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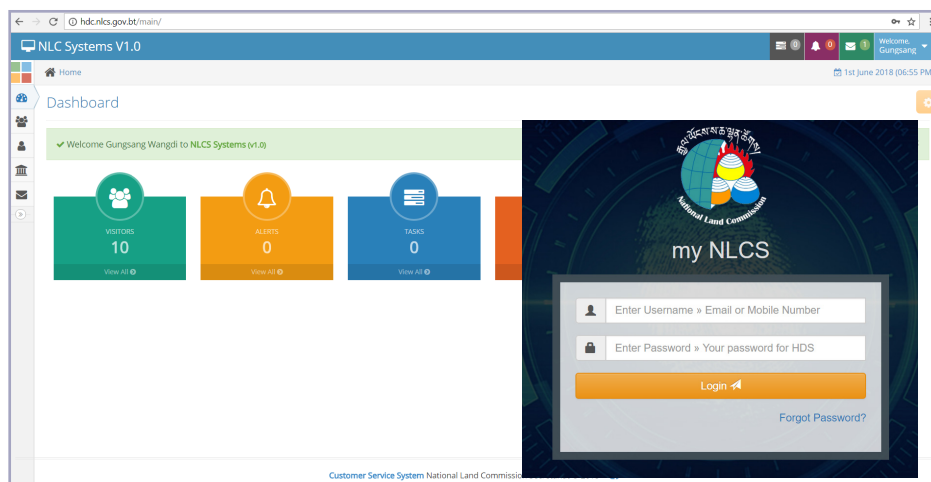
## His Majesty the King granted Land Kidu for Samtse Dzongkhag

His Majesty The King granted 1,261.027 acres of land as kidu to 9,628 beneficiaries of 15 gewogs under Samtse dzongkhag. Samtse is the 17<sup>th</sup> dzongkhag where land kidu has been granted as part of the nationwide land reform upon completion of the National Cadastral Resurvey Programme carried out by the National Land Commission.

His Majesty Commanded the National Land Commission to carry out a comprehensive land survey in 2007. The nation wide resurvey programme using the state of the art survey technology to generate accurate land parcel information was started in 2008 and completed in 2013.

A majority of the land kidu granted has been “excess land”, where families have been using land beyond what was registered in their Thram -the official land records.

## Two new systems launched



Interface of the My NLCS system

Coinciding with His Majesty the King's glorious 38th Birth Anniversary, the NLCS launched its much-awaited systems: (1) **My NLCS** and (2) Bhutan Land Dashboard Systems on 20<sup>th</sup> February, 2018. The launch was not a mere coincidence. It was rather a conscious effort to rededicate and reaffirm our service to the Tsa-Wa-Sum on His Majesty the King's Birth Anniversary. The two systems were launched

for enhancement of public service delivery. **My NLCS** is a web based system for mail management and online service tracking and monitoring.

The system will also track the whole life cycle of any service availed by the public from the NLCS. For instance, an individual or client coming to the office has to firstly submit an application to an official at the reception counter. The receptionist will then register and assign a unique receipt number in "**My NLCS** system". An application along with attachments thereof are scanned and forwarded to the addressee

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## Two new systems launched for enhancement of service delivery

through the system.

Unlike in the past, an application from an individual or official letter from other agencies are not maintained in the register book. All applications or official letters are also compiled and archived in the system.

As soon as an application or official letter is scanned and uploaded from the reception counter and forwarded to the addressee, the official concerned gets SMS alert in his or her mobile phone. If it is the Head of the Agency or Head of a Department to whom an application or letter is addressed to then they can write remark and further forward to the Division Chiefs or dealing officials. The remarks written are neither editable nor deletable

once it has been forwarded to the subordinates.

If the Chief of the Divisions require no action of their own then they further forward the application or letters to respective dealing officials with their remarks added in the system. The respective dealing officials will also receive a SMS alert in their cell phone immediately as and when they receive an application or letters in their mail box in **My NLCS** system. Until the necessary course of action is taken by the dealing officials on the application received, the status of that application or letter remains as pending task.

