

**Rural eSakor**  
Consent Management Module

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**User Guide**

For Citizens & Certified Land Conveyancers

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National Land Commission Secretariat  
Royal Government of Bhutan

## 1. Introduction

The Consent Management module in Rural eSakor makes sure that everyone with a stake in a land or property transaction — co-owners, family members, transferees, witnesses, guardians, power-of-attorney holders and Certified Land Conveyancers (CLCs) — records their consent before the transaction can proceed. This protects the rights of all parties.

This guide is for **citizens (land owners) and Certified Land Conveyancers** who use the eSakor portal to seek consent, grant consent, and initiate transactions.

### Who takes part in a transaction

Role	Description
<b>Citizen / Land Owner</b>	A property owner who seeks consent from other parties, grants consent on requests sent to them, and initiates transactions.
<b>Certified Land Conveyancer (CLC)</b>	A licensed professional who can be authorised to help a citizen carry out a land transaction through the eSakor portal.
<b>Co-owner / Joint Owner</b>	Another registered owner of the same property whose consent is required.
<b>Family Member</b>	A household member recorded under the same census (Civil Registration and Census), whose consent is required for family-owned thrams.
<b>Transferee</b>	The party receiving the property, whose consent is required.
<b>Witness</b>	A person who witnesses the transaction (Transferor Witness or Transferee Witness).
<b>Guardian</b>	A legal guardian who consents on behalf of a minor transferee (under 18).
<b>Power of Attorney</b>	A person authorised to act and consent on behalf of a party who cannot do so directly.

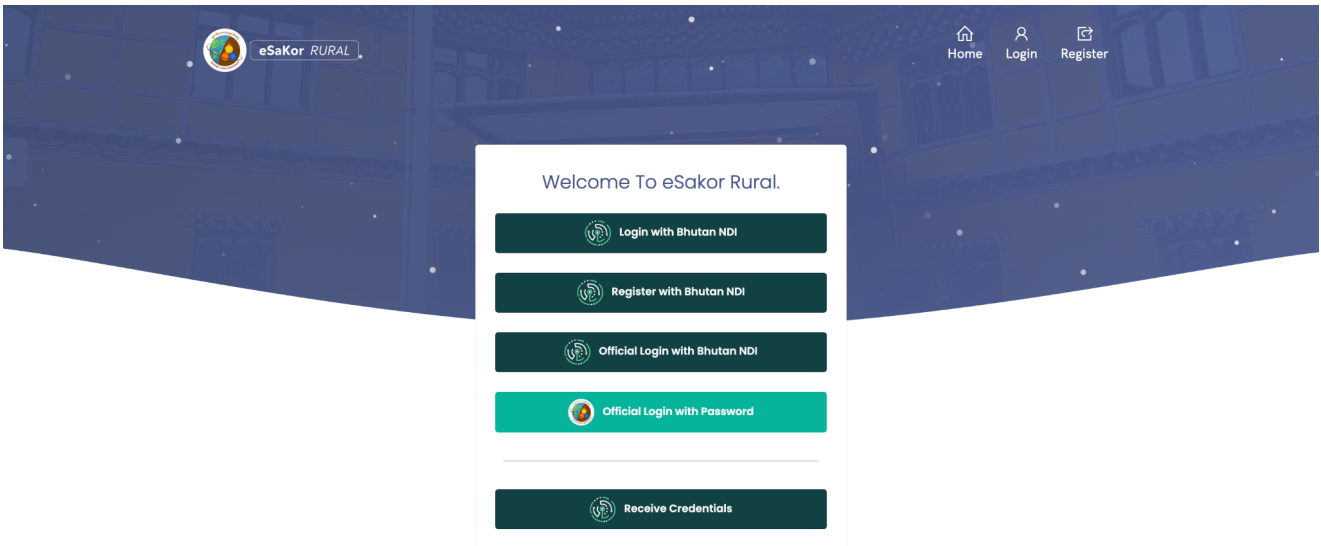
## 2. Getting Started & Login

### Logging in (Citizens and CLCs)

Citizens and CLCs sign in with their **Bhutan NDI** (National Digital Identity) by scanning a QR code.

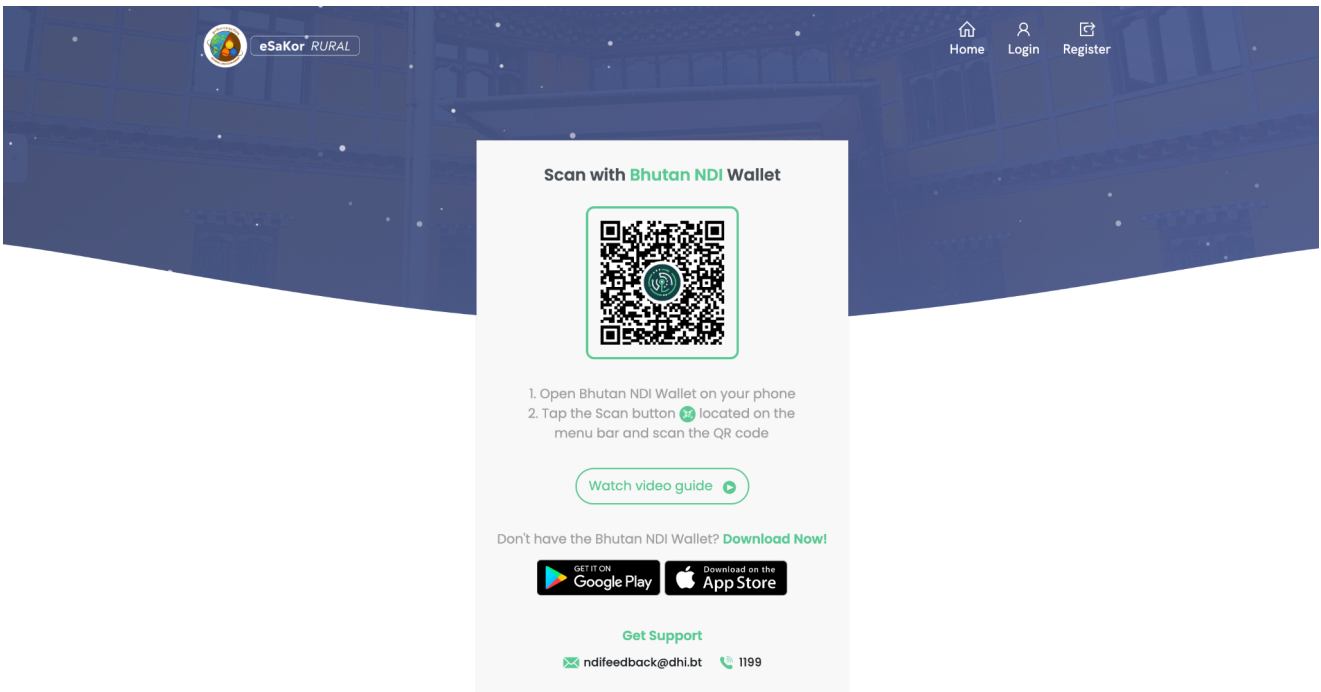
1. Open your web browser and go to the Rural eSakor web address.
2. On the login page, select **Login with Bhutan NDI**.
3. A QR code is displayed on the screen.
4. Open the Bhutan NDI app on your phone and scan the QR code.
5. Approve the request in the app. You are then signed in — your CID is read from your NDI credentials.

**Note:** If you have not registered with Bhutan NDI yet, select **Register with Bhutan NDI** on the login page to get started.

