

MINISTRY OF LABOUR AND HUMAN RESOURCES



STANDARD OPERATING PROCEDURE FOR DIRECTORATE SERVICES August 2022

Directorate Services
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FOREWORD

The Directorate Services in the 10 ministries were established as approved by the Cabinet Secretariat vide letter number C-3/92/169 dated 25 December, 2015 to ensure efficient and effective delivery of common services such as administration, human resource, financial, ICT and legal services.

In order to institutionalize the Directorate Services within the ministries, it is imperative to have standard operating procedure streamlining systems, processes and practices in a formal guiding document. Furthermore, effective coordination for efficient service delivery requires the availability of guidelines and tools supporting the implementation of both management and technical activities and it is in this perspective that this standard operating procedure has been developed.

Therefore, it is an immense pleasure to publish this **Standard Operating Procedure for Directorate Services (SOP)** of the Ministry of Labour and Human Resources. I hope that this standard will enhance organization efficiency and performance through coordinated and improved delivery of common services of the Ministry. Furthermore, I hope that this SOP also serves as a guiding document for civil servants working within the Directorate Services in all the ministries and as a road map for future civil servants.



Chief Human Resource Officer

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- I. Organogram of Directorate Services
- II. Property Requisition Form
- III. Note for Sanction of Expenditure

Chapter 1: General Overview

1.1 Introduction

This **Standard Operating Procedure** is a comprehensive statement of all the services under the Directorate Services with detailed information on the procedures required to comply along with clear timeframe and required documents. It will streamline the expectations and standards in the delivery of the common services in the Ministry.

It is developed based on the existing rules and regulations such as the Bhutan Civil Service Rules and Regulation 2018, Procurement Rules and Regulation 2019, and Financial Rules and Regulation 2007 and is subject to change as and when there is change in these rules.

However, if any of the procedures is unclear, the users are advised to approach the relevant division for clarification.

1.2 Purpose

Overall, the purpose of this SOP is to institutionalize systems and processes that are crucial in delivering efficient and effective services under the Directorate Services.

It shall be used as a step-by-step guide by officials within the Directorate Services to provide their services and by the line departments of the Ministry to avail the services.

The SOP covers six key areas:

- i. Human Resource Management and Development Services
- ii. ICT services
- iii. Legal services
- iv. Administration services
- v. Accounting and budgeting services
- vi. Procurement services

Chapter 2: Directorate Services

2.1 Introduction

The Directorate Services was established following the recommendation of the Organization Development Exercise carried out by the RCSC through the Cabinet's approval in 2015. It seeks to address issues pertaining to coordination of activities amongst the departments in the Ministry relating to finance, human resource, procurement, administration, ICT, and legal services.

2.2 Objectives

- i. Ensure effective delivery of common directorate services in the Ministry;
- ii. Plan, coordinate, supervise and monitor functions of various divisions, sections and units of Directorate Services.

2.3 Roles and Responsibilities

- i. Advisory role to Secretary and the Ministry on HR and finance matters;
- ii. Supervisory role to divisions/services under Directorate Services;
- iii. HR Management and Development services to line departments;
- iv. Financial and procurement management of line departments.

2.4 Divisions under Directorate Services

The Directorate Services is composed of the following units and services:

- i. Finance Division
 - Finance (Accounts and Budgeting) services
 - Procurement services
- ii. Human Resource Division
 - Human Resource Management services
 - Human Resource Development services
- iii. Information and Communication Technology Division
 - ICT support services
 - ICT system and management services
- iv. Legal Services
 - Legal opinion and soliciting services

Chapter 3: Human Resource Division

3.1 Introduction

The Human Resource Division (HRD) under the Directorate Services is responsible for catering to the Strategic HRM (SHRM) of the Ministry.

3.2 Human Resource

The HRD shall be headed by a Chief Human Resource Officer (CHRO) and the CHRO shall report to the Director, Directorate Services. The CHRO shall be supported by Human Resource Officers and HR Assistants.

3.3 Human Resource Development Service

The HRD plans and formulates the HRD Master plan (as per RCSC approved staffing plan) of the Ministry, and streamlines the development and capacity building of human resources to achieve effective utilization of the resources.

3.4 Human Resource Management Service

An important task under the Human Resource Management Service (HRMS) is to formulate and develop the five-year Human Resource Staffing Plan in line with the organizational goal. The main functions in the HRMS are recruitment, selection and appointments as per the approved HR strength of the Ministry.

3.5 Ministerial Human Resource Committee (MHRC)

In order to carry out the HR services, the HRD is guided by the Ministerial Human Resource Committee (MHRC) of the Ministry, which is the highest decision-making body for HR actions in the Ministry. The MHRC is formed based on the requirements prescribed in the Bhutan Civil Service Rules and Regulations 2018.

3.5.1 Composition of Ministerial Human Resource Committee

The Secretary of the Ministry shall be the chairperson of the MHRC. In the absence of the Secretary, the Officiating Secretary shall chair the meeting. Membership to HRC shall be based on the provision of the BCSR. The Chief Human Resource Officer or in his absence the senior most HR Officer shall function as the member secretary to the MHRC.

The MHRC meetings shall be attended by HRC members only. However, in the absence of the MHRC member, the officiating personnel can represent the departments.

3.5.2 Frequency and Quorum of MHRC Meeting

The MHRC meeting shall be held every Tuesday at 2.00 p.m. provided there is adequate agenda and the required quorum. Special sessions of the MHRC shall be held as and when the Chairperson deems necessary and appropriate. The quorum shall be constituted by a minimum of 5 members.

3.5.3 Submission of Agenda Items

Agenda for MHRC Meeting shall be addressed and submitted to the Director, Directorate Services by Friday of every week. Agenda submitted after the deadline shall be included in the upcoming MHRC Meeting only upon obtaining approval (in the form of remarks in the proposal) from the Chairperson of the MHRC.

Agenda items pertaining to ex-country travel shall be accompanied by the required documents along with the proposal.

