



Department of Labour

Ministry of Industry, Commerce & Employment

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ANNUAL REPORT

Prepared by
Sonam Geley Dorjee, Engineer
Department of Labour

Foreword

We are at a key moment where valuing the pursuit of job quantity should combine with the steadfast commitment to quality within the spirit of fair and good working conditions.

The Department of Labour's annual report sheds light on its efforts to improve the labour administration system. We believe that relentless pursuit of economic growth should not, and must not, come at the cost of compromising the well-being, safety and dignity of the workers.

In 2022-23, the department conducted rigorous advocacy, social dialogue, mediation, workplace inspections and enforcement actions to cultivate fair and safe working conditions. We tried to ensure an environment of dialogue and resolution so that the voices of workers are heard and respected while supporting employers, wherever it is necessary and right to do so.

Recognizing that the cross-border mobility of workers is a reality and important, we worked hard to improve how we manage foreign workers, advocating labour laws, stepping-up mediation, and enforcing safety regulations. These efforts demonstrate our dedication to inclusion and fair treatment of every worker, regardless of origin, with the same reverence and consideration.

As we read through the report, we will realise that the department stands not as an entity confined within bureaucratic corridors, but as being more pragmatic. The department is committed to a strict enforcement of labour laws to ensure the rights, safety and well-being of the workforce, and to build a fair and effective labour administration system. In doing so, we might leave some people unhappy or disgruntled, but at the end of the day, we must all realize that we are only trying to foster dignified working conditions, safeguard the rights, safety and welfare of those who toil.

We hope this report serves as a chronicle of our endeavours, achievements, and aspirations, and guides our future pursuits of maintaining harmonious balance between economic prosperity, social progress and the workforce vitality.

Director, Department of Labour

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Abbreviation

DoL	Department of Labour
FY	Fiscal Year
ISR	Internal Service Rule
LEA	Labour and Employment Act of Bhutan, 2007
MoICE	Ministry of Industry, Commerce & Employment
OHS	Occupational Health and Safety
PF	Provident Fund

Executive Summary

The phenomenon of globalization and liberalization has had a significant impact on job markets worldwide. It is generally recognized that these processes have led to an overall increase in the number of jobs available. This can be attributed to the opening up of markets, increased trade, and the expansion of multinational corporations operating across borders. The broader reach of globalization has created opportunities for businesses to expand their operations, tap into new markets, and increase their workforce.

However, while globalization and liberalization have contributed to job growth, it is important to acknowledge that the quality of these jobs does not always improve in tandem. With heightened competitiveness and the pursuit of cost efficiency, some employers may compromise on various aspects related to working conditions, as well as the health and safety of their workers.

In the quest to stay competitive and reduce expenses, employers may cut corners in areas such as providing adequate compensation, ensuring reasonable working hours, maintaining safe working environments, and adhering to labour regulations. This can result in negative consequences for workers, including increased vulnerability to exploitation, exposure to hazardous conditions, and limited access to essential benefits and protections.

The Department of Labour plays a vital role in promoting fair and productive employment practices, protecting the rights and welfare of workers, and fostering a balanced and harmonious labour environment. This involves formulating and implementing policies that promote fair and decent working conditions, safeguarding occupational health and safety, and fostering a supportive work environment that respects workers' rights in the country.

The annual report of the Department of Labour provides a comprehensive overview of the department's activities, achievements, and initiatives during the reporting period. This executive summary highlights the key areas covered in the report.

The annual report reflects the department's efforts to fulfil its mandate and contribute to the well-being of workers and the labour market as a whole. It provides statistics on workplace inspections conducted, violations identified, and enforcement actions taken against non-compliant enterprises. It also provides the overview of the members with Provident Fund Scheme in different authorized financial institutes. It also provides the occupational health and safety standards in workplaces, safeguarding workers from hazards and risks through inspections and awareness campaigns.

The report presents data on the number of disputes handled, mediation and arbitration services provided, and the outcomes achieved through dispute settlement mechanisms. It illustrates data on number of foreign workers approved, the countries of origin of the foreign workers and occupations of the foreign workers recruited. It also provided the list of Foreign Workers

Recruitment Agent in the country.

In conclusion, the annual report of the Department of Labour provides a comprehensive account of its activities and achievements. It demonstrates the department's commitment to promoting decent working conditions, enforcing labour laws, and fostering a harmonious labour environment. Through its various initiatives, the department contributes to the overall development and well-being of workers and the labour market in the country.

INTRODUCTION

Chapter 1: Introduction

Rationale

The Department publishes its annual report as mandated by Section 51 of the Regulation on Working Condition 2022. Since the department is responsible for enforcing the LEA and its regulations, the annual report is not confined to labour Inspection but covers entire activities, achievements, challenges and shortcomings of the department.

Objective

The primary purpose of the annual report is to gather comprehensive data regarding the implementation of the LEA and its regulations. It serves as a valuable resource for stakeholders, policymakers, and the public in evaluating the effectiveness of labour-related initiatives and shaping future strategies.

Vision and Mission statement

Vision: A nation with just and fair labour administration system promoting creation of excellent human resource management system contributing to Gross National Happiness.

Mission: Promote decent working conditions through sound labour policies and enforcement of labour laws.

Mandate

With the above vision and mission, the mandate of the Department is laid down as follows:

- Protection of workers' rights and vulnerable groups.
- Promotion of job security at the workplace.
- Promotion of decent working conditions and safer working environments.
- Promotion of fair and just work place.
- Alleviation of poverty through benefits like provident fund, gratuity and various compensations.
- Dissemination of information about labour related laws, rules and regulations and other executive orders in place.
- Establishment of good working relationship at workplaces.
- Promotion of a fair social protection and welfare system in the country.
- Facilitation of employment of foreign workers where national workers are not available for country's developmental activities. This regulates the numbers of foreign workers against the government ceilings.