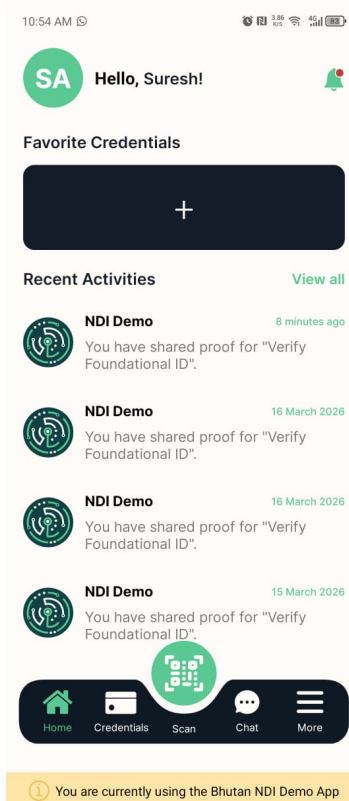


eSakor Portal & National Land Commission Secretariat © 2026

Login page with the "Login with Bhutan NDI" button



QR code displayed for scanning

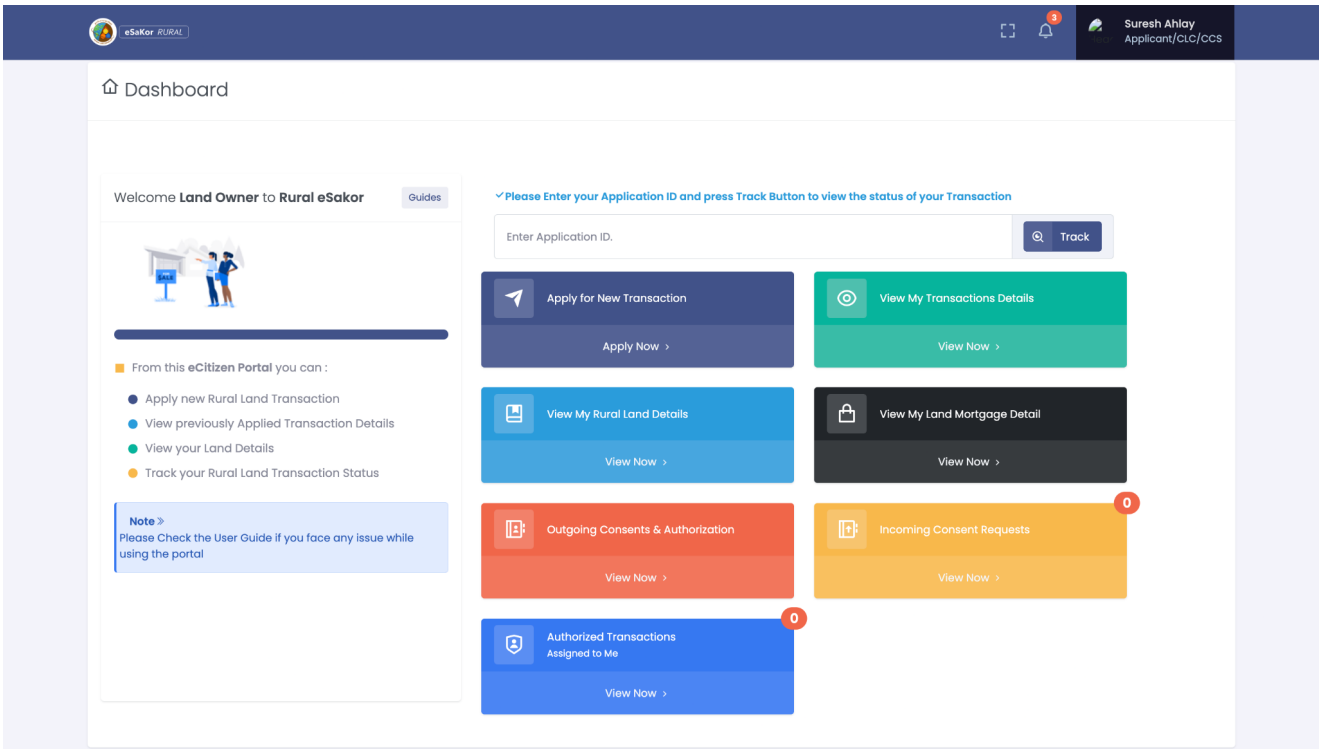


Scanning the QR code with the Bhutan NDI app

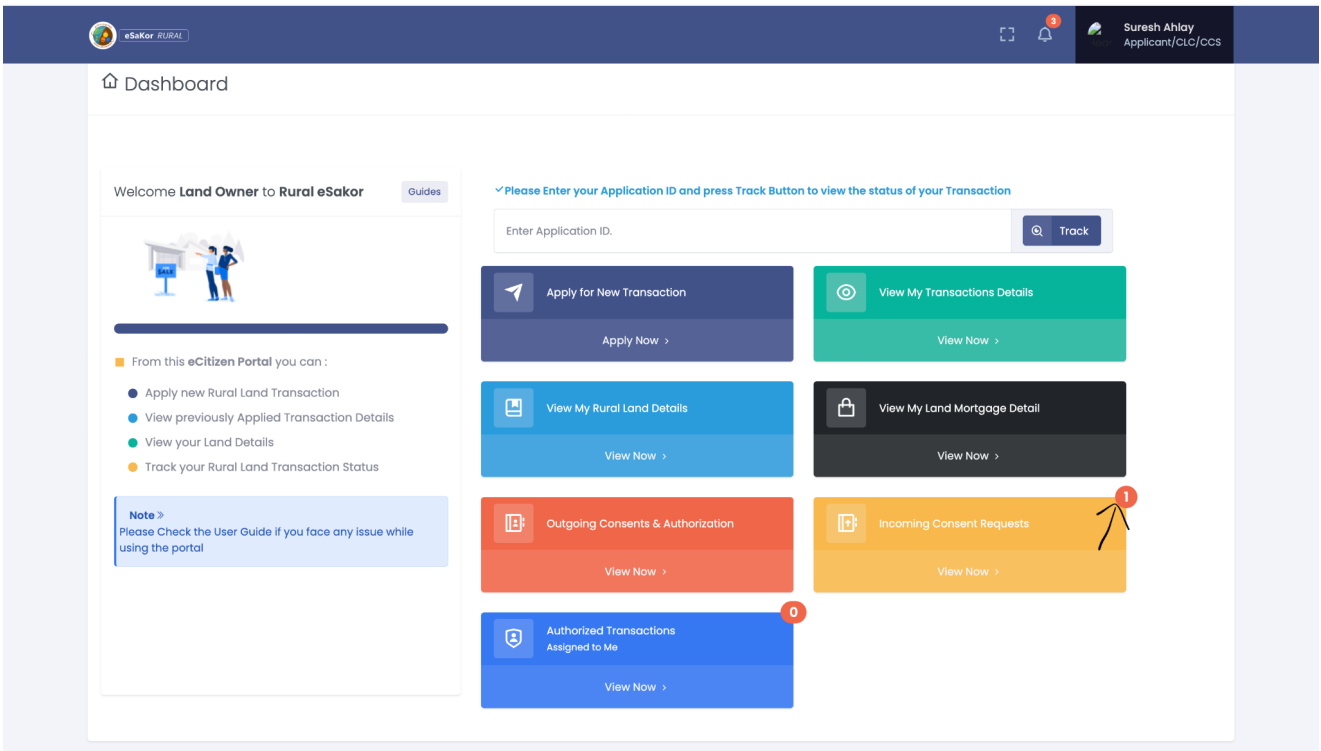
### 3. Your Dashboard

After signing in, citizens see a dashboard with the following cards:

Dashboard card	What it is for
Apply for New Transaction	Start a new land or property transaction application.
View My Transaction Details	See all your transaction applications and their current status.
View My Rural Land Details	See your registered rural land holdings.
View My Land Mortgage Detail	See details of any mortgages recorded on your land.
Outgoing Consents & Authorization	See the authorisations you have created — where you, as the property owner, are seeking consent from others.
Incoming Consent Requests	See consent requests awaiting your approval — where others need your consent. A badge shows the number of pending requests.
Authorized Transactions Assigned to Me	See transactions you have been authorised to carry out on an owner’s behalf (mainly for CLCs). A badge shows the number of pending items.



Citizen dashboard with the menu cards



Badge showing the number of pending consent requests

## CLC Dashboard

A Certified Land Conveyancer sees a dashboard focused on the transactions they handle:

Dashboard card	What it is for
Apply for New Transaction	Initiate a transaction for a citizen who has authorised you.
Authorized Land Details for Transaction	View the land or property you are authorised to transact.
Search Application by CID	Find existing applications using a citizen's CID.

CLC dashboard

**Note:** A citizen who also holds the Certified Land Conveyancer role will additionally see the **Search Application by CID** card on their dashboard.

## 4. Seeking & Granting Consent

Before a transaction can be initiated, consent must be obtained from all the parties involved. This section explains how to seek consent and how each party grants it.

### 4.1 Initiating Consent

The property owner first creates an **Authorization Record**. This record is the foundation for the transaction.

#### Step 1 — Open your land details

From the dashboard, find the **View My Rural Land Details** card and select **View Now**. The "View Rural Land Details" page opens, listing all the thrams registered under your CID.

The dashboard displays a welcome message to the Land Owner and a list of actions they can perform from the eCitizen Portal. A search bar for Application ID is present, along with several 'View Now' buttons for different transaction and land details. A 'Track' button is also available.

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The "View My Rural Land Details" card on the dashboard

## Step 2 — Choose the property

Find the specific thram, plot, flat or land-share you want to authorise, and select **Seek Consent** against it.

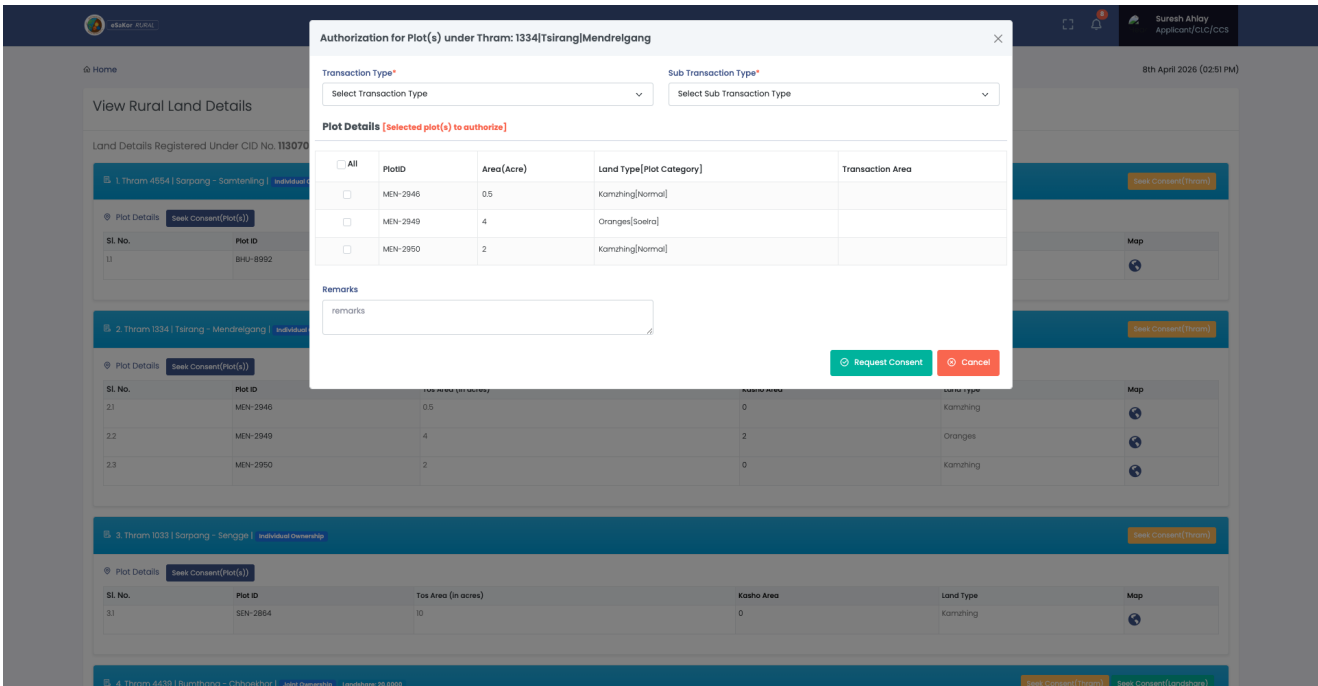
The page displays land details for three different thrams, each with a 'Seek Consent' button. The details include the thram name, location, ownership type, and a table of plot details.

