

**PUBLIC SERVICE DELIVERY DIVISION
OFFICE OF THE PRIME MINISTER, CABINET SECRETARIAT**

TOLL FREE # 1199
ON-CALL # 7714 1199

PUBLIC SERVICE DELIVERY IN THE WAKE OF COVID-19

SERVICE DETAILS		FOCAL CONTACT DETAILS	MORE DETAILS
Agency/ Service Name	Service status/ Delivery Mode	Name/ Responsibility/Contacts	
MINISTRY OF ECONOMIC AFFAIRS			
Renewal of licenses and payment of applicable charges	Available online at www.citizenservices.gov.bt Renewed license can be printed online without having to visit RTIO for seal/signature	ICT Division; 17786824/ tyonten@moea.gov.bt <i>[For any technical issues during online transactions]</i> RTIO Phuntsholing; 17871700/ dchoden@moea.gov.bt RTIO Thimphu; 17873063/ pemayuden276@gmail.com , 17745608/ dorji@moea.gov.bt RTIO Mongar; 17637451/ usamdrup80@gmail.com 17623970/ pemayangkee@rcbajo.gov.bt RTIO S/Jongkhar; 17601632/ tsheringtshering@moea.gov.bt RTIO Gelephu; 17900675/ nchedup@moea.gov.bt RTIO Trongsa; 17390141/ ntshering@moea.gov.bt <i>[For any Pending applications, rejected applications, Application status, Printing of License, Online Payment, anything related to delegated activities]</i> DCSI Thimphu; 17629837/ mmukhia@moea.gov.bt <i>[Licensing Procedures and Documents requirement, If RTIOs could not respond to above issues]</i>	https://www.moea.gov.bt https://www.moea.gov.bt/wp-content/uploads/2020/03/notification.pdf MoEA Official Facebook Page
Renewal of license through visit to RTIOs/ Walk-in	Suspended till 30th April, 2020		
Processing of New business licenses	Available online from: www.citizenservices.gov.bt		
Processing of Change of business licenses			
Processing of Cancellation of business licenses			
Late penalties[for any business licensing services] shall not be levied till 30th April, 2020			
Office of the Consumer Protection			
Reporting of unfair trade practices	Toll Free # 1214	Chief Program Officer, 17607794/ jdorji@moea.gov.bt	https://www.moea.gov.bt/wp-content/uploads/2020/03/OCF-Notification-on-Covid-19.pdf

Department of Geology & Mines			
Application for New Mining	Dropbox will be placed at the entrance of the main office building of the Department of Geology and Mines , Thimphu during Office Hours	Mining Division; 329118 Mineral Development Division; 326096 Geological Survey Division; 323879 Geophysics Division; 323096	https://www.moea.gov.bt https://www.moea.gov.bt/wp-content/uploads/2020/04/Interim-arrangement-for-DGMs-service-delivery.pdf
Application for New surface collection of Minerals			
Application for Area extension of existing mines and quarries			
Application for Geological Survey works			
Application for Chemical Laboratory and sample analysis services			
Application for renewal of lease	Application along with supporting document should be submitted to kchophel@moea.gov.bt / nyoezar@moea.gov.bt	Mineral Development Division; Dy. Executive Engineer 326096/ kchophel@moea.gov.bt	https://www.moea.gov.bt/wp-content/uploads/2020/04/Interim-arrangement-for-DGMs-service-delivery.pdf
Request for issuance of Transport Permit number, purchase of explosives and Accessories, and application of renewal of EC	Email to tashiw@moea.gov.bt	Mining Division; 326096/ tashiwangmo@moea.gov.bt	
Submission of Final Mines Feasibility Study Report, Geological report and any other documents	Email to schoden@moea.gov.bt	Mine Leasing Section; Sr. Mining Engineer 326096/ schoden@moea.gov.bt	
MINISTRY OF INFORMATION & COMMUNICATIONS			
Road Safety and Transport Authority			
Vehicle Registration Certificate	Suspended till further notice.	ICT Division; 17609187/ ydorji@moic.gov.bt 17614747/ rjangsem@rsta.gov.bt <i>[For any technical issues/ online services issues]</i>	www.shorturl.at/bjvyQ www.moic.gov.bt
Driving License Renewal			
Driving License Duplicate	Available online; www.rsta.gov.bt		www.rsta.gov.bt
Vehicle Road Worthiness Certificate	No service until further notice	Regional Office, Thimphu; 17624533/ ulhamo@rsta.gov.bt 77318738/ pwangdi@rsta.gov.bt	MoIC Official Facebook Page
Other RSTA Services (not requiring physical presence)	Available online; www.rsta.gov.bt	Head Office, Thimphu; 77364637/ udorji@rsta.gov.bt <i>[For any service-related enquiry]</i>	RSTA Official Facebook Page
Penalties for not renewing vehicle documents and driving license shall not be levied from March 28, 200 till further notice.			

MINISTRY OF FINANCE			
Department of Revenue and Custom			
Tax Filing	BIT/CIT Filing and Tax Payment for Income Year 2019 deferred till June 30, 2020	RRCO, Thimphu; 02-322319 RRCO, P/Ling; 05-252356 RRCO, Paro; 08-272831 RRCO, Samtse; 05-365317 RRCO, Gelephu; 03-632427 RRCO, Mongar; 04-641487 RRCO, S/Jongkhar; 07-251015	www.mof.gov.bt www.drc.gov.bt
Tax Payment			
Tax Clearance Certificate			
MINISTRY OF HOME & CULTURAL AFFAIRS			
Department of Civil Registration and Census			
Processing of Citizenship Identity Card	Temporarily suspended until further notice	ICT/DID; 02321345; pletho@mohca.gov.bt , pdechen@mohca.gov.bt Population & Census Division; 339593, jigmezangmo@mohca.gov.bt	www.mohca.gov.bt www.shorturl.at/ovwZ3
Processing of Special Resident Permit			
Department of Immigration			
Issuance of Route Permit for Sightseeing/ Leisure	Services suspended till further notice	Service Division; 333522/ 338074; jtenzin@mohca.gov.bt Visa Division; 338764; twangmo@mohca.gov.bt	www.mohca.gov.bt www.doi.gov.bt
New Immigration Card for MC Dependents			
Issuance of e-Visa/ e-Permit/ VOA/ new work permit			
Renewal of work permits for foreigners already in the country	Service to be facilitated	Naturalization and Resident Permit Section; 331787; sdm@mohca.gov.bt	<i>[Services provided at the Immigration Office in Norzin Lam, Chubachu, has been temporarily relocated to the Immigration Office at Chhophel Lam, Kawajangsa]</i>
Re-entry of foreigners with valid visas/ work permits	Services suspended till further notice		
Government clearance to host events in the country			
Transfer of foreign workers from one employer to another	Service permitted, after temporary relaxation of Sections 77 and 129 of Immigration Rules and Regulations (2015)	Service Division; 333522/ 338074; jtenzin@mohca.gov.bt	
Inter Dzongkhag transfer of foreign workers of the same employee			

MINISTRY OF FOREIGN AFFAIRS			
Department of Passport			
Issuance of all categories of Passport	Suspended until further notice	Tshewang Dorji T (17114330) Pema Choden (17663275) Tshewang Lham (17670408) Nidup Zangmo (17825479)	www.mfa.gov.bt https://www.mfa.gov.bt/wp-content/uploads/2020/03/Notification.pdf
NATIONAL LAND COMMISSION			
NLCS notifies general public to refrain from visiting its offices until further notice. NLCS services can be availed online and status of the service/application will be notified through SMS			
Land transaction services	Avail online through eSakor https://esakor.nlcs.gov.bt/portal/public/app/portal	17664591 ; rjamtsho@nlcs.gov.bt Call # 02 – 321217 Toll Free # 1521	www.nlcs.gov.bt NLCS Official Facebook Page https://www.facebook.com/www.nlcs.gov.bt/photos/a.908114345879191/3103014236389180/?type=3&theater
Land tax payment	Online land tax payment System https://bolts.nlcs.gov.bt/home.html		
Land Issues	Any applications pertaining to land issue can be emailed to nlcs@nlcs.gov.bt		
Ownership certificate for visa purpose	Dial 1521		
NATIONAL ENVIRONMENT COMMISSION			
Application for Environmental Clearance	Offline ; will be continued to provide from office Call for appointment and necessary information prior to visiting the office	Environment Assessment and Compliance Division Pema Lhazom; 17998682 Tshering Peldon; 17621002 Tshering; 17289753	www.nec.gov.bt https://www.facebook.com/nec.gov.bt/
Waste Management and Technical backstopping		Communication Focal: 1. Tshering Tashi; 17119082/ tsheringt@nec.gov.bt 2. Rinchen Tsheirng; 17620003/ rinchent@nec.gov.bt	
Water issues – water contamination and water disputes		Compliant Management: 1. Lhap Tshering; 17975107/ ltshering@nec.gov.bt	