- Management revision of the National Minimum Wage Rate with the government.
- Promotion of employment creation.
- Promotion of tri-partisan relationship to create conducive working environments.

Core values

The core values of the Department are:

- **Team work:** to promote inter-personnel relationship amongst the staff and officials and be responsive to public demands.
- **Integrity and honesty:** the staff and officials should demonstrate the highest integrity, honesty and discipline while discharging services.
- **Orientation towards service delivery:** the Department should be prepared to respond to the demands of the public and provide high quality, prompt and reliable services to the public and be people friendly.
- **Professionalism:** place professional labour officers in the Department and Regional Offices to fulfil the mandate of their organization
- **Communication skills:** the staff and officials should have good communication skills to communicate with the public and be people friendly.

Key Functions

Labour Inspection

Workplace Inspections: Regular inspections are carried out to monitor workplaces and ensure compliance with labour standards. Enterprises found to be non-compliant may receive improvement notices or penalties.

Occupational Health and Safety: Efforts are made to promote occupational health and safety standards in workplaces, safeguarding workers from hazards and risks through inspections and awareness campaigns.

Educating Employees and Employers: The Department conducts awareness programs to educate both employees and employers about their legal rights and obligations.

Social Protection: The Department administers social protection programs such as workers' compensation, and retirement benefits.

Labour Relations

Labour Relations: It promotes constructive labour-management relations, facilitates collective bargaining processes, and mediates labour disputes to maintain industrial peace and harmony.

Settling Labour Disputes: The Department supports the settlement of labour disputes through mediation and arbitration services, facilitating dialogue between employers and workers to reach mutually beneficial agreements.

Education and Training: Employees and employers are provided with education and training programs to enhance their understanding of labour laws, promote better working relationships, and prevent conflicts.

Foreign Workers

Regulation and Monitoring: The Department oversees the recruitment, employment, and welfare of foreign workers in Bhutan. It ensures that foreign workers are employed under fair and safe conditions, in compliance with labour laws.

Work Permits and Documentation: The Department manages the issuance of work permits and other necessary documentation for foreign workers, ensuring transparency and accountability in the process.

Legal Instruments

The Department of Labour utilizes several legal instruments to ensure a favourable working environment and conditions in both the private and corporate sectors. These legal instruments play a crucial role in safeguarding the rights and well-being of employees. The key legal instruments employed by the Department of Labour include:

Labour and Employment Act, 2007: This act serves as the primary legislation governing labour and employment matters in the country. It outlines the rights and responsibilities of both employees and employers, establishes minimum standards for working conditions, and sets guidelines for dispute resolution.

Regulations on Working Conditions 2022: These regulations provide specific guidelines and requirements concerning various aspects of working conditions, such as working hours, leave entitlements, rest periods, and employee welfare provisions. They ensure that employees are provided with fair and reasonable conditions in the workplace.

Regulation on Occupational Health, Safety, and Welfare 2022: This regulation focuses on promoting a safe and healthy working environment. It establishes standards and requirements for occupational health and safety, including hazard identification, risk assessment, safety training, and the provision of necessary safety equipment and facilities.

Regulation on Occupational Health and Safety for the Construction Industry 2022: This regulation addresses the specific occupational health and safety needs of the

construction industry. It includes provisions related to construction site safety, handling of hazardous materials, scaffolding, and worker protection during construction activities.

Regulation on Foreign Workers Management 2022: This regulation governs the employment and management of foreign workers in the country. It outlines the procedures and requirements for obtaining work permits, sets guidelines for recruitment agencies, and ensures that foreign workers are provided with fair and equitable treatment in terms of wages, working conditions and environment.

By utilizing these legal instruments, the Department of Labour aims to create a conducive and regulated working environment that upholds the rights and well-being of employees, promotes occupational health and safety, and fosters harmonious relations between employers and workers in the private and corporate sectors.

Labour Officials

Table 1: Number of labour officials in five regions

Sl. No	Region	Male	Female	Total
1	Gelephu	5	0	5
2	Phuentsholing	2	1	3
3	Samdrup Jongkhar	1	0	1
4	Thimphu	9	10	19
5	Trashigang	1	0	1
Total		18	11	29

Achievements

Despite encountering numerous hindrances, the Department of Labour has demonstrated remarkable commitment and achieved noteworthy milestones. Some of the notable accomplishments are as follows:

Improvement of the foreign workers management

The department strives to create a more efficient, transparent, and worker-friendly environment for foreign workers, ultimately contributing to improved foreign worker management in the country.

1. Stabilizing the Foreign Workers Management System (FWMS) was a challenge due to the dynamic nature of foreign workers' policies, which require frequent updates. The department made consistent efforts to address these challenges and ensure the system's smooth functioning. They have taken measures such as addressing technical issues, refining processes, and adapting the system to accommodate policy changes. While the FWMS currently operates well, the department recognizes the need for ongoing updates to

maintain stability in the face of evolving policies. These updates will involve incorporating new regulations, enhancing functionality, and addressing emerging needs in foreign worker management.

2. The Workforce Management Center (WMC) has been established at designated centers in Phuentsholing, Samdrup Jongkhar, Gelephu, and Samtse. It serves as a comprehensive service center for various needs related to foreign workers. The services provided at the WMC include medical screening, printing work permits, collecting bio-metric data, conducting foreign workers' orientation, arranging transportation services, and more. After assuming the responsibility of managing the WMCs from the Ministry, the department worked closely with regional offices, Foreign Workers' Recruitment Agencies (FWRAs), the Department of Employment, and taxi operators to improve the management of the WMCs. This collaborative effort aimed to enhance the overall functioning and efficiency of the WMCs.
3. The department has provided support to FWRAs and DSCs to build their competency in delivering professional services to their clients. This support involves training programs, capacity building initiatives, and providing guidance to help FWRAs and DSCs improve the quality and efficiency of their services. By enhancing their competency, FWRAs and DSCs can better serve their clients and contribute to the overall foreign worker management system.
4. The department has strengthened the monitoring process of FWRAs and DSCs to ensure their compliance with regulations. Monitoring activities involve regular inspections and evaluations to ensure that FWRAs and DSCs are operating in accordance with the prescribed guidelines and regulations set by the department. This enhanced monitoring helps maintain transparency, accountability, and quality assurance within the foreign worker management system.
5. The department has developed integrated guidelines on Foreign Workers Management, which provide comprehensive guidance on various aspects of the Foreign Workers Management System (FWMS). These guidelines likely cover topics such as recruitment processes, documentation requirements, legal and regulatory compliance, health and safety measures, and other relevant aspects of foreign worker management. The integrated guidelines serve as a reference and reference point for FWRAs, DSCs, and other stakeholders involved in the FWMS.
6. The department has collaborated with the Bhutan Tourism Authority (BTA) to enhance the transportation services provided to foreign workers. This partnership likely involves improving the infrastructure, safety measures, and overall quality of transportation for foreign workers. The goal is to ensure that foreign workers have reliable and efficient transportation options during their stay in the country.
7. The department has implemented a system in which foreign workers are issued SIM cards

through telecom companies. This initiative enables foreign workers to have access to communication services during their stay in Bhutan. SIM cards allow them to make calls, send messages, and access mobile data, facilitating their connectivity and communication needs while working and living in the country.

8. After consultations with the relevant stakeholders and the representatives of the business and communities, the department allowed border town foreign workers or day workers to work for the business and residents of Lhamoizingkha, Nganglam, Jomotshangkha, and Shompangkha. The foreign workers can come to these towns to work on a temporary basis, contributing to the local businesses and meeting the labor demands of the residents.
9. A piloting program was conducted to introduce foreign child caregivers (FCC). The piloting program was apparently successful which resulted in opening of FCC occupation.
10. Conducted a study on critical skill aimed to identify and understand the specific critical skills that are in demand in our country.

Collaboration & Cooperation with relevant stakeholders

1. The department is working closely with the Automobile Association to promote the standard and compliance with occupational health and safety (OHS) practices in the automotive industry. This partnership involves sharing information, conducting joint initiatives, providing training or guidelines, and working towards improving safety measures within the industry.
2. A dialogue has been initiated with the Film Association regarding occupational health and safety (OHS) matters. The purpose of this dialogue was to raise awareness, identify safety issues, and develop strategies or guidelines to enhance safety standards during film production.
3. A dialogue with the Industry Association was organized to discuss deregulation of certain provisions of labor laws to promote self-regulation. The intention behind this dialogue was to explore ways to encourage industry self-regulation, allowing the industry association and its members to take greater responsibility for ensuring compliance with labor laws and standards.
4. The department went beyond its regulatory role to support the sawmill and furniture industry by consulting with proprietors and assessing their needs. Previously, only one foreign worker was approved for these businesses, but based on the consultations, the department revised the policy and now approves 2 to 5 foreign workers depending on specific requirements and the number of Bhutanese workers employed. This demonstrates the department's collaborative approach, understanding of industry-specific needs, and willingness to adapt regulations to facilitate business operations in the sawmill and furniture sector.
5. The department recognizes the importance of effective communication with thrikadars (labor contractors responsible for managing foreign workers). We have conducted multiple

meetings and maintained regular online communication with over 400 thrikadars. The focus of communication is on workplace safety, welfare, and the overall management of foreign workers. These efforts demonstrate the department's commitment to establishing a productive dialogue, providing guidance, and ensuring the well-being of foreign workers under the management of thrikadars.

6. The department has actively promoted and supported Bhutanese plumbers and electricians, creating opportunities for their growth and employment in the construction industry. This initiative contributes to fostering local talent and reducing reliance on foreign workers in these specific trades.
7. A collaborative effort was made with a group of women to initiate the Domestic Human Resource Services (DHRS). The collaboration involves discussions, planning, and the development of strategies to promote the rights and employment opportunities of women in the domestic workforce. The facilitative entity played a role in establishing the DHRS organization. The objective of this organization is likely to provide services and support related to domestic employment, such as connecting domestic workers with job opportunities, providing training and skill development programs, and ensuring fair working conditions. The DHRS has been successful in its operations and is effectively fulfilling its intended purpose.

Inspection and Advocacy

1. The department has successfully ramped up its inspection activities, conducting a higher number of workplace inspections to ensure compliance with labour regulations and standards. This proactive approach has contributed to enhancing overall workplace safety and employee well-being.
2. The department has prioritized OHS monitoring and surveillance, conducting thorough assessments and inspections to identify potential hazards and ensure adherence to safety protocols. This proactive approach has significantly contributed to minimizing workplace accidents and promoting a safer working environment.
3. The department has effectively organized and executed awareness programs aimed at educating employers, employees, and the general public about their rights and responsibilities under the labour laws. These initiatives have helped raise awareness and promote a culture of compliance and fair practices in various industries.
4. Conducted intensive foreign workers monitoring and survey. Recognizing the importance of monitoring foreign workers and ensuring their compliance with labour regulations, the department has conducted comprehensive surveys and monitoring activities. These efforts aim to safeguard the rights and welfare of foreign workers and maintain a fair and balanced labour market.

Enhancement of online systems

1. Initiated the internal transfer of foreign workers between different employers or workplaces utilizing a Foreign Worker Management System (FWMS). This will benefit employers by providing easier access to foreign workers, reducing costs, minimizing work permit misuse, promoting effective engagement of foreign workers within the country and so on.
2. The department has successfully implemented and made operational its Labour Administration system, streamlining administrative processes and enhancing efficiency in managing labour-related matters. This digitized system has facilitated smoother operations and improved service delivery to stakeholders.
3. Integrated the checklist within the labor administration system that allows employers or companies to conduct self-inspections to ensure compliance with labor laws and regulations. This self-inspection checklist aims to assist employers in identifying any non-compliance issues and taking corrective actions. However, it's important to note that the effectiveness of self-inspection checklists relies on employers' commitment to accurately and honestly assess their compliance. Regular monitoring and verification mechanisms may need to be in place to ensure the reliability of self-inspection results and address any attempts to circumvent labor laws. The benefits of incorporating a self-inspection checklist in the labor administration system include:
 - a. Employers gain a tool that allows them to self-assess their compliance with labor laws, promoting a culture of responsibility and accountability.
 - b. The self-inspection process reduces the need for extensive government inspections, saving both budgetary and manpower resources.
 - c. By identifying non-compliance issues internally, employers can take corrective actions promptly, preventing potential legal consequences or penalties.
 - d. Government resources can be directed towards targeted inspections of employers who have been identified through self-inspections or have been reported for non-compliance, ensuring efficient enforcement of labor laws.

Other achievements

1. Designing a logo for the department: The department has undertaken the initiative to design a distinct logo that represents its identity and promotes its mission and values. This logo serves as a visual representation of the department's commitment to safeguarding labour rights and promoting fair practices in the workforce.

These achievements reflect the dedication and perseverance of the Department of Labour in overcoming challenges and working towards its targets. Despite the following inhibiting factors, the department has remained committed to its mission of promoting fair labour practices, ensuring workplace safety, and protecting the rights of employees.

Inhibiting Factors

The Department of Labour has identified several factors that have hindered its operations and achievements. Addressing these challenges adequately would enable the department to accomplish more in its mission. The inhibiting factors include:

1. Increased workload for the Labour Relation Division due to a rise in registered labour disputes, coupled with a shortage of human resources. The lack of competent personnel with a legal background further exacerbates the situation, as it limits the department's capacity to efficiently address and resolve labour disputes.
2. Insufficient competent and trained professionals to conduct occupational health and safety inspections. The department lacks the necessary workforce equipped with the expertise and skills to carry out comprehensive inspections and ensure compliance with safety regulations. Furthermore, there is a lack of work environment exposure monitoring equipment, limiting the department's ability to effectively assess and manage workplace hazards.
3. Shortage of field staff members impacts the department's ability to carry out inspections, respond to complaints, and provide necessary support to workplaces. This shortage hinders the department's overall effectiveness in ensuring compliance with occupational health and safety regulations.
4. Limited cooperation from private firms poses challenges to the department's efforts in promoting and enforcing safety standards. The lack of collaboration and willingness from private firms impedes the department's ability to implement effective safety measures and achieve desired outcomes.
5. Non-availability of quality suppliers of Personal Protective Equipment (PPE) creates difficulties in ensuring that workplaces have access to appropriate and reliable safety gear. This shortage compromises the department's efforts to promote a safe working environment for employees.
6. Challenges in implementing Provident Fund (PF) and compensations for workshop workers who are primarily on a percentage-based payment system rather than daily wages. The unique payment structure creates complexities in implementing PF schemes and providing adequate compensation in the event of accidents or injuries.

LABOUR INSPECTION AND SOCIAL PROTECTION

Chapter 2: Labour Inspection and Social Protection

Inspection

Inspections play a crucial role in identifying and addressing potential violations of labour laws and occupational health and safety (OHS) regulations. By conducting regular inspections, authorities can proactively identify areas of non-compliance, rectify issues, and prevent potential disputes from arising.



Fig. 1: Inspection as well as advocacy

Effective inspections can help to mitigate labour disputes by ensuring that employers adhere to relevant labour laws, provide fair working conditions, and maintain a safe work environment. By enforcing compliance with labour regulations, inspections can help prevent situations that may lead to disputes, such as unpaid wages, unsafe working conditions, discrimination, or unfair treatment of employees.



Fig. 3: Interviewing worker

Furthermore, inspections can serve as a preventive measure by identifying and addressing potential issues before they escalate into disputes. By conducting thorough inspections, authorities can assess the overall state of labour relations within an organization and identify any underlying factors that may contribute to disputes. This proactive approach

allows for early intervention and resolution of potential conflicts, thereby minimizing the likelihood of labour disputes arising in the first place.

However, it is important to note that inspections alone may not eliminate all labour disputes. Disputes can arise due to various factors, including differences in interpretation of labour laws, contractual disagreements, or other complex issues. In such cases, inspections can still play a vital role in providing objective evidence and documentation to help resolve disputes and ensure fair outcomes. By addressing issues proactively and fostering



Fig. 2: Safety Inspection

culture of compliance, inspections can contribute to a healthier and more productive labour environment, reducing the likelihood of labour disputes and promoting harmonious workplace relations.

Table 2: Number of inspections by Region in two Fiscal Year

Region	2022-2023				2021-2022			
	I	II	III	Total	I	II	III	Total
Gelephu	509	-	-	509	340	31	0	371
Phuentsholing	929	45	213	1187	117	0	7	124
Samdrup Jongkhar	245	55	-	300	250	21	0	271
Thimphu	2731	136	142	3009	293	122	217	632
Trashigang	207	39	-	246	150	12	5	167
Total	4621	275	355	5251	1150	186	229	1565

Note: I – Routine, II – Follow-up, III- Special

In the fiscal year 2022-2023, the Department of Labour including regional offices conducted inspections and visited a total of 5251 workplaces. This represents a substantial increase of 70.2% in the overall number of inspections conducted compared to the previous fiscal year of 2021-2022. The increase in inspections demonstrates the department's dedication to proactively monitor workplaces and address any potential violations or deficiencies in working conditions. By conducting these visits, the department aims to promote a conducive and safe environment for employees while ensuring compliance with labour regulations and standards.



Fig. 4: Inspection as well as advocacy

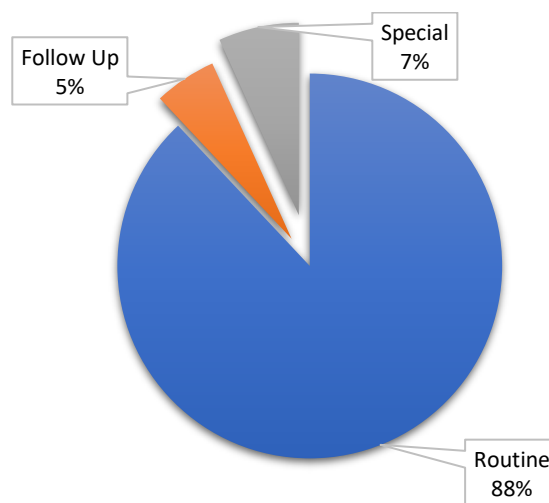


Fig. 5: Pie Chart showing types of inspection conducted

The department conducted routine inspections, which accounted for the majority, constituting 88% of the total inspections. These routine inspections are conducted on a regular basis to ensure compliance with regulations, identify any issues, and maintain standards across various worksites.

Special inspections, which accounted for 7% of the total inspections, were conducted for specific purposes. They're triggered by specific complaints, incidents, or higher-risk factors, and are intended to address particular concerns or sectors.

Follow-up inspections, constituting 5% of the total inspections, are emphasized as important in the statement. Follow-up visits are typically conducted after an initial inspection or visit to monitor progress, ensure compliance, and address any unresolved issues. They play a crucial role in verifying corrective actions and confirming the implementation of recommended changes. However, due to the shortage of staff, budget constraints, and limited resources, the department has made a strategic decision. We have chosen to prioritize covering as many worksites as possible rather than conducting separate first and follow-up visits to each worksite. This approach allows the department to maximize the coverage and reach a larger number of worksites with inspections. By avoiding separate follow-up visits, they can allocate their resources more efficiently and effectively manage their limited staff and budget. While follow-up visits are important, the department has made a pragmatic choice to balance the priorities and make the best use of their available resources.

The department has introduced a pilot program for an online follow-up system. to monitor and track corrective actions for individuals who have received Improvement Notices (IN). The recipients of Improvement Notices are required to update their progress on corrective actions through real-time videos and pictures. They are asked to use WhatsApp, a messaging platform, to share visual evidence of the implemented changes. This allows the department to monitor the progress visually and assess the effectiveness of the corrective measures taken. The introduction of the online follow-up system represents the department's effort to adopt Information and Communication Technology (ICT) tools to enhance the labor administration system. By leveraging technology, we aim to improve the efficiency of monitoring and compliance processes. The system enables quicker communication, real-time updates, and a visual representation of the corrective actions taken.

The pilot program signifies a departure from traditional methods and department's willingness to explore new approaches. It indicates a recognition that adopting innovative technology can bring about positive changes in the labor administration system. We acknowledge the need for improvement and plans to refine the online follow-up process in the coming years based on the lessons learned during the pilot phase. This suggests a commitment to continuous improvement and optimizing the use of technology in their operations.

Table 3: Number of Inspection by Region

Region	Types of Inspection			Total	
	Routine	Follow Up	Special	N	%
Thimphu	2731	136	142	3009	57.3%
Phuentsholing	929	45	213	1187	22.6%
Gelephu	509	-	-	509	9.7%
Samdrup Jongkhar	245	55	-	300	5.7%
Trashigang	207	39	-	246	4.7%
Total	4621	275	355	5251	100%

The information provided in Table 3 focuses on workplace inspections carried out in five different regions. The table categorizes these inspections based on their types. One notable observation is that the Thimphu Region, which has the highest concentration of enterprises, experienced the highest number of inspections compared to the other four regions. The high concentration of enterprises in this region likely led to a greater need for monitoring and enforcement of workplace safety and other related standards.

Table 4: Number of Inspection by Dzongkhag

Dzongkhag	Types of Inspection			Total	
	Routine	Follow Up	Special	N	%
Thimphu	1871	52	98	2021	38.5%
Chhukha	663	30	3	696	13.3%
Paro	501	66	37	604	11.5%
Samtse	266	15	210	491	9.4%
Sarpang	236	0	0	236	4.5%
Wangdue Phodrang	190	3	0	193	3.7%
Pemagatshel	139	31	0	170	3.2%
Punakha	120	16	7	143	2.7%
Samdrup Jongkhar	106	24	0	130	2.5%
Bumthang	122	0	0	122	2.3%
Trashiyangtse	76	17	0	93	1.8%
Mongar	82	10	0	92	1.8%
Dagana	56	0	0	56	1.1%
Trongsa	35	0	0	35	0.7%
Trashigang	26	8	0	34	0.6%
Zhemgang	32	0	0	32	0.6%
Haa	28	0	0	28	0.5%
Tsirang	28	0	0	28	0.5%
Lhuentse	23	4	0	27	0.5%
Gasa	20	0	0	20	0.4%
Total	4620	276	355	5251	100%

Certainly, as a developing country, Bhutan experiences significant growth and development, which often includes a surge in construction activities. The construction sector plays a crucial role in

infrastructure development, urbanization, and economic progress. Consequently, it is common for developing countries to have a higher number of inspections in the construction sector due to the scale and frequency of construction projects.

In Bhutan's case, the high number of inspections in the construction sector can be attributed to several factors. Firstly, the country's ongoing development initiatives, such as building new roads, bridges, schools, hospitals, and other public infrastructure, necessitate rigorous inspections to ensure compliance with safety standards, quality control, and adherence to regulations.



Fig. 6: Collecting details of employer while on inspection

Secondly, construction sites are known to pose various risks and hazards, including potential accidents, worker safety concerns, and environmental impact. Given the importance of protecting workers' rights, ensuring occupational health and safety, and preserving the environment, regulatory authorities conduct inspections to monitor

construction practices and enforce compliance with relevant regulations.

Table 5: Number of Inspection by Major Sector

Major Sector	Types of Inspection			Total	
	Routine	Follow Up	Special	N	%
Construction	1300	117	291	1708	32.5%
Wholesale and Retail Trade	1374	40	10	1424	27.1%
Services	854	29	15	898	17.1%
Hotels and Restaurants	505	12	32	549	10.5%
Manufacturing	406	41	7	454	8.6%
Transport Storage and Communications	85	32	0	117	2.2%
Entertainment	21	0	0	21	0.4%
Mining and Quarry	18	2	0	20	0.4%
Finance, Insurance and Real Estate	19	0	0	19	0.4%
Agriculture, Livestock, Forestry and Fishing	15	1	0	16	0.3%
Health and Education	13	1	0	14	0.3%
Public Administration	7	0	0	7	0.1%
Electricity and Water Supply	4	0	0	4	0.1%
Total	4621	275	355	5251	100%

In addition to the construction sector, the Wholesale & Retail Trade sector also witnessed a significant number of inspections. This could be attributed to the fact that this sector typically involves a large number of businesses and encompasses various activities such as wholesale distribution, retail sales, and trade operations.

Improvement Notices (IN)

During the fiscal year 2022-2023, the Department of Labour issued a total of 1040 Improvement Notices as part of our efforts to enforce compliance with labour legislation. The prevalence of contraventions was found to be higher in sectors such as Construction, Service, and Manufacturing. The information provided suggests that the Thimphu Region has issued the highest number of improvement notices, indicating a significant focus on improving workplace conditions and compliance with regulations in that region. Following Thimphu, the Phuntsholing Region has issued the second-highest number of improvement notices, demonstrating a similar emphasis on enhancing workplace standards.

The issuance of improvement notices is an important step in ensuring that employers take appropriate measures to rectify identified violations or shortcomings in their workplaces. By focusing on improvement, these notices aim to create safer, healthier, and more equitable working environments for employees.

Table 6: Number of Improvement Notices issued by Regions

Region	N	%
Thimphu	714	68.7%
Phuentsholing	153	14.7%
Gelephu	80	7.7%
Samdrup Jongkhar	55	5.3%
Trashigang	38	3.7%
Total	1040	100%

Table 7: Number of Improvement Notices issued by Major Sector

Major Sector	N	%
Construction	702	67.5%
Services	118	11.3%
Manufacturing	85	8.2%
Transport Storage and Communications	55	5.3%
Hotels and Restaurants	37	3.6%
Wholesale and Retail Trade	26	2.5%
Agriculture, Livestock, Forestry and Fishing	7	0.7%
Mining and Quarry	7	0.7%
Health and Education	2	0.2%
Electricity and Water Supply	1	0.1%
Total	1040	100%

Table 8: Number of Improvement Notices issued by Dzongkhag

Dzongkhag	N	%
Thimphu	449	43.2%
Paro	198	19.0%
Chhukha	104	10.0%
Samtse	49	4.7%
Samdrup Jongkhar	44	4.2%
Sarpang	33	3.2%
Haa	29	2.8%
Wangdue Phodrang	25	2.4%
Bumthang	16	1.5%
Dagana	15	1.4%
Trashigang	14	1.3%
Mongar	13	1.3%
Punakha	13	1.3%
Pemagatshel	11	1.1%
Zhemgang	8	0.8%
Tsirang	7	0.7%
Lhuentse	6	0.6%
Trashiyangtse	5	0.5%
Trongsa	1	0.1%
Total	1040	100%

The information provided Table 9 highlights the most common violations of labour legislation based on the observed contraventions. According to the data, the top violation is the Non-Issuance of Personal Protective Equipment (PPE), accounting for 24% of the observed contraventions. This indicates that a significant number of employers failed to provide appropriate PPE to their employees, potentially jeopardizing their safety and well-being in the workplace.



Fig. 7: Workers without PPE

Personal Protective Equipment includes items such as helmets, safety goggles, gloves, protective clothing, and masks, which are designed to protect workers from potential hazards and prevent

accidents or injuries. The non-issuance of PPE suggests that employers may have neglected their responsibility to provide a safe working environment for their employees.

Following the Non-Issuance of PPE, the next most common violation was the Non-Usage of PPE by employees. This violation suggests that even when employers provide PPE, employees are not using it consistently or appropriately. This failure to comply with safety regulations puts employees at risk and indicates a need for increased awareness, training, and enforcement of PPE usage in the workplace.

Lastly, the violation related to electrical safety was noted as another significant contravention of



Fig. 8: Locally made plugs and socket

labour legislation. Electrical safety hazards can include faulty wiring, locally made sockets, improper use of electrical equipment, and lack of proper maintenance. Non-compliance with electrical safety regulations can lead to electrical shocks, fires, and other accidents.

