



Revised Guidelines of Move-In & Move-Out and New Citizenship Identity/Special Resident Card Services, 2021

Ministry of Home and Cultural Affairs
Department of Civil Registration and Census

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Preface

The Department of Civil Registration and Census under the Ministry of Home and Cultural Affairs provides a range of civil registration and census services both offline and online through use of Information and Communication Technology.

As such, the Bhutan Civil Registration System (BCRS) was first introduced in 2004 transcending from a manual based family register to ICT based automated civil registration system. Spearheaded and coordinated by a Team from the Department, the BCRS was implemented in all 20 Dzongkhags for issuance of 2nd Generation (2G) citizenship identity cards from 2004 till early 2008.

The civil registration services since then have improved significantly with enhanced security features. With the advent of the Government to Citizen (G2C) services initiative and establishment of Community Centers at the Gewog level, the web-based online Bhutan Civil Registration System was launched in 2011 taking few of the commonly availed civil registration services closer to the community level.

Of the 14 web-based civil registration and census services, the citizens and Special Resident Card holders can access services such as Birth Registration, Death Registration, Issuing Household Information and processing Census Transfer from the Community Service Center (CSC), the erstwhile Community Centre (CC). Predominantly, today the preceding three services are being availed from the CSC.

Therefore, the Department through the Public Service Delivery Initiative (PSD Initiative) has revised the existing procedures of Census Transfer (hereinafter renamed and used as Move-in and Move-Out) and New Citizenship Identity/Special Resident Card. The procedural requirement to complete the required formalities has been shortened without compromising the security aspects of services to enhance efficiency in delivering services vis-a-vis the two identified services.

PART A (Move-In & Move-Out)

Service Delivery Points

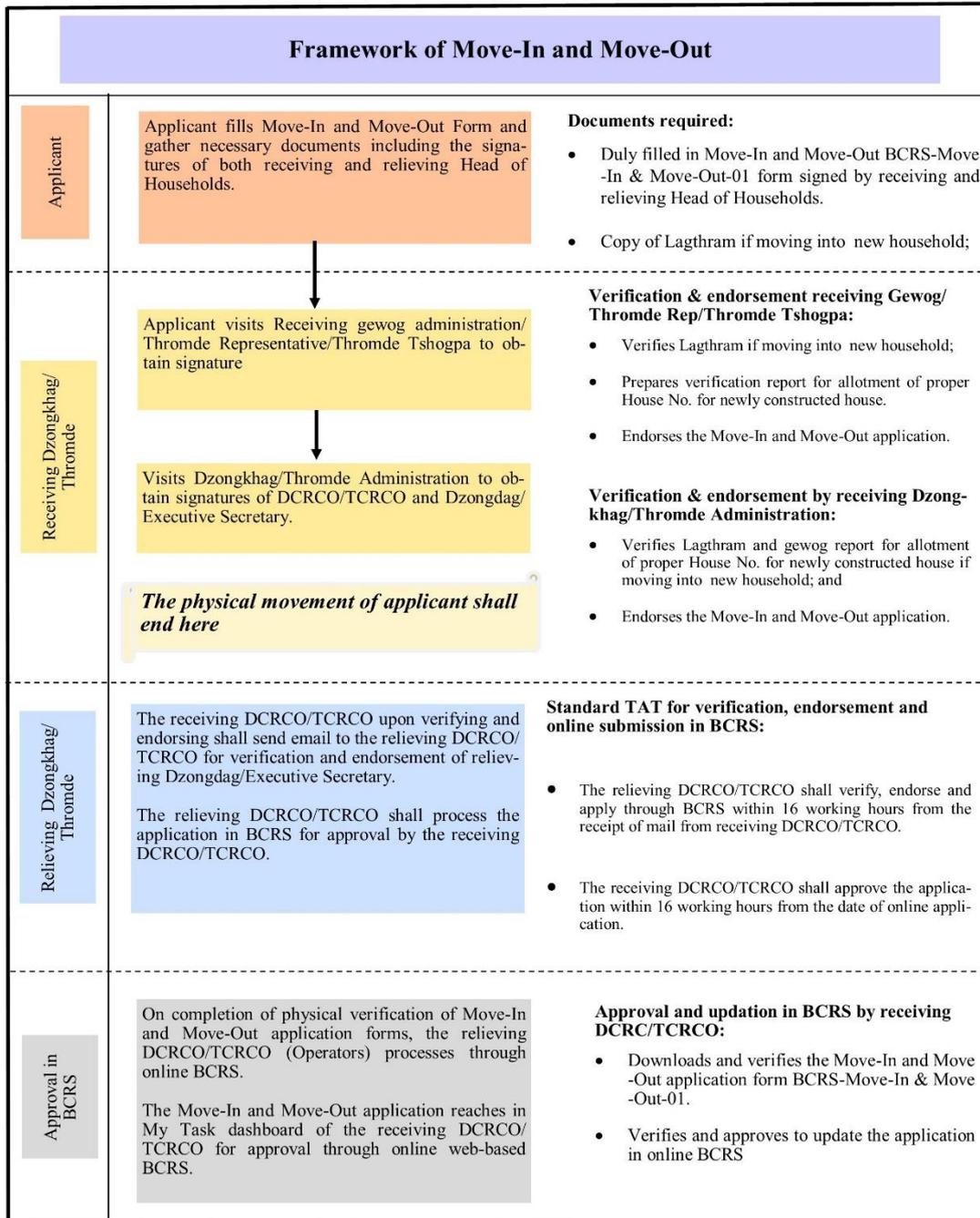
1. The census transfer service shall be at:
 - (a) Community Service Centre (CSC)
 - (b) Drungkhag Civil Registration & Census Office (DrCRCO)
 - (c) Thromde Civil Registration & Census Office (TCRCO)
 - (d) Dzongkhag Civil Registration & Census Office (DCRCO)
 - (e) Department of Civil Registration & Census (DCRC HQ)