3.6 Standard Operating Procedure for HRD Services

i. Availing Leave

Service	Step	Procedure	Time Frame	Primary Responsibility	Requirements
Casual Leave*	1	Submit leave application	NA	Individual availing leave	Submit Leave application online
	2	Approve leave application	Within 2 hours after receiving application	Immediate supervisor	Approve through the online system
	3	Automatically record leave availed in the online leave system	Immediately upon approval	NA	
	4	Update unused casual leave in individual personal files and credit to earned leave account	July	HR Assistant	
Earned Leave*	1	Submit leave application	NA	Individual availing leave	Submit leave application online
	2	Approve leave	2 hours after receiving application	Immediate supervisor/HOD for leave exceeding 5 days	Approve through the online system
	3	Automatically record leave availed in the online leave system	Immediately upon approval		
	4	Update earned leave balance in personal file and notify the staff on their leave balance for encashment	July	HR Assistant	
Bereavement Leave	1	Receive bereavement leave application	NA	Individual/HRD	Evidence document
	2	Verify supporting documents and approval from supervisor	Within one day	HRD	
	3	Issue sanction order	Within one day	HR Assistant	
	4	Issue joining order on receipt of joining letter from staff	Within one day	HR Assistant	
	5	Update in personal file	Within one day	HR Assistant	
Maternity Leave	1	Receive maternity leave application	NA	Individual/HRD	Birth record of the child
	2	Issue sanction order	Within one day after the approval	HRD	

	3	Issue joining order on receipt of joining letter from staff	Within one day	Individual/HRD	
	4	Update in the ZEST and personal file	Within one day	HRD	
Paternity Leave	1	Receive paternity leave application	NA	Individual/HRD	Birth record of the child
	2	Issue sanction order	Within one day	HRD	
	3	Issue joining order on receipt of joining letter from staff	Within one day	Individual/HRD	
	4	Update in the personal file	Within one day	HRD	
Medical Leave	1	Receive medical leave application	NA	Individual/HRD	Medical prescription/Advice from doctor
	2	Submit as agenda in MHRC for approval for medical leave of more than one month	In the upcoming MHRC Meeting	HRD	
	3	Issue sanction order upon approval by MHRC	Within 1 day after the approval from MHRC	HRD	
	4	Update in ZEST and personal file	Within 1 day after issuing sanction order	HRD	
	5	Issue joining order on receipt of joining letter from staff	One day	Individual/HRD	
Extraordinary Leave	1	Receive application for EOL	NA	Individual/HRD	Application Leave Form and Letter of Undertaking
	2	Seek MHRC endorsement	Upcoming MHRC Meeting	HRD	
	3	Issue sanction order upon approval by MHRC	Within 1 day	HRD	
	4	Update in ZEST and personal file	Within 1 day after issuing sanction order	HRD	
	5	Update ZEST on joining office	Within one day	HRD	Joining letter from staff
Medical Escort Leave	1	Received application verified by the supervisor	NA	Individual/HRD	Application with duly filled form
	2	Seek MHRC endorsement	Upcoming MHRC Meeting	HRD	

	3	Issue sanction order upon approval by MHRC	Within 1 day	HRD	
	4	Update in ZEST and personal file	Within 1 day after issuing sanction order	HRD	

* If the leave request is for more than 5 days, it should be approved by the Head of the Department.

ii. Promotion

Service	Step	Procedure	Time Frame	Primary Responsibility	Requirements
Broad-Banded Promotion	1	Issue notification for submission of promotion proposals with list of staff due for promotion/molhr group email	30 September–31 October for Jan promotion 31 March–30 April for July promotion	HRD	Late submission will not be accepted
	2	Receive proposals	31 October for January promotion 30 April for July promotion	Individual staff due for promotion	
	3	Prepare checklist and review proposals	15 November for January promotion 15 May for July promotion	HRD	Promotion form, audit clearance, security clearance, PE forms for last 3 years
	4	Carry out promotion meeting by MHRC	30 November for January promotion 31 May for July promotion	HRD	
	5	Enter promotion proposal in ZEST	25 December for January promotion 25 June for July promotion	HRD	
	6	Generate and issue Promotion order from ZEST	1st January/ 1st July	HRD	
	7	Update promotion in personal files	January/July	HR Asst.	
Meritorious / Fast Track /Specialist promotion	1	Issue notification for submission of promotion proposals from respective Department/Division with list of staff due for promotion	30 September–15 October 31 March–15 April	HRD	Late submission shall not be accepted
	2	Receive proposals, prepare checklist and review the proposal	15 October/15 April		Promotion form, audit clearance, security clearance, PE forms for last 3 years (last 2 years for fast track promotion), meritorious form (for meritorious promotion), post adjustment form, TOR and Undertaking for

					Specialist promotion
	3	Seek MHRC endorsement	10 November/ 10 May	HRD	
	4	Submit to RCSC both in ZEST and hard copy	15 November/ 15 May	HR Asst.	

iii. Training

Service	Step	Procedure	Time Frame	Primary Responsibility	Requirements
Long Term Training for open/private funded/ University scholarships	1	Receive application for study leave with confirmed admission	N/A (Candidate should submit proposal with adequate time for Ministry/RCSC to review and process LTT	Individual staff	Acceptance Letter from the University/funding agencies, In-service training nomination forms, PE forms for the last 2 years, class XII and degree certificate/ marksheet (For Masters course) -Class X and XII Certificate/ marksheet for others -State of Funding in case of privately funded
	2	Review and seek MHRC endorsement	Upcoming MHRC Meeting	HRD	
	3	Upload study leave proposal in ZEST for further endorsement by the RCSC	1 day after the MHRC endorsement	HR Asst.	
	4	Receive online proposal through ZEST		RCSC	
	5	Acknowledge and review the proposal received through ZEST		RCSC	
	6	Approve or regret the proposal		RCSC	
	7	Print and issue Letter of Award through ZEST		RCSC	
	8	Inform the candidates on Pre-Departure Briefing (PDB)	Before 2 weeks of the course start date	RCSC	
	9	Conduct PDB and execute Legal Undertaking		RCSC	2 copies of duly filled Undertaking, PDB points, Intimation Form, guarantor, CID copy of guarantor
	10	Carry out handing-taking of office equipments and responsibilities		Individual/Division/Department	
	11	Issue relieving order		Department	
	12	Update in the personal file and bio-data			

	13	Report to the RCSC after the completion of the training	Within 21 days (including weekends and holidays) from the end of study term (as mentioned in letter of award)	Individual	Joining report, feedback form, training certificate, training report form
	14	Update study status in ZEST after the completion of the studies		RCSC	
Short Term Training	1	Receive training proposals as per project document/budget approval	N/A	HRD/concerned department	Application and University/Institute acceptance letter
	2	Review course content, institute and target group and seek HRC endorsement	Upcoming MHRC Meeting	HRD	
	3	Receive documents from the nominated candidates	Within three working days after MHRC approval	Nominated candidate	In-service training forms with necessary documents
	4	Issue letter for new/release/renew/clearance of passport to Passport Section, MoFA	Within 3 working days	HRD	Passport form, invitation letter, CID copy, security clearance for new passport application
	5	Issue letter for processing of visa/Clearance letter through MoFA (wherever applicable)	Within 3 working days	HRD	Original Passport, PP size photograph 2 nos., visa application form, invitation letter, CID copy
	6	Issue relieving order upon submission of in-service training forms	Within one day after the submission of training forms	HRD	Finance Division to release the travel expenses based on the relieving order
	7	Upload nominee details in ZEST	Within one working day	HR Asst.	
	8	Update training status in ZEST and bio-data	After completion of training	HR Asst.	Candidate to submit Joining report, feedback form, training certificate, training report

iv. Performance Management

Service	Step	Procedure	Time Frame	Primary Responsibility	Requirements
Performance Management System	1	Issue notification for preparation (coming FY) and evaluation (previous FY) of IWP	June	HRD	
	2	Issue notification for Mid-Term Review of IWP	1 week after the completion of MTR of APA	Individual/ department heads	
	3	Calculate final ratings for preparation of the Moderation Exercise	July (for the previous fiscal year)	HRD	
	4	Conduct Moderation Exercise and seek approval of HRC	By October for the previous fiscal year	Department/division heads	

