

Type of Service: **x. Revenue and Account Services**

Responsible Sector : **Dzongkhag Revenue and Accounts 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.	Verification of Life Insurance Claim Forms	Dzongkhag Revenue Office, Five days a week, during Office hours	20 minutes	Maintain Sanction Register	1.Dully filled death claim form endorsed by concerned Gup 2.Produce death certificate if person is died in hospital 3.Delete census record from the Dzongkhag	90%
2.	Verification of House Insurance Claim Forms	Dzongkhag Revenue Office, Five days a week, during Office hours	3 days	Joint verification report	1. Written complain/claim report from victim, endorsed by concerned Gup	90%
3.	Assessment and Deposit of Revenue	-do-	1 month	Receipt and Assessment report	1.Receipt 2. Required documents	80%

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4.	Receiving of Fees and Issuing of Receipts	Dzongkhag Revenue Office and Helpdesk/Service Center, Five days a week, during Office hours	15 minutes	Cash Receipt	1. Fees/Taxes/Service Charges 2. Relevant documents	90%
5.	Payment of Life Insurance Scheme	Dzongkhag Accounts Office, Five days a week, during Office hours	2 days	Sanction order	Death Compensation form filled up and verified by the local Tshogpa, Gup, Dzongkhag Census and finally by Dzongdag	90%