The Secretary and the Directors of the two Departments can monitor the status of a case or an application received by the

Secretariat. Even clients can know their application status by inquiring at the Customer Service Centre.

The **My NLCS** system was developed by ICT Division in collaboration with the Customer Services Center under the Secretariat.

The second system: **Bhutan Land Dashboard** has been developed to generate real-time report and statistics relating to land services. This system will show the statistics of urban and rural land transactions. It will also analyze and facilitate to show the Dzongkhag or Gewog wise land holdings by land type. It records every land transactions that are completed on a daily basis and store the information in the system every midnight.

## Video conference application launched

Promotion and enhancement of an efficient public service delivery is one of the NLCS' priorities. In recent years, NLCS' public service delivery both at the Headquarters and in the Dzongkhags and Drungkhags have improved with the introduction and rolling out of numerous ICT based online application systems.

However, there is no room for complacency and the NLCS continuously strives to further



The Secretary interacting with Samtse staff through TrueConf application

augment and take its public height in pursuit of promoting service delivery to a greater and achieving an "Excellence in

Service.” Easy, faster and effective communication within the service providers and between the clients and service providers is a key to realizing the excellence in service. To this end, the "TrueConf application" for video conferencing purpose has been launched on 9<sup>th</sup> February, 2018 by the Secretary, after having installed the application in all the 20 Dzongkhags, Thromdes and in Drunkhags. It is intended to enhance discussion amongst Dzongkhag, Drungkhag and Thromde Land Registrars and Surveyors with the key Officials at the Headquarter (HQ) from time to time without having to travel in person to the HQ.

On the other hand, an individual will not have to travel to the Headquarter to seek clarification on land related issues. If the Dzongkhag, Drungkhag and Thromde Land officials and Surveyors are not in a position to clarify and convince the landowners about their land related issues they can use video conference application to communicate with officials at the headquarter. It also gives an opportunity to the aggrieved parties to directly contact and seek clarifications or decisions from the directors and secretary.

Through use of this application, the referral cases from Dzongkhag, Drungkhag and Thromdes to

the Headquarter are expected to drastically reduce and avoid landowners from unnecessarily traveling and visiting the HQ.

The Ministry of Information and Communication has graciously shared the application, which they bought the server license from the TrueConf distributor based in India.

Currently, only Thimphu Thromde and Wamrong Drungkhag (out of four major Thromdes and 15 Drungkhags) are being able to be connected by the application. The same will be launched very soon in rest of the Thromdes and Drungkhags once the GovNet Connection is completed.

## JICA Bhutan handed over Topographical base map of southern belt

JICA Bhutan has handed over topographical base map of 1:25,000 scale covering 11,000sq. km. of eight southern Dzongkhags to NLCS. This large scale base mapping shall replace the existing 1:50,000 scale that was carried out in the early 1960s. Considering the base mapping as a critical component and a prerequisite in restructuring National Spatial Data Infrastructure (NSDI) in the country, JICA has supported the first phase of the project to NLCS with the capacity development and technological transfer modality. The first phase has been successfully completed.



JICA handing over Base map to the Director, Department of Survey & Mapping

Already, this critical support has brought in lot of NSDI restructuring and its credible uses in the country, that shall enable us to keep abreast with the changing

geospatial precision and need in general.

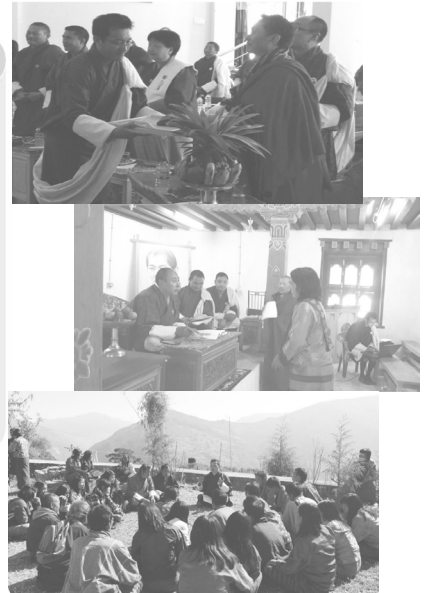
The base mapping project was commenced from August 2015 and completed in December, 2017



### Milestone 1

#### Service delivery Enhancement

- e-Citizen portal launched on August 4, 2017
- Mobile Land Services initiated to take land services to the grass root level
- Initiated Land Awareness program through field visits and multi media.