	5	Update ratings in ZEST	By November 15 for the previous fiscal year	HR Asst.	
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v. Transfer

Service	Step	Procedure	Time Frame	Primary Responsibility	Requirements
Transfer	1	Generate list of employees who are due for transfer	August 31	HRD	
	2	Send transfer options (to be filled up by individual employee) to the departments/regional offices and receive transfer list with options	October 30	HRD/Individual/departments	
	3	Compile list for special transfer request (not completed required number of years) and submit to Ministry	October 30	HRD	-Family-marriage certificate required - medical certificate/recommendation from the doctors required - home posting should have more than 1 year but less than 3 years to superannuate
	4	Receive and review transfer proposal	November 10	HRD	
	5	Submit to MHRC for endorsement	November 30	HRD	
	6	Issue letter of acceptance/rejection of transfer proposal	December 15	HRD	
	7	Enter transfer details in the ZEST and generate transfer order	December 31	HR Asst.	
	8	Relieve employees who have been transferred	January 31	Concerned department	
	9	Update joining details in the ZEST	Within five working days	HR Asst.	

vi. Separation from Civil Service

Service	Step	Procedure	Time Frame	Primary Responsibility	Requirements
Superannuation	1	Generate list of employees due for superannuation in the next one year	March/April	HRD	
	2	Issue notification to the superannuating civil servants	One month prior to superannuation	HRD	
	3	Submit to MHRC for approval	One month prior to superannuation	HRD	
	4	Issue separation order for individual to obtain	2 days after MHRC approval	HRD	Audit clearance, TDS Certificate, Financial Institution Certificate

		clearances for retirement benefits			from CBI (Credit Information Bureau), internal clearances from Procurement, Store etc.
	5	Update in ZEST and bio-data	Upon issuance of separation order	HR Asst.	Upload scanned copy of separation order
	6	Issue relieving order	On the day of separation	HRD/Department	
	7	Process retirement benefits	Within 2 weeks after receiving clearance	HRD/FD	
	8	Write to NPPF for release of PF	Within 1 week after receiving clearance	HRD	PF forms, separation order, relieving order, last pay certificate, audit clearance, CID copy, TDS Form, CBI Certificates, marriage certificate, health card of children, PP size photo (2 each) for all family members
	9	Write to RICB for release of GIS	Within 1 week after receiving clearance	HRD	GIS refund forms, separation order, relieving order, last pay certificate, audit clearance, CID, TDS, CBI Certificates
	10	Implement Royal Civil Service Award and Certificate of appreciation signed by Head of Ministry (P level and below)	On the day of superannuation		Conduct simple superannuation ceremony in recognition of his/her service to the Tsa-Wa-Sum
Voluntary Resignation	1	Receive application with 1 month notice		HRD/Individual	Resignation application
	2	Review service obligation and submit to HRC for approval/ recommendation	Within 1 week after receiving application	HRD	
	3	Issue separation order (hard copy) for individual to obtain clearances for retirement benefits	Upon approval by MHRC	HRD	Audit clearance, TDS Certificate, Financial Institution Certificate from CBI (Credit Information Bureau), internal clearances from Procurement, Store etc.
	4	Update in ZEST and bio-data	Upon issuance of separation order	HR Asst.	
	5	Issue relieving order	On the day of separation	HRD/Department	
	6	Process retirement benefits	2 weeks after receiving clearance		
	7	Write to NPPF for rel ease of PF	1 week after receiving clearance letter		PF forms, separation order, relieving order, last pay certificate,

					audit clearance, certificate, CID Copy, TDS Form, CBI certificates, Marriage Certificate, health card of children, PP size photo (2 each) for all family members
	8	Write to RICB for release of GIS	1 week after receiving clearance letter		GIS refund forms, separation order, relieving order, Last Pay Certificate, audit clearance, CID copy, TDS, CBI Certificates
Termination/ compulsory retirement	1	Receive Letter related to administrative discipline		HRD/ department	Letter/court verdict
	2	Submit to MHRC for appropriate action	Within 2 weeks of receiving the letter	HRD	For P1 and below, Ministry to take decision
	3	Issue separation order	Within 1 day	HRD	
	4	Update in ZES and bio-data	Within 1 day	HR Asst.	Upload scanned copy of separation order
	5	Issue relieving order	Upon receipt of clearances	HRD	
Separation on death	1	Receive letter requesting separation		Department	Death certificate
	2	Submit to MHRC for approval to process post-retirement benefits	Upcoming MHRC Meeting	HRD	
	3	Write to RICB informing the death of the member	Within one day	HRD	Copy to NPPF
	4	Issue separation order	Upon approval by MHRC	HRD/Individual	Audit clearance, TDS, Financial Institution Certificate from CBI (Credit Information Bureau), internal clearances from procurement, store, etc.
	5	Update in ZES and Bio-data	Within 1 day after issuing separation order	HR Asst.	Upload scanned copy of separation order
	6	Issue relieving order	On the day of separation	HRD	
	7	Process retirement benefits	Within 2 weeks after issuing clearance letter		
	8	Write to NPPF for release of PF	Upon receiving of clearances within one week		PF forms, separation order, relieving order, Last Pay Certificate, audit clearance, CID Copy, TDS, CBI Certificate, Marriage Certificate, health card of children, PP size photo (2 each) for all family members

	9	Write to RICB for release of GIS	Within 1 week after receiving clearance		GIS refund forms, separation order, relieving order, Last Pay Certificate, audit clearance, CID, TDS, CBI Certificates
	10	Payment of benefits	Within 1 month after issuing separation order		

Chapter 4: Accounts and Budgeting Services

4.1 Introduction

The accounts and budgeting services in the Ministry are provided by the Finance Division, Directorate Services.

4.2 Human Resource

The Finance Division is headed by the Chief Finance Officer who reports to the Director, Directorate Services. In carrying out the accounts and budgeting services of the Ministry, the Chief Finance Officer is supported by the Finance Officer and Accounts Assistants.

4.3 Core Responsibilities

The Finance Division provides accounts and budgeting services such as disbursement of salary, payment of claims and settlement, personal advances, and bill payment, and budget formulation services, budget appropriation and budget utilization services.

