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Process Flow

Below is a summarized process flow for certified builder registration:



Process 1. Certified Builder Registration

1.1 Log on to www.citizenservices.gov.bt. The following portal will be displayed.



Fig 1.1 G2C Portal

1.2 Click on Construction Development Board

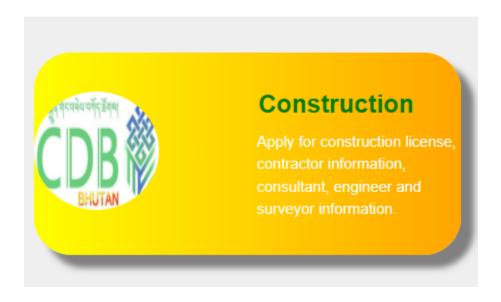


Fig 1.2 CDB link

1.3 The following page will be displayed.

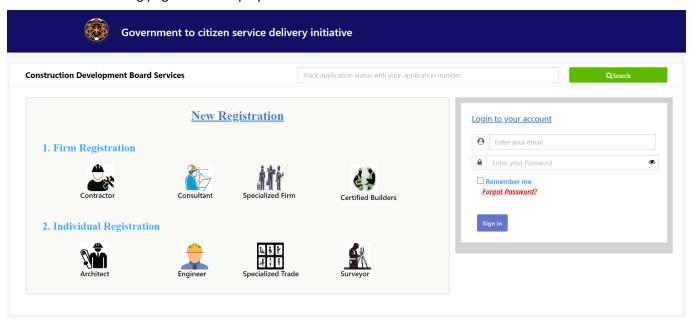


Fig 1.3 CDB public page

1.4 Upon clicking on Certified Builders, Following page will be displayed.

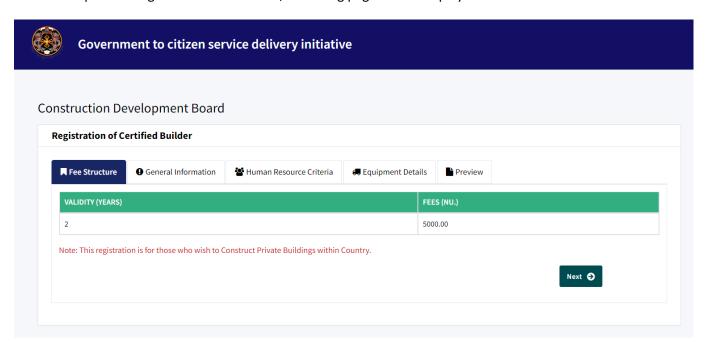


Fig 1.4 Registration first page – fee details

1.5 Click on next. Following page will be displayed.

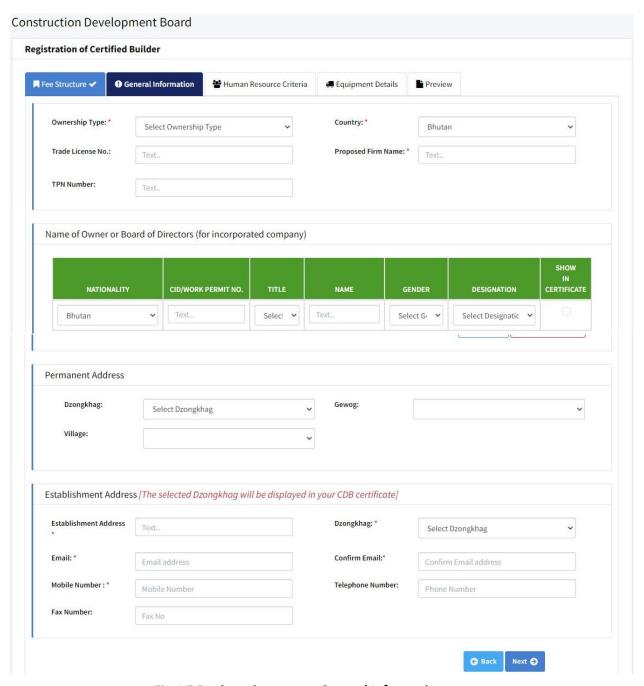


Fig 1.5 Registration page – General Information

- Enter all the general information shown on the page.
- For Bhutanese nationality, on entering the CID number, name and gender will be pulled automatically from census and populated on the name and gender box.
- Click on Add more to add multiple owner/board of directors.
- Enter permanent address, establishment address and click on next.