Documents required

2. The applicant shall submit the following documents:
 - (a) Duly completed Move-In and Move-Out Form (BCRS-Move-In and Move-Out-01) for Inter-Dzongkhag and BCRS-Move-In and Move-Out-02) for Within Dzongkhag.
 - (b) The signature or a Letter of Consent of person aged 18 years and above and of a parent for minor furnished as specified in the form shall be construed as his/her consent to the application. The applicant moving to existing household shall not require to submit documents specified in (c) and (d) below;
 - (c) Copy of land ownership certificate (Lagthram) and authorization letter from land ownership certificate holder if the applicant is other than the rightful owner; and
 - (d) Verification report of receiving Gewog administration/Thromde Representative/Thromde Tshogpa assuring the legality of newly constructed houses for persons moving into a new household as per verification form No. BCRS-VR-Move-In & Move-Out-01.

Framework of Move-In and Move-Out

3. The framework for processing Move-In and Move-Out application



Consent of Receiving and Relieving Head of Households

4. The applicant shall obtain the endorsement from the receiving and relieving Head of Households.

Endorsement of Receiving Gup/Thromde Representative/Thromde Tshogpa

5. The receiving Gup/Thromde Representative/Thromde Tshogpa shall endorse the Move-In and Move-Out application if it is signed by both receiving and relieving Head of Households, and all persons aged 18 years and consent of one of parents for minors. A Letter of Consent shall be required in case a person is not able provide his/her signature in the Move-In and Move-Out application form.

A person moving into new household shall be required to submit the additional documents:

- (a) The copy of Land Ownership Certificate (Lagthram); and
 - (b) An authorization letter of the Lagthram owner if the applicant is other than the rightful owner.
6. The receiving Gup/Thromde Representative/Thromde Tshogpa shall submit the verification report No. BCRS-VR-Move-In & Move-Out-01 along with a copy of Lagthram for those moving into a new household.

Upon completion of verification, the Gewog administration/Thromde Representative/Thromde Tshogpa shall facilitate submission of application to respective Dzongkhag/Thromde with proper official recording if applicant requests and desires so.

Endorsement of Receiving DCRCO/TCRCO, Dzongdag/Executive Secretary

7. The receiving DCRCO/TCRCO and Dzongdag/Executive Secretary shall endorse the Move-In and Move-Out application on fulfilling the followings:
 - (a) The Move-In and Move-Out application form is duly signed by the receiving and relieving Head of Households, receiving Gup/Thromde representative/Thromde Tshogpa along with the required documents outlined in Section 2;
 - (b) The signature or a Letter of Consent of person aged 18 years and above and of a parent for minor, furnished as specified in the form shall be construed as his/her consent to the application.
 - (c) A verification report specified for this purpose in the Move-In and Move-Out application form by the Gewog administration/Thromde Representative/Thromde Tshogpa assuring the legality of newly constructed houses for persons moving into the new household.
8. The receiving DCRCO/TCRCO shall send the Move-In and Move-Out Form (Inter-Dzongkhag only) through email to the relieving DCRCO/TCRCO to verify and obtain endorsement of relieving Dzongdag/Executive Secretary.