4.4 Standard Operating Procedure for Accounts and Budgeting Services

i. Payments

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Disbursement of salary	1	Update any modification such as leave, new appointment, transfer, retirement, arrears and other deductions in e-PEMS.	Before 25th of every month	Individual/HRD/F D	Appointment/ transfer/ retirement/ separation orders/LPC.
	2	Disbursement of Salary	On or after 26 th of every month	Finance Division	Subject to change depending on MoF Notification.
Payment	1	Receive TA/DA claim through eDATS	Within 30 days after the tour	Individual	TA/DA claim form, office order, and tour report submitted through eDATS duly approved by the

of TA/DA	2	Verify and pay TA/DA claims	Within 3 working days after	Individual/FD	competent authority. Subject to availability of travel budget.
Utility Payment	1	Submission of bills by the concerned Departments	2 working days after receipt of bills from service providers	Concerned Division/department	Timely submission of verified bills by concerned Department, along with note for sanction of expenditure (NSE).
	2	Payment of bills	Within 2 working days after receipt of bills from division/department	Finance Division	Subject to availability of utility budget.
Payment of personal advances	1	Apply for personal advance to the Director, DS through concerned department heads	NA	Individual	Subject to release availability and number of advances applied during the FY by the same individual. Subject to liquidation of previous advances in full as per clause 5.7.5 of FAM (FRR 2016). Attach NES.
	2	Receive instructions from Director, DS	Within 1 working day	Finance Division	
	3	Disburse the personal advance	Within 2-3 working days	Finance Division	If the advance requirement is approved by Director, DS
	4	Recovery of personal advances	On quarterly basis	Finance Division	Adequate net pay
Payment of Mobilization Advance	1	Receive request or order sanctioning the advance	NA	Individual/division/department	Copy of letter received from contractor or supplier along with valid Bank Guarantee. The grant of Mobilization Advance shall be covered by a bank guarantee to be furnished by the contractor. Attach NES.
	2	Disbursement of mobilization advance	5 to 7 working days	Finance Division	Subject to budget & Fund balance.
Secured Advance	1	Receive request for material secured advance.	NA	Individual/division/department	Upon verification by the site engineer and confirming the materials are on site. Enter on MB, signed by site engineer, project manager/project coordinator and HOD. Attach NES.
	2	100% of material advance provided to the contractor for construction material brought to site by contractors.	3 to 5 working days	Finance Division	Subject to availability of budget and captured in monthly BRF

Program Advance and settlement	1	Submit program advance request to Director, DS	1 week before the program	Focal Program Officer	Approval note sheet, NES, estimated worksheet. Only travel advance shall be sanctioned and other bills to be submitted to FD for direct payment to the suppliers.
	2	Disburse the advance payment	2-3 working days after receiving request	FD	Subject to availability of budget and captured in monthly BRF
	3	Settle advance based on verified bills	1 week after completing the program	Focal Program Officers	Approval note sheet, NES, daily attendance sheet, supply/work order, quotation rate, travel form, TPN number, bank account number with bank branch office and verified by Program Officer and Head of Department
Prior year advance settlement	1	Receive verified bills from the concerned department	Within 1 week after completing the program/activity	Concerned department	Confirmation and verification of work executed by the site engineer and program completed by the program officer. Enter on MB, signed by site engineer, project manager/project coordinator and HOD. Attach NES.
	2	Submit request for supplementary incorporation to DNB	1-2 working days	FD	Fund balance in previous FY under that specific budget line
	3	Prior year advance adjustment after approval	2-3 working days after approval by DNB	FD	Subject to availability of budget and captured in monthly BRF
Bill payment against suppliers (goods)	1	Receive verified bills via bill log book	NA	Departments/divisions	Verified bills with proper stock entry (GRN/GIN), Supply order/ Sanction order.
	2	Verify and process payment in line with the FRR and budget utilization plan	Within 3-5 working days after receipt of bills by FD	Finance Division	Subject to availability of budget and captured in monthly BRF
Bill payment against construction and others	1	Receive verified bills along with measurement book (MB)	NA	Departments/ Project Manager/Project Engineer	MB, Bank Guarantee and any other related documents reflected in contract agreement. Recoveries to be made from running account bill.
	2	Verify and process payment in line with the FAM, FMM, and BM	Within 5 to 7 working days	Finance Division	Confirmation and verification of work executed by the site engineer. Enter on MB, signed by site engineer, project manager/project coordinator and HOD. Attach NES.

ii. Budgetary Release Forecast

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Submission of Budgetary Release Forecast (BRF)	1	Email internal memo to head of departments, regional offices, TTIs and IZCs	monthly	Finance Division	Expenditure and advance report, and BRF Format
	2	Receive BRF from heads of departments, regional offices, TTIs, and IZCs	Before 20 th of every month	Heads of departments, regional offices, TTIs, and IZCs	For every activity irrespective of funding
	3	Update in e-PEMS & submit to DPA monthly	Before 25 th of every month	Finance Division	Review and submit

iii. Budgeting Services

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Budget Proposal Preparation	1	Receive notification from DNB and share it to the departments, regional offices, TTIs and IZCs	1-2 working days after receiving notification from DNB	Finance Division	Notification copy, and internal memo
	2	Submit budget proposal to Finance Division	As per deadline in the internal memo	Head of departments, divisions, regional offices, TTIs and IZCs	Detailed costing and simplified standard format of MOF.
	4	Compile, review and submit the budget proposals to the FC for directives and endorsement	As per deadline in the internal memo	Finance Division	Detailed costing and simplified standard format of MOF.
	5	Submit the endorsed budget proposal to DNB, MoF	As per deadline set by DNB	Finance Division	Detailed costing and simplified standard format, FC endorsement and forwarding letter
Mid-year Budget Review	1	Receive notification from DNB and share it to the departments, regional offices, TTIs and IZCs	1-2 working days after receiving notification from DNB	Finance Division	Review format of MOF and internal memo

	2	Submit budget shortfalls, surrender, technical adjustments and re-appropriations	As per deadline in the internal memo	Head of departments, regional offices, TTIs, and IZCs	Duly completed review format
	3	Review the adjustment proposal and submit to FC for endorsement	As per the deadline in the internal memo	Finance Division	Justifications and detailed working
	4	Submit mid year budget review result to DNB	As per deadline of DNB, MOF	Finance Division	Detailed costing and simplified standard format, FC endorsement and forwarding letter
Budget re-appropriation	1	Finance Division will receive budget re-appropriation requisition (financial power delegated within the ministry and allowed in the system)	Before 20th of every month	Head of departments, regional offices, TTIs, and IZCs	Note sheet approval, detailed costing and relevant documents
	2	Initiation of budget Re-appropriation in the MYRB	Before 25th of every month	Finance Division	
Supplementary and re-appropriation (new)	1	Finance Division will receive budget re-appropriation requisition and supplementary request (financial power with MOF)	Before 20th of every month	Head of departments, regional offices, TTIs, and IZCs, Finance Division	Forwarding Letter, detailed costing, and simplified standard format
	2	Finance Division will compile, review and submit to FC and then to GNHC	Before 20th of every month	Finance Division	Note sheet approval, detailed costing, FC endorsement and relevant documents
Fund Transfer for incoming and outgoing staff	1	Finance Division will receive fund transfer request for approval in the system	Within 2-3 working day	Finance Division	LPC, MYRB form and Pay, LTC and PF working sheet

