

| Sl.# | Type of Service | Procedure for accessing service | Time frame for service delivery | Contact/Coordinating inmates |
|------|---|--|---|---|
| 1 | New Registration of Contractors (Class D/Petty) | Collection of CDB Registration form (from BCCI Office or download from CDB web site) | On the spot | CDB/BCCI Office |
| | | Endorsement from CAB Office | 1 - 2 hrs | CAB Office |
| | | Submission of duly filled form along with CID card copy, Security Clearance Certificate copy | ½ hrs | Mr. L.B. Bhujel Ph# (02) 326035 |
| | | Attend an induction Course conducted by CDB | 3 days | Mr. Tashi Tshering / Mr. Tashi Phuntsho Ph# (02) 326035 |
| | | Submit the Induction Course certificate | On the spot | Mr. L.B. Bhujel Ph# (02) 326035 |
| | | Assessment of form and Data entry into CDB database | 1 - 2 hrs | Mr. Tshering Nidup/Mr. Chungdu Tshering Ph# (02) 326035 |
| | | Payment of registration fees at Account Section, MoWHS | 1 hrs | Ms. Sonam Pelden (Accounts, MoWHS) |
| | | Preparation of Notesheet and signing of the Certificate by CDB Chairman | 2 ½ days | Mr. Tshering Nidup Ph# (02) 326035 |
| | | Issuance of CDB Certificate to the applicant on production of money receipt | On the spot | Mr. L.B. Bhujel Ph# (02) 326035 |
| | | | | Total Days |
| 2 | Revalidation of Contractors | Collection of CDB Registration form (from BCCI Office or download from CDB web site) | On the spot | CDB/BCCI Office |
| | | Endorsement from CAB Office | 1 - 2 hrs | CAB Office |
| | | Submission of duly filled form along with necessary documents required for revalidation | ½ hrs | Mr. L.B. Bhujel Ph# (02) 326035 |
| | | Assessment of form and Data entry into CDB database | 1 - 2 hrs (depends on the required documents) | Mr. Tshering Nidup/Mr. Chungdu Tshering Ph# (02) 326035 |
| | | Payment of registration fees at Account Section, MoWHS | 1 hrs | Ms. Sonam Pelden (Accounts, MoWHS) |
| | | Preparation of Notesheet and signing of the Certificate by CDB Chairman | 2 ½ days (depends on the availability of Chairman) | Mr. Tshering Nidup Ph# (02) 326035 |
| | | Issuance of CDB Certificate to the applicant on production of money receipt | On the spot | Mr. L.B. Bhujel Ph# (02) 326035 |
| | | | | Total Days |

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| 3 | Up-gradation of Contractors / Direct Entry of Class 'C' (those with technical background) | Collection of CDB Registration form (from BCCI Office or download from CDB web site) | On the spot | CDB/BCCI Office |
| | | Endorsement from CAB Office | 1 - 2 hrs | CAB Office |
| | | Submission of duly filled form along with necessary documents required for up-gradation / Direct entry | 1 hrs | Mr. L.B. Bhujel Ph# (02) 326035 |
| | | Assessment of form, field verification (if any) and Data entry into CDB database | 1 - 5 days (depend on the complete submission of documents) | Mr. Chungdu Tshering / Mr. Tshering Nidup Ph# (02) 326035 |
| | | Payment of registration fees at Account Section, MoWHS | 1 hrs | Ms. Sonam Pelden (Accounts, MoWHS) |
| | | Preparation of Notesheet and signing of the Certificate by CDB Chairman | 2 ½ days (depends on the availability of Chairman) | Mr. Chungdu Tshering Ph# (02) 326035 |
| | | Issuance of CDB Certificate to the applicant on production of money receipt | On the spot | Mr. L.B. Bhujel Ph# (02) 326035 |
| | | Total Days | 5 Days | |
| 4 | Registration of Consultant | Collection of CDB Registration form (from BCCI Office or download from CDB web site) | On the spot | CDB/BCCI Office |
| | | Submission of duly filled form along with necessary documents required for registration | 1 hrs | Mr. L.B. Bhujel Ph# (02) 326035 |
| | | Assessment of form and Data entry into CDB database | 1 - 2 hrs | Mr. Tashi Tshering Ph# (02) 326035 |
| | | Payment of registration fees at Account Section, MoWHS | 2 hrs | Ms. Sonam Pelden (Accounts, MoWHS) |
| | | Preparation of Notesheet and signing of the Certificate by CDB Chairman | 2 ½ days | Mr. Tashi Tshering Ph# (02) 326035 |
| | | Issuance of CDB Certificate to the applicant on production of money receipt | On the spot | Mr. L.B. Bhujel Ph# (02) 326035 |
| | | Total Days | 2 - 5 Days | |
| 5 | Registration of Architect | Collection of CDB Registration form (from RBIA or download from CDB web site) | On the spot | RBIA/CDB Office |
| | | Endorsement from RBIA Office | 1 - 4 hrs | RBIA Office |
| | | Submission of duly filled form along with necessary documents required for registration | 1 hrs | Mr. L.B. Bhujel Ph# (02) 326035 |

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| | | Assessment of form and Data entry into CDB database | 1 hrs | Mr. Tashi Tshering Ph# (02) 326035 |
| | | Payment of registration fees at Account Section, MoWHS | 2 hrs | Ms. Sonam Pelden (Accounts, MoWHS) |
| | | Preparation of Notesheet and signing of the Certificate by CDB Chairman | 2 days | Mr. Tashi Tshering Ph# (02) 326035 |
| | | Issuance of CDB Certificate to the applicant on production of money receipt | On the spot | Mr. L.B. Bhujel Ph# (02) 326035 |
| | | Total Days | 2 - 4 Days | |
| 6 | Arbitration cases | Submit an application in writing pertaining to the case | On the spot | CDB Office |
| | | Upon receipt of an application, CDB will issue request for arbitration form to the Claimant. | 1 hrs | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |
| | | Claimant shall fill up the form and submit to CDB for further follow up actions | On the spot | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |
| | | Upon receipt of duly filled form, CDB will issue reply to request for arbitration form to the Defendant | 1 - 2 hrs (depend upon the submission of form by Claimant) | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |
| | | Defendant has to submit reply to the request for arbitration form (<i>if the defendant fails to submit the form in prescribed time, arbitration shall not processed</i>) | 7 - 10 days | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |
| | | Upon receipt of acceptance letter from Defendant for arbitration and completion of all the above procedures. CDB will collect an arbitration fee of Nu. 3000 from Claimant and deposit to CDB account and shall start compiling all the complaints and documents to be put up for NAC meeting | 5 - 10 days (depending on the complexity of the case) | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |
| | | Preparation of notesheet to Chairman, NAC for his availability to attend and conduct the meeting. Based on the availability and date given by Chairman, CDB request all the NAC members to attend the meeting. | 3 - 5 days | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |
| | | Preparation of NAC meeting's minutes & Circulation for further comments and amendments | 5 - 10 days | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |

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| | | Issuance of Arbitral award | 4 - 5 days | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |
| | | If arbitral award is acceptable by both the parties, disputes is declared as settled and resolved and case closed permanently | | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |
| | | If arbitral award is not acceptable by one of the party, in some cases the case is kept for review in next NAC meeting | varies depending on the nature and complexity of the cases | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |
| | | If the decision of NAC is not acceptable by one of the party even after review, the case is declared as failed. Any party (ies) may appeal to a Court of Law. | | Mr. T.R. Gurung / Mr. Sonam Wangchuk Ph# (02) 326035 |
| | | Total Days | Varies | |