Identifying these common violations helps to highlight areas of concern and potential risks in workplaces. It indicates a need for increased attention and enforcement to ensure that employers comply with labour legislation and take the necessary measures to protect their employees.

By addressing these common contraventions, Department of Labour, employers, and workers can work together to enhance workplace safety, improve compliance with labour legislation,

and create a healthier and more secure working environment for all.

Table 9: Number of Improvement Notice issued by Contravening Section

Contravention	N	%
Non-Issuance of PPE	250	24.0%
Non-usage of PPE	145	13.9%
Electrical related	106	10.2%
Provident Fund	102	9.8%
Internal Service Rules	70	6.7%
Safety Signage	60	5.8%
Leave/ Public Holiday/ record	55	5.3%
Construction site not safe to public (not barricaded, no safety nets installed)	50	4.8%
OHS Policy/committee/Safety Personnel	31	3.0%
Wage payment/record	25	2.4%
Foreign Workers related (transfer of FWs)	17	1.6%
First Aid Box	16	1.5%
Employees not insured	15	1.4%
Fire Hazard (Fire Extinguisher not provided, fire drill not conducted)	15	1.4%

Contravention	N	%
Working hours	10	1.0%
Housekeeping	10	1.0%
Overtime Payment/ record	9	0.9%
Orientation record of FWS by FWRA	8	0.8%
Welfare facilities (Not upto the standard)	8	0.8%
PPE not as per the standard	7	0.7%
Weekly rest period	5	0.5%
Policy/Procedure not framed (Grievance/Sexual Harassment)	5	0.5%
Machine Safety	5	0.5%
Emergency Action Plan	4	0.4%
Training Bond	3	0.3%
Medical Examination not done	3	0.3%
Notice Periods Termination	2	0.2%
Fall hazard	2	0.2%
Unlawful deduction	1	0.1%
Noise Level	1	0.1%
Total	1040	100%

Penalty Memo (PM)

The information provided states that during the fiscal year 2022-2023, the Department of Labour issued a total of 395 Penalty Memos. The issuance of Penalty Memos indicates that the Department has been actively engaged in monitoring and taking action against non-compliant employers or businesses. These penalty actions aim to ensure that labour laws are upheld, workers' rights are protected, and workplaces maintain a fair and safe environment for employees. It sends a clear message that non-compliance will be addressed through penalties, encouraging employers to prioritize adherence to labour legislation and promoting a culture of compliance across various industries.

The statement suggests that the prevalence of contraventions, or violations, was found to be higher in specific sectors, namely Construction, Service, and Hotels and Restaurants. This indicates that these sectors face significant challenges and issues related to compliance with labour regulations and standards.

Table 10: Number of Penalty Memo issued by Regions

Region	N	%
Thimphu	241	61.0%
Gelephu	68	17.2%
Samdrup Jongkhar	46	11.6%
Phuentsholing	38	9.6%
Trashigang	2	0.5%
Total	395	100%

Table 11: Number of Penalty Memo issued by Sector

Major Sector	N	%
Construction	316	80.0%
Services	46	11.6%
Wholesale and Retail Trade	15	3.8%
Manufacturing	10	2.5%
Hotels and Restaurants	5	1.3%
Electricity and Water Supply	2	0.5%
Mining and Quarry	1	0.3%
Agriculture, Livestock, Forestry and Fishing	0	0.0%
Entertainment	0	0.0%
Finance, Insurance and Real Estate	0	0.0%
Health and Education	0	0.0%
Public Administration	0	0.0%
Transport Storage and Communications	0	0.0%
Total	395	100%

Table 12: Number of Penalty Memo issued by Dzongkhag

Dzongkhag	N	%
Thimphu	161	40.8%
Sarpang	47	11.9%
Paro	43	10.9%
Punakha	26	6.6%
Chhukha	25	6.3%
Pemagatshel	23	5.8%
Samdrup Jongkhar	23	5.8%
Bumthang	15	3.8%
Samtse	13	3.3%
Wangdue Phodrang	11	2.8%
Zhemgang	5	1.3%
Trashigang	1	0.3%
Trashiyangtshi	1	0.3%
Trongsa	1	0.3%
Total	395	100%

The table 13 highlights the fact that the highest penalties were imposed for non-usage of personal protective equipment (PPE). The department has placed a high priority on the health and safety of workers. Non-usage of PPE can pose significant risks to workers' well-being, and addressing this issue becomes a priority for the department. Before resorting to penalties, the department has taken proactive measures such as issuing reminders and conducting advocacies. These efforts aim to raise awareness among employers and workers about the importance of using PPE correctly and consistently. By imposing penalties, the department sends a strong message that non-compliance with PPE requirements will have consequences. The penalties serve as a deterrent,

encouraging employers and workers to take the necessary precautions and comply with PPE regulations to avoid financial penalties.

Table 13: Number of Penalty Memo issued by Contravening Section

Contravening Section	N	%
Non-usage of PPE	165	41.8%
Non-Issuance of appropriate safety PPE	125	31.6%
No proper record and documentation	27	6.8%
Foreign workers related contraventions	20	5.1%
Electrical safety	17	4.3%
Internal Service Rule	15	3.8%
PF not instituted	11	2.8%
Wage Payment	4	1.0%
Construction site not safe to public (not barricaded, no safety nets installed)	3	0.8%
Notice period	2	0.5%
Benefits (PF & Gratuity)	1	0.3%
Discrimination (Increment)	1	0.3%
First Aid Box	1	0.3%
OHS Policy not framed	1	0.3%
Non-reporting of Accident	1	0.3%
Temporary living accommodation	1	0.3%
Total	395	100%