iv. Non-Budgetary Services

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Refundable Deposit Payments/Closed Work	1	Receive request for the release of refundable deposits from the Departments	2 to 3 working days	Departments and TTIs and IZCs	Valid bank guarantee, entered in MB, verified and signed by site engineer and project manager/project coordinator, NES
	2	Check with e-PEMS & Bank statement and process for online release and payment to the contractors or suppliers	4 to 5 working days	Finance Division	
Non- Revenue and Deposit Work (Client Agency)	1	Receive instructions letter from the Department for release of deposit works	2 to 3 working days	Departments and TTIs and IZCs	Note sheet approval, estimates, and relevant documents
	2	Process online NR release request and release the payment	4 to 5 working days	Finance Division	
	3	Submit memorandum register (system generated expenditure report) and forwarding letter	3 days after completion of program and bill settled	Departments and TTIs and IZCs	Forwarding Letter, Memorandum Register (system generated expenditure report), verified by the HoDs
Submission of quarterly Expenditure Report	1	Receive request for the expenditure report.	Within the end of every quarter	Finance Division	System generated PDF expenditure report
	2	Submission of report to Departments.	1 working day after compilation.	Finance Division	

Chapter 5: Information and Communication Technology (ICT) Services

5.1. Introduction

In order to provide effective ICT services, the ICT Divisions in the 10 Ministries were established in line with the parenting initiative of Department of Information Technology and Telecom (DITT), Ministry of Information and Communications (MoIC), approved by RCSC vide RCSC/PPD-40/2016/391 dated 28 July, 2016. Thereafter, with the formation of the Directorate Services, the ICT Divisions within the Ministries were put administratively under the Directorate Services.

5.2. Human Resources

With the formation of the ICT Division, all ICT personnel within the Ministry were pooled under the ICT Division and requirement of all ICT services of various departments and divisions are provided by the ICT Division.

The ICT Division is headed by a Chief ICT Officer and staffed with ICT officers and ICT Technical Associates as per the HR projection prepared by DITT, MoIC and approved by the Royal Civil Service Commission.

5.3. Common Performance Targets

Considering that the ICT Divisions in the Ministries provide uniform services, for a specific Financial Year, the DITT prescribes common performance targets such as,

- Acceptable downtime of office LAN and internet connectivity per incidence, and
- Compliance to e-GIF (electronic government interoperability framework) standards.

5.4 Standard Operating Procedure for ICT Services

i. ICT Support Services

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Troubleshooting ICT technical issues	1	Submit complaint/issue on online helpdesk	Within 1 hour upon receipt of request	Official seeking help	Submit through online help desk
	2	Assign ICT personnel to task	Immediately	Chief ICTO	
	3	Assess the issue	Within 3 hours after the task assignment	Assigned ICT. If the assigned ICT official is unable to resolve, the issue to be escalated to the Division for further direction	
	4	Resolve and communicate feedback	Immediately after the issue is resolved	Assigned ICT	Through online helpdesk
Website updates and posts	1	Media Focal Persons to submit required content to the Media Committee	NA	Media Focal persons	Through email to media@molhr.gov.bt
	2	Review and revise content and forward to ICTD to be posted on the website	5 hours after receiving information from focal person	Media Officer	Through email to ict@molhr.gov.bt
	3	Publish the post on website	Within 2 hours after receiving review	Webmaster	
	4	Post on Ministry's Facebook Page	Within 2 hours after receiving review	IMO/media focal persons	

	5	Send to the print media or TV	Within 1 day after receiving review	IMO	
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ii. Development of ICT Systems

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Development of ICT systems for departments/divisions	1	Departments/Division to submit any proposal for development of ICT systems to ICT Division	During the formulation of APA/AWP	Department	Send format for submission of request if required
	2	Review system development proposal	15 days after the receipt of proposal	Chief ICTO	
	3	Forward the proposal to DITT, MoIC with recommendation from ICT Division to review for eGIF compliance	20 days after the receipt of proposal	Chief ICTO	Through online eGIF portal
	4	Forward the ICT development proposal with suggestions for changes or with reason for rejection to submitting department if it is not eGIF compliant	30 days after forwarding of the proposal to DITT	Chief ICTO	

iv. MoLHR System Maintenance

Service	Step	Procedure	Time	Primary Responsibility	Requirements
LAN and MoLHR system maintenance	1	Submit complaint/issue on online helpdesk	When the issue arises	ICT Division	
	2	Assign ICT personnel to task	Within 1 hour after receiving the complaint	Chief ICTO	
	3	Assess the issue	Within 1 hour after the task is assigned	Assigned ICTO	
	4	Resolve and communicate feedback	Immediately after the issue is resolved	Assigned ICTO/ICTA	If it does not require consulting vendor

v. Maintenance and Upgradation of Systems and Equipment

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Annual maintenance and upgradation of systems and equipment	1	Submit the need to upgrade or maintain the systems or equipment to the ICT Division	At the time of budget preparation	Department/division	
	2	Review the maintenance/upgradation proposal	Within 1 month after receiving proposal	ICT Division	
	3	Approve proposal or recommend/suggest alternative solutions	Within 1 month after receiving proposal	ICT Division	
	4	Carry out maintenance and upgradation	As per work plan	Focal person in collaboration with the ICT Division	

vi. Maintenance of Internet

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Ensure reliable internet connection	1	Receive complaint on internet connection issue	NA	Individual/ICTD	
	2	Assess the issue	Within half an hour after the complaint	ICT Division	
	3	Carry out the maintenance/resolve issue	Within 3 hours after the complaint if the problem is internal	ICT Division	

Chapter 6: Procurement Services

6.1 Introduction

The Procurement Section under the Directorate Services provides the procurement services for the Ministry as per the Procurement Rules and Regulations (PRR). The Procurement Section on behalf of the line departments manages the procurement services so that they could focus on their core mandate.

6.2 Human Resource

The Procurement Section is headed by a Procurement Officer who reports to the Director, Directorate Services. In carrying out the responsibilities of procurement, he is assisted by a store keeper.

6.3 Core Responsibilities

The core responsibilities of the Procurement Section are to manage, supervise and facilitate the procurement services of the Ministry. Specifically, the Procurement Section manages and implements the procurement of goods, services and works of line departments.

In carrying out its responsibilities, the procurement section is guided by the Procurement Rules and Regulations, standard bidding documents, Property Management Manual of Bhutan and other laws in force in the country relevant to government procurement works.

6.4 Procurement Methods

The method of procurement to be followed is subject to conditions prescribed in PRR.

Methods	Work Threshold	Goods and Services (Threshold)	Requirements
Open tender	Above Nu.1,800,000	Above Nu.400,000	
Limited tender	Above Nu. 400,000 Up to Nu.1,800,000	Above Nu.200,000 Above Nu.400,000	Administrative approval from competent authority
Limited enquiry	Up to Nu. 400,000	Up to Nu. 200,000	Administrative approval from competent authority
Direct contract	Up to Nu. 50,000 (emergency purpose or day to day activities)		Approval from competent authority

6.5 Procurement Committees

The Ministry shall institute three levels of Committees to ensure that the procedures have been complied with in all cases of procurement where the estimated value of the contract exceeds the threshold limit prescribed in the Limited Enquiry method.

