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:

- 379 procedures
- 1661 steps
- 770 forms and requirements
- 310 civil servants with contact data
- 48 legal bases

bhutan.eregulations.org
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.

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.