for multi storey structures**

The drawing set and the required documents should be submitted at the customer care desk. The approval process is recorded through an online G2C system whereby the applicant is informed via sms at every stage of the process.

The drawings will not be registered until all the required documents are submitted. The officials responsible should review and approve the drawings based on the existing regulations, policies, guidelines, and circulars adhering to the codes of practices.

Details on the order of scrutiny, turn-around-time, the responsible officials and documents required for the approval process of multi storey drawing proposals are as given below in table 1 and diagram 1.

ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
<b>Multi storey drawing approval</b>	<b>23 (total)</b>	<b>Approval Section, CoED</b>		
<ul style="list-style-type: none"> <li>Drawing registration and distribution</li> <li>Review</li> <li>Architectural drawing scrutiny</li> <li>Structural drawing scrutiny</li> <li>Electrical drawing scrutiny</li> <li>Plumbing drawing scrutiny</li> <li>BPC power clearance</li> <li>Final Approval letter &amp; invoice</li> </ul>	<ul style="list-style-type: none"> <li>10</li> <li>02</li> <li>03</li> <li>05*</li> <li>03*</li> <li>02</li> <li>01</li> </ul>	<ul style="list-style-type: none"> <li>Customer care and front desk</li> <li>Chief, CoED</li> <li>Architects</li> <li>Structural engineers</li> <li>Electrical engineers</li> <li>Structural engineers</li> <li>Applicant and BPC</li> <li>Front desk and Customer Care</li> </ul>	<ul style="list-style-type: none"> <li>Duly filled application forms</li> <li>Relevant Undertaking forms (eg. structure integrity)</li> <li>Copy of Lagthram</li> <li>Architectural Drawing (2 copies)</li> <li>Structural Drawing (2 copies)</li> <li>Electrical Drawing (2 copies)</li> <li>Plumbing Drawing (2 copies)</li> <li>Designers certificate for all drawings and all drawing sheets to be signed by the designer and the owner (all the owners in case of joint ownership)</li> </ul>	<ul style="list-style-type: none"> <li>Drawings must be forwarded to the front desk within 1 day of submission to customer care.</li> <li>The front desk can forward the drawings to the approval section within 9 working days depending on the workload of the architects/engineers.</li> <li>TAT shall restart once the applicant resubmits the revision / corrections in the drawings</li> <li>Time taken to obtain power clearance from BPC shall not be counted in the total TAT</li> </ul>

\* Scrutiny done simultaneously and hence only 05 days in total added for the TAT calculation

*Table 1: Details on multi storey drawing approval*

### **b. Approval for single storey structures**

The single storied construction proposals can be of any of the following types :

- RCC Frame Structure
- Bricks/Mud blocks/Hollow blocks
- Stone walls / rammed earth

- Ekra walls
- Steel Structure
- Prefab Structures

The drawing set and the necessary documents should be submitted at the front desk, CoED division. Details on the order of scrutiny, turn-around-time, the responsible officials and documents required for the approval process of multi-storey drawing proposals are as given below in table 2 and diagram 1.

ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
<b>Single Storey drawing approval</b> <ul style="list-style-type: none"> <li>• Drawing registration</li> <li>• Review</li> <li>• Architectural drawing scrutiny</li> <li>• Structural drawing scrutiny</li> <li>• Electrical drawing scrutiny</li> <li>• Final Approval letter &amp; invoice</li> </ul>	<b>07 (total)</b>  01 01 02 02* 02* 01	<b>Approval Section, CoED</b> <ul style="list-style-type: none"> <li>• Front desk</li> <li>• Chief, CoED</li> <li>• Architects</li> <li>• Structural engineers</li> <li>• Electrical engineers</li> <li>• Front desk and Customer Care</li> </ul>	<ul style="list-style-type: none"> <li>• Duly filled application forms</li> <li>• Relevant Undertaking forms (eg. structure integrity)</li> <li>• Copy of Lagthram</li> <li>• Architectural Drawing (2 copies)</li> <li>• Structural Drawing (2 copies)</li> <li>• Electrical Drawing (2 copies)</li> <li>• Plumbing Drawing (2 copies)</li> <li>• Designers certificate for all drawings and all drawing sheets to be signed by the designer and the owner (all the owners in case of joint ownership)</li> </ul>	<ul style="list-style-type: none"> <li>• Drawings must be forwarded to the front desk within 1 day of submission to customer care.</li> <li>• The front desk can forward the drawings to the approval section within 9 working days depending on the workload of the architects/engineers.</li> <li>• TAT shall restart once the applicant resubmits the revision / corrections in the drawings</li> <li>• Time taken to obtain power clearance from BPC shall not be counted in the total TAT</li> </ul>

\* Scrutiny done simultaneously and hence only 05 days in total added for the TAT calculation

*Table 2: Details on multi storey drawing approval*

### c. Revalidation / Renewal of approvals

The initial construction approval will be valid for 2 years for building construction and one year for single storied and minor drawings (Retaining wall and single storey house ) from the date of issuance after which it needs to be renewed annually.

Details on the turn-around-time, the responsible officials and documents required for the revalidation / renewal of approvals are as given below in table 3 and diagram 1.

ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
<b>Minor (Renewal of Construction approval)</b> <ul style="list-style-type: none"> <li>Registration</li> <li>Verification by Building Inspector</li> <li>Renewal letter</li> </ul>	02 (total)  01  01	<b>CoED</b> <ul style="list-style-type: none"> <li>Front desk</li> <li>Area building inspector</li> <li>Architect / Engineer</li> </ul>	<ul style="list-style-type: none"> <li>Application addressed to Chief, CoED</li> <li>Copy of approval letter</li> </ul>	<ul style="list-style-type: none"> <li>The renewed approval letter shall be valid for 1 year for multi storey drawing and 6 months for minor drawing.</li> </ul>

*Table 3: Details on revalidation / renewal of approvals*

### d. Other minor approvals

Other minor approval refers to different kind of drawing applications received such as:

- ❖ Revision / Alteration to the approved drawings
- ❖ Horizontal/Vertical extension of existing buildings
- ❖ RRM/RCC retaining walls/Boundary walls

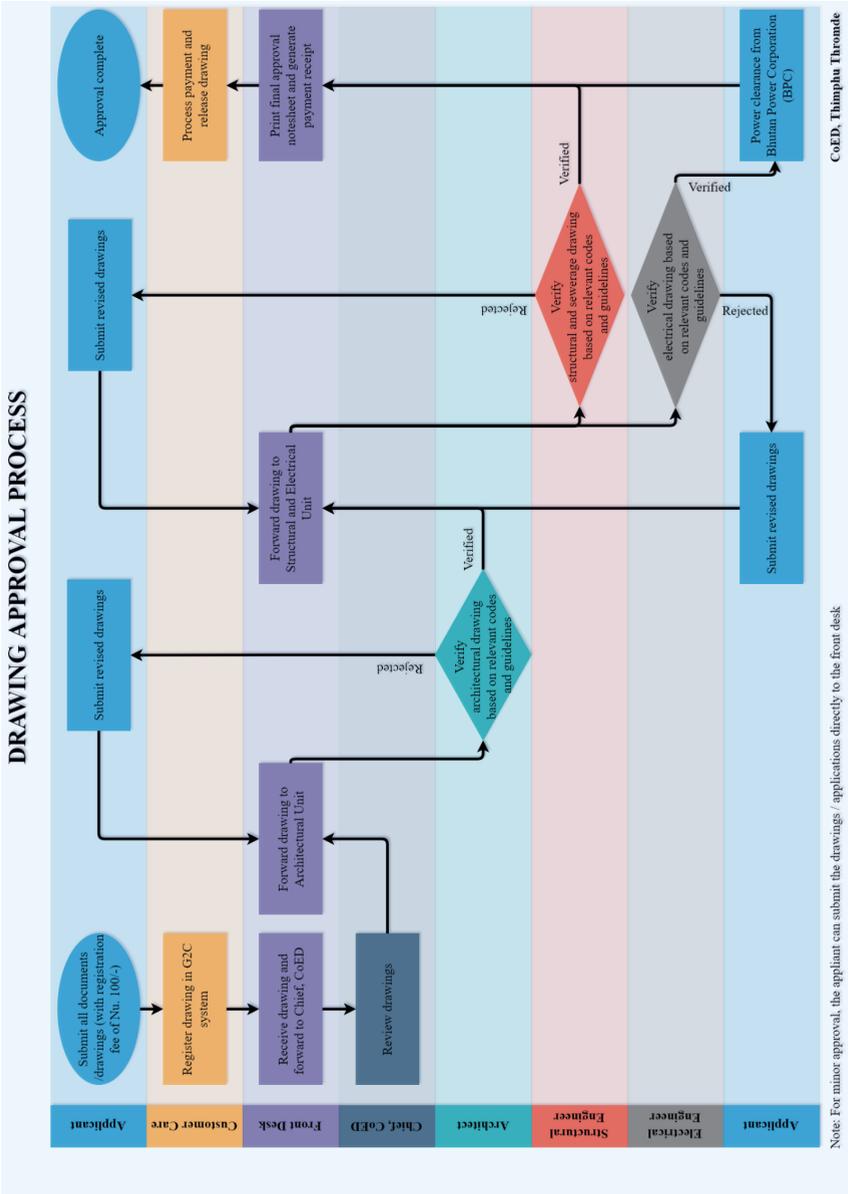
Details on the turn-around-time, the responsible officials and documents required for the revalidation / renewal of approvals are as given below in table 4 and diagram 1.

ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
<b>Other Minor Applications</b> <ul style="list-style-type: none"> <li>Registration</li> <li>Review</li> <li>Architectural drawing scrutiny</li> <li>Structural drawing scrutiny</li> <li>Electrical drawing scrutiny</li> <li>Final Approval letter &amp; invoice</li> </ul>	07 (total) <ul style="list-style-type: none"> <li>01</li> <li>01</li> <li>02</li> <li>02*</li> <li>02*</li> <li>01</li> </ul>	<b>Approval Section, CoED</b> <ul style="list-style-type: none"> <li>Front desk</li> <li>Chief, CoED</li> <li>Architects</li> <li>Structural engineers</li> <li>Electrical engineers</li> <li>Front desk and Customer Care</li> </ul>	<ul style="list-style-type: none"> <li>Application addressed to Chief, CoED</li> <li>Copy of Lagthram</li> <li>Architectural Drawing (2 copies)</li> <li>Structural &amp; Electrical Drawing (Depending on type of application)</li> <li>Copy of initial drawings</li> <li>Designers certificate for all drawings and all drawing sheets to be signed by the designer and the owner (all the owners in case of joint ownership)</li> </ul>	<ul style="list-style-type: none"> <li>Other minor application refers to applications received such as:               <ol style="list-style-type: none"> <li>Revision of approved drawings</li> <li>Horizontal/Vertical extension of existing buildings</li> <li>RRM/RCC retaining walls</li> <li>Any other construction proposals</li> </ol> </li> <li>TAT for revision of whole set of drawings will be same as TAT of MAJOR drawings (23 days)</li> </ul>

*Table 4: Details on other minor approvals*

The following diagram, diagram 1 shows the detailed process flow for the above mentioned drawing approvals.

Diagram 1: Drawing approval process



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## **2. Issuance of Location Clearance for business setup.**

Refers to clearance related to building or plot on which certain business is to be established. The location clearance is required from Thromde in order to process trade licenses for business establishments within Thimphu Thromde.

Location Clearance is a prerequisite document required prior to obtaining a trade license. This is issued to ensure that businesses are located in the designated precinct as per the Thimphu Structure Plan and the DCR. Location clearance is either issued or rejected as per the permissibility in the proposed precinct/building/floor.

In order to ensure faster, transparent and efficient service delivery, the location clearance is integrated in the *IBLS (Integrated Business License System)*, an online system for obtaining trade license developed by Ministry of Industry, Commerce & Employment (MoICE). The link to the system is <https://ibls.moea.gov.bt/>.

The applicants will apply online through the IBLS for a trade license wherein the location clearance part in the system will be processed by the Thromde focal officer.

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The businesses as per MoICE are classified into three categories in the system as shown in table 5.

Business categories	Location Clearance
• Green	Not required
• Blue	Required
• Red	Required

*Table 5: Location clearance requirements for different types of business categories*

Details on the turn-around-time, the responsible officials and documents required for the location clearance is as shown in table 6.

ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
Processing location clearance	03		Documents to be attached online:	TAT of location clearance for businesses pertaining to manufacturing, entertainment, recreation, vehicle services & others may be subjected to thorough review and endorsement of the management. Requirement of documents are based on:
<ul style="list-style-type: none"> <li>Permissibility check</li> </ul>	01	Focal Officer	<ul style="list-style-type: none"> <li>Undertaking letter</li> <li>Copy of lagthram</li> <li>Copy of the building occupancy certificate</li> </ul>	<ul style="list-style-type: none"> <li>Online application form</li> <li>Type of business</li> </ul>
<ul style="list-style-type: none"> <li>Approval</li> </ul>	02	Dasho Thrompon	<ul style="list-style-type: none"> <li>No objection letter form the building owner</li> </ul>	The services is delivered online, however if any one apply in hardcopy, forms from link below can be used.

Table 6: Details on issuance of location clearance

The following forms are used to apply (hard copy) in person to Thromde are:

1. Duly filled location clearance form (<http://www.thimphucity.bt/downloads?Type=11&Sector=All>)
2. Consent letter from the building owner (<http://www.thimphucity.bt/downloads?Type=11&Sector=All>)
3. Occupancy Certificate

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## **G. SERVICES DELIVERED BY INSPECTION AND MONITORING SECTION:**

1. Inspection & Monitoring of construction sites
2. Issuance of occupancy certificates:
  - a. New occupancy
  - b. Renewal
3. Monitoring to prevent unauthorized constructions
4. Issuance of minor renovation approval
5. Valuation of properties ( building /flat ) for transactions and other purposes
6. Attend and resolve complaints related to building construction.

## **H. SOPs FOR SERVICES UNDER INSPECTION AND MONITORING SECTION**

### **1. Inspection and Monitoring of construction sites**

Refers to the periodic inspection of ongoing construction sites by the concerned Building Inspectors (BI) during each stage of building construction in order to ensure compliance to the approved drawings. Kindly refer to the site inspection form for details on the stages. The applicant should inform the area building inspector 3 days prior to excavation/casting/layout for the inspection. The work should be continued only after the BI verifies the site and signs the inspection form.

Details on the turn-around-time, the responsible officials and documents required for the inspection of construction sites is as shown in table 7 and diagram 2.

ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
Periodic inspection of construction sites	03	Concerned Building Inspector	<ul style="list-style-type: none"> <li>Construction approval letter</li> <li>Site inspection form</li> <li>Copy of the approved drawings</li> </ul>	<ul style="list-style-type: none"> <li>The applicant should refer the site inspection form for the stages of inspection.</li> <li>Also, kindly ensure the building inspectors are informed 3 days prior to any stages as reflected in the site inspection form.</li> </ul>

Table 7: Details on inspection of construction sites

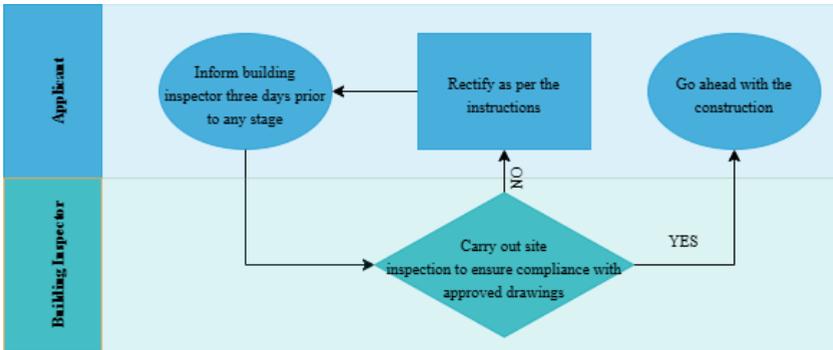


Diagram 2: Process flow for inspection of construction sites

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## **2. Issuance of Occupancy Certificate**

### **a. New Occupancy Certificate (OC)**

Refers to official documents issued by Thromde certifying that the building is safe and fit for occupation for the specified use. The certificate includes detailed information on building use, no. of floors, no. of residential/commercial units, etc.

The applicant needs to apply for the OC through the G2C system whereby the applicant is informed via sms once approved for him/her to download the certificate.

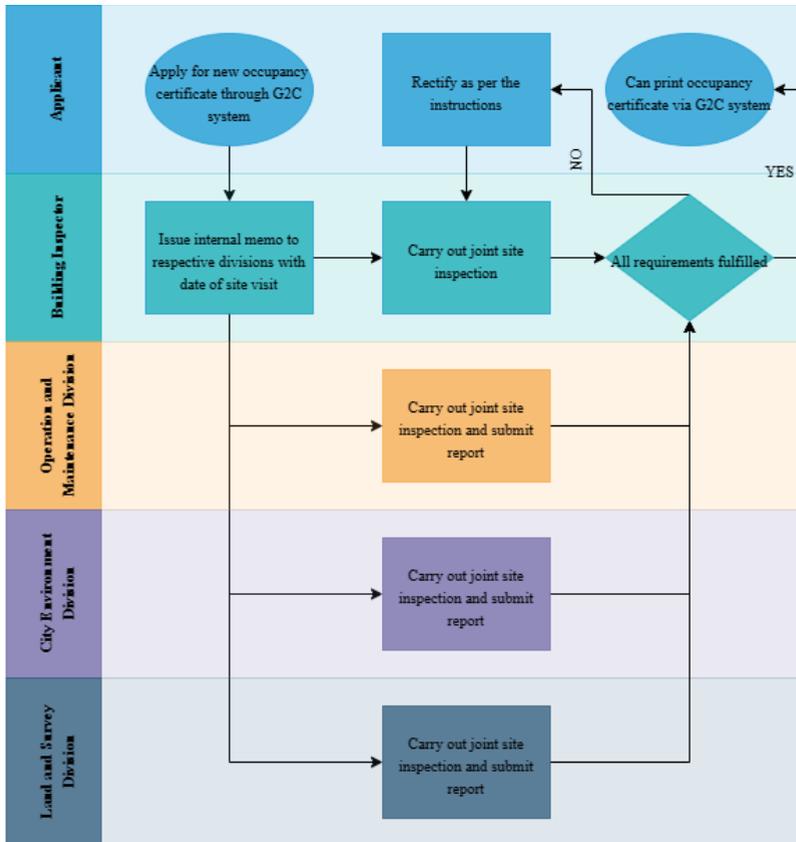
After receiving the OC application through G2C, the concerned BI would coordinate site visits with officials from the relevant division of Thromde and verify/assess the building and premises as per the checklists. This is verified and endorsed by the Chief, CoED and Executive Secretary for approval. The OC will be put on halt if it fails to fulfill all the checklist.

Details on the turn-around-time, the responsible officials and documents required for the issuance of new occupancy certificate is as shown in table 8 and diagram 3.

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ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
Processing new occupancy certificate	05	Concerned Building Inspector	<ul style="list-style-type: none"> <li>• Construction approval letter</li> <li>• Duly Signed site inspection form</li> <li>• Copy of the approved drawings</li> <li>• OC forms from relevant Divisions</li> <li>• Pictorial evidence of building completion</li> </ul>	Pictorial evidence to ensure construction wastes properly disposed, labor camps dismantled, sewage connected to septic tanks / sewer lines, wastewater connected to storm water drainage and reinstated damages caused, if any.