CONSTRUCTION DEVELOPMENT BOARD			
Registration and Monitoring Services	Online; www.cdb.gov.bt www.citizenservices.gov.bt	Tsheten Dorji, Chief Engineer, 17606953	www.cdb.gov.bt
Online Registration services	Money receipts for registration/renewal can be sent to accountant@cdb.gov.bt	Tshering Nidup, Engineer, 17600101	http://www.cdb.gov.bt/uploads/webcirculares/scan0016.pdf
Legal/ Compliant Management Services		Yeshey Phuntsho, Legal Officer, 17337007	
MINISTRY OF LABOUR AND HUMAN RESOURCES			
Department of Labour			
Recruitment of Foreign workers	Suspended until further notice	Mr. Sangay Dorji Chief Labour Officer, Tel # 339922 during office hour Mobile # 17311669	www.molhr.gov.bt
Re-deployment of Foreign workers from one employer to another	Online www.molhr.gov.bt		https://www.molhr.gov.bt/molhr/?p=4974#more-4974
Department of Employment & Human Resources			
Ministry's endorsement for any bilateral/ multilateral scholarships	Online; Email complete set of required documents to either jbbhandari@molhr.gov.bt or tzangmo@molhr.gov.bt	Human Resources and Skills Development Division Jit Bdr Bhandari, Program Officer Tshering Zangmo, Program Officer Call # 330419	www.molhr.gov.bt https://www.molhr.gov.bt/molhr/?p=4968#more-4968
placement of job seekers, incoming of representatives, pre-departure briefings and interviews	Temporarily suspended till further notice	Chhoeki Penjor, Chief Program Officer cpenjor@molhr.gov.bt 17104422	
TOURISM COUNCIL OF BHUTAN			
Guide License Renewal	Online	Ms. Karma Yangki 16921198	www.tourism.gov.bt
Visa amendment	Online Scanned copies of the application should be sent to twangchuk@tourism.gov.bt or dechen@tourism.gov.bt	Tshering Wangchuk @ 17506714 Dechen Wangmo @ 17601262	https://www.tourism.gov.bt/announcements/online-public-services-delivery

Refund of Tour Cost	Online Email scanned copies of application and supporting documents to respective contact details provided	Ms Krishna D Bhujel 17546927; krishna@tourism.gov.bt Ms. Jamyang Peldon 17773142; jamyangpeldon@tourism.gov.bt Ms. Pema Dekar 17741437; pdekar@tourism.gov.bt	www.tourism.gov.bt https://www.tourism.gov.bt/announcements/online-public-services-delivery
Clearance of Tour Operator License		Ms. Sangay Choden 17731662; sangaychoden@tourism.gov.bt	
Assessment of village home stays		Ms. Sangay Lhaden 77416639; slhaden@tourism.gov.bt	
Assessment of hotels for star rating		Mr. Karma Tenzin 17631660; ktenzin@tourism.gov.bt Ms. Kelzang Deki 17699955; kdekiqad@tourism.gov.bt	
Inspection of Tour Operator's Office		Mr. Yeshey Wangchuk 17603623; yesheywang@tourism.gov.bt Ms. Pema Deki 17905405; pema@tourism.gov.bt	
Drug test for tour guides and trekking cooks	Temporarily suspended until further notice	Mr. Sonam Tobgay 17506618; stobgayqad@tourism.gov.bt Mr. Choki Wangchuk 17928423; cwangchuk@tourism.gov.bt	
Issuance of Technical Clearance	Online Email applications and technical drawings for tourist standard hotels to respective contact details provided	Ms. Chechong Lhamo 77808450; chechongl@tourism.gov.bt	
Renewal/Ownership Change for Technical Clearance			
Tourism Product Development Proposal		Ms. Kuenzang Deki 17951036; k_deki@tourism.gov.bt	

BHUTAN COUNCIL FOR SCHOOL EXAMINATIONS AND ASSESSMENT

Duplicate and Replacement of Examination Documents	Online www.citizenservices.gov.bt	BCSEA office will be open for public services during Mondays and Thursdays from 9 AM to 12 noon . Mr. Sonam Tshering Ms. Karma Chuki 02-322724/ 332546/ 326559 bcsea@bcsea.bt	www.bcsea.bt http://www.bcsea.bt/main/news_ann/60
Language Proficiency Certificate	Online www.citizenservices.gov.bt		
Equivalence Certificate	Offline		
Migration Certificate	Offline		

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**SAN MARU BUILDING, NORZIN LAM
THIMPHU**

g2c@cabinet.gov.bt

338088/ 339655

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