

## Standard Operating Procedure (SOP) for Census Service

### Sector: Census Service

Services	Process	Time Taken	Person Responsible
Birth Registration	Verify the dully completed Birth Registration Form and the required documents.	5 minutes	CC /Operator/ DCRCO
	Scan the documents	5 minutes	CC /Operator/ DCRCO
	Apply online	3 minutes	CC Operator
	Online Verification	3 minutes	DCRCO
Processing Nationality CID Card for 20 Dzongkhags	Verify the records/complete CID form formalities and get signature of DCRCO and Dasho Dzongdag	5 minutes	Operator/ DCRCO
	Take facial Image and thumb Impression	3 minutes	Operator/ DRCO
	Scan the documents and Apply online	3 minutes	Operator
Census Transfer	Verify Census Transfer form and get signature of DCRCO and Dasho Dzongdag	5 minutes	Operator/ DCRCO
	Scan the documents and apply online	5 minutes	Operator
	Online Verification	3 minutes	DCRCO
Death Registration	Verify Death form and get signature of DCRCO	5 minutes	Operator/ DCRCO
	Apply online	2 minutes	Operator
	Online Verification	3 minutes	DCRCO
Household Information for 20 Dzongkhags	Complete service application form	5 minutes	CC /Operator/ DCRCO
Change of HoH	Verify the form, get signature from DCRCO and Dasho Dzongda	5 minutes	Operator/DCRCO
	Scan and apply online	3 minutes	Operator
Name Change and Date of Birth Correction	Verify the form, get signature from DCRCO and Dasho Dzongda	5 minutes	Operator/DCRCO
	Scan and apply online	3 minutes	Operator
Update of Citizen/SRP Individual information	Verify the documents and update in system	5 minutes	Operator/DCRCO
Change of Spouse Information	Verify the documents and update in system	5 minutes	Operator/DCRCO

Issuance of Nationality Certificate	Complete service application form and get signature from DCRCO	5 minutes	Operator/ DCRCO
Updation of Naturalization and Regularization	Verify the Documents and forward to Department	10 minutes	Operator/ DCRCO
Updation of Census Status	Verify the Documents and forward to Department	10 minutes	Operator/ DCRCO
Drop out cases	Verify the Documents and forward to Department	10 minutes	Operator/ DCRCO

## Annexure IV

Sl. No.	Category of Work	No. of Cases		Remarks	Reference soft copy (attached file name)
		In 2016 (1 year)	Per Month		
1	Birth Registration (public service delivery)	270	22	Cross-checking of documents through system	<i>Keeping records of application number for future reference</i>
2	Death Registration (public service delivery)	84	7	Cross-checking of documents through system	<i>Keeping records of application number for future reference</i>
3	HoH change (public service delivery)	120	10	Cross-checking of family members through system and get signature/thumb impression of 18 years and above	<i>Keeping records of application number for future reference</i>
4	Census Transfer (public service delivery)	60	5	Cross-checking of documents through system	<i>Keeping records of application number for future reference</i>
5	CID card processing (public service delivery)	180	15	Verify the 1 <sup>st</sup> time CID reporting form and get signature of Dasho Dzongdag, Take fecal Image and thumb Impression and Apply online	<i>Keeping records of application number for future reference</i>
		48	4	Verify the lost case CID form and get signature of Dasho Dzongdag, Take fecal Image and thumb Impression and Apply online	
		36	3	Verify the replacement CID form and get signature of Dasho Dzongdag, Take fecal Image and thumb Impression and Apply online	
6	Census drop out cases (public service delivery)	60	5	Checking and collection of documents, coordination of joint field verification, endorsement & submission of recommended cases to Ministry of Home and Cultural Affairs for further necessary action.	<i>Keeping records after forwarding the cases to DCRC Hq.</i>
7	Family Tree	240	20	Issued to RBP, Court, Loan purposes and land transaction cases	<i>Keeping records after issued to the requestors</i>
8	Double census	24	2	Cross-checking of records and to submit the cases to DCRC Hq. for further N/A	<i>Keeping records after forwarding the cases to DCRC Hq.</i>
9	Census Separation (allotted new House No./HH)	48	4	Cross-checking of records and to submit the cases to DCRC Hq. for further N/A	<i>Keeping records after forwarding the cases to DCRC Hq</i>

10	Verification of Change/appointment of new HoH	36	3	Cross-checking of records and to submit the cases to DCRC Hq. for further N/A	<i>Keeping records after forwarding the cases to DCRC Hq</i>
11	Compilation of Naturalization cases	12	1	Cross-checking of records and to submit the cases to DCRC Hq. for further N/A	<i>Keeping records after forwarding the cases to DCRC Hq</i>
12	Compilation of Monthly CID Revenue and progress report	12	1	Need to submit at the end of every month jointly with Revenue Officer	<i>Keeping records after submission to DCRC Hq</i>
13	DoB and Name correction cases	24	2	Cross-checking of records and to submit the cases to DCRC Hq. for further N/A	<i>Keeping records after forwarding the cases to DCRC Hq</i>
14	CID card renewal programme (on going in the geogs)	1000 (monthly)	70 (daily) with single handed	Fill up forms, pasting passport size Photograph, pasting Legal stamp, sealing, checking records and get signature of Dasho Dzongdag, Take fecal Image and thumb Impression and Apply online	
<b>Total:</b>		<b>2,888</b>	<b>209</b>		