Sl. No.	Plot ID	Tos Area (in acres)	Kashto Area	Land Type	Map
11	BHU-8992	1	0	Kamshing	
21	MEN-2946	0.5	0	Kamshing	
22	MEN-2949	4	2	Oranges	
23	MEN-2950	2	0	Kamshing	
31	SEN-2864	10	0	Kamshing	

Land details page with the Seek Consent option

## Step 3 — Complete the Authorization Form

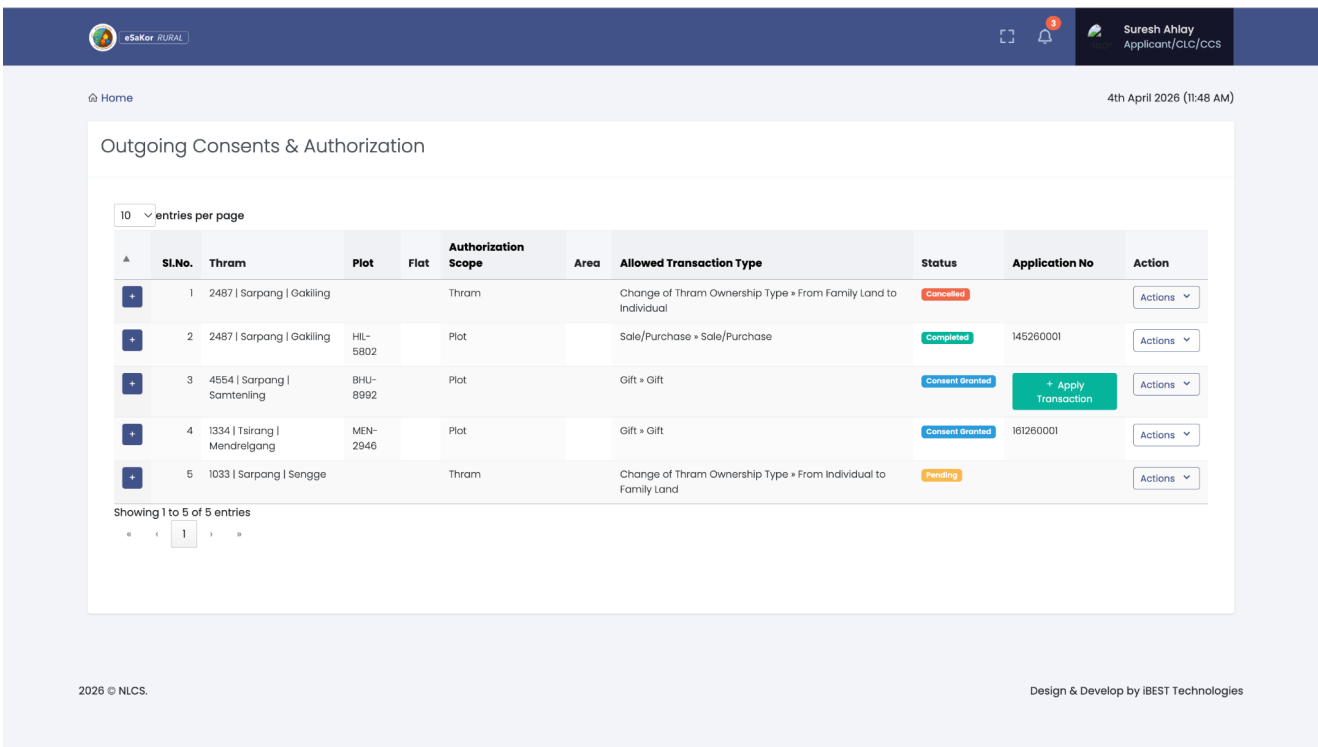
1. On the Authorization Form, select the **Transaction Type** and **Sub-Transaction Type**.
2. Tick the specific plot(s), flat or land-share you want to include.
3. Add any **Remarks** if needed.
4. Select **Request Consent** to create the authorization record.



Authorization form

## 4.2 Seeking Consent (Outgoing Consents)

From the dashboard, select **View Now** under **Outgoing Consents & Authorization**. This opens the outgoing consents page, where you manage the parties for each authorization.

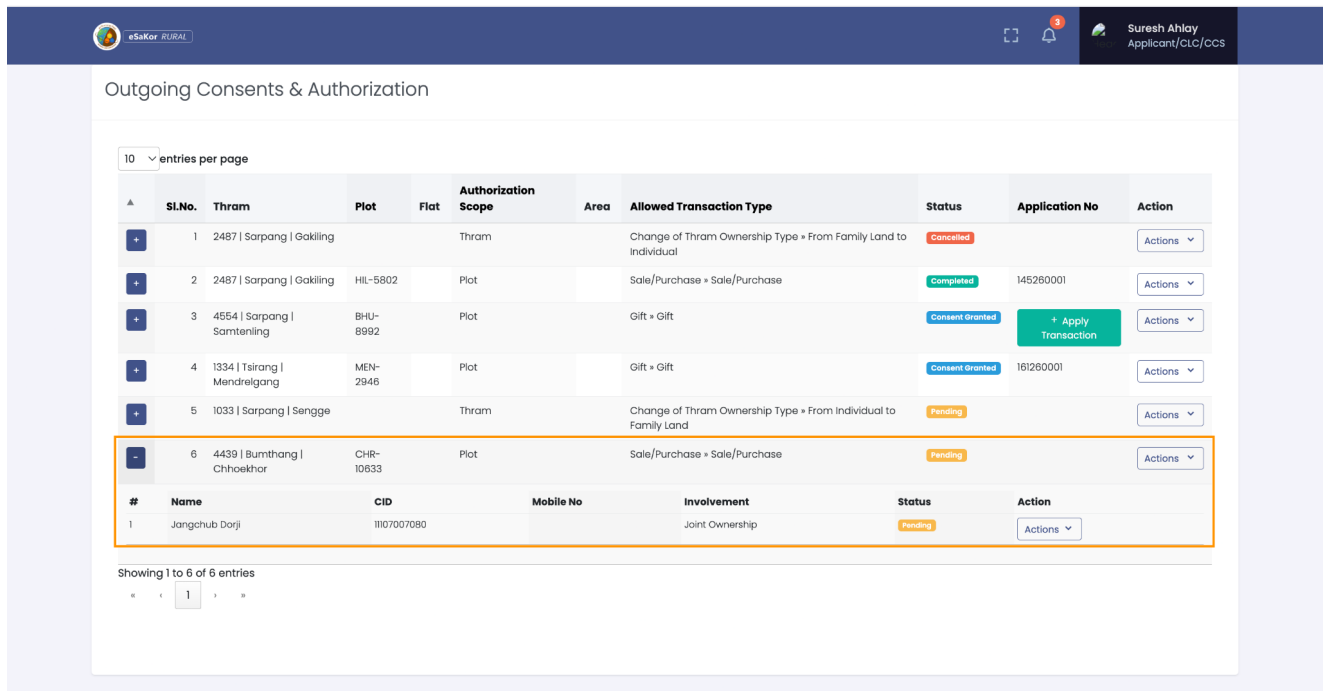


Outgoing Consents page

When you create the authorization, the system pre-populates the parties it can identify:

- **Co-owners (Joint Ownership):** all other owners on the thram are added as parties (you, as the seeker, are not added to your own request).

- **Family members:** for family-owned thrams, household members are taken from the census, excluding minors under 18 and excluding yourself.

