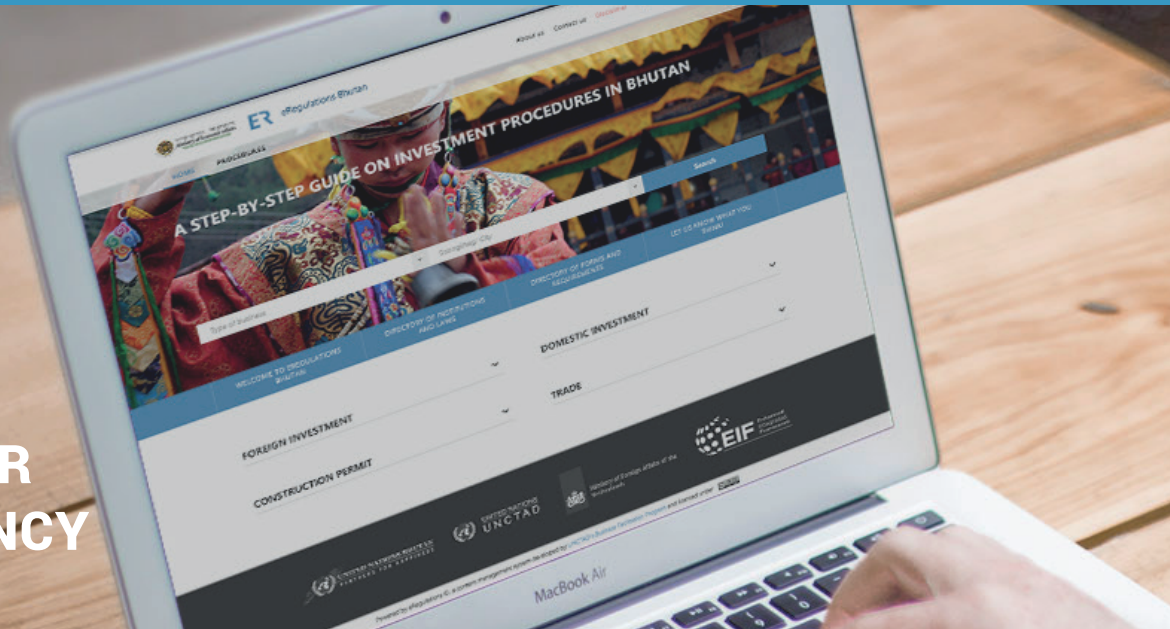




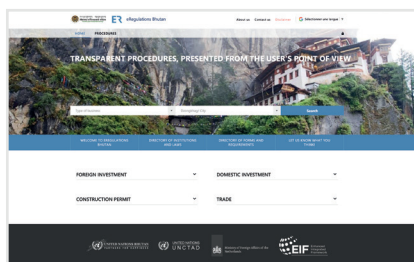
ཕྱི་འབྲེལ་ལྷན་ཁག།
Ministry of Foreign Affairs
Royal Government of Bhutan

eRegulations Bhutan

A TOOL FOR
TRANSPARENCY



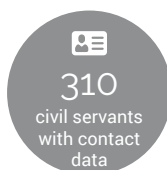
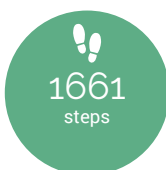
The Royal Government of Bhutan has launched a new tool for investors: the eRegulations Bhutan portal. This online database brings total transparency to investment procedures.



The **eRegulations Bhutan** portal is an effective step and a hands-on tool for the government of Bhutan to **increase the transparency, integrity and accountability of public agencies**. It will help to ensure that national laws are applied consistently and to harmonize administrative practices across the country. The portal reflects procedures from the user's point of view, as they are actually applied in practice. Information has been collected through repeated field visits to all the administrations involved.

The **bhutan.eregulations.org** portal gives access to **step-by-step guides** in all 20 Dzongkhags for the following procedures: Foreign investment (company creation with office or land lease), Domestic investment (company creation with office or land lease), Trading and Construction permits.

THE PORTAL SHOWS:



bhutan.eregulations.org



eRegulations Bhutan

Steps (21)

- Obtain security clearance (2)
- 1 Request security clearance
- 2 Obtain security clearance
- Purchase legal stamps (1)
- 1 Purchase legal stamps
- Obtain site layout plan and location map (1)
- 1 Obtain site layout plan and location map
- Obtain geog administrative approval (2)
- 1 Request geog administrative approval
- 2 Collect geog administrative approval
- Obtain location clearance (2)
- 1 Request location clearance
- 2 Collect location clearance
- Obtain project approval (7)
- 1 Request Project Approval
- 2 Receive information to collect payment notification fee
- 3 Collect environmental clearance payment notification
- 4 Pay environmental clearance fee
- 5 Submit payment receipt
- 6 Receive information for collection of project approval
- 7 Collect project approval
- Obtain business license (3)
- 1 Request business license
- 2 Pay license fees
- 3 Collect business license
- Open current bank account (1)
- 1 Open current bank account
- Obtain tax payer number (2)
- 1 Request tax payer number
- 2 Obtain tax payer number

17 Pay license fees (last modified: 21/01/2020)

You can apply for this step online [Apply online](#)

Contact details

Entity in charge: MINISTRY OF ECONOMIC AFFAIRS, REGIONAL OFFICE OF ECONOMIC AFFAIRS, THIMPHU
Changzamtok Industrial Estate, Thimphu
Tel: +975 2 325 622 / +975 2 331 901

Unit in charge: LICENSING SECTION, ROIA, THIMPHU
Mon: 09:00 - 01:00, 02:00 - 05:00
Tue: 09:00 - 01:00, 02:00 - 05:00
Wed: 09:00 - 01:00, 02:00 - 05:00
Thu: 09:00 - 01:00, 02:00 - 05:00
Fri: 09:00 - 01:00, 02:00 - 05:00

Person in charge: BAL KRISHNA SHARMA
Accountant
Tel: +975 17 607 826
Email: slip_37@yahoo.com

Expected results

Requirements

1 Application number (SMS notification)

Cost **BTN 18,200.00**

Large scale business

BTN 4,000 Business license fee
BTN 8,000 Registration fees
BTN 100 Booklet fee

Medium scale business

BTN 2,000 Business license fee
BTN 4,000 Registration fees
BTN 100 Booklet fee

Time frame

Waiting time until next step: Max. 0.5 day

Legal justification

1 General Guidelines for Industrial and Commercial Ventures in Bhutan, 1997 Annex II

PROCEDURES FROM THE USER'S POINT OF VIEW

Procedures are presented **step-by-step**, from the user's point of view. Every necessary interaction with a civil servant is considered a step.

For each procedure, the system presents a list of required steps and a summary showing the entities involved, **expected results, requirements, minimum and maximum processing time** and all **legal bases**.

For each step, you can see the following:

- Entity/office/officer in charge
- Result of the step
- Requirements (forms and documents)
- Cost
- Duration (minimum and maximum)
- Legal justification
- Authority certifying that the step is correctly described
- Entity/office/officer in charge of attending complaints

TRANSPARENCY AND PUBLIC-PRIVATE DIALOGUE

Implemented by the Department of Industry in collaboration with the UNCTAD under Enhanced Integrated Framework (EIF) Tier 2 Project on E-Infrastructure for Trade and Services Development, the **eRegulations portal** aims to **make administrative procedures transparent**, swift and efficient contributing to making the environment more conducive for private sector development and good governance.

In addition to accelerating business, trade and investment, the portal also facilitates the **simplification of procedures** as it provides a platform to identify unnecessary steps and requirements. It also **promotes public awareness and stimulates public-private dialogue** on the procedures.

Recourse: Ministry of Economic Affairs, Regional Office of Economic Affairs, Thimphu

Entity in charge: MINISTRY OF ECONOMIC AFFAIRS, REGIONAL OFFICE OF ECONOMIC AFFAIRS, THIMPHU
Changzamtok Industrial Estate, Thimphu
Tel: +975 2 325 622 / +975 2 331 901

Unit in charge: REGIONAL DIRECTOR'S OFFICE, RTIO, THIMPHU
Mon: 09:00 - 01:00, 02:00 - 05:00
Tue: 09:00 - 01:00, 02:00 - 05:00
Wed: 09:00 - 01:00, 02:00 - 05:00
Thu: 09:00 - 01:00, 02:00 - 05:00
Fri: 09:00 - 01:00, 02:00 - 05:00

Person in charge: DHURBA GIRI
Offg. Regional Director
Tel: +975 02 323 334
Email: dgiri@moea.gov.bt

[Report incorrect information](#) [Suggest a simplification](#)

Users can contact the officers in charge of procedures and also send complaints, report misconduct and propose simplification ideas through the system. **eRegulations Bhutan** displays the name and contact details of all civil servants involved in the procedures and specifies for each step a recourse to whom the user may complain or address an inquiry.