- i. Department Tender Committee or Ministerial Tender Committee
- ii. Tender Evaluation Committee
- iii. Tender Opening Committee

The Committees shall be responsible as prescribed in the PRR-2019. For all procurement, the Tender Committee shall constitute an opening committee and evaluation committee in advance based on the list submitted by the Directorate Services.

6.6 Standard Operating Procedure for Procurement Services

i. Annual Procurement Planning

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Annual Procurement Planning	1	Write to line departments to submit annual procurement plan	2 days after annual budget approval	Procurement Officer	
	2	Department to submit annual procurement activities (goods and works)	1 week after receiving letter from procurement officer	Departments	Must include budget estimate and deadline of work
	3	Update annual procurement Plan in the eGP system	6 days after receiving plan from the departments	Procurement Officer	Publish for public view in e-GP

ii. Annual Framework Contracting

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Annual Framework Contracting	1	Write to line departments to submit item list that will be repeatedly used	Beginning of June	Procurement Officer	
	2	Submit item list with technical specification to Procurement Section	Beginning of July	Departments	
	3	Compile requisition, specification and complete preparation of annual framework contract document for the Ministry	End of July	Procurement Officer	Categorize the items into packages
	4	Submit list to DNP for center procurement process			As per DNP Format
	5	Develop tender documents and float tender	August (after receiving the annual approved budget for the Ministry)		Call for tender letter signed by Director, DS
	6	Receive and open tender documents	1 month after floating tender	Procurement Officer and Opening Committee	Opening Committee must have a minimum of 2 members with one member from the tender committee to chair. Opening to be done on e-GP.
	7	Evaluate the tender documents	2 weeks after opening of tender	Procurement Officer and Evaluation Committee	Minimum of 3 members; Declare conflict of interest. Evaluation to be done on e-GP
	8	Award of Quotations (letter of intent and letter of award signed by Director, DS)	Within 2 weeks after the evaluation is completed.	Procurement Officer and Award Committee	Tender committee as per level of composition in PRR 2019; PPR-2 PRR4; declare conflict of interest
	9	Circulate the scanned copy of rates to the departments and ICT Division (to publish on website)	Within two days after completing award process	Procurement Officer and ICT Division	

iii. Procurement of Commonly Used Goods (as per annual framework contract)

Service	Step	Procedure	Time	Primary Responsibility	Requirements

Management of annual framework contract including placing of orders, verification of bills and ensuring timely receipt	1	Receive requisition note after securing budget	NA	Individual/Department	Requisition request routed through the Director, DS
	2	Issue supply/purchasing order	2 days after receiving requisition request	Procurement Officer	
	3	Receive and verify goods	15 days after issuing supply order (delivery time)	Procurement Officer	At the delivery site
	4	Maintain stock records, goods received and issued note	1-2 days	Store In-charge	Stock ledger GRN/GIN
	5	Receive acknowledgment of goods issued from the person who received the goods	On the day of delivery of goods	Individual/department/Procurement Officer	GIN

iv. Procurement of Specific Works and Goods for Line Departments

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Procurement of specific works and goods for line departments	1	Prepare tender documents in e-GP as per information and document submitted by departments	6 days after receiving request	Procurement Officer and line departments	Technical information, TOR, bill of quantity and specification as per the timeline provided in the APP
	2	Float tender	International: 45 days; National: 30 days; International limited: 25 days; National limited: 14 days; Limited enquiry: 5 days	Procurement Officer	Letter for call of tender signed by Head of Procuring Agency (HOPA)
	3	Receive bids and open and forward for evaluation.	On deadline of submission	Procurement Officer and Tender Opening Committee	Minimum of 2 and one from tender committee to chair for e-GP; Use PRR-1 for offline; declare conflict of interest; e-tool from CDB
	4	Evaluation of bids	Depends on nature of tender	Tender evaluation committee nominated by HOPA	Minimum of 3 members; declare conflict of interest; As per sample report PRR-3 and PRR-4; Tender committee as per level of composition in PRR 2019

	5	Conduct tender committee meeting	NA	Procurement Division and line department	Tender committee as per level of composition in PRR; declare conflict of interest
	6	Issue notice of award and coordinate signing of contract	20 days inclusive of letter of intent	Procurement Officer and line department	Award letter should be signed by HOPA
	7	Place work order	Within 2 days after signing of contract	Procurement Officer	Signed by HOPA/ Procurement Division
	8	Contract management and timely monitoring of contract	The period of contract	Procurement Officer and Concerned department	Progress reports /Completion report / GRN

v. Procurement of Consultancy Services

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Procurement of consultancy service	1	Prepare tender documents (EoIs, SRFP) as per information and document submitted by departments	6 days after receiving request through Director, DS	Procurement Officer and line department	TOR and necessary documents
	2	Float EOI in media	Within 2 days after preparing tender documents	Procurement Officer and Information and Media Officer	Call for EOI Signed by Director, DS
	3	Receive and open EOI	Last date for EOI submission	Opening Committee	
	4	Evaluate EOI and shortlist firms	2 weeks to 1 month	Evaluation Committee	
	5	Issue SRFP to the shortlisted firms	3 days after evaluation	Procurement Officer	Call for SRFP signed by Director, DS
	6	Receive SRFP, open and forward for evaluation	Submission date	Procurement Officer and opening committee	
	7	Evaluation of SRFP	Within 2 weeks	Procurement Officer and Evaluation Committee	Evaluation Reports
	8	Conduct tender award committee meeting	Within 1 week after receiving evaluation report	Line departments	
	9	Issue notice of award and coordinate signing of contract	20 days inclusive of letter of intent from completion of award committee meeting	Procurement Officer	Notice of award signed by HOPA/ procurement officer

	10	Contract management and timely monitoring of contract	Contract period	Procurement Officer and Concerned department	Progress reports
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vi. Procurement of Non-Consultancy Service

