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རྒྱལ་གྲུགས་དང་རང་བཞིན་ཐོན་སྐྱེད་ལྷན་ཁག།
Ministry of Energy and Natural Resources
Royal Government of Bhutan
Thimphu

BHUTAN
Believe

SECRETARY

GovBiz/01/2023/10

October 16, 2023

All Ministries/Agencies/Commission/Dzongkhag/Thromde
Royal Government of Bhutan

Subject : Draft Terms of Reference (ToR) & Progress Report Format

Dear Dashos,

In continuation to our letter No.S-20/2023/515 dated 18th July 2023 of the Cabinet Secretariat on the establishment of the GovBiz Service Center (GovBiz), we are pleased to share herewith the draft Terms of References(ToR) prepared with an intend to enable and facilitate in guiding our focals of the respective agencies to effectively carry out the task in providing business-related services to the applicants.

As part of our collaborative efforts, we are now at a stage where we would greatly appreciate your valuable input and feedback on the draft ToR. Please provide us your inputs within Oct, 2023 for compilation, finalization and dissemination.

Further, we are also attaching the format on the work progress to keep track of the status of work progress report of each agency on the business-related activities.

Thank you for your continued support and collaboration in this endeavor. We look forward to receiving your valuable feedback on the above indicated dateline.

Attached as stated above:

1. Draft ToR
2. Work Progress Format Report

Yours sincerely,

(Karma Tshering)
Coordinating Secretary

Copy to:

1. Hon'ble Secretary, Cabinet Secretary, for her kind information
2. Team members, GoVBiz for information and follow up
3. GovBiz/01/2023/10 file

DRAFT | TERMS OF REFERENCE (TOR)
Government to Business Service Center
(GovBiz)

1. BACKGROUND

During its 22nd meeting, the Committee of 4 Coordinating Secretaries (C4CS) decided to establish the "GovBiz Service Center" with the Economic Cluster Secretary as the lead Coordinating Secretary for this workstream. The primary objective of this center is to provide a comprehensive, one-stop-shop for all business-related services to the public.

This initiative aligns with the objectives of the 13th Five-Year Plan, aiming to accelerate economic development. The center will focus on streamlining government-to-citizen (G2C) and Government-to-business (G2B) services, while also assuming government-to-government (G2G) services responsibilities. The establishment of this center aims to eliminate the need for individuals to visit multiple agencies for sectoral clearances and information. The center will serve as the centralized authority responsible for seeking and completing all necessary information and clearances on behalf of the applicants.

2. OBJECTIVE

- Provide a comprehensive platform (single window service) for all business-related services to the public
- Streamline G2C, G2B, and G2G services
- Eliminate the need for multiple visits to various agencies for sectoral clearances and information
- Enhance public service delivery in line with the 13th Five-Year Plan

3. SCOPE

The center will primarily focus on

- Streamlining G2B services, assuming G2G services responsibilities.
- Facilitate the process of seeking and completing all necessary information and clearances on behalf of the applicants.
- Business process re-engineering / Simplifying the business process



4. ROLES AND RESPONSIBILITIES

I. GovBiz Service Center

1. **Single point of contact:** Serve as the primary contact for all applicants, ensuring seamless communication and guidance.
2. **Facilitation:** Actively facilitate Government to Citizen (G2C), Government to Business (G2B), and Government to Government (G2G) interactions by liaising with central agencies, Local Government and Regional-based office.
3. **Fast Tracking:** Prioritize and expedite business applications and sectoral clearances, especially for priority sectors.
4. **Coordination & Collaboration:** Coordinate and Collaborate with central agencies, Local Government and regional based offices responsible for providing sectoral clearances and information, ensuring a streamlined process.
5. **Compliance Monitoring:** Monitor the services provided by central agencies and local governments to ensure adherence to the Turnaround Time (TAT).
6. **Centralized Authority:** Act as the primary agency responsible for seeking and completing all necessary information and clearances on behalf of the applicants.
7. **Follow-up:** Pro-actively follow up on appeal cases with central agencies, Local Government and Regional based office and provide timely updates on work status to the concerned / applicants.
8. **Grievance Redressal:** Address and resolve any grievances or concerns raised by applicants or stakeholders.



9. **Training & Development:** Organize and participate in training sessions to stay updated with the latest regulations, technologies, and best practices in service delivery.
10. **Feedback System & Reporting:** Regularly collect feedback from focal of agencies, public and businesses to identify areas of improvement and implement necessary changes. Share a copy of the monthly reports to the concerned agencies on the work progress.
11. **Technology Integration:** Collaborate with Govtech to integrate and leverage technology for improving service efficiency and user experience.
12. **Stakeholder Engagement:** Engage with key stakeholders, including industry leaders, to understand their needs and challenges better.
13. **Awareness & Advocacy:** To advocate, create awareness and sensitization on the mandate, functions and other paramount issues surrounding the center to the central agencies, Local Government and Regional based offices.
14. **Risk Management:** Identify potential risks related to service delivery in the central agencies, Local Government and Regional offices and develop strategies to mitigate them.

II. Local Government & Regional Based Offices (Focal Persons)

1. **Liaison:** Act as the primary liaison between the GovBiz Service Center team and local entities on all matters related to business services for the public in terms of providing guidance and facilitation.
2. **Coordination & Collaboration:** Coordinate and Collaborate with sectors, local governments, regional offices and line agencies responsible for issuing sectoral clearances and information.
3. **Monitoring & follow up:** Monitor on the services to ensure they adhere to the turnaround time and follow up on work progress with sectors and line



agencies. May also seek assistance of the center, if requires any intervention of the center.

4. **Record Keeping & Reporting Mechanism:** Maintain and up-date the correct details of applicants in the worksheet and up-date the work progress on weekly basis to ensure data integrity. Also, have to submit a monthly report to the center on the work progress status in the format shared (Attached_Annex-01).
5. **Awareness and Advocacy:** Conduct awareness, sensitization and advocacy program with line agencies, as may be required from time to time.
6. **Proposal submission:** Initiate the submission of new and the pending business proposal from the Dzongkhags/Thromde/Regional offices to the GovBiz Service Center.
7. **Streamlining Services:** Streamline G2C, G2B, and G2G facilitation by liaising with sectors, line agencies, and regional based offices at the local government level.
8. **Identification of challenges:** Identify unique challenges confronted by businesses in the local region, communities and communicate to the GovBiz Service Center for solution.
9. **Local Partnerships:** Build partnerships with local businesses and organizations at the grassroot to enhance service delivery and gather support.



(WORK PROGRESS REPORT FOR THE MONTH OF2023)

SN	Applicant / Business Name	Contact No.	Proposed activity	Received Date	Location	Clearances /Information/ Action required	Action Taken / Follow up Status	REMARKS