Endorsement of relieving DCRCO/TCRCO and Dzongdag/Executive Secretary

9. The relieving DCRCO/TCRCO shall verify the application form received from the receiving DCRCO/TCRCO and seek endorsement of Dzongdag/Executive Secretary provided the following conditions are fulfilled:
 - (a) The Move-In and Move-Out application form is duly signed by the receiving and relieving Head of Households, Gup/Thromde Representative/Thromde Tshogpa, receiving DCRCO/TCRCO and Dzongdag/Executive Secretary;
 - (b) All the persons aged 18 years moving-in and moving-out have consented with their signature in the space provided for this purpose or a Letter of Consent;

- (c) The additional documents specified in Section 2 (c) and (d) above for person moving into new household;
- (d) He/she is not an incumbent elected member of the Local Government and Parliament at the time of application; and
- (e) He/she is not amongst those who had once move-out his/her name during the resettlement program after receiving the Kidu Land from His Majesty the King.

Updating of application in Bhutan Civil Registration System (BCRS)

- 10. The relieving DCRCO/TCRCO shall process the Move-In and Move-Out application in Bhutan Civil Registration System upon completion of all the required formalities.
- 11. The receiving DCRCO/TCRCO shall approve/resubmit/reject the application in the Bhutan Civil Registration System.

Move-In and Move-Out of Resettlers

- 12. The prevailing principles and norms shall be adhered to while processing Move-In and Move-Out application for a person who had once move-out his/her name in the Civil Registration Record upon receipt of the Kidu Land as resettler.
- 13. However, the Move-In and Move-Out application within Dzongkhag and Gewog shall be processed provided the applicant has landed properties in his/her name as evidenced by the Land Ownership Certificate or moving into an existing household.

PART B (New Citizenship Identity/Special Resident Card)

Service Delivery Points

14. The service for processing CID/SR card shall be available at:
- (a) Thromde Civil Registration & Census Office (TCRCO)
 - (b) Dzongkhag Civil Registration & Census Office (DCRCO)
 - (c) Department of Civil Registration & Census (DCRC HQ)

Documents required

15. The applicant aged 15-17 years shall be required to submit the following documents:
- (a) Duly filled in CID/Special Resident Card application form No. BCRS-CID/SRC-01 signed by the applicant and HOH or either of parents;
 - (b) Original Health card/MCH handbook and Citizenship Kasho for Naturalized citizen used during the initial registration in the BCRS. In absence, the respective Gup/Thromde Representative/Thromde Tshogpa shall identify the person with his/her signature as specified in the application form;
 - (c) One recent passport size photograph (In national dress and white background); and
 - (d) Legal stamp.

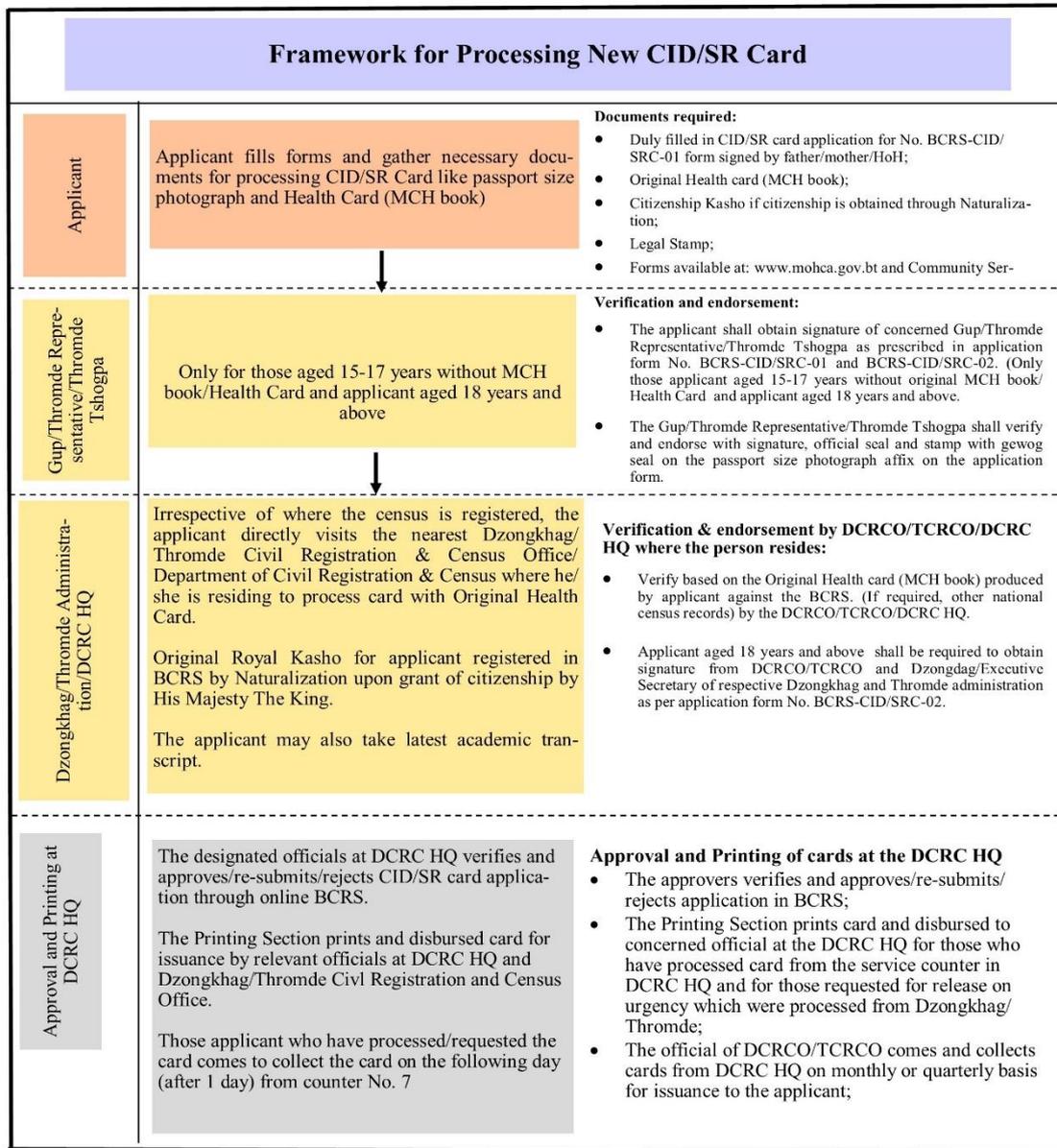
NOTE:

