Type of Service: ii. Civil Registry Services

Responsible Sector: Dzongkhag Civil Registration and Census Office

Sl.	Name of Service	Access –	Timeliness -	Accuracy- Reliability,	Citizens Requirement – Forms,	Operational
No.		Where and	Turnaround	currency and validity	documents, fees, etc. needed to avail	Target
		When	Time	of service provided	the service	
1.	Birth Registration	Dzongkhag	1 month	Scanned document	For birth occurred in Bhutan:	
		Civil		attached and	CID/SRP card copies of the parents,	100%
		Registration		application number	Copy of Court Marriage Certificate	
		and Census		generated while the	(CMC) of the parents of the new	
		Office,		application is	born. In the absence of CMC,	
		Five days a		submitted.	statement of the Tshogpa/Thromde	
		week,			Thuemi confirming the parentage of	
		during			child (Gup's endorsement is	
		Office hours			compulsory if birth is certified by	
					Tshogpa), Notification of birth/birth	
					documents. In absence of notification	
					of birth/birth documents, statement	
					from concerned Tshogpa endorsed by	
					the Gup/Thromde Thuemi confirming	
					the parentage of child.	

		For birth occurred overseas:	
		CID/SRP card copies of the parents,	
		Copy of Court Marriage Certificate	
		(CMC) of the parents of the new	
		born. In the absence of CMC,	
		statement of the Tshogpa/Thromde	
		Thuemi confirming the parentage of	
		child (Gup's endorsement is	
		compulsory if birth is certified by	
		Tshogpa), Birth Certificate (issued by	
		competent authority). In the absence	
		of birth certificate: statement	
		confirming the parentage of child	
		from the Head of Chancery for	
		Bhutanese citizens serving in	
		Bhutanese Embassies/Missions or	
		statement from concerned Tshogpa	
		endorsed by the Gup/Thromde	
		Thuemi confirming the parentage of	
		child.	

2.	Death Registration	Dzongkhag	3 days	Scanned document	Duly completed application form	
		Civil		attached and	(BCRS-DR-01), Notification of	100%
		Registration		application number	Death/Documents related to death	
		and Census		generated while the	(death certificate issued by health	
		Office,		application is	facilities/Tshogpa statement endorsed	
		Five days a		submitted.	by Gup) that has occurred in Bhutan	
		week, dur-			and Death Certificate for death that	
		ing Office			has occurred overseas, Original	
		hours			CID/SRP card of the deceased, Copy	
					of CID/SRP card of the requestor.	
3.	Issuance of New	Dzongkhag	5 days	Scanned document	Duly completed application form	100%
	Citizenship Identity	Civil		attached and applica-	(BCRS-CID/SRP-01) endorsed by	
	Card (CID)/Special	Registration		tion number generated	the respective Gup, Dzongkhag/	
	Residency Permit	and Census		while the application	Thromde Civil Registration and	
	Card	Office,		is submitted.	Census Officer and Dzongdag/	
		Five days a			Thrompon. One Recent Passport size	
		week, dur-			photograph endorsed by Gewog	
		ing Office			official with seal. Nu. 100 for	
		hours			fresh/processing CID/SRP cards for	
					the first time.	

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
4.	Replacement of New	Dzongkhag	5 days	Scanned document	An applicant will have to report in	
	Citizenship Identity	Civil		attached and applica-	person with the duly completed	100%
	Card (CID)/Special	Registration		tion number generated	citizenship identity card/SRP	
	Residency Permit	and Census		while the application	replacement form. Application Form	
	Card	Office,		is submitted.	No. BCRS-REP-01 for replacement	
		Five days a			and Form No.BCRS-LOST-01 for	
		week, dur-			lost of CID/SRP card.	
		ing Office			Nu. 300 if validity of the CID/SRP	
		hours			card at hand is more than six months.	
					Nu. 300 if it is replacement due to	
					change of image or other reasons but	
					on production of the old CID/SRP	
					card.	
					Nu. 400 for lost card/if you failed to	
					produce the CID/SRP cards.	
					Nu. 100 for renewal of CID/SRP	
					cards if the date of expiry of the	
					earlier issued card is less than or	
					equal to six months.	