*Table 8: Details on issuance of new occupancy certificate*



*Diagram 3: Process flow for issuance of new occupancy certificate*

**b. Renewal**

The occupancy certificate has to be renewed every three years in order to update any changes in the building (eg. nos. of units and

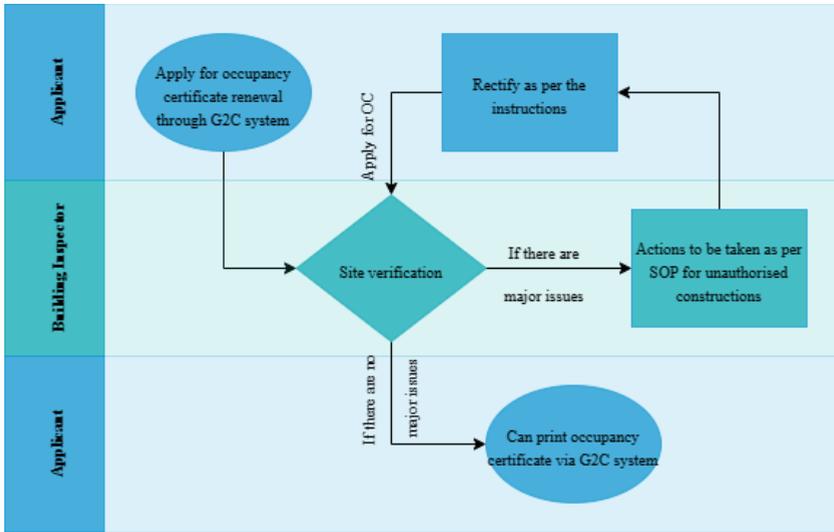
uses) and to resolve/resort any issues pertaining to the building/plot. The concerned BI shall verify and process the OC renewal only if there are no major issues.

The applicant needs to apply for the renewal of occupancy certificate through the G2C system whereby the applicant is informed via sms once approved for him/her to download the certificate.

Details on the turn-around-time, the responsible officials and documents required for the issuance of new occupancy certificate is as shown in table 9 and diagram 4.

ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
Processing renewal of occupancy certificate	03	Concerned Building Inspector	<ul style="list-style-type: none"> <li>Copy of drawings / approval letter if any changes are made to the structure</li> </ul>	

*Table 9: Details on renewal of occupancy certificate*



*Diagram 4: Process flow for renewal of occupancy certificate*

### **3. Monitoring to prevent unauthorized construction**

Unauthorized constructions refer to constructions done without prior approvals OR those constructions which deviate from the approved drawings. Unauthorized constructions may include any of the following:

- Constructions deviated from the approved drawing.
- Unauthorized constructions in the setbacks.
- Unauthorized conversion of basement for uses other than approved usage
- Encroachment on state land.

Details on the turn-around-time, the responsible officials and documents required for the monitoring is as shown in table 10.

ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
Monitoring unauthorized constructions	NA (Carry out regular monitoring and inspection)	Building Inspector	<ul style="list-style-type: none"> <li>Approved drawings / site plan for reference of unauthorized constructions.</li> <li>Any evidential documents in case of approval by any other relevant agencies.</li> </ul>	The building inspectors shall carry out regular monitoring and inspections to ensure no unauthorized constructions are taking place. If such cases are observed, the cases to be dealt as per the rules for unauthorized constructions.

*Table 10: Details on monitoring to prevent unauthorized constructions*

### SOP for unauthorized construction

1. BIs need to prepare the site inspection report along with the pictorial evidence if any and shall be documented and informed to the supervisor (Head, I&MS, CoED) about the issues of deviation/unauthorized activities for directives. The supervisor shall make a decision if the issue merits further discussion. Accordingly, the concerned BI shall serve infringement notice along with a penalty imposed with the opportunity for the person (defaulter) to submit justification within 10 working days. The imposed penalty shall be paid at the Revenue Counter, Customer Care Section, TT. The infringement notice shall also serve as the first notice to rectify/remove the illegal constructions. The

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notice shall contain date, plot no, location, name of the property owner, clearly specifying the illegal activities.

2. The Developmental Regulatory Committee (DRC), shall carry out review of the issues and also will establish the legitimacy of any justification submitted by the defaulter and accordingly provide further directives on the issue.
3. The final notice or notice of reminder shall be served by giving 5 working days to pay the penalty and remind the person (defaulter) to act in accordance with the notice.
4. If the person (defaulter) still fails to abide by the Final notice, then the BI shall bring this to the notice of the committee for further directives as per DCR2016. Accordingly, the committee shall vet the matter for necessary action.

#### **4. Approval for minor renovation of buildings**

Refers only to maintenance of the building (Repair and Replace) with no change in plinth area, built-up area, building height, building façade and structural members of the building.

Details on the turn-around-time, the responsible officials and documents required for the approval for minor renovation of buildings is as shown in table 10.

ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
Minor renovation approval	03	Concerned Building Inspector	<ul style="list-style-type: none"> <li>Application addressed to Head, I&amp;MS</li> <li>Copy of Lagthram</li> </ul>	

Table 11: Details on approval for minor renovations of buildings

**5. Valuation of properties (building /flat ) for transactions and other purposes**

Refers to valuation of buildings done as per the rates in the most recent Bhutan Schedule of Rates for the purpose of transactions.

Details on the turn-around-time, the responsible officials and documents required for the valuation of properties is as shown in table 12 and diagram 5.

ACTIVITY	TAT (WORKING DAYS)	RELEVANT OFFICER	DOCUMENTS REQUIRED	REMARKS
Valuation of buildings	05	<ul style="list-style-type: none"> <li>Concerned Building Inspector</li> <li>Focal officer</li> <li>Head, I&amp;MS and Chief, CoED</li> </ul>	<ul style="list-style-type: none"> <li>Copy of lagthram</li> <li>Copy of occupancy certificate</li> <li>Building plans</li> <li>All side elevations</li> </ul>	Most of the valuations are done for transaction purpose, for which the applicant will apply online via e-sakor. Final valuation will be endorsed by the Head, I&MS and the Chief, CoED.
<ul style="list-style-type: none"> <li>Prepare valuation</li> </ul>	03			
<ul style="list-style-type: none"> <li>Verification</li> </ul>	01			
<ul style="list-style-type: none"> <li>Endorsement</li> </ul>	01			

Table 12: Details on valuation of properties

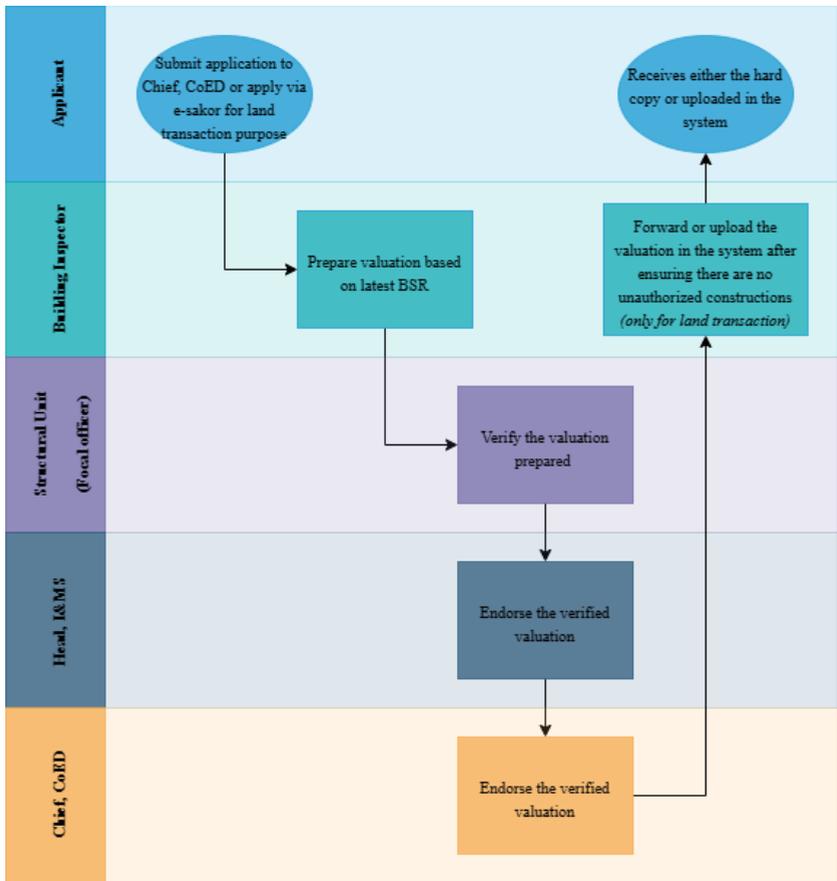


Diagram 5: Process flow for valuation of properties