### Milestone 2

#### Institutional Development

- Recruited and deployed Land Inspectors in 20 Dzongkhags to ensure proper implementation of the Land Act 2007.
- Two departments (Department of Land Administration & Management and Department of Survey & Mapping) established and Directors appointed.
- Departments and Divisions under NLCS signed Annual Performance Targets with the Secretary.
- Bhutan Land Dashboard developed for real-time generation of land statistics



### Milestone 3

#### Land Governance Enhancement

- Land Use Right System piloted and targeted towards optimum land utilization and engagement of unemployed youths.
- Annual Land Conference held for Dzongkhag, Thromde and Drungkhag land Sectors.
- NLCS held consultation with Dzongkhag Land Sectors on preparation of 12th FYP



### Milestone 4

National  
Spatial Data  
Infrastructure  
development

- Topographical base mapping of the Southern Belt completed under the JICA assisted project.
- Topographical mapping for Kuri-Gongri HEP completed and handed over to WAPCOS.
- National Land Use Zoning implementation guidelines drafted



Fine plots of the following Dzongkhags were issued:

- Samtse -8570
- Tsirang-3659
- Gasa-147
- Paro-3207
- Sarpang-9046

Upon His Majesty's land kidu grant during Royal Highland Festival in Gasa Dzongkhag, 1116 Thrams were issued

### Milestone 5

Issuance of New  
Lag Thrams



### Milestone 6

Skills and  
Capacity  
development

- NLCS Women Association instituted to specifically look after the welfare of female staff of NLCS
- GIS analysis capacity development training for Survey Engineers and Surveyors conducted
- Land Administration & Management training for Land Record staff and Customer Care & Office Management training for support staff conducted
- Refresher training for RBA survey team conducted



## Gaydrungs under Wangduephodrang Dzongkhag trained on land transaction procedures

In the past, Gaydrungs duties were to collect taxes and draft correspondences for the gups. However, it has changed over the time. The Local Government Rules and Regulations mandate Gaydrungs to collect taxes and insurance premium from villagers, facilitate land transactions, and take care of documents in the gewog offices.



As Gaydrungs facilitate the land services at the gewog level, it is very important for them to know the basic knowledge of Land Act and the procedures for various land services. Accordingly, the Dzongkhag Land Sector has conducted training on "Land Transaction Procedures" to the Gaydrungs of 15 Gewogs under Wangduephodrang Dzongkhag from 23<sup>rd</sup> to 24<sup>th</sup> March, 2018 at the Conference Hall of PHPA I.

The Gaydrungs were trained on the procedures of various

land services and usage of land transaction forms. They were also sensitized on the provisions of the Land Act 2007 and Land Rules & Regulations 2007.

The Land Sector had trained all the 15 Gups, Mangmis, GAOs, Chiwog Tshogpas and public on land transaction procedures in 3 batches in 2017. With the completion of training for Gaydrungs, the first round of training on land transaction procedures to all the elected LG officials of the 2nd Local

Government has been successfully completed.

It is expected that with this training, the LG Officials will be delivering the land related services to the public more efficiently and professionally. The Dzongkhag Land Sector has plans to conduct similar kind of training to the LG officials every after 2 years to keep them updated on the revised procedures of land services in the 12th FYP plan.

*Reported by Mr. Gyembo  
Dzongkhag Land Registrar  
Wangduephodrang*

## NCRP II completed in Wangduephodrang Dzongkhag

The National Cadastral Resurvey phase II in all 15 gewogs of Wangdue Dzongkhag completed on 30th January 2018 which was commenced from the first week of December 2017.

The team has verified 1562 plots of pending land issues including verification and survey of Z plots and X plots. Z plots are those

plots which were surrendered and reverted as State land by those landowners who couldn't pay excess land cost during the New Sathram Compilation (NSC) time. The X plots are those plots left as forested land during NSC exercise of 1985 to 2005.

In the course of resurvey, cases pertaining to Transformation

Plots (TP) plots, pending Thrams, disputed plots, excess deficit issues, omission cases, and map and area correction were also executed in the field.

The NCRP II is underway in Dagana Dzongkhag. So far 7 gewogs of Drujegang, Gozhi, Khebesa, Lajab, Tashiding, Tsendagang and Tsangkha are completed.



## Chief ICT Officer joins the NLCS

Mr. Phurpa Wangchuk, Chief ICT Officer formally joined the office on 9th March, 2018. With his joining the already existing strong IT team of NLCS would be further leading to a greater height.

Prior to joining the office, he served in Government to Citizen (G2C) office under Office of the Prime Minister. He was one of the core team member behind G2C online services. He had joined the civil service in 2005 as an ICT Officer

in MoHCA where he served in various capacities in Departments under the Ministry of Home and Cultural Affairs. He was involved in development of Immigration Management System. He had also initiated the implementation of Thromde online payment system and online POL services for the Department of Trade under MoEA. He holds Masters in Information Technology from QUT (Brisbane), Australia.



The joining ceremony was graced by the Hon'ble Cabinet Secretary and the Offtg. Secretary of NLCS.

## Orientation program for the new Recruits

With the implementation of Organization Development Exercise several gaps were identified in human resource strength of the NLCS. Consequently, the office had to recruit several staff this year to fill up the gap.

A total of 17 people were recruited in the beginning of the year, of which 4 are Survey Engineers, 2 GIS Officers, Assistant Land Registrars and 9 Land Record Assistants.

The orientation program for the new recruits was conducted for 5 days. During the opening session, the Director, Department of Land Administration and Management welcomed and congratulated the new comers to the NLCS fraternity.



The orientation program covered the subjects on HR system, organizational structure, thram history and provisions of Land Act 2007 apart from procedures on surveying and mapping and land transactions. Besides, the participants were also inducted

to the ICT based systems of the office that are crucial for delivering effective and efficient public service. In conjunction, importance of customer care and document management was also included in the program.



### **DO YOU HAVE ANY QUESTIONS RELATED TO LAND ?**

Contact our Customer Service Centre and get your doubts on land related issues clarified by dialing toll free number **152** during office hours.

# KNOW YOUR LAND ACT

The Land Act of Bhutan 2007

## Rights and obligations of Landowners

### Conversion of Chhuzhing to other uses

**Section 91:** In case of conversion of Chhuzhing to other land categories for purposes other than residential land, such conversion may be processed in accordance to Section 166 of this Act.

### Use of Chhuzhing as residential land

**Section 92:** A landowner without a house and having only inherited Chhuzhing in his Thram may apply for one plot of 50 decimals in rural area for residential land from such Chhuzhing to the Local Authority in accordance with Sections 167 to 169 of this Act.

### Right to transact land

**Section 93:** Subject to the provisions of this Act, a person owning an independent Thram shall have the exclusive right to transact his land, including surrendering of land to the Government.

**Section 94:** Subject to the provision of this Act, a person may lease his land for the activities allowed by this Act, including share -cropping.

## Know the definition

- 1. Land transaction** means the change of title of ownership to a land by selling/purchasing of land; including inheriting of land, exchanging of land; gifting/donating of land; surrendering land to the Government; order of Court of Competent Jurisdiction; and default of mortgage subject to the applicable law.
- 2. Lease** means a state of tenure that confers only a right of use of land for defined period of time and does not imply the ownership of land.
- 3. Local Authority** means committees constituted in the Gewog, Drungkhag, Thromde and Dzongkhag. The executive head of the Geowg, Drungkhag, Thromde and Dzongkhag shall be the ex-officio chairperson of the Committees along with 6 other members from organizations related to land and include 2 officials from elected bodies.

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