5.	Census Transfer	Dzongkhag	3 days	Scanned document	Duly completed census transfer	
		Civil		attached and applica-	application form No. BCRS-CT-01	100%
		Registration		tion number generated	(inter Dzongkhag), 02 (within	
		and Census		while the application	Dzongkhag) and 03 (within Gewog)	
		Office,		is submitted.	which includes:	
		Five days a			-Signature of applicant.	
		week, dur-			-Endorsement of both relieving and	
		ing Office			receiving HoH in the form	
		hours			-Endorsement of both relieving and	
					receiving Gup in the form	
					-Endorsement of both relieving and	
					receiving DCRCO	
					-Endorsement of both relieving and	
					receiving Dzongdag/Thrompon	
					-Lagthram is mandatory if the census	
					is to be transferred into a new	
					household.	
6.	Name	Dzongkhag	1 day	Scanned document	Duly completed application form	
	Change/Correction of	Civil		attached and applica-	(BCRS-NC & AC-01) along with the	100%
	DoB	Registration		tion number generated	following relevant documents:	
		and Census		while the application	Class X, XII and degree certificates	

Office,	is submitted.	or highest academic certificate	
Five days a		obtained (Original certificates must	
week, dur-		be produced for	
ing Office		authentication/attestation).	
hours		For Armed Forces: Copy of service	
		record certified by record officer	
		along with class X, XII and degree	
		certificates or highest academic	
		certificate obtained (Original	
		certificates must be produced for	
		authentication/attestation)	
		For Judiciary, Autonomous	
		Agencies and Corporations: Copy	
		of service record certified by	
		personnel/HR officer along with class	
		X, XII and degree certificates or	
		highest academic certificate obtained	
		(Original certificates must be	
		produced for	
		authentication/attestation)	
		For Monks and Nuns: Certification	
		Tor morning und many, Continuation	

					by Zhung Dratshang/Uzin/Head of institution For Students: Copy of academic certificate or highest academic certificate obtained (Original certificates must be produced for authentication/attestation). For Private Employees: Certification by the employer along with class X, XII and degree certificates or highest academic certificate obtained (Original certificates must be produced for authentication/attestation). For Others: Certification by Tshogpa with endorsement of Gup/Thromde Thuemi for Thromde	
7.	Change of Occupation	-do-	1 day	Scanned document attached and application number generated while the application is submitted.	Occupation Change FormAuthentication from concerned agency.	80%

8.	Change of Census		1 day	Scanned document	- Citizenship Kasho Copy	
	Status			attached and applica-	Or	100%
		-do-		tion number generated	- Letter of the	
				while the application	Department/Ministry	
				is submitted.		
9.	Issuance of	Dzongkhag	1 day	Scanned document	Duly completed application form	
	Household	Civil		attached and applica-	(BCRS-SAF-01) signed by the	100%
	Information	Registration		tion number generated	applicant or any member of the same	
		and Census		while the application	household.	
		Office and		is submitted.		
		Helpdesk				
		(Service				
		Delivery				
		Center),				
		Five days a				
		week, dur-				
		ing Office				
		hours				
10.	Issuance of	Dzongkhag	1 day	Scanned document	Duly completed application form	
	Nationality Certificate	CRC Office,		attached and applica-	(BCRS-SAF-01) and	100%
		Five days a		tion number generated	Two recent passport size photo of the	

		week, dur-		while the application	applicant	
		ing Office		is submitted.		
		hours				
11.	Change of Head of		1 day	Scanned document	Duly completed application form	
	Household			attached and	(BCRS-HoH-01), and	
				application number	No Objection Letter of family	100%
		-do-		generated while the	members of 18 years and above in the	
				application is	household if the same person's	
				submitted.	signature could not be taken in the	
					application form.	
12.	Update of Spouse		1 day	Scanned document	Duly completed application form	
	Information			attached and	(BCRS-CI/SRPI & DS-01) and,	100%
		-do-		application number	Copy of Court Marriage Certificate	
		-uo-		generated while the	(CMC) OR	
				application is	Tshogpa report endorsed by Gup or	
				submitted	Thromde Thuemi for Thromde	
13.	Up-dation of		3 days	-do-	Duly completed application form No.	
	Naturalization &	-do-			BCRS-CR-01 for Naturalization &	100%
	Regularization Cases	-uo-			Regularization cases, and	
					Citizenship Kasho Copy	