



**User Manual and
Standard Operating Procedure
for
eCitizen Portal
(Online land transaction system for Urban Land)**

Royal Government of Bhutan
National Land Commission Secretariat
Thimphu, Bhutan

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LIST OF ACRONYMS

CID	Cadastral Information Division
CID no	Citizenship Identity Card Number
DoSAM	Department of Survey and Mapping
FRS	Functional Requirement Specification
ID	Identification
IDA	Infocom Development Authority (Singapore)
ICT	Information and Communication Technology
LG	Local Government
LT form	Land Transaction Form
NCRP	National Cadastral Resurvey Program
NLCS	National Land Commission Secretariat
PAVA	Property Assessment and Valuation Agency
PDF	Portable Document Format
RGOB	Royal Government of Bhutan
SMS	Short Message Service
SOP	Standard Operating Procedure
ULD	Urban Land Division

Introduction

National Land Commission Secretariat (NLCS) is at the forefront among agencies in Bhutan that have leveraged the potential of ICTs for enhancing efficiency in government functioning. The implementation of ICT based system in NLCS goes back to 2012 with the implementation of Rural e-Sakor, an online system for the rural land transaction. In 2013, NLCS implemented another online system (Urban e-Sakor) for processing the urban land transaction. The term e-Sakor is translated as 'e' meaning 'electronic', 'Sa' meaning 'land' and Kor is 'about'. It is an integrated land information service portal.

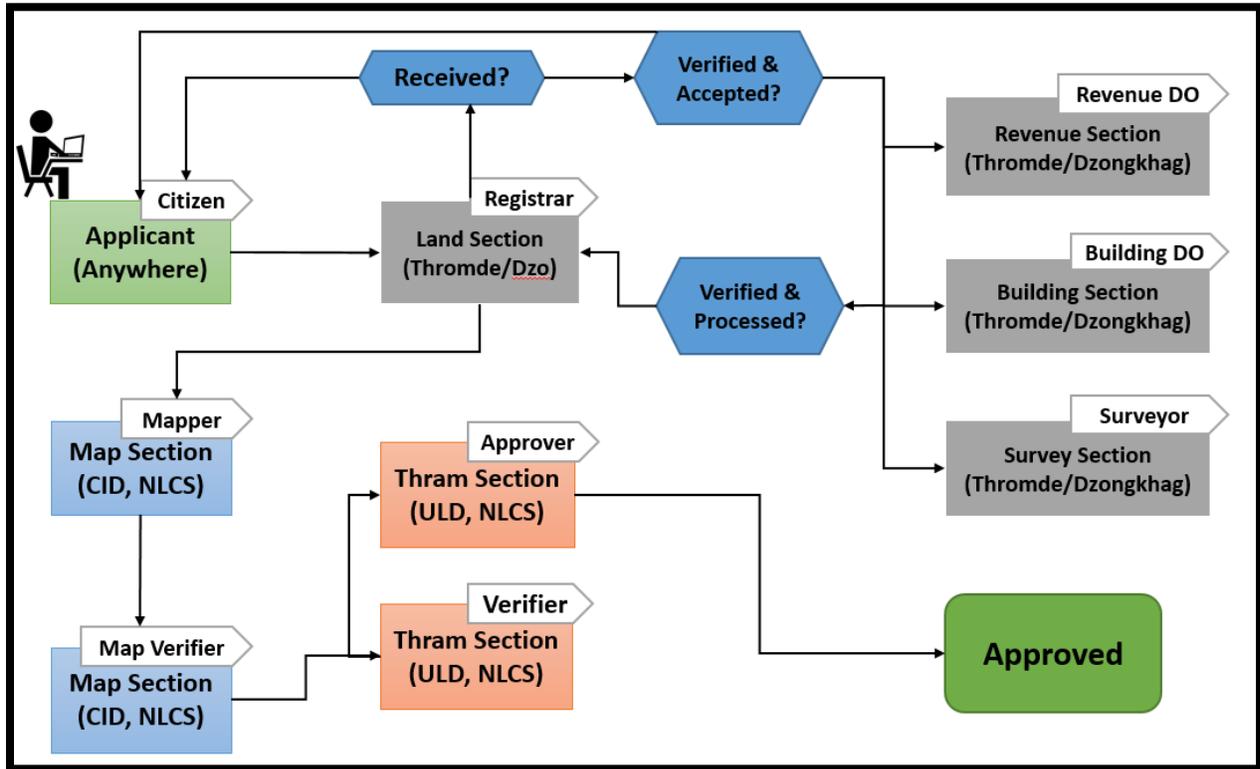
NLCS has been trying to improve the efficiency and effectiveness in implementing online systems for providing services to the citizen of Bhutan, and with more experiences, over the years NLCS has been improving a lot.

With the introduction of two online systems, NLCS left the traditional way of processing the land transaction in Bhutan. However, many improvements were needed on both the systems. In 2015 NLCS in collaboration with IDA International, Singapore and Department of IT and Telecom did a thorough diagnosis of the systems and documented them.

eCitizen Portal is a web-based urban land transaction system covering all the deficiencies found from the previous system with additional modules, features and functionalities.

System Flow

eCitizen Portal works in flow starting from the lowest role (applicant) till approval and post-approval activity. The flow at different levels are explained below:



To avail the online facility, the landowner is required to complete a registration process. Once the registration is successful, the user is assigned a role called 'citizen'.

The citizen is required to:

- Sign in the system
- Fill in the online forms
- Add transaction details
- Upload scanned copy of supporting documents and
- Submit the transaction application

Once the submission of application is completed, the application will reach to the respective Thromde for scrutiny.

The registrar at Thromde will verify and accept or reject the application and the citizen will be notified through SMS and their eCitizen account. The citizen can make changes to the rejected application and submit again.

The registrar accepts the transaction application after verification. The Survey Section, Revenue Section, and Building Section will be notified accordingly. The respective section then verifies the application. Simultaneously, land official starts the registration.

In accordance with Section 161 of the Land Act of Bhutan 2007, Thromde shall post a notice of the transaction for public viewing for a period of 30 days. After 30 days, the registrar will submit the transaction application to NLCS for further verification and approval.

The mapper after the received of the application, updates the map to the cadastral geodatabase. In case of changes in the map, the map verifier will be notified for verification. After the verification, the transaction application will be forwarded to Urban Land Division for final verification and approval.

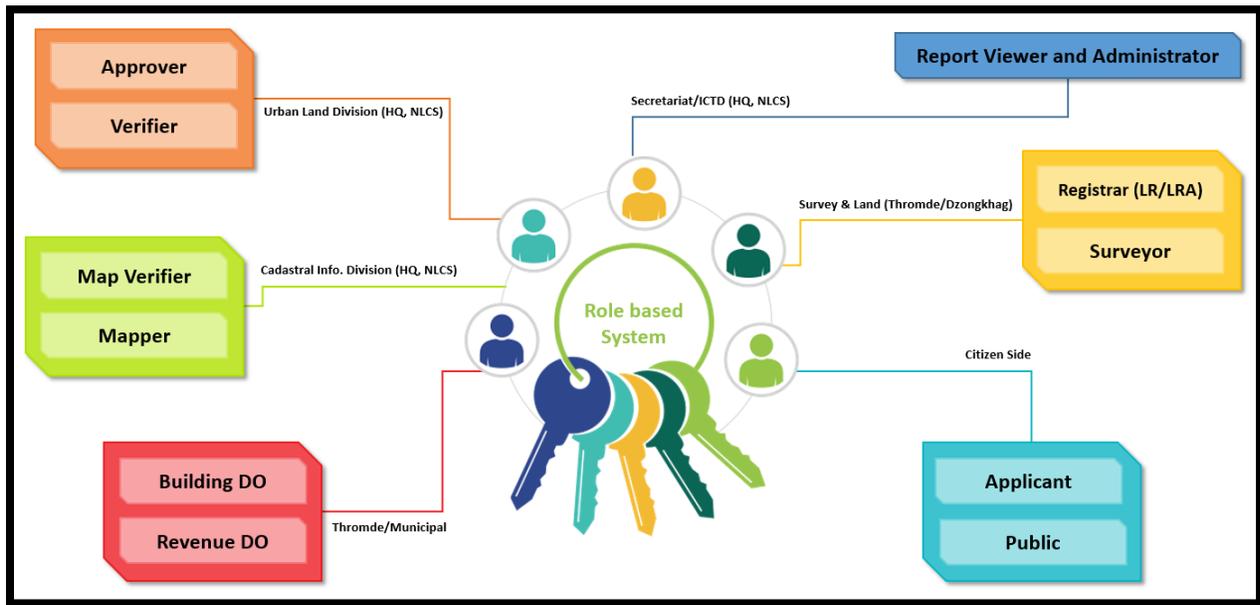
The verifier at Urban Land Division will verify the transaction forms and other transaction-related documents and prepares note sheet for approval.

After the transaction application is approved, the system sends a notification to different users:

- a) Verifier: To print thram and Chhazhag thram
- b) Mapper: To print a map for the plots involved in the transaction
- c) Revenue Section: To collect transfer tax (if applicable)
- d) Registrar: To notify the revenue section on the approval of the transaction application.
- e) Registrar or verifier: Has an option to send a notification to the citizen for LagThram collection.

Roles in System

eCitizen Portal is an online role-based system and different roles present in the system are as shown below:



- a) **Public:** The public who will access eCitizen Portal without signing in the system
- b) **Applicant:** The individuals who will register in the system and sign in to apply urban land transaction.
- c) **Registrar:** The land officials at Thromde or Dzongkhag who will receive and verify urban land transaction applications submitted by applicants
- d) **Surveyor:** The surveyor at Thromde/Dzongkhag who will do the surveying works if the transaction applications have anything to do with the fieldwork.
- e) **Revenue DO:** The revenue collector or any officials at Thromde/Dzongkhag who deals with land tax, property transfer tax etc.
- f) **Building DO:** The building inspectors at Thromde/Dzongkhag who deals with structure valuation if the transaction applications have flat or building transfer.
- g) **Mapper:** The official in Map Section, Cadastral Information Division who will update the maps to the cadastral geodatabase if there are modifications or addition/deletion of maps when processing transaction application.

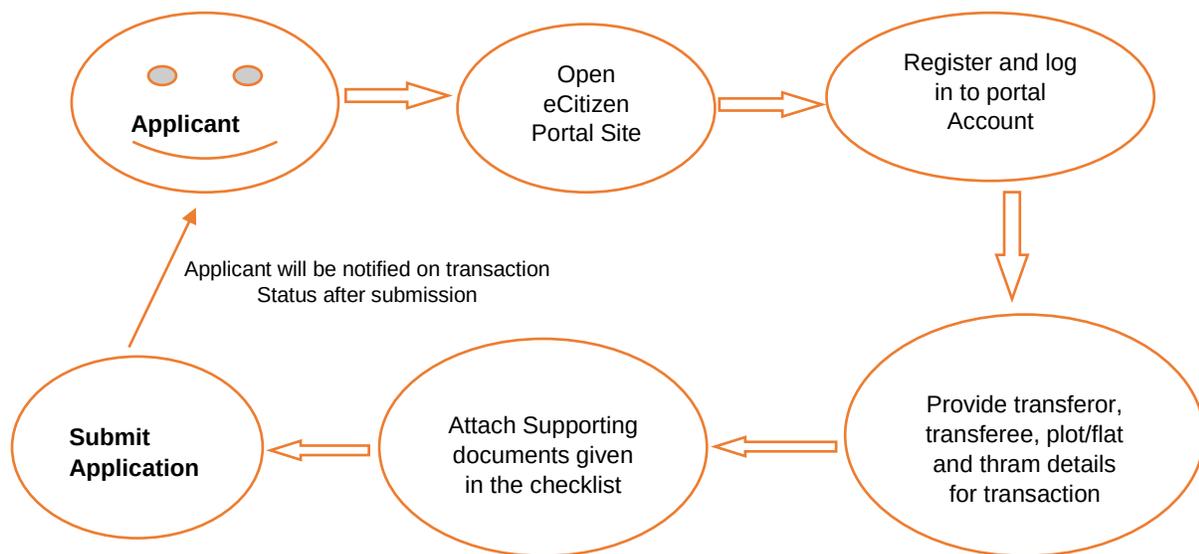
- h) Map Verifier:** The official in Map Section, Cadastral Information Division who will verify the updates made by the mapper to the maps to the cadastral geodatabase if any.
- i) Verifier:** The official in Urban Land Division who will verify the transaction forms and other transaction-related documents and prepares note sheet for approval.
- j) Approver:** The official in Urban Land Division who will press the final approve button in the system.
- k) Report Viewer:** The Chief of Divisions who will monitor urban land transaction applications at different level and stage. It can also be assigned to individuals who will be generating reports for analysis and preparing reports to be submitted for higher authorities.
- l) Administrator:** The system administrator who will manage the system. The admin can manage registered system users, manage transactions related activity, manage land master tables, etc.

CHAPTER I Application procedure by the applicant

1. Application Process by Applicant - Citizen Guide for online transaction

The National Land Commission Secretariat has revamped property transaction system from the traditional method of using hardcopy forms to e-services called e-Citizen Portal, making convenient for an applicant in availing efficient service. Hence, it has been imperative to have Standard Operating Procedure (SOP) to guide an applicant in using eService which is implemented in Thromde.

This chapter will assist an applicant with a step-by-step guide in creating a user account, logging in and applying transaction, addressing the issue in process of using eCitizen Portal.



2. Checklist of documents for the online transaction

An applicant must ensure that following documents that are relevant to a particular transaction must be provided both in scanned and original forms on applying transaction through eCitizen Portal.

- 2.1 Sale Deed/ Internal Agreement/ Court Verdict
- 2.2 No Objection Certificate from family members or co-owners has to be submitted by transferor if ownership type is family land or joint ownership
- 2.3 Latest family tree/register has to be submitted by the transferor for family land.

- 2.4 Financial clearance from a financial institution if the property is mortgaged.
- 2.5 Occupancy Certificate for flat/Building transaction.
- 2.6 Death certificate for late transferor from the hospital or local government.
- 2.7 Certificate of incorporation for the registered company.
- 2.8 Mortgage declaration by the transferor
- 2.9 Any other supporting documents as sought by Local Government

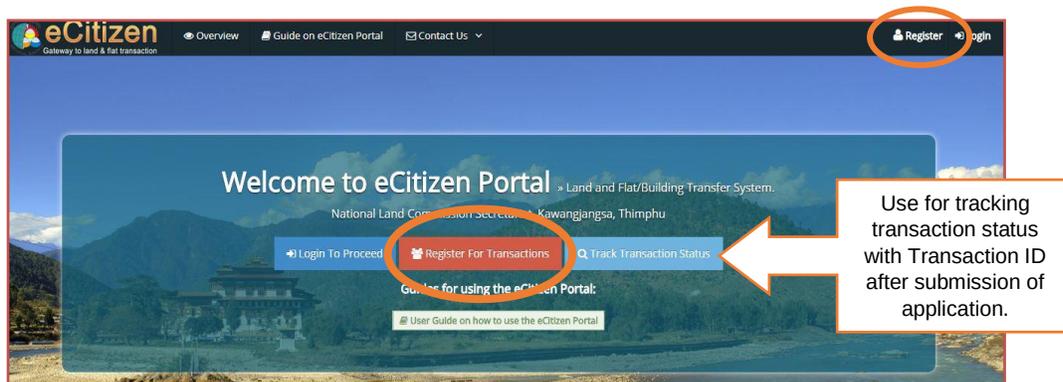
3. Accessing eCitizen Portal

To use eCitizen Portal, visit <http://citizen.nlcs.gov.bt> or follow the following steps

- a) Go to www.nlcs.gov.bt
- b) Click “E-SERVICES” on the menu bar, then select “ECITIZEN PORTAL”
- c) Click on “eCitizen Portal Site” at end of brief introduction on eCitizen Portal.

4. Creating user account

Click on “Register” button on right-hand corner or “Register for Transaction” button in the center of portal to create a new user account.



Enter valid Citizenship Identity no and Date of Birth, the name of a user will be fetched automatically. Unique CID no can be used to create only one user account. Provide authentic email ID and mobile no to be used as the username. Create and confirm the password to be used while logging in to portal account.

Register and create an account.

Give your details to register.

Enter your Citizenship Identity Card Number:

Note - Click the top row when the calendar is displayed for selecting year and month (Eg: April 2017 then 2017).

Select your Date Of Birth:

Note - Name will be fetched automatically if CID No and DoB matches.

Full Name will be fetched if CID No and DoB matches.

Note - Email ID or Mobile number will be used as Username.

Enter your Email ID to receive credentials:

+975 Enter Your 8 digit Mobile Number:

This mobile number is already in use. Please contact System Admins.

Note - The password you enter here will be used when you log into the portal.

Enter Password. Required when logging into the portal.

Confirm your Password.

I declare that the information that I have provided above is correct as per my knowledge.

Captcha - Please click the box in front of I'm not a robot.

I'm not a robot

reCAPTCHA

Reset Register →

← Back to login

Once information is correctly entered. Click declaration box and answer the question in the captcha. Select “Register” button to register and create a user account. The credential will be sent to entered mobile no and email ID on successful registration. The reset button can be used to clear furnished information and Back to Login button to access the Login page.

5. Logging in to Account

Now, a user can log in to an account by typing either email id or mobile no as username and type password created during registration. Click Login button after entering this information.

Please Provide Your Credentials

Username -> Email ID or Mobile Number.

E-mail ID or Mobile Number

Please enter your username.

Password:

Your Password

Remember Me

Login

I forgot my password I want to register →

Click “I forget my password” button if a password is forgotten. Enter authentic email id furnished during registration and click “Submit” button.

✓ Please Provide email ID (Username):

Email » Email ID provided during registration.

Enter your Email ID. 

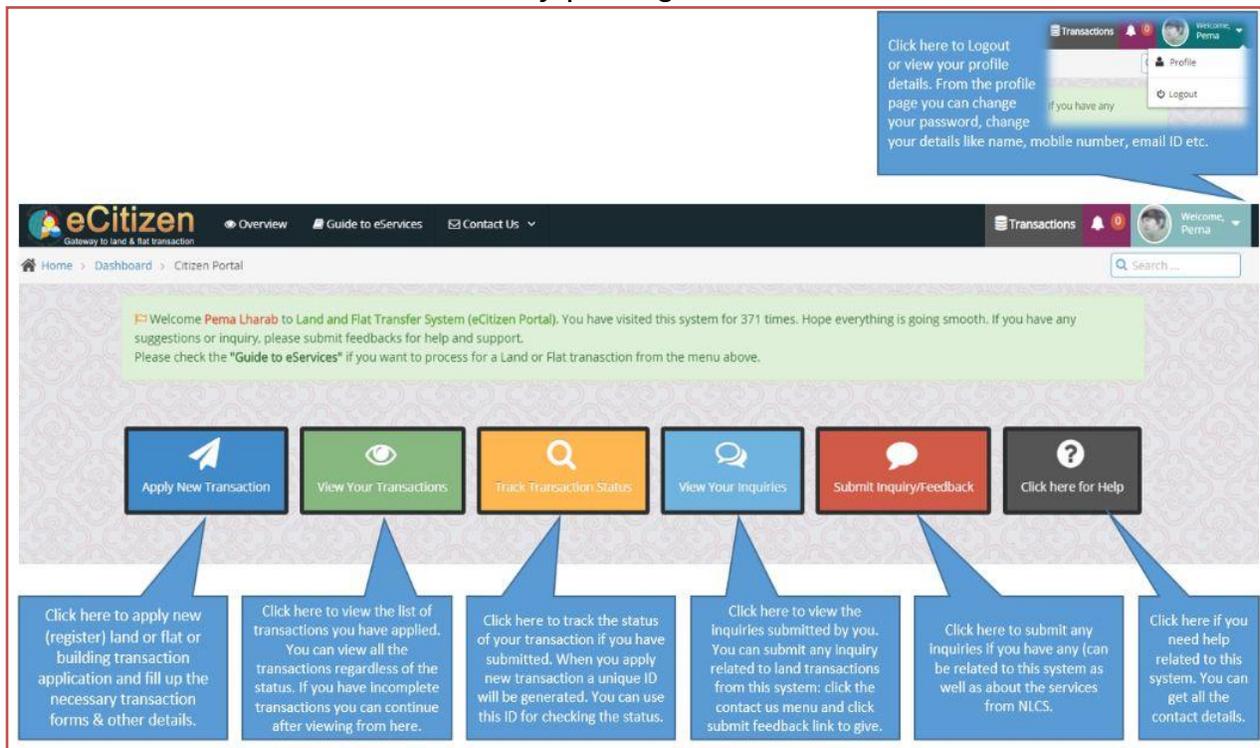
**Note : If your email ID is valid, new password will be generated and sent to your mobile (SMS) and Email provided during registration.*

✓ Submit

A new password will be generated and mailed to email id and mobile no after verifying email id. The password can be changed after login.

6. Applying Land/Flat Transaction

- i. The following page will be displayed after successful login. The function of each button can be viewed by placing the cursor on it.



The screenshot shows the eCitizen portal dashboard for user Pema Uharab. The dashboard includes a navigation menu with 'Overview', 'Guide to eServices', and 'Contact Us'. A central banner welcomes the user and provides a 'Guide to eServices' link. Below the banner are six main action buttons: 'Apply New Transaction', 'View Your Transactions', 'Track Transaction Status', 'View Your Inquiries', 'Submit Inquiry/Feedback', and 'Click here for Help'. Each button has a corresponding callout box explaining its function.

Apply New Transaction: Click here to apply new (register) land or flat or building transaction application and fill up the necessary transaction forms & other details.

View Your Transactions: Click here to view the list of transactions you have applied. You can view all the transactions regardless of the status. If you have incomplete transactions you can continue after viewing from here.

Track Transaction Status: Click here to track the status of your transaction if you have submitted. When you apply new transaction a unique ID will be generated. You can use this ID for checking the status.

View Your Inquiries: Click here to view the inquiries submitted by you. You can submit any inquiry related to land transactions from this system; click the contact us menu and click submit feedback link to give.

Submit Inquiry/Feedback: Click here to submit any inquiries if you have any (can be related to this system as well as about the services from NLCS).

Click here for Help: Click here if you need help related to this system. You can get all the contact details.

- ii. Click “Apply New Transaction” button to apply transaction. The following dialog box will be displayed.

*Note : If you are not sure what transaction type you have to select, please contact Land Office where your transaction application is being applied. All contact Details are [here](#). Thromde and Thromde Village will be on your original Lagthram.

Transaction Type
Select

Dzongkhag/Thromde
Select

Thromde Village
Select

Save & Next > Cancel

Select transaction type from dropdown base on nature of transaction. Ex, use "sale purchase" for transaction resulting from sale/purchase.

- iii. Select Transaction Type, Dzongkhag/Thromde and Thromde Village from the drop-down. Type a letter if no list appears in the drop-down. Click "Save & Next" button to provide transferor, transferee and plot information. Click "Cancel" button to quit transaction process.
- iv. Transaction No and applied Date will be assigned automatically along with inputted Transaction Type and Thromde Village in next screen.

Change of Ownership Type | 23180068 Initiated Mortgage Declaration Form Print Overview View Activity Logs

Transaction No: 23180068 Date: 04-06-2018

Transaction Type: Change of Ownership Type Thromde Village: Phuentsholing

Note: In the section below, if the transaction involves more than one people it is mandatory to add both transferor and transferee.

Transferor, Transferee and Others informations + Add Individual + Add Firms/Corporate/Agency

- v. Click "Add Individual" or "Add Firms/Corporate/Agency" to enter information of Transferor, Transferee, and witness. Some information will be auto-fetched on typing CID No else need to provide information manually. Use Add Firms/Corporate/Agency button in case of late transferor without CID No.

+ Add Transactor Details for Firm/Corporate/Agency ✕

Name Of Firm/Corporate/Agency Enter Your Name	Contact No. +975 Mobile Number
E-mail Enter Your Email Address	Transaction Party Select an Option
Thram Enter Your Thram Number	Ownership Select an Option
Witness CID CID# Enter Witness CID	witness Name Enter Witness Name
witness DoB Enter Witness DoB	

+ Add Personal Details ✕

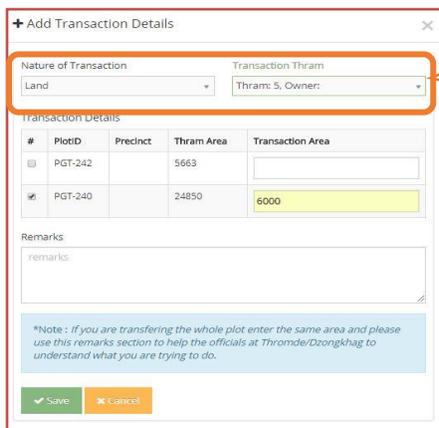
NOTE: If CID No. is valid other details (Name, DoB and Gender) Will be fetched automatically.

Citizen ID No CID# 11703002152	Date Of Birth * Will be auto fetched. 1982-11-11
Name * Will be auto fetched. Rigzin	Gender * Will be auto fetched. Male
Mobile No. +975 17110502	E-mail sheten123@yahoo.com
Transaction Party Transferor	Thram 29 <small>(If transferee have no thram leave this field empty)</small>
Ownership Individual Person	Witness CID CID# 10211001279
Witness Name * Will be auto fetched. Dhan Bdr. Rai	Witness DoB * Will be auto fetched. 1952-01-01

vi. Click "Save" button to save details.

Sl.	Party	Name	Gender	Citizen ID	DoB	Mobile Email	Thram	Ownership	Witness CID Name	Action
1	Transferor	Rigzin	0		0000-00-00	17777450 sheten123@yahoo.com	943	Individual Person	10211001279 Dhan Bdr. Rai	

- vii. Added information can be edited or deleted before submission using tools displayed under Action column.
- viii. Click “Add Transaction Details” to provide information on a land or flat/Building to be transacted. Select Nature of Transaction and Transaction Thram from the drop-down. Select a plot from the displayed list and type area to be transacted in the respective field. Remark section can be used to furnish any additional information. Click “Save” button.

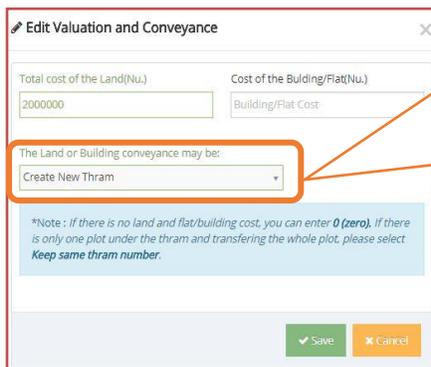


Nature of Transaction
Use “Land” for land transaction or “flat/Building” for Flat/Building transaction

Nature of Transaction

- i. Sale/Purchase
- ii. Inheritance
- iii. Donation/Gift

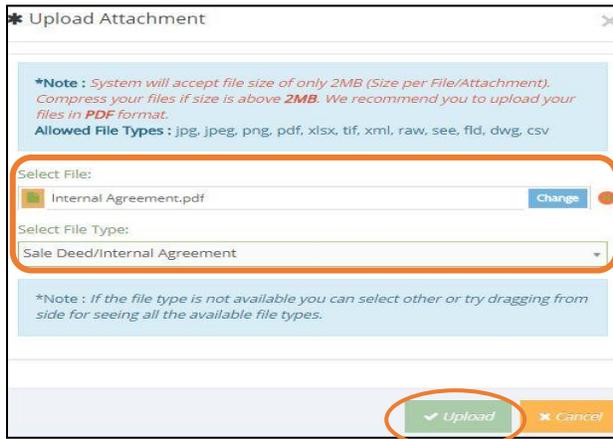
- ix. Click “Add Valuation” to enter land/flat/Building value and select type from the drop-down to assign them no to the transacted area. Type “0” for non-existent of value. “Keep same Thram Number” should be selected from drop-down if a plot in the transaction is the only plot and being wholly transferred from existing thram. Click “Save”.



Options available in dropdown:

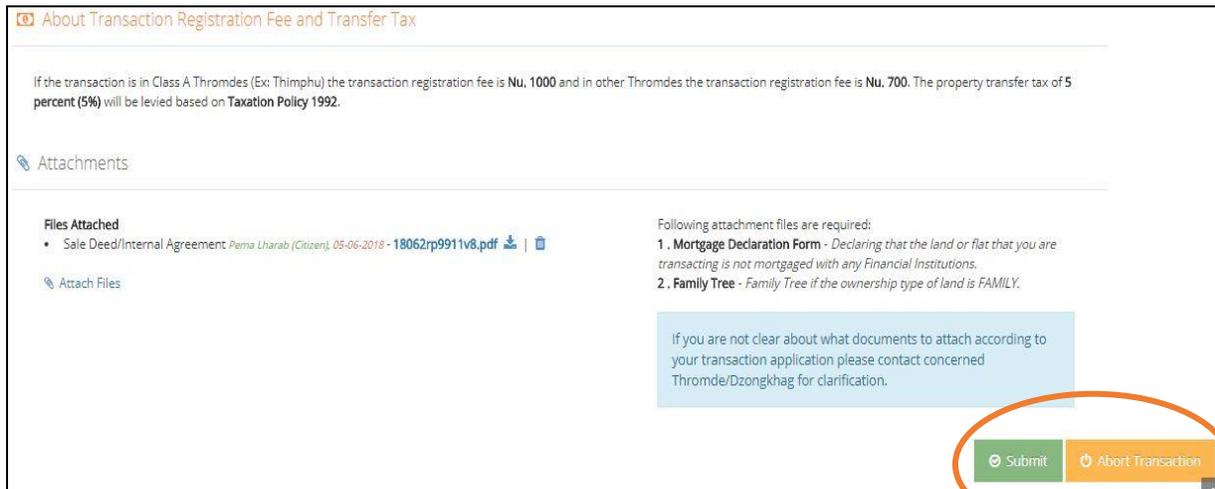
1. **Create New Thram:** Use for creating new thram for transacted land.
2. **Merge in Transferee Thram:** Use on transferring transacted land in transferee’s existing thram in same Thromde.
3. **Merge in an existing Thram:** Use while merging Thrams and consolidating plot of a thram holder within same Thromde.
4. **Keep Same Thram Number:** Use in retaining transferor thram number if transacted plot is only plot and transferred wholly.

- x. Click “Attach Files” to upload supporting documents: Internal/Sale Agreement or court verdict, No objection certificate for family and joint ownership(transferor), family register/tree for family land(transferor), Financial Clearance if property is mortgaged, Occupancy certificate for flat or building, death certificate for late transferor, mortgage declaration in PDF format. File size should not exceed 2MB.

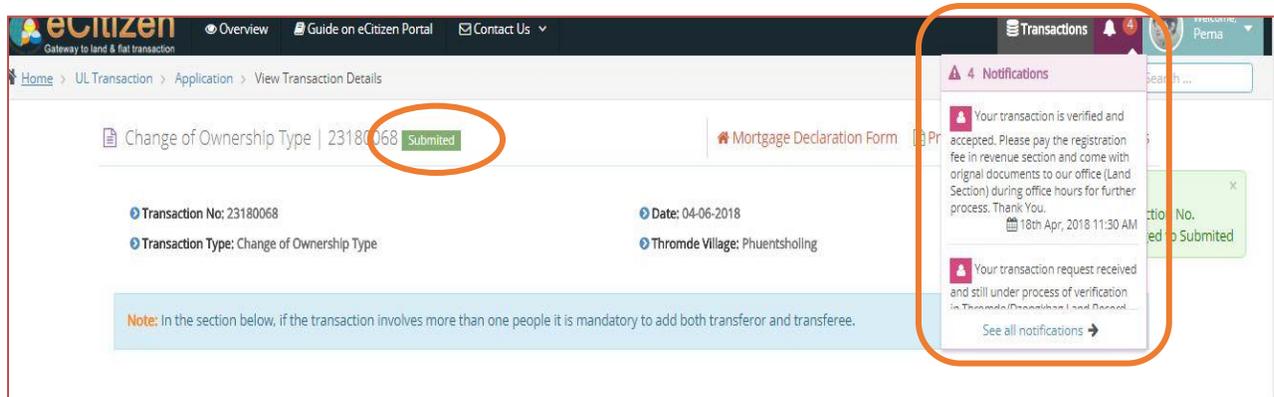


Select file type from dropdown and Click “Upload” button.

- xi. Click “Submit” button after providing all required information or click “Abort Transaction” button to cancel the transaction.



- xii. An applicant will be notified in notification corner as well as through email and SMS after acceptance of transaction by Thromde. The transaction will be rejected if an applicant submits incomplete documents and incorrect thram and plot details. Transaction status will be updated accordingly.



- xiii. Applicant has to submit original documents to the Land Section of Thromde for further processing and pay the registration fee for the transaction through the section.