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Air ticket	1	Receive request to call for air ticket quotation	2 weeks before travel date	Individual/departments/HRD	Nomination letter approved by MHRC Travel documents
	3	Call for quotation	Enough day for bidders to prepare the quotation	Procurement Officer	
	4	Award, purchase, and issue air tickets	2 days from opening of quotation	Procurement Officer And tender committee, individual	

vii. Recording of Stock

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Store Management	1	Purchase of stock as per approval	Quarterly	Procurement Section	
	2	Record the issuance of stock	Annually	Store In-charge	Stock and balance Record
	3	Maintain fixed Asset Inventory Record for the agency	Finalize the data annually	Store In-charge	In Government Inventory Management System (GIMS)
	4	Surrender and transfer of obsolete goods for auction to DNP	Annually	Store In-charge	Through GIMS

viii. Vehicle Movement and Maintenance

Service	Sl.no	Procedure	Time		Primary Responsibility	Requirements
Management of pool vehicles	1	Receive requisition for vehicle maintenance	NA		Driver/ MTO	Routed through Director, DS
	2	Place work order	Within 1 day after receiving requisition		Procurement Officer	
	3	Update maintenance record in GIMS	Upon receiving the bill		MTO	
	4	Maintain movement order	Daily		MTO	Movement order PMM
	5	Monitor fuel and movement	When required		MTO	Fuel book

ix. Billing and Verification Procedure

Service	Sl.no	Procedure	Time	Primary Responsibility	Requirements
Submission of bills	1	Receive bill/cash memo along with the goods and services	Same day as receiving the goods	Procurement Section/Individual staff/department	BOQ, comparative statement
	2	Verify the goods for any liquidity damages/defect; verify the rate and bill	Within 2 days after delivery of goods and services	Procurement Division	Award letter/comparative statement
	3	Ensure stock entry (GIMS number) and GRN/GIN are recorded		Store In-charge	Stock Ledger
	4	Forward to Finance Division for payment	Within 5 days after verification of the bill	Procurement Section	Bill submission logbook

x. Documentation of Procurement Services

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Ensure documentation for auditing purpose	1	Retain all the tender documents (Original after opening and Copy after evaluation) with Procurement Section under lock and key	End of financial year	Opening and evaluation committee/Procurement Section	
	2	Retain evaluation report submitted offline through HOPA	End of evaluation	Evaluation committee/Procurement Section	
	3	Secure bid security and performance security with procurement/Finance section	NA	Procurement/ Finance section	Must be valid
	4	Keep a copy of contract agreement related to tender	NA	Line department/Procurement section	
	5	Retain all approved note sheet, GRN/GIN	NA	Store In-charge	PMM
	6	Make documents available for auditing	When required	Procurement Division/ and concerned Departments	

xi. Ensuring Compliance to Procurement Rules

Service	Sl.no	Procedure	Time	Primary Responsibility	Requirements
	1	Provide guidance to regional offices and institutes on procurement	As and when required	Regional offices/institutes/Procurement Section	
	2	Act as a tender member secretary for Tender Committee		Procurement Officer	As per Terms of reference for Member Secretary

Ensure compliance to procurement rules and regulation	3	Appointment of opening and evaluation tender committees by MTC/DTC or approval from HOPA		PA	Through e-GP or offline
	4	Bills to be verified by concerned official in case of complex goods, works and service upon recommendation by Directorate Services	As and when required	Focal officers/project engineer/head of departments	Signed by concerned official heads
	5	Direct purchase/bills should be verified by the Head of Department and submitted to Director, Directorate Services as per PRR	NA	Head of Department	Not recommended except in genuine emergency cases for day to day activities; Approval and sanction notes
	6	Facilitate Pre-bid meeting	As per the deadline reflected in tender	Concern division/ Procurement Section	Maintain minutes
	7	Facilitate debriefing	After award	Concern division/ Procurement Section	Maintain records
	8	Correspond with the bidders, publish information on award and ensure that the grievance mechanism is in place	As and when required	Procurement Officer	All information/c orrespondence to be signed by Director, DS
	9	Additional work to be awarded only with approval of committee for specific goods, work and service	NA	Relevant committee and Heads	Relevant statement and approval
	10	Additional work order for specific work, goods and service	Within 3 days from approval date	Project Engineer/Officer and Procurement Officer	Signed by HOPA

Chapter 7: Administrative Services

7.1 Introduction

The Administrative section under the Directorate Services provides day to day activities for physical distribution and logistics within the Ministry.

7.2 Human Resource

The Administrative Section is managed by an Admin Assistant who reports to the Chief HR Officer, Directorate Services. In carrying out the responsibilities of administration, he/she will be assisted by the Dispatcher.

7.3 Core responsibilities

i. Maintain Attendance of Staff

Service	Sl.no	Procedure	Time	Primary Responsibility	Requirements
Staff daily attendance	1	Maintain staff attendance for ESP and GSP under the Directorate Services and report accordingly to CHRO	End of the month	Maintain monthly attendance	Monthly attendance sheet

ii. Logistic arrangement (meeting halls)

Service	Sl.no	Procedure	Time	Primary Responsibility	Requirements
Conference hall allocation	1	Receive requirement of meeting hall from the Departments.	NA	Departments of MoLHR	Through emails and calls
	2	Allocate the hall and update in the booking calendar	Within 1 hour after the request	Maintain allocation chart/sheet	Google calendar

iii. Cleanliness

Service	Sl.no	Procedure	Time	Primary Responsibility	Requirements
Beautification of office surroundings	1	Assign the work to ESP/GSP	weekly	Adm. Asst	Records keeping
	2	Monitor and supervise the works assigned to ESP/GSP	weekly	Adm. Asst	
	3	Beautification of office surrounding and coordinate the cleanings	When required	Adm. Asst	

iv. Facilitate and ensure better working environment

Service	Sl.no	Procedure	Time	Primary Responsibility	Requirements
Maintenance and management of office space		Inspect office space to check if everything is in place	Monthly		
	1	Carry out maintenance of office premise	If required	Concerned Individual/ Department/Admin. Asst.	
	2	Coordinate repairing and replacement of office properties.	Immediately upon request from departments/individual		

v. Support of Directorate Services

Service	Sl.no	Procedure	Time	Primary Responsibility	Requirements
Administrative support Services	2	Provide support for coordinating annual and ad-hoc events	When required	Admin Assistant	When required
	3	Monitor the PBX calls	Monthly		
	4	Facilitate information sharing with departments	As per instruction from DS Director	As per directives from	

	5	Verify the utility bills and forward to Finance Division for payment	Within 1 day after receiving the bills	CFO and Director, DS	
	6	Protocol the visit of guest	When required		
	7	Serve as information desk to the visitors	When required		

Chapter 8: Legal Services

8.1 Introduction

The Legal Services under the Directorate Services provides services related to the formulation and implementation of policies on employment, human resource development, and labour.

8.2 Human Resource

The Legal Services is headed by a senior Legal Officer who reports to the Director, Directorate Services. In carrying out the responsibilities of legal services, he is assisted by legal Officer and Legal Assistant.

8.3 Core Responsibilities

The Legal Services provides services such as legal opinion and advice, review of agreements and MoUs, drafting of bills and delegated legislations, represent the Ministry before the court and other legal bodies, advocate or disseminate legal documents/instruments, investigate or examine cases and safe keep legal documents.