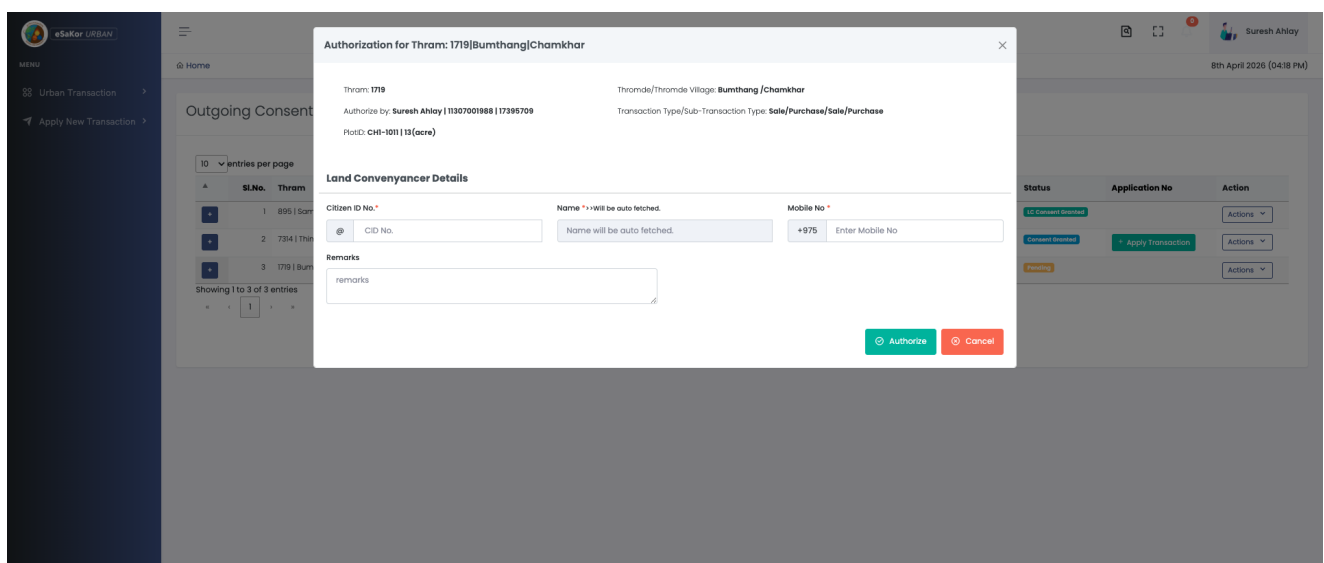


Pre-populated parties (co-owners and family members)

### Adding facilitators and other parties

After the request is created, add any remaining parties — such as a CLC, witnesses or transferees:

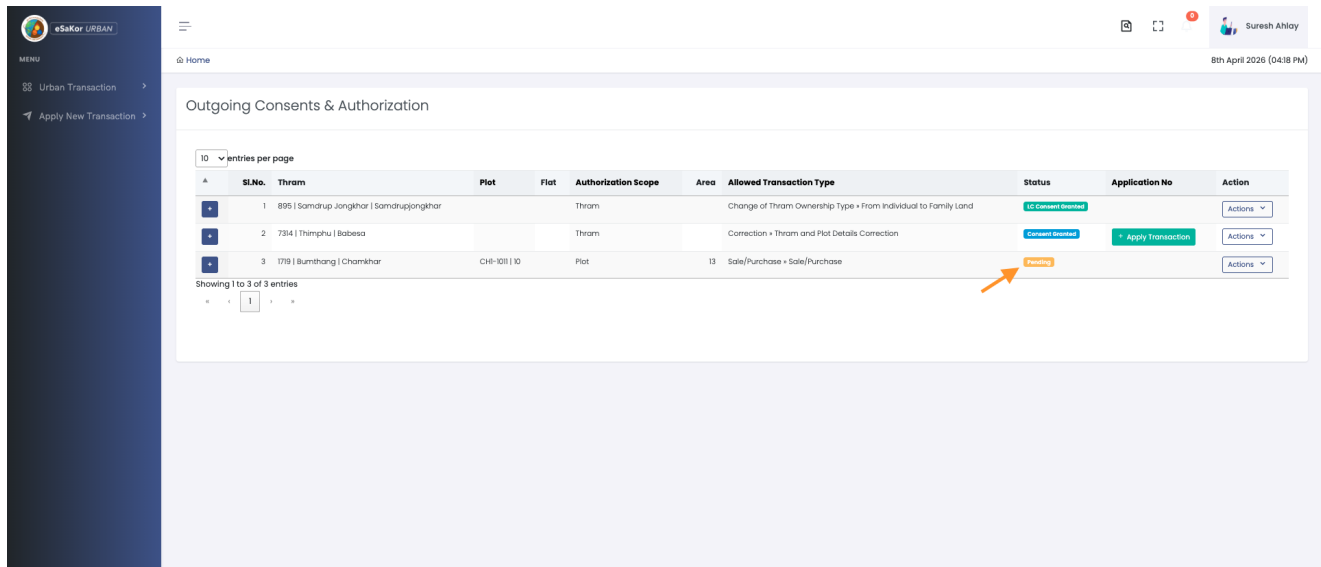
1. Go to **Outgoing Consents & Authorization** and find your record.
2. Select **Action**, then **Take Action**.
3. To add a CLC, select **Authorize Land Conveyancer** and enter the CLC’s CID.
4. To add a Transferor Witness, Transferee or Transferee Witness, select the matching option and enter their CID.



Adding a Certified Land Conveyancer

**Note:** A CLC you add receives the request in their **Incoming Consent Requests** and must accept it before they can act on your behalf.

Once the parties are added, the authorization is created with a status of **Pending**. Each party receives the request in their **Incoming Consent Requests**, and you can follow the progress from **Outgoing Consents & Authorization**.



SI.No.	Thram	Plot	Flat	Authorization Scope	Area	Allowed Transaction Type	Status	Application No	Action
1	895   Somdrup Jongthar   Somdrupjongthar			Thram		Change of Thram Ownership Type • From Individual to Family Land	LC Consent Granted		Actions
2	7314   Thimphu   Babesa			Thram		Correction • Thram and Plot Details Correction	Consent Granted	Apply Transaction	Actions
3	1719   Bumthang   Chamkhur	CH-108   10		Plot	13	Sale/Purchase • Sale/Purchase	Pending		Actions

*Outgoing authorization list with status tracking*

### 4.3 Granting Consent (Incoming Consent Requests)

When someone seeks consent that involves you — as a co-owner, family member, transferee, witness or CLC — the request appears in your **Incoming Consent Requests** card (with a badge showing the pending count).

1. From the dashboard, open **Incoming Consent Requests**.
2. The table lists each pending request with the thram/plot/flat, the allowed transaction type and scope, the transaction area, your involvement (for example Joint Ownership, Family Member or Transferee Witness), who is seeking consent, and the current status.
3. Find the request and select **Action**, then **Take Action**.
4. A dialog opens showing your relationship to the transaction, the authorization details and a Remarks box.
5. Choose **Confirm** or **Reject**, add any remarks, and submit.

The screenshot shows the 'Incoming Consent Requests' section of the eSakor application. At the top, there is a navigation bar with the eSakor logo, a user profile for 'Suresh Ahlay Applicant/CLC/CCS', and the date '4th April 2026 (12:08 PM)'. Below the navigation bar, the page title 'Incoming Consent Requests' is displayed. A dropdown menu indicates '10 entries per page'. The main content is a table with the following columns: Sl.No., Thram Detail, Allowed Transaction Type, Authorization Scope, Plot, Flat, Transaction Area, Involvement, Seeking Authorization By, Status, and Action. Two entries are visible: Entry 1 is a 'Consent granted' request for a plot in Parol/Doka, and Entry 2 is a 'Pending' request for a plot in Dagapela. Below the table, it says 'Showing 1 to 2 of 2 entries' with a pagination control showing '1'. At the bottom, there is a copyright notice '2026 © NLCS.' and the text 'Design & Develop by IBEST Technologies'.

Sl.No.	Thram Detail	Allowed Transaction Type	Authorization Scope	Plot	Flat	Transaction Area	Involvement	Seeking Authorization By	Status	Action
1	2060 Parol/Doka	Sale/Purchase » Sale/Purchase	Plot	DOG-6834		4	Transferor Witness	Jangchub Dorj[1107007080 17841282]	Consent granted	Actions
2	541 Daganal/Dagapela	Sale/Purchase » Sale/Purchase	Plot	DPL-827		20	Transferee	Jangchub Dorj[1107007080 17841282]	Pending	Actions

Incoming Consent Requests table

The screenshot shows a modal dialog box titled 'Confirm your Consent as Transferee'. The dialog contains the following text: 'You are about to confirm your role as Transferee for a Sale/Purchase(Sale/Purchase) transaction related to Thram under Dagapela Gewog, Dagona Dzongkhag.' Below the text is a 'Remarks' field with a text input area. At the bottom of the dialog, there are three buttons: 'Confirm' (green), 'Reject' (red), and 'Cancel' (orange). The background of the screenshot is dimmed, showing the same 'Incoming Consent Requests' table as in the previous image. At the bottom, there is a copyright notice '2026 © NLCS.' and the text 'Design & Develop by IBEST Technologies'.

Consent action dialog with Confirm and Reject

The screenshot shows the eSakor Rural interface. At the top right, there is a green notification box that says "Success Successful". Below the header, the page title is "Incoming Consent Requests". A dropdown menu shows "10 entries per page". The main content is a table with the following columns: SI.No., Thram Detail, Allowed Transaction Type, Authorization Scope, Plot, Flat, Transaction Area, Involvement, Seeking Authorization By, Status, and Action. Two rows are visible, both with a "Consent Granted" status. Below the table, it says "Showing 1 to 2 of 2 entries" with a pagination control showing "1". At the bottom left, it says "2026 © NLCS." and at the bottom right, "Design & Develop by IBEST Technologies".

SI.No.	Thram Detail	Allowed Transaction Type	Authorization Scope	Plot	Flat	Transaction Area	Involvement	Seeking Authorization By	Status	Action
1	2080 ParolDoka	Sale/Purchase » Sale/Purchase	Plot	DOG-8834		4	Transferor Witness	Jangchub Dorji[1107007080 17841282]	Consent Granted	Actions
2	541 DaganalDagapela	Sale/Purchase » Sale/Purchase	Plot	DPL-827		20	Transferee	Jangchub Dorji[1107007080 17841282]	Consent Granted	Actions

*Confirmation message after consent is granted*

## 4.4 Guardian Consent (for Minor Transferees)

When a minor (under 18) is a transferee, a **Guardian** consents on their behalf. When a minor transferee is added, the guardian is linked to that minor.

- The guardian receives the request in their **Incoming Consent Requests**, showing the relationship as "Guardian" and the minor's name and CID for reference.
- When the guardian confirms or rejects, every linked minor-transferee record is updated to the same status automatically, and the change is recorded in the log as "Auto-updated via Guardian consent".
- The guardian does not need to act separately for each minor — linked minors are synchronised automatically.

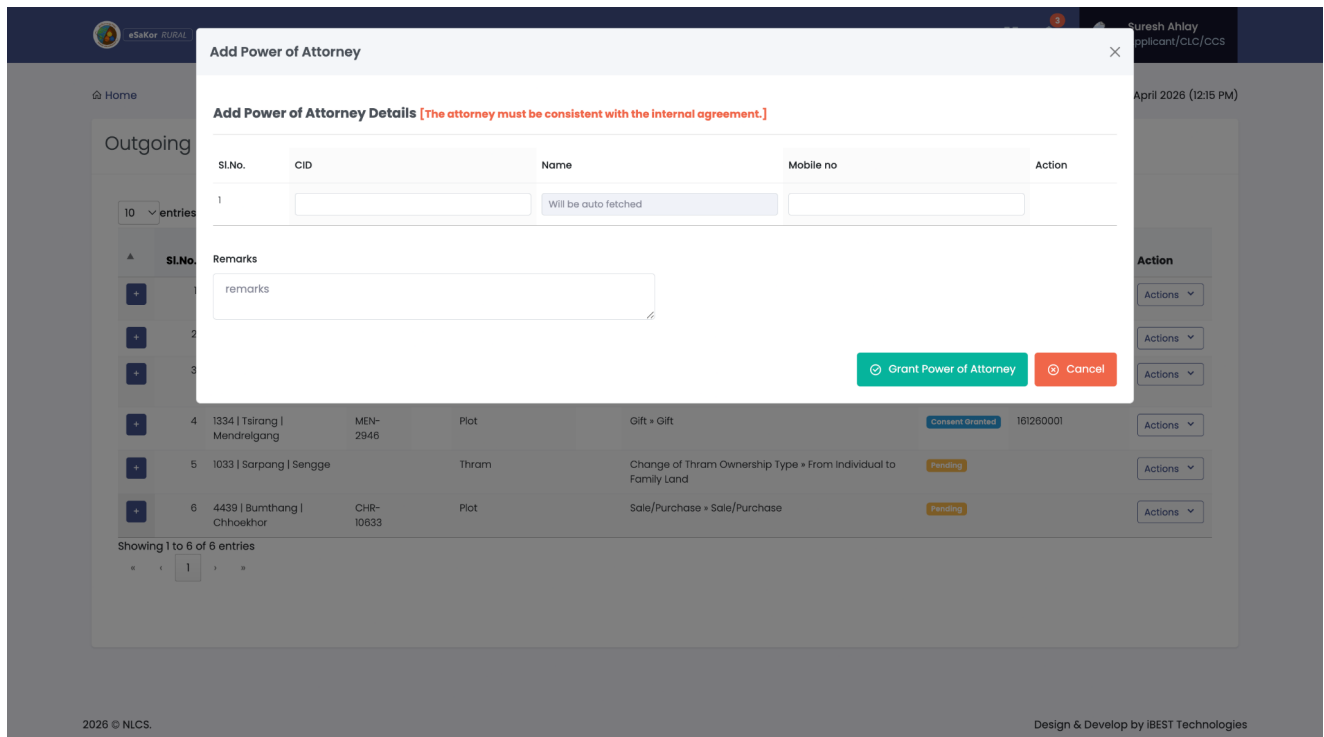
## 4.5 Power of Attorney (POA) Consent

When a party cannot give consent directly, a Power of Attorney holder can be added.

### Adding a Power of Attorney

1. From the authorization details, select **Add Power of Attorney**.
2. Enter the POA holder's CID and mobile number.
3. A delegated authorization of type "Power of Attorney" is created with status **Pending**.

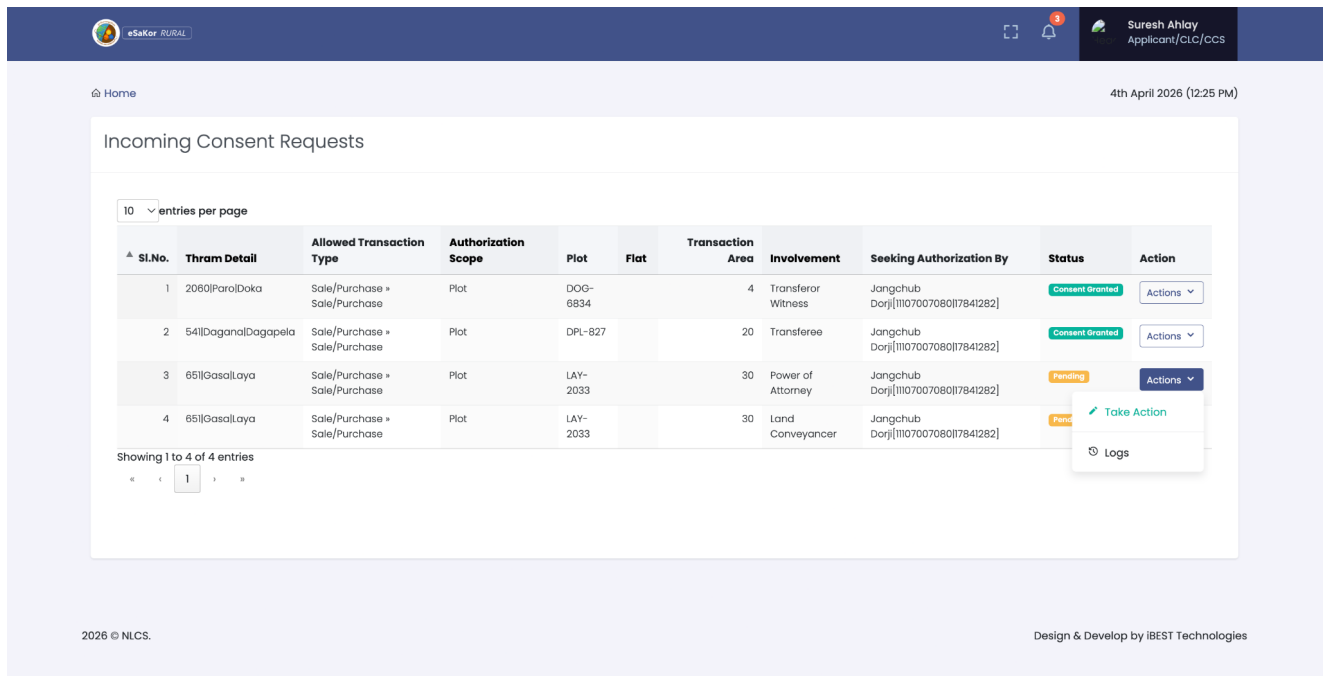
**Note:** The system prevents adding the same active POA twice. If a POA was previously rejected, the request can be sent again.



Add Power of Attorney form

### The POA granting consent

The POA holder sees the request in their **Incoming Consent Requests** and confirms or rejects it like any other party.



Power of Attorney consent dialog

### 4.6 CLC Consent

When a CLC is involved, their consent is recorded through a separate CLC authorization entry. The CLC sees the request in their **Incoming Consent Requests** and confirms or rejects it.

Home 4th April 2026 (12:25 PM)

### Incoming Consent Requests

10 entries per page

SI.No.	Thram Detail	Allowed Transaction Type	Authorization Scope	Plot	Flat	Transaction Area	Involvement	Seeking Authorization By	Status	Action
1	2060 ParolDoka	Sale/Purchase » Sale/Purchase	Plot	DOG-6834		4	Transferor Witness	Jangchub Dorj[1107007080 17841282]	Consent Granted	Actions
2	541 DaganalDagapela	Sale/Purchase » Sale/Purchase	Plot	DPL-827		20	Transferee	Jangchub Dorj[1107007080 17841282]	Consent Granted	Actions
3	651 Gasallaya	Sale/Purchase » Sale/Purchase	Plot	LAY-2033		30	Power of Attorney	Jangchub Dorj[1107007080 17841282]	Pending	Actions
4	651 Gasallaya	Sale/Purchase » Sale/Purchase	Plot	LAY-2033		30	Land Conveyancer	Jangchub Dorj[1107007080 17841282]	Pending	Actions

Showing 1 to 4 of 4 entries

« 1 »

Take Action  
Logs

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CLC consent dialog

## CLC — viewing authorised land details

From the CLC dashboard, open **Authorized Land Details for Transaction** to see every property where you have been granted CLC authorization. Use this to initiate transactions for citizens.

Home 4th April 2026 (12:30 PM)

### Incoming Consent Requests

10 entries per page

SI.No.	Thram Detail	Allowed Transaction Type	Authorization Scope	Plot	Flat	Transaction Area	Involvement	Seeking Authorization By	Status	Action
1	2060 ParolDoka	Sale/Purchase » Sale/Purchase	Plot	DOG-6834		4	Transferor Witness	Jangchub Dorj[1107007080 17841282]	Consent Granted	Actions
2	541 DaganalDagapela	Sale/Purchase » Sale/Purchase	Plot	DPL-827		20	Transferee	Jangchub Dorj[1107007080 17841282]	Consent Granted	Actions
3	651 Gasallaya	Sale/Purchase » Sale/Purchase	Plot	LAY-2033		30	Power of Attorney	Jangchub Dorj[1107007080 17841282]	Consent Granted	Actions
4	651 Gasallaya	Sale/Purchase » Sale/Purchase	Plot	LAY-2033		30	Land Conveyancer	Jangchub Dorj[1107007080 17841282]	Consent Granted	Actions

Showing 1 to 4 of 4 entries

« 1 »

2026 © NLCS. Design & Develop by IBEST Technologies

CLC authorised land details

## 5. Initiating a Transaction

Once the required consents are granted, the citizen or CLC can initiate the transaction.

## 5.1 Selecting the Authorization

You select the authorization at the very start of a transaction.

1. From the dashboard, select **Apply for New Transaction**.
2. Select the **Dzongkhag** and **Gewog**.
3. Select the **Transaction Type** and **Sub-Transaction Type**.

If consent is required, the system shows the authorizations that are available to use. An authorization appears when it:

- matches the sub-transaction type and Gewog
- lists you as the owner or as the linked CLC
- has the status **Consent Granted** or **LC Consent Granted**
- matches the scope (regular or land-share)

Select the authorization(s) to use, then select **Save & Proceed Transaction** to create the transaction.

The screenshot shows a web form titled "Register Transaction for Gift". It includes dropdown menus for "Sub Transaction Type" (set to "Gift"), "Dzongkhag" (set to "Tsirang"), and "Gewog" (set to "Mendrelgang"). There is a checkbox for "Land Share Transaction" which is unchecked. A red warning box states: "To add new co-owners to an existing Joint Thram, use the 'Land Share Transaction' option. If your intention is to create a new Thram for the Transferee, please avoid selecting this option." A blue informational box says: "This transaction requires consent authorization. Please select the applicable authorization(s) below." Below this is a table with one row of authorization data, highlighted with an orange border. The table has columns: SI.No., Thram Detail, Plot, Flat, Transaction Area, Allowed Transaction Type, Authorization Scope, Status, and Authorized By. The row contains: SI.No. 1, Thram Detail 1334 | Tsirang | Mendrelgang, Plot MEN-2946, Flat 0.5, Transaction Area, Allowed Transaction Type Gift, Authorization Scope Plot, Status Consent Granted, and Authorized By Suresh Ahlay [11307001988]. At the bottom right of the form are two buttons: "Save & Proceed Transaction" (green) and "Cancel" (red).

SI.No.	Thram Detail	Plot	Flat	Transaction Area	Allowed Transaction Type	Authorization Scope	Status	Authorized By
1	1334   Tsirang   Mendrelgang	MEN-2946	0.5		Gift	Plot	Consent Granted	Suresh Ahlay [11307001988]

*Authorization selected for the transaction*

**Note:** If no authorization is available, the message "Authorization/consent is required. Please seek authorization first." appears. Go to **Outgoing Consents & Authorization** to seek consent first.

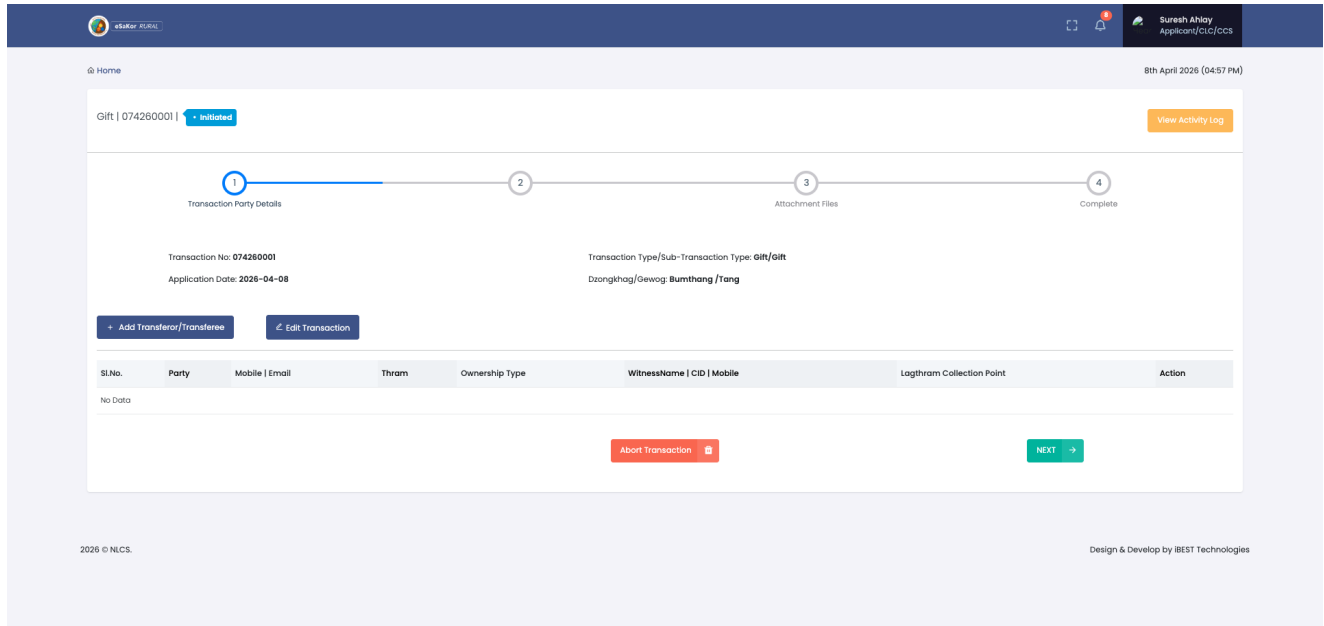
**Transactions involving more than one owner:** when two or more thrams, plots or flats belong to different owners, every owner must seek consent, and consent must be granted to the same CLC (or to one of the owners) who will carry out the transaction. When the transaction is initiated, all the relevant authorizations are shown and must all be selected.

## 5.2 Step 1 — Party Details

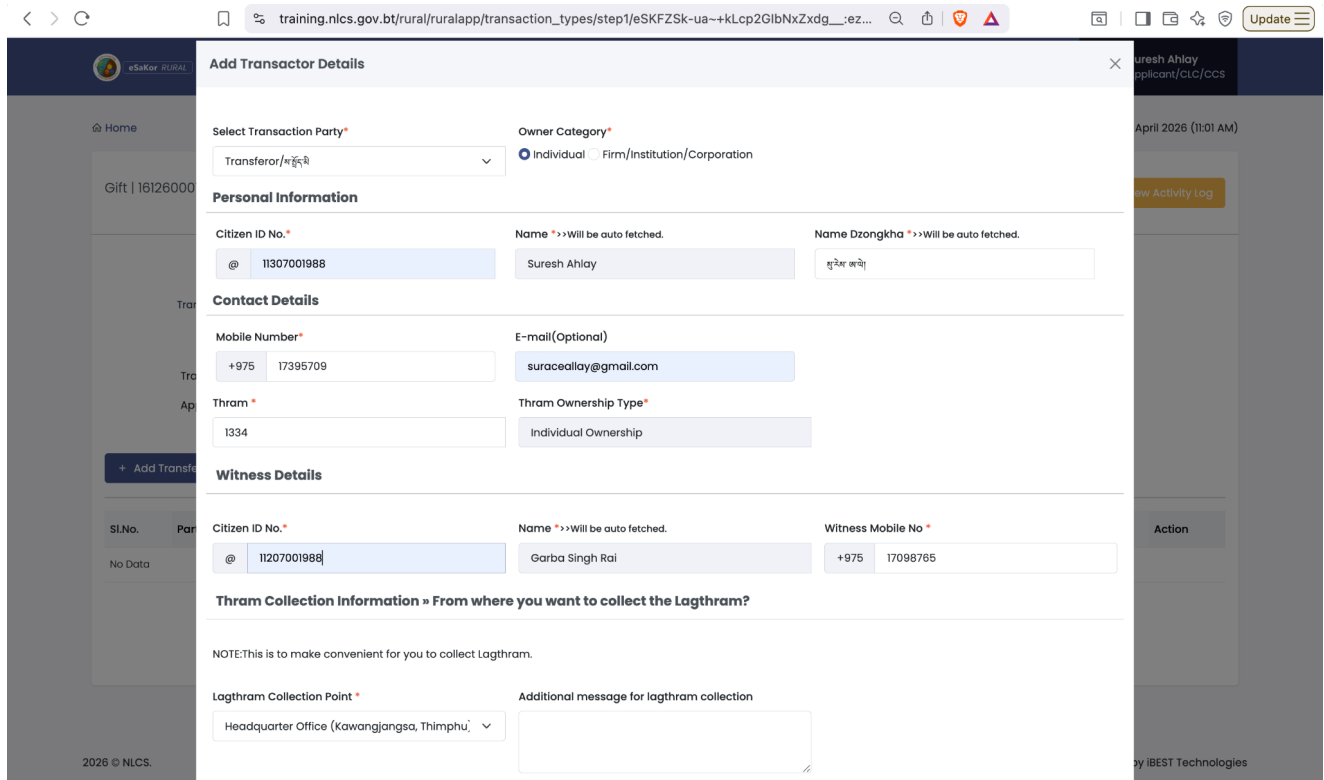
Add all the parties. The system fetches names from the Census service and checks each party against the selected authorization.

## Adding the Transferor / Land Owner

Enter the CID; the name (in English and Dzongkha) is fetched automatically from the Census service. The name and mobile number are validated against the authorization, and only the authorised thrams are available to choose from.



Adding the parties to the transaction



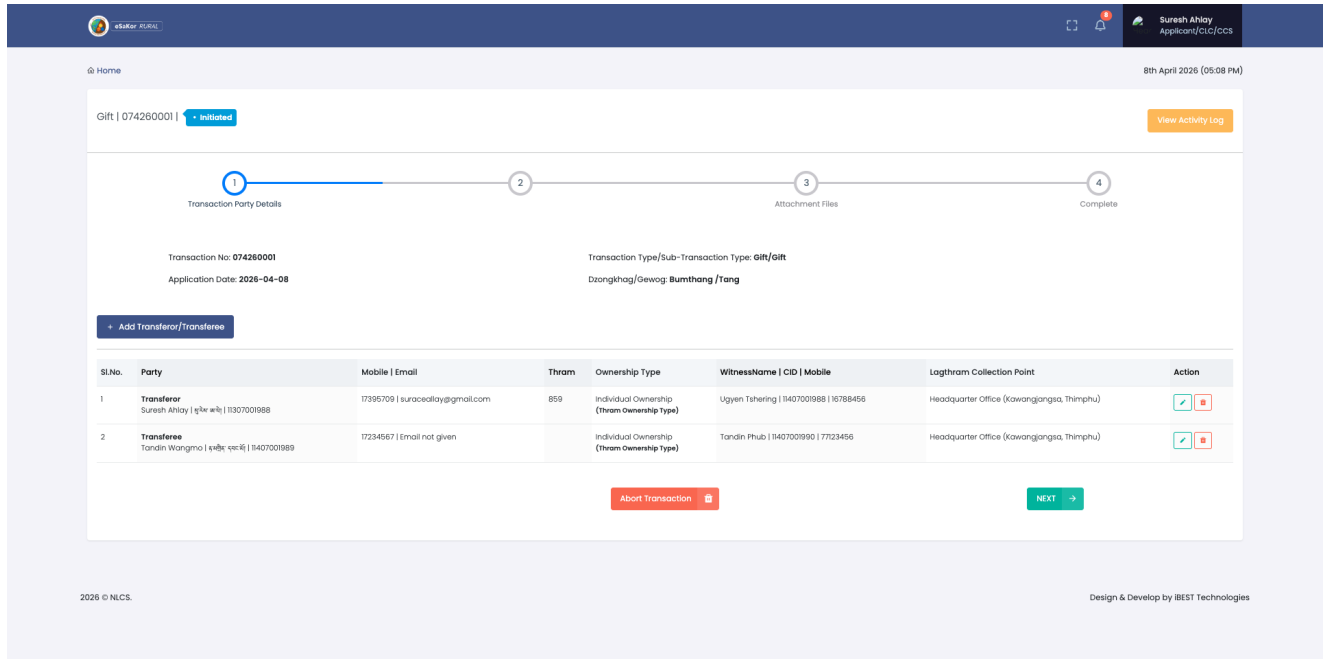
Entering a CID with auto-fetched census details

## Adding the Transferee

Enter the CID; the name is fetched from the Census service and checked against the authorization. If the transferee is a minor (under 18), the system detects this and prompts for the guardian’s details.

## Adding Witnesses

Enter each witness’s CID; the name is fetched from the Census service and checked against the authorization.



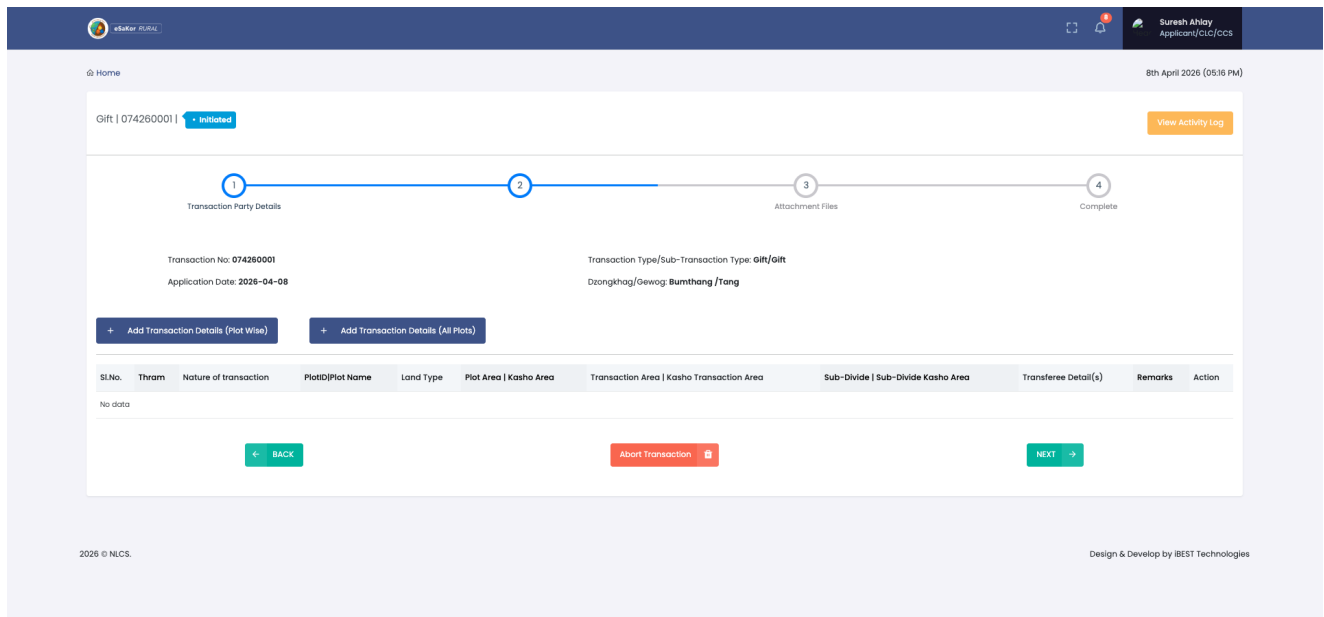
Parties added to the transaction

## 5.3 Step 2 — Transaction Details

Every property and area choice is filtered and validated against the authorization(s) you selected.

### Selecting the property

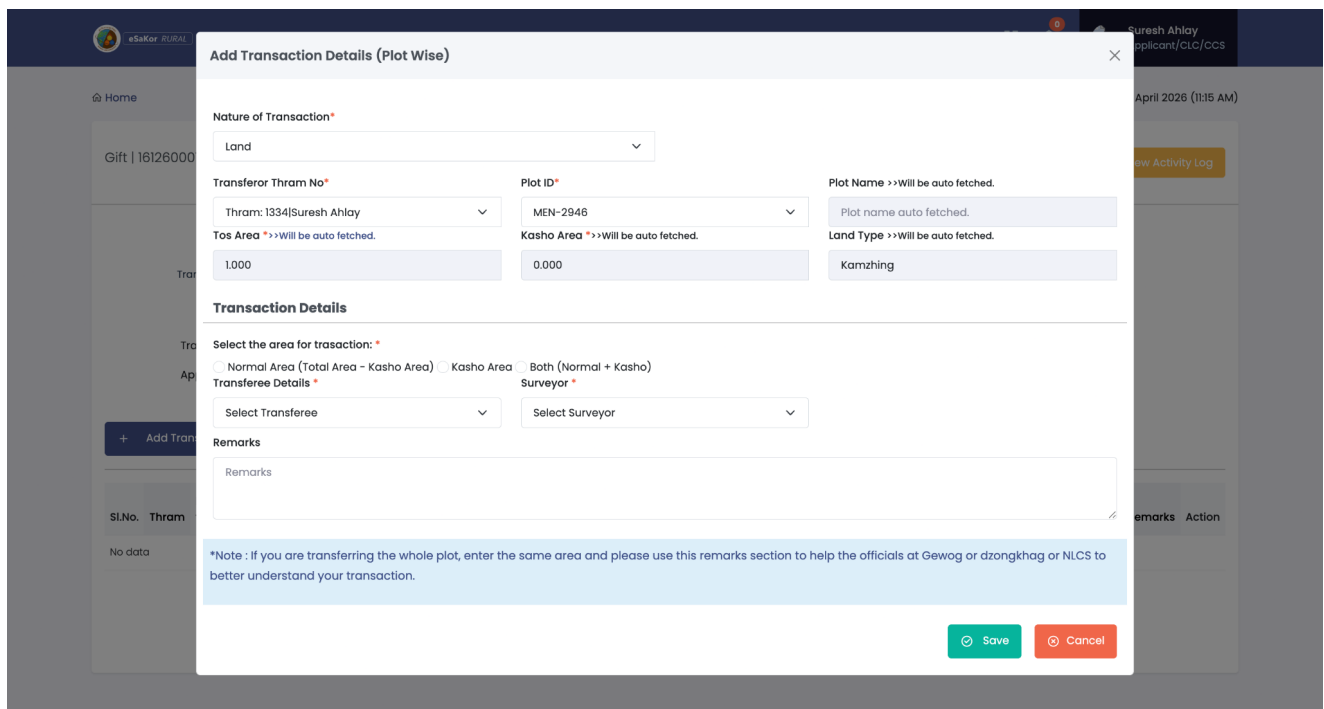
- Thrams — only authorised thrams appear
- Plots — only plots linked to the authorised thrams
- Buildings — only authorised buildings
- Flats — only authorised flats within those buildings



Property selection filtered by the authorization

### Transaction area

- Area type: Normal Area, Kasho Area, or Both
- Solid Plot or Sub-Divide
- Enter the transaction area — it is validated against the limits in the authorization
- For Kasho: choose Sub-Divide (Yes/No) and enter the Kasho transaction area



Transaction area entry

### For flat transactions

Select the authorised building and flat, then enter the **Flat Number**, **Flat Type**, **Flat Class**, **Proportionate Land Right** and **Flat Cost**. Add the flat owners (names are fetched from the Census service).

## 5.4 Step 3 — Attachments

1. Select the **Document Type** (the list is filtered by transaction type and your role).
2. Upload the document. Accepted formats are PNG, JPG, JPEG, PDF, ZIP, RAR, FLD and CRD, up to 5 MB each.
3. Repeat for every required document.

The screenshot displays the 'Attachment Files' step (Step 3) of a 4-step process. The progress bar shows steps 1 (Transaction Party Details), 2 (Attachment Files), 3 (Attachment Files), and 4 (Complete). The transaction details are as follows:

- Transaction No: 161260001
- Application Date: 2026-04-06
- Transaction Type/Sub-Transaction Type: Gift/Gift
- Dzongkhag/Gewog: Tsirang /Mendrelgang

The 'File Attachments' section includes an 'Attach Files' button and a list of required supporting documents:

Following supporting documents are required but some are conditional:

1. **Internal agreement/sale deed** - Drawn between the Transaction parties (For deceased landowner, a representative from the family members to sign on behalf of the transferor).
2. **No Objection Certificate** - 1.From family member incase the landownership is family 2.From co-owners incase the Propportionate land right is not mentioned.
3. **Building occupancy** - For flat/building transaction .
4. **Financial clearance** - From the financial institutions if the plot is mortgaged.
5. **PLR Agreement form** - To be filled in by the applicant for flat/building transfer.
6. **Common Property Declaration Form** - To be filled in by the applicant for flat/building transfer.
7. **Other/Supporting documents** - If any additional documents are available for submission.
8. **Certification of Incorporation** - For transfer of land to the registered companies/Religious institutions.

Navigation buttons include 'BACK', 'Abort Transaction', and 'NEXT'.

*Attachment upload*

## 5.5 Step 4 — Review & Submit

Step 4 becomes available once Steps 1, 2 and 3 are complete.

### Review

The system shows a summary of all the parties, the transaction details and the attachments.

eSakor RURAL
Suresh Ahlay  
Applicant/CLC/CCS

1
2
3
✓

Transaction Party Details

Attachment Files

Complete

Transaction No: **161260001**      Transaction Type/Sub-Transaction Type: **Gift/Gift**

Application Date: **2026-04-06**      Dzongkhag/Gewog: **Tsirang /Mendrelgang**

**Applicant Details**

Sl.No.	Party	Mobile   Email	Thram	Ownership Type	WitnessName   CID   Mobile	Lagthram Collection Point	Action
1	<b>Transferor</b> Suresh Ahlay   ལུ་ཤེ་ཨ་ལཡ།   11307001988	17395709   suraceallay@gmail.com	1334	Individual Ownership (Thram Ownership Type)	Garba Singh Rai   11207001988   17098765	Headquarter Office (Kawangjangsa, Thimphu)	<input checked="" type="checkbox"/> <input type="checkbox"/>
2	<b>Transferee</b> Jangchub Dorji   ཇམ་ཅུབ་དོ་རྟེ།   11107007080	17841282   jangcchub@gmail.com		Individual Ownership (Thram Ownership Type)	Tshering Pem   11107005280   17546723	Dzongkhag/Dungkhag (The Dzongkhag/Dungkhag where land is located)	<input checked="" type="checkbox"/> <input type="checkbox"/>

**Transaction Details**

Sl.No.	Thram	Nature of transaction	PlotID Plot Name	Land Type	Plot Area   Kasho Area	Transaction Area   Kasho Transaction Area	Sub-Divide   Sub-Divide Kasho Area	Transferee Detail(s)	Remarks	Action
1	1334	Land	MEN-29461	Kamzhing	110	0.5   0	Sub-Divide Plot   No	Jangchub Dorji   11107007080	transfer	<input checked="" type="checkbox"/> <input type="checkbox"/>

Step 4 review summary

## Submit

If a survey of the plot is involved, select the **Surveyor Type** — by the Dzongkhag/Drungkhag Surveyor or by a Certified Cadastral Surveyor (CCS). Then select **Submit Transaction**.

eSakor RURAL
Success  
Success

1
2
3
✓

Transaction Party Details

Attachment Files

Complete

Transaction No: **161260001**      Transaction Type/Sub-Transaction Type: **Gift/Gift**

Application Date: **2026-04-06**      Dzongkhag/Gewog: **Tsirang /Mendrelgang**

**Applicant Details**

Sl.No.	Party	Mobile   Email	Thram	Ownership Type	WitnessName   CID   Mobile	Lagthram Collection Point
1	<b>Transferor</b> Suresh Ahlay   ལུ་ཤེ་ཨ་ལཡ།   11307001988	17395709   suraceallay@gmail.com	1334	Individual Ownership (Thram Ownership Type)	Garba Singh Rai   11207001988   17098765	Headquarter Office (Kawangjangsa, Thimphu)
2	<b>Transferee</b> Jangchub Dorji   ཇམ་ཅུབ་དོ་རྟེ།   11107007080	17841282   jangcchub@gmail.com		Individual Ownership (Thram Ownership Type)	Tshering Pem   11107005280   17546723	Dzongkhag/Dungkhag (The Dzongkhag/Dungkhag where land is located)

**Transaction Details**

Submitting the transaction

## Checks made at submission

Before the application is accepted, the system confirms:

Check	What it confirms
At least one authorization is bound	The transaction is linked to a valid authorization.
All consents are granted	Every delegated party and the CLC (if any) has the status "Consent Granted".
All parties are present	Every authorised person is included as a transactor.
CLC consent verified	The CLC has consented, where a CLC is involved.

If a check fails, the message explains what is missing.

## 6. Authorization Status Reference

Status	What it means
Pending	Created and awaiting consent from the parties.
Consent Granted	All delegated parties have consented; the authorization can be selected during transaction initiation.
LC Consent Granted	The CLC has also consented; the authorization can be selected during transaction initiation.
Fully Authorized	Bound to an application and all checks have passed; officials are processing it.
Completed	The transaction has been approved and finalised.
Cancelled	Cancelled by the owner or an official; create a new one if needed.
Revoked By Owner	Revoked by the owner; request again or create a new one.
Rejected	A party rejected the consent; request again or cancel.

## 7. When Is Consent Required?

The system decides whether consent is required for the transaction type you select, so you do not need to memorise a list. As a guide:

- **Consent is generally required** for ownership-transfer transactions — for example inheritance, sale/purchase, gift, exchange and flat transfer.
- **Consent is generally not required** for corrections, number changes and other administrative amendments.

**Note:** When consent is required, the system tells you and will not let you proceed until it is in place. When it is not required, the consent steps are skipped automatically.

## 8. Troubleshooting & FAQs

### Q. I don't see any authorizations when I initiate a transaction.

- Make sure consent has been sought and all parties have consented.

- The authorization must match the sub-transaction type and Gewog.
- You must be the authorised owner or the linked CLC.
- Check **Outgoing Consents** for the current status.

**Q. The NDI login QR code won't load or scan.**

- Check that both your computer and phone have a stable internet connection.
- Update the Bhutan NDI app to the latest version.
- Refresh the page to generate a new QR code.

**Q. The census details didn't load for a CID.**

- Check that the 11-digit CID is correct.
- Check your internet connection.
- Contact your Dzongkhag land office if the problem continues.

**Q. I can't select a particular thram, plot, building or flat in Step 2.**

- Only the properties covered by the selected authorization are available.
- Confirm that the authorization covers the property you intend to use.

**Q. Submission fails with a consent error.**

- Check which consents are still pending in **Outgoing Consents**.
- Every party must have the status "Consent Granted".
- Make sure every authorised person has been added as a transactor.

For further help, contact your Dzongkhag Land Record office.