1.6 Following page is displayed:

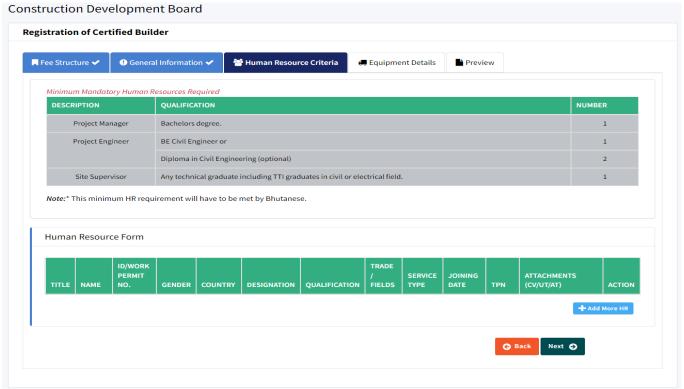


Fig 1.6 Registration page – Human Resource Criteria

1.7 Click on Add More HR, following page to enter human resource details will be displayed:

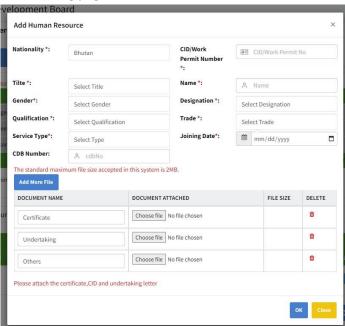


Fig 1.7 Human Resource Add Form

• Click Ok to add human resource. If you need to add again, click on Add HR button and repeat the process.

1.8 Click on next from the HR form and following page will be displayed:

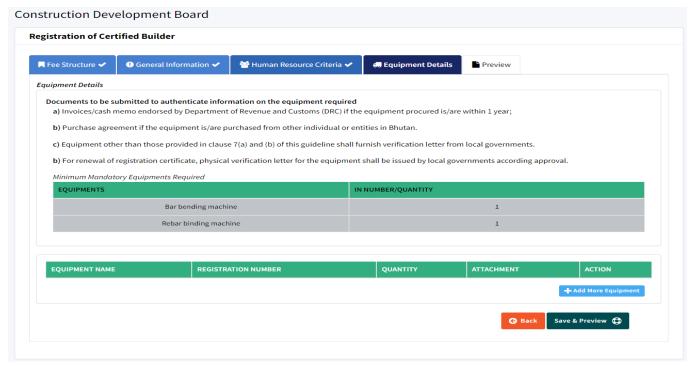


Fig 1.8 Equipment Criteria

1.9 Click on Add More Equipment, following page to enter equipment details will be displayed:

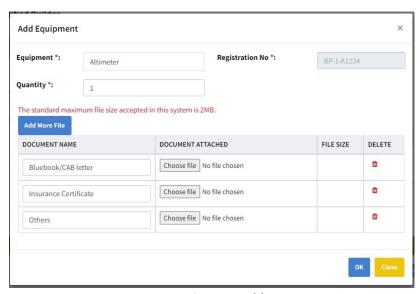


Fig 1.9 **Equipment Add Form**

 Click Ok after entering the details. If you need to add again, click on Add Equipment button and repeat the process.

1.10 Click on Save and Preview. Following page will be displayed. This page will display all the details entered whereby the correction can be done If there is any mistake committed while entering details.

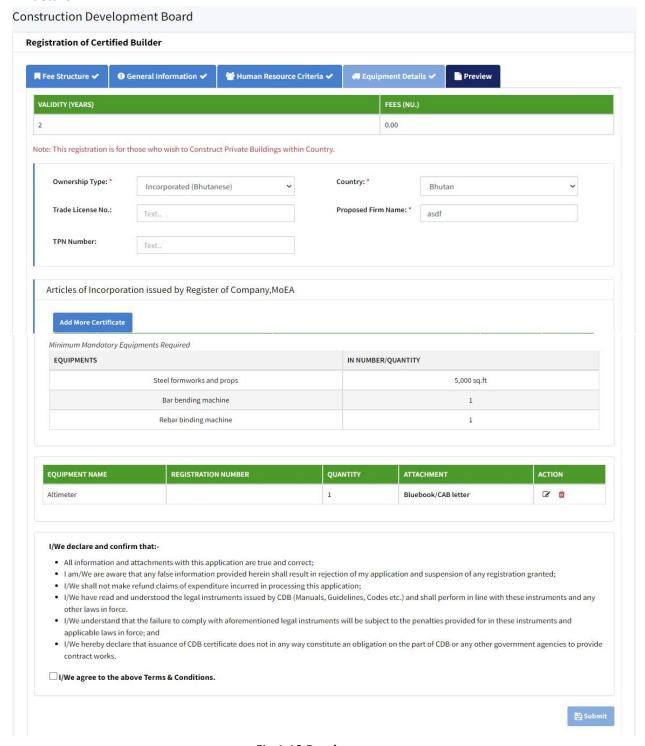


Fig 1.10 Preview page

1.11 Tick the terms and condition box.

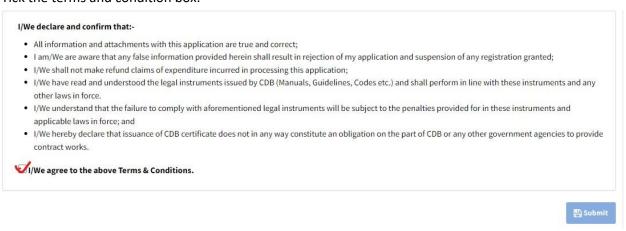


Fig 1.11 Confirmation box

1.12 On clicking the tick box, Submit button will be enabled. Click on Submit button. The acknowledgement message will be displayed with the application number.

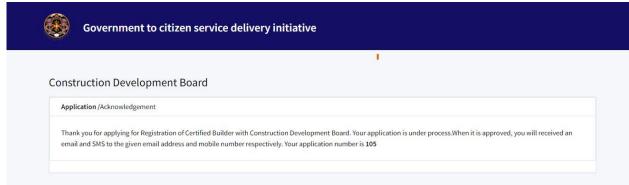


Fig 1.12 Acknowledgement on successful submission

- The application will then be verified and approved by CDB focal persons.
- You will be notified for payment on approval. The payment has to be done manually at the nearest RRCO and submit the receipt to CDB accounts.
- The account user will update payment.
- You will be notified with username and password.

Process 2. User Login

2.1 Once you receive User ID and password, repeat process 1.1 to 1.3. Then enter your username and password in the following box:

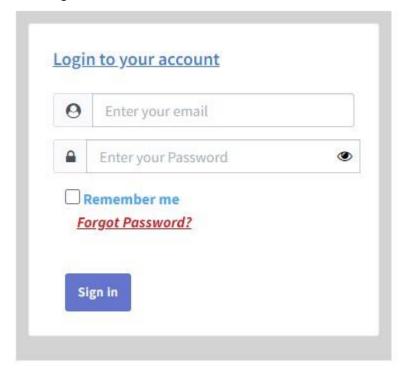


Fig 2.1 **Login page**

2.2 On entering user ID and password, your dashboard will be displayed:

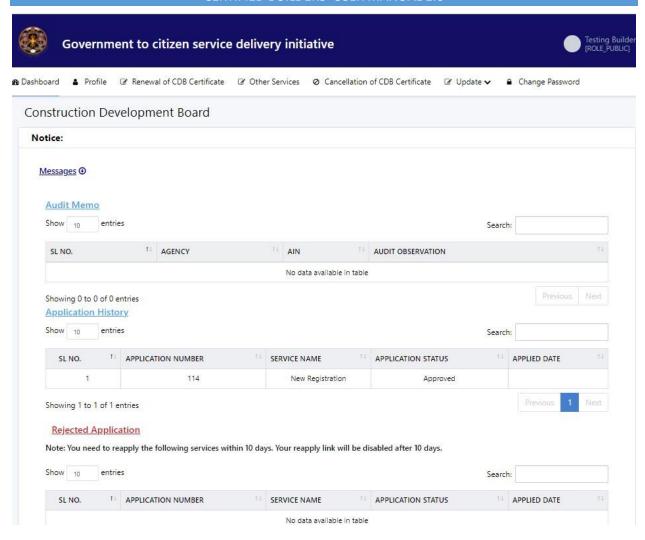


Fig 2.2 Dashboard

- On your dashboard, you will be able to see audit memo if any, application history and your rejected applications.
 - 2.3 From the menu, click on profile:

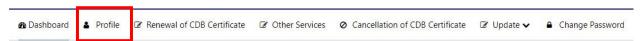


Fig 2.3 Menu

2.4 User profile will be displayed:

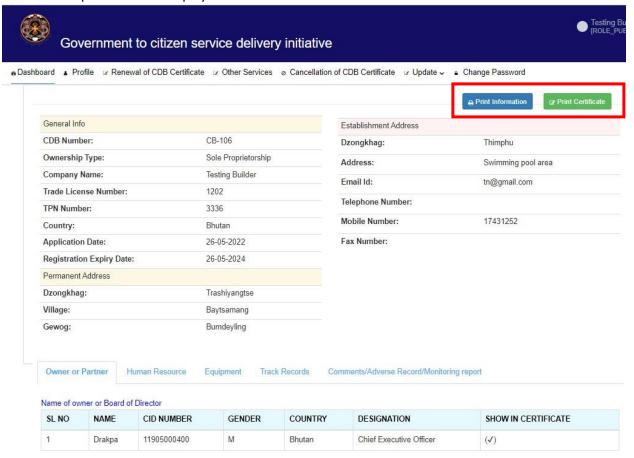


Fig 2.4 Profile

- On the profile, you will be able to see your details as shown above.
- · You can click on Print Information button to print profile.
- You can also click on Print certificate button to download as soft copy and print.

Process 3. Renewal of certificate

3.1 Follow login process 2.1. After log in, click on renewal link from the menu:

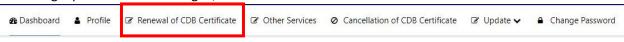
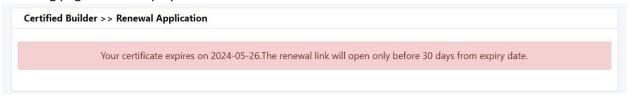


Fig 3.1 **Renewal menu**

3.2 Following page will be displayed.



• If you try to renew before 30-days of expiry date, above message will be displayed.

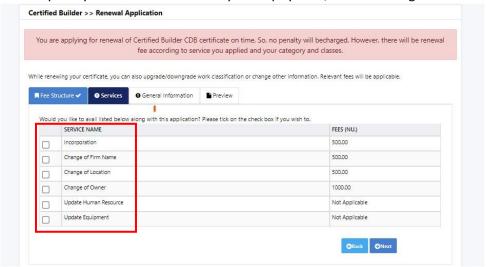
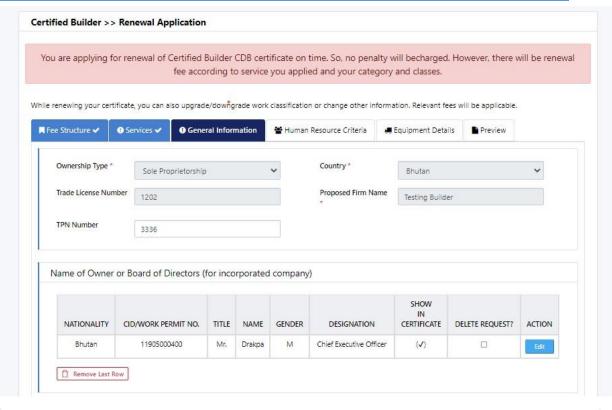
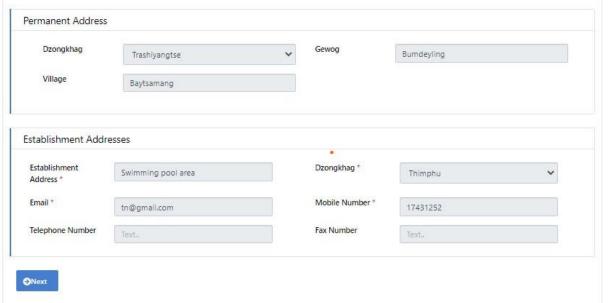


Fig 3.2 Services

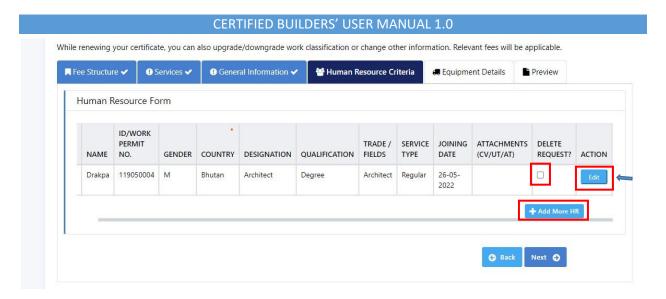
Note: Update human resource service is mandatory.

- You can change the above services while renewing your certificate.
- Click on next. Following page will be displayed.

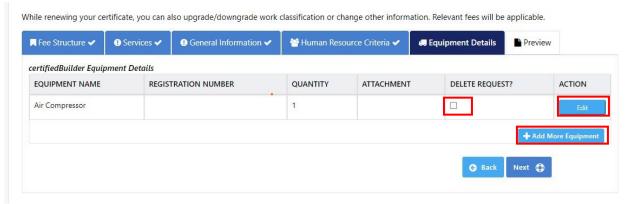




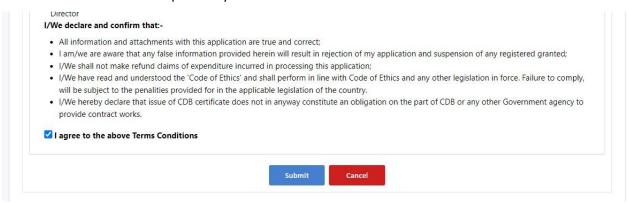
- All details submitted during registration will be displayed.
- Fields will be editable based on services checked in Fig 3.2
- click on next.



- 1. You can edit your HR information by clicking on EDIT button and add their documents as well.
- 2. If you wish to add new HR then click on +Add More HR button.
- 3. If you wish to deleted then check Delete Request check box under DELETE REQUEST section. Then click next button.



- 1. Similarly to HR service, you can EDIT, ADD and SEND DELETE REQUEST.
- 2. Click next to preview your form.



- Agree CDB terms and conditions and click on submit button if you wish to else click on cancel button.
- Following acknowledged message will be displayed with your renewal application number.

Application / Acknowledgement

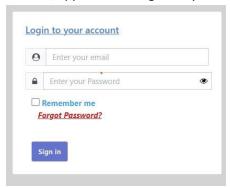
Your application for Renewal Of Certified Builder has been submitted and your application number is 117 You will receive an email with the Application summary.

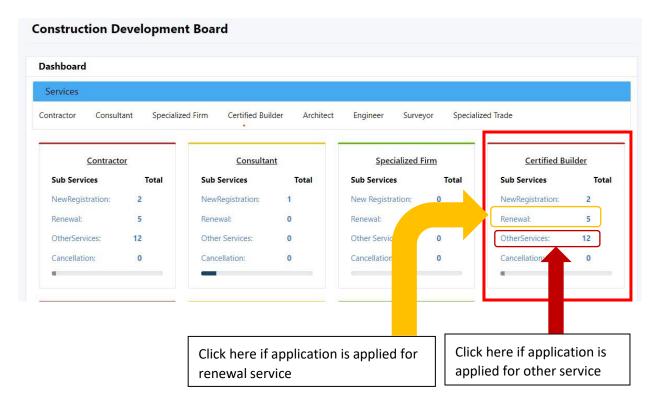
You can track your application using above Application Number. Thanks You.

Process 3. Renewal Verifier & Approval Task

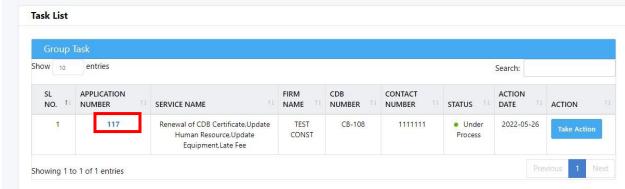
3.3 Renewal Verifier/Approval task

· Verifier/approval will login to system





Follow page will be displayed.

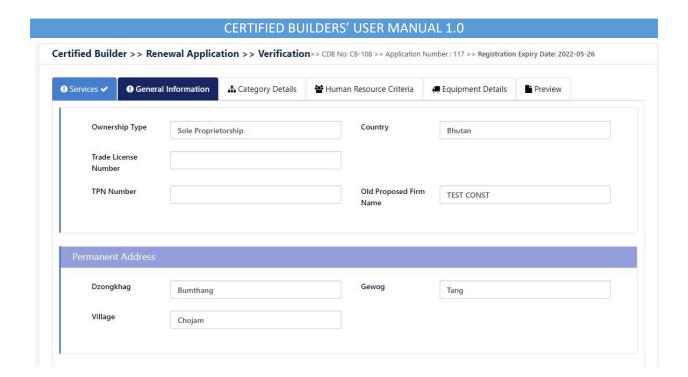


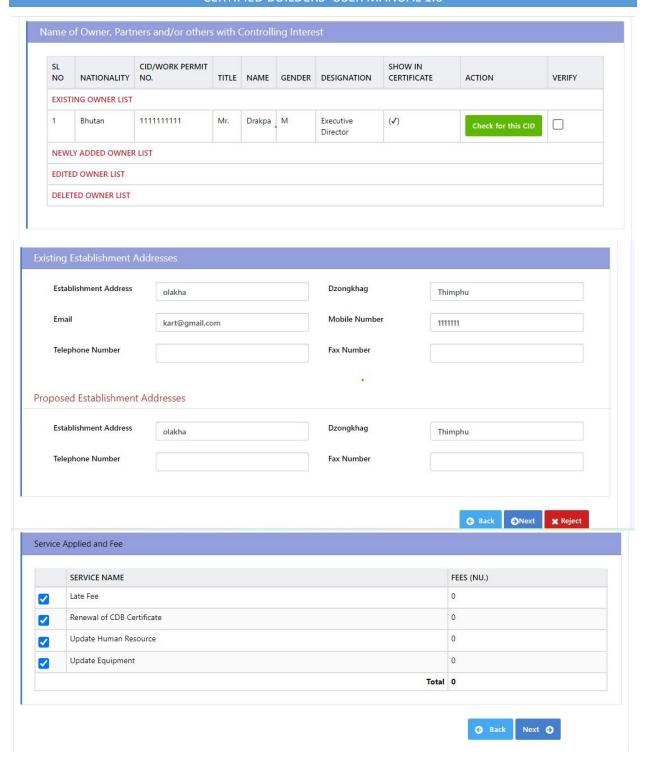
Click on application number to view details.



• Only applied services will be checked, so that verifier/approver will know which services are being applied during renewal/other service. Click next.

Follow page will be displayed

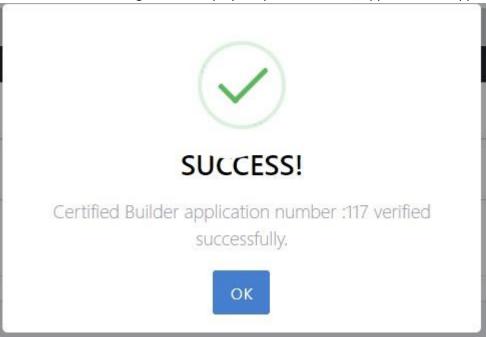




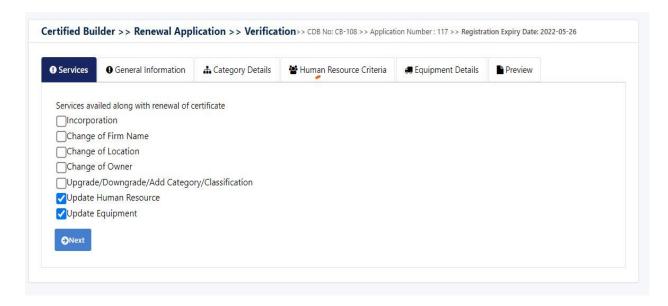
CERTIFIED BUILDERS' USER MANUAL 1.0 Human Resource Form ID/WORK TRADE PERMIT SERVICE JOINING ATTACHMENTS GENDER COUNTRY DESIGNATION QUALIFICATION FIELDS TITLE NAME NO. TYPE DATE (CV/UT/AT) ACTION EXISTING HUMAN RESOURCE LIST Drakpa 22222222 M Architect CLX Bhutan Bs. Regular Science NEWLY ADDED HUMAN RESOURCE LIST Lyonpo Drakpa 23223 Bhutan Architect CIX ввм Regular Undertaking.pdf Certificate.pdf **EDITED HUMAN RESOURCE LIST DELETED HUMAN RESOURCE LIST** 🚣 Category Details 🗸 🚰 Human Resource Criteria 🗸 ! Services General Information Equipment Details Preview **Equipment Details EQUIPMENT NAME** REGISTRATION NUMBER QUANTITY ATTACHMENT ACTION VERIFY **EXISTING EQUIPMENT LIST** 45 Air Compressor EDITED EQUIPMENT LIST NEWLY ADDED EQUIPMENT LIST Insurance_Certificate.pdf BP-2-A2322 Bluebook.pdf **DELETED EQUIPMENT LIST** Next 🖨 (Back **Application Status** Action By Action Date Remarks TEST CONST 26-05-2022 Remarks:

- Check all filled form by applicant and verify/approve the application.
- If there is any missing or not fulfilled with CDB requirement then you can reject application for resubmission.

• Success message will be displayed upon verification/approval of an application.



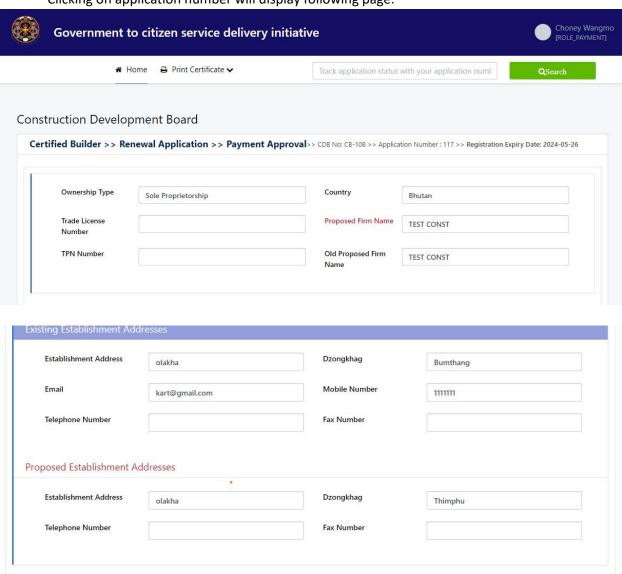
3.4 Payment Approver Task

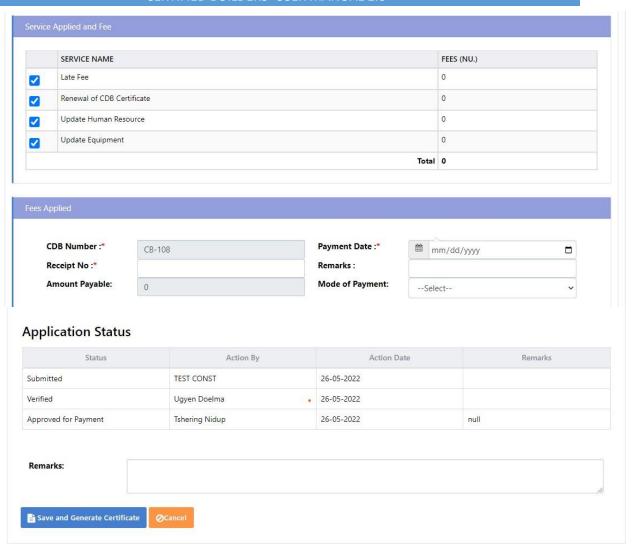


Click on renewal / other service respectively based on service availed by applicant, Task list page will be displayed.