Table 14: Amount of penalty collected by Regions

Region	Amount (in Millions)	%
Thimphu	Nu.1.744	40.8%
Phuntsholing	Nu.1.281	30.0%
Gelephu	Nu.0.647	15.1%
Samdrup Jongkhar	Nu.0.576	13.5%
Trashigang	Nu.0.026	0.6%
Total	Nu.4.274	100%

Table 15: Amount of Penalty collected by Major Sector

Major Sector	Amount Collected (in Millions)	%
Construction	Nu.2.115	49.5%
Services	Nu.1.858	43.5%
Manufacturing	Nu.0.128	3.0%
Wholesale and Retail Trade	Nu.0.094	2.2%
Hotels and Restaurants	Nu.0.056	1.3%
Electricity and Water Supply	Nu.0.023	0.5%
Total	Nu.4.274	100%

The penalty's effectiveness in improving compliance surpasses that of other methods. First, financial consequences can serve as a strong incentive for compliance, as employers and workers are motivated to avoid the additional costs associated with penalties. Second, the penalty serves as a tangible consequence, making non-compliance a more serious matter and raising awareness of the importance of that particular contraventions. Third, the penalty demonstrates the department's commitment to enforcing regulations and ensuring a safe working environment, reinforcing the significance of compliance among employers and workers.

In the conclusion, the Department aims to rectify contraventions, ensure compliance with labour laws, and promote a safe and fair working environment by issuing Improvement Notices and Penalty Memos. The ultimate objective of issuing Improvement Notices and Penalty Memos is to ensure compliance with labour laws and promote a safe and fair working environment for all employees. These measures are part of a broader enforcement strategy aimed at protecting workers' rights, maintaining workplace safety standards, and fostering fair employment practices. By enforcing compliance through these measures, the Department seeks to create a culture of accountability among employers and employees. It sends a clear message that non-compliance will not be tolerated and emphasizes the importance of prioritizing the well-being and rights of employees.

Provident Fund

In the context of Provident Fund schemes, a significant number of employees, specifically 79640 individuals, participated in the scheme across various sectors, including private and corporate sectors. This demonstrates a widespread adoption of the Provident Fund scheme as a means of ensuring financial security and future savings for employees.

Among the participating organizations, National Pension and Provident Fund had a higher percentage of employee participation in the Provident Fund scheme compared to Royal Insurance Corporation of Bhutan Limited and Bhutan Insurance Limited. The scheme provides employees with a reliable avenue for savings, allowing them to accumulate funds over their employment tenure, which can be beneficial for retirement, emergencies, or other financial needs.

Table 16: Number of Enterprises with PF by Sector

Major Sector	N	%
Services	980	38.5%
Construction	323	12.7%
Hotels and Restaurants	323	12.7%
Manufacturing	271	10.6%
Public Administration	223	8.8%
Health and education	142	5.6%

Major Sector	N	%
Transport, Storage and Communications	97	3.8%
Electricity and Water Supply	61	2.4%
Finance, Insurance and Real Estate	43	1.7%
Agriculture, Livestock, Forestry and Fishing	37	1.5%
Entertainment	32	1.3%
Mining and Quarrying	15	0.6%
Total	2547	100%

Table 17: Number of Employees with PF by Financial Institutions

Financial Institute	N	%
National Pension and Provident Fund	42,884	53.8%
Royal Insurance Corporation of Bhutan	32,314	40.6%
Bhutan Insurance Ltd	4442	5.6%
Total	79640	100%

Instituting a provident fund in Bhutan, like in any other country, present several challenges. Some of the challenges specific to Bhutan include:

- (a) **Limited Awareness and Understanding:** One challenge is the lack of awareness and understanding among employers and employees about the concept and benefits of a provident fund. Many employers and employees may be unfamiliar with the purpose and functioning of such a scheme.
- (b) **Financial Constraints:** Implementing a provident fund requires financial resources. The participating employers need to allocate funds for the initial setup, ongoing administration, and contributions to the fund. Financial constraints and competing priorities may pose challenges in securing sufficient funds for the effective implementation of the scheme.
- (c) **Compliance and Enforcement:** Ensuring compliance with provident fund regulations can be a challenge. Monitoring and enforcing employer contributions, as well as ensuring employee participation, may require a robust system of checks and balances, including effective regulatory oversight and penalties for non-compliance.
- (d) **Informal Sector Coverage:** The informal sector, which constitutes a significant portion of the Bhutanese workforce, may be challenging to include in a provident fund scheme. Informal workers often have irregular income, multiple employers, and limited access to formal financial services, making it difficult to enforce contributions and ensure comprehensive coverage.

OCCUPATIONAL HEALTH AND SAFETY

Chapter 3: Occupational Health and Safety

Workplace Accident

A workplace accident refers to any unexpected or unplanned event that occurs in the work environment and results in an injury, illness, or property damage. These accidents can happen in various settings, such as offices, factories, construction sites, and other work environments. Workplace accidents can take many forms, including slips, trips, falls, machinery malfunctions, exposure to hazardous substances, electrical accidents, fires, and transportation-related incidents. They can cause a wide range of injuries, from minor cuts and bruises to severe injuries, disabilities, or even fatalities.

The impact of a workplace accident extends beyond the injured worker. It can disrupt work operations, lead to financial losses for the company, and create emotional distress among coworkers and supervisors. Additionally, workplace accidents can damage the reputation of the organization and negatively affect employee morale and productivity. Preventing workplace accidents is of utmost importance. Employers have a legal and ethical responsibility to provide a safe work environment for their employees. This involves implementing safety protocols, providing adequate training, conducting regular risk assessments, and ensuring that all necessary safety equipment and resources are available.

When a workplace accident does occur, it is essential to respond promptly and effectively. Immediate medical attention should be provided to the injured worker, and the incident should be reported to the appropriate authorities. A thorough investigation should be conducted to determine the cause of the