8.4 Standard Operating Procedure for Legal Services

i. Legal Opinion and Advice

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Legal Opinion and advice	1	Receive request for legal opinion and advice	NA	Department seeking service	Formal letter addressed to Director, DS specifying needs, with relevant documents
	2	Study and review the request	7 working days after receiving the request	Legal Services	
	3	Provide specific legal opinion and recommendations through a formal letter	Within 2 working days after completion of review		

	4	Refer to OAG for legal opinion if necessary	Within 1 week after receiving request		As per the <i>Rules of Procedure for Legal Opinion 2017</i>
	5	Receive the legal opinion from OAG and issue to the concerned department	Within 1 day after receiving from OAG		

ii. Review of Agreements/MoUs

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Review of Agreement/MoUs	1	Submit application to Director, DS requesting for review of MoU/Agreement	NA	Department seeking the service	Copy of the agreement/MoU
	2	Review and incorporate changes if any	7 working days	Legal Services	
	3	Conduct due diligence and prepare response	3 working days after review	Legal Services	Prepare written response
	4	Submit written review/responses/feedback	1 working day after step 3		
	5	Forward review of agreement/MoU to OAG through the Cabinet Secretariat if necessary	5 working days after review (after step 2)		
	6	Follow up with OAG and communicate consolidated response of OAG to the concerned Department	2 working days after receiving response from OAG		

iii. Drafting Legal Instruments

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Drafting service	1	Submit proposal for drafting or reviewing of bill or delegated legislation to Director, DS	NA	Concerned Department	Submit background documents
	2	Complete RIA process as per <i>RIA Assessment System in Bhutan 2011</i>		PPD and Legal Services	Remarks from Director, DS
	3	Review the draft bill as per <i>RIA Assessment System</i> and respond	Within 7 working days after receiving request	PPD and Legal Services	
	4	Designate drafting instructor from the proposing Department and focal legal official if the work is to be carried out in house	Within 2 working days from the date of approval	Legal Services/concerned Department	

	6	Prepare a work plan for drafting or reviewing of the bill or delegated legislation.	3 working days after designation of drafting instructor and drafter	Drafter	Form a technical committee with members from the relevant stakeholders if necessary
	7	Draft/review the bill/delegated legislation	First draft within 6-12 months depending on complexity of the matter	Drafter	
	8	Present the draft to the Ministry	Within one month after the first draft is ready	Drafter and drafting instructor	Receive comment and make necessary changes
	9	Conduct consultation meetings with relevant stakeholders	Within 2 months After the presentation to the Ministry	Drafter and drafting instructor	
	10	Seek legal opinion from the OAG	Within one month after consultative meeting	Drafter	
	11	Submit draft bill to Cabinet Secretariat for inclusion in the agenda	15 days after receiving legal opinion from OAG	Drafter	
	12	Outsource or forwarded it to OAG if necessary	Within 15 days after receiving the proposal	Proposing Department/Legal Services	

iv. Representation in Courts and Legal Bodies

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Representation in courts for civil case	1	Submit case details to Director, DS		Concerned department	Formal letter to director, DS with all necessary documents
	2	Review and discuss case officially with department	Within 7 working days	Legal Services	All the necessary evidence
	3	Develop case, and obtain PoA from Secretary	Within 7 working days	Legal Services	All the necessary evidence
	4	Register case with Royal Court of Justice or other legal bodies	4 working days after obtaining POA	Legal Services	All the necessary evidence
Representation in courts for criminal case	1	Submit crime investigation report to Director, DS	NA	Concerned department	Formal letter to director, DS with all necessary documents

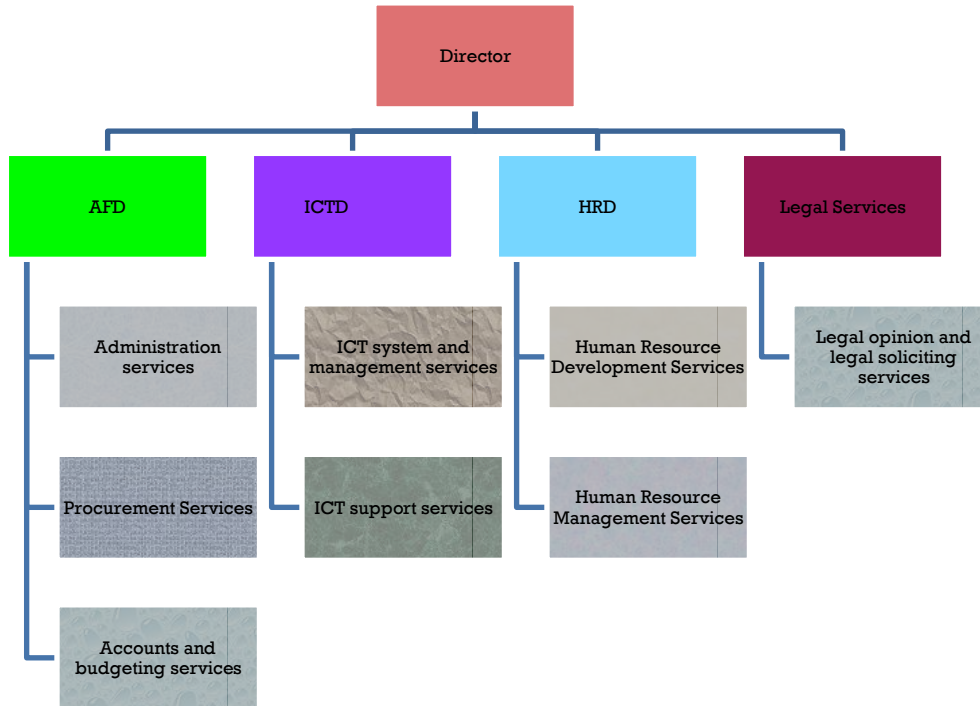
	2	Prepare report and refer to OAG	30 working days	Legal Services	Attach all the relevant documents to be presented as evidence
	3	Prepare charge sheet for prosecution if OAG provides PoA to legal services	30 working days after receiving the direction and POA	Legal Services	
	4	Register case	Within 7 working days		

v. Issues Referred from External Agency

Service	Step	Procedure	Time	Primary Responsibility	Requirements
Investigation of issues referred from external agency	1	Receive letter from external agencies requesting investigation	NA	DS	Formal letter addressed to Director, DS
	2	Constitute enquiry team and conduct investigation	Within 30 working days	Enquiry team	As per instruction from Director, DS
	3	Compile and submit report	15 working days after completion of investigation	Enquiry team	Submit report to the external agency with a cover letter

Annexures

i. Organogram of Directorate Services



PROPERTY REQUISITION FORM

Date:.....

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iii. Note for Sanction of Expenditure

Royal Government of Bhutan



Finance and Accounting Manual

FAM – 4.3

NOTE FOR SANCTION OF EXPENDITURE

No.

Date :

SECTION – I. PROPOSAL:

1. Name of Activity:
2. Budget (Balance) Available: Nu.
3. Estimated cost: Nu.
4. Mode of Execution:
5. Balance in Stock:
6. Any other justifications:

Head of Unit.

SECTION – II VERIFICATION:

1. Availability of budget appropriation:
2. Ref. to Delegation of Financial Power:
3. Any other remarks:

Head of Finance Section

SECTION – III APPROVAL:

Sanctioning Authority.

Copies to: