

Type of Service: ii. **Civil Registry Services**

Responsible Sector: **Dzongkhag Civil Registration and Census Office**

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.	Birth Registration	Dzongkhag Civil Registration and Census Office, Five days a week, during Office hours	1 month	Scanned document attached and application number generated while the application is submitted.	For birth occurred in Bhutan: 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), 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.	100%

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

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4.	Replacement of New Citizenship Identity Card (CID)/Special Residency Permit Card	Dzongkhag Civil Registration and Census Office, Five days a week, during Office hours	5 days	Scanned document attached and application number generated while the application is submitted.	An applicant will have to report in person with the duly completed citizenship identity card/SRP replacement form. Application Form No. BCRS-REP-01 for replacement and Form No.BCRS-LOST-01 for lost of CID/SRP card. Nu. 300 if validity of the CID/SRP 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.	100%

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

		Office, Five days a week, dur- ing Office hours		is submitted.	<p>or highest academic certificate obtained (Original certificates must be produced for authentication/attestation).</p> <p>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)</p> <p>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)</p> <p>For Monks and Nuns: Certification</p>	
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					<p>by Zhung Dratshang/Uzin/Head of institution</p> <p>For Students: Copy of academic certificate or highest academic certificate obtained (Original certificates must be produced for authentication/attestation).</p> <p>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).</p> <p>For Others: Certification by Tshogpa with endorsement of Gup/Thromde Thuemi for Thromde</p>	
7.	Change of Occupation	-do-	1 day	Scanned document attached and application number generated while the application is submitted.	<ul style="list-style-type: none"> - Occupation Change Form - Authentication from concerned agency. 	80%

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

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