The applicant aged 18 years and above shall be required to obtain signatures of Gup/Thromde Representative/Thromde Tshogpa, DCRCO/TCRCO and Dzongdag/Executive Secretary as per the CID/SRC application form No. BCRS-CID/SRC-02 as per the existing procedures.

In addition to above, the applicant aged 25 years and above shall be required to submit a verification report of Gup and Tshogpa stating reasons for late reporting to process card as per the existing procedures.

Framework for processing new Citizenship Identity Card /Special Resident Card

16. Framework for processing new CID/SR card (Aged 15-17 Years) application



NOTE: The applicant aged 18 years and above shall be required to obtain signatures of Gup/Thromde Representative/Thromde Tshogpa, DCRCO/TCRCO and Dzongdag/Executive Secretary as per the CID/SRC application form No. BCRS-CID/SRC-02 as per the existing procedures. In addition, the applicant aged 25 years and above shall be required to furnish a verification report of Gup and Tshogpa stating reasons for late reporting to process card as per the existing practice.

➡ The direction of arrow indicates the movement of clients to avail service

Documents verification and endorsement by DCRCO/TCRCO/DCRC HQ

17. Irrespective of where a person's census is registered, the DCRCO/TCRCO/DCRC HQ shall:
 - (a) Verify the application form No. BCRS-CID/SRC-01 for new CID/SR card has been duly filled in all respects and signed by applicant and Head of Household or either of the parents who shall be accountable to the declaration made therein;
 - (b) Verify the applicant is aged between aged 15-17 years (age in completed years) at the time of application;
 - (c) Verify the application form has a legal stamp and a recently taken passport size photograph affixed and stamp with official seal of Gewog/Thromde Representative/Thromde Tshogpa office;
 - (d) Verify the information in health card or citizenship kasho (For Naturalized citizen) produced by applicant matches with the BCRS for identification; and
 - (e) Ensure no application is processed for correction of Date of Birth if the credentials in original health card/MCH book and BCRS are identical. The concerned organization and institution must update such details in their record as per the new CID card and Civil Registration and records.
18. The verifier at the DCRCO/TCRCO/DCRC HQ shall endorse and process the new CID/SR card through the BCRS in consonance with the procedures detailed in the standing Standard Operating Procedures (SOP) if the provisions in Section 17 are fulfilled.
19. However, a person aged 18 years and above shall be required to obtain signatures of the respective Gup/Thromde Representative/Thromde Tshogpa, DCRCO/TCRCO and Dzongdag/Executive Secretary as per the CID/SRC application Form No. BCRS-CID/SRC-02. In addition, for a person aged 25 years and above shall be required to furnish a verification report of Gup/Thromde Representative/Thromde Tshogpa stating reasons for late reporting to process the card.