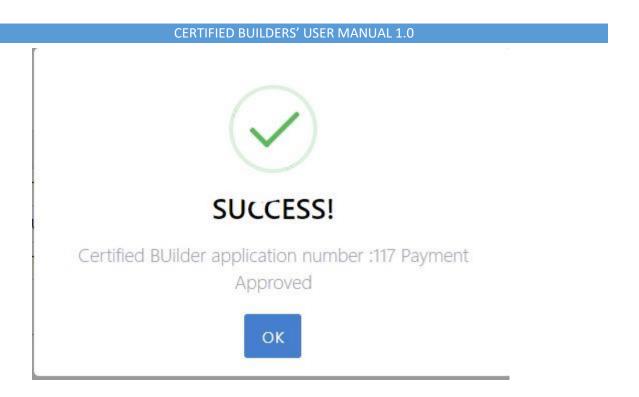


• Clicking on application number will display following page.



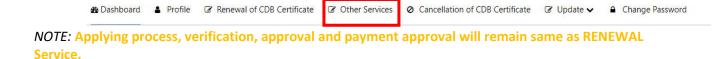


- Filled Fee Applied section and click on SAVE AND GENERATE CERTIFICATE button so that license get renewed.
- Successful message is being displayed.



Process 4. Apply for other service

4.1 Follow login process 2.1. After log in, click on other service link from the menu:



Process 5. Apply for cancellation

5.1 Follow login process 2.1. After log in, click on other service link from the menu:



Follow form will be displayed



• Give reason for cancellation and tick the check box and apply for cancellation.



On successfully applying for cancellation, application will directly reached to approval level unlike other CDB services.

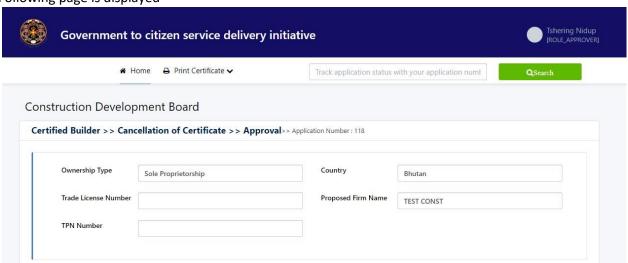
After approver login, click on cancellation.

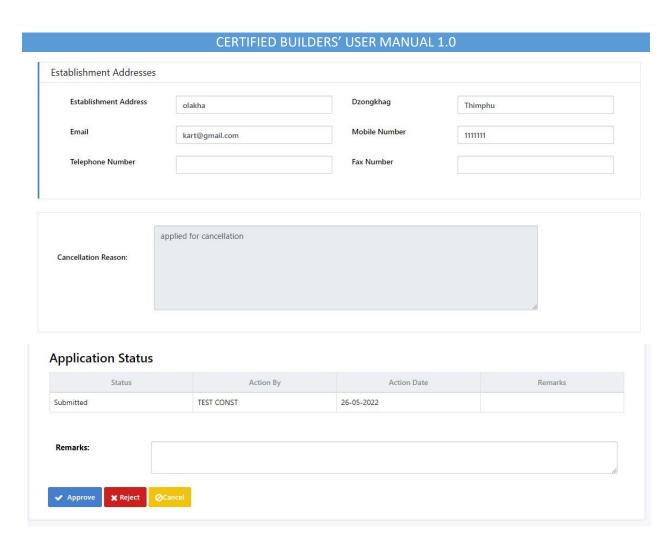


Click on application to view details

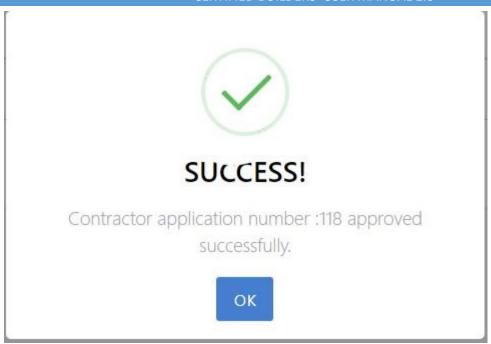


Following page is displayed





Click on approve button to approve cancellation application.



Note: Now particular firm is successfully deregistered from CDB. You cannot login to CDB system.

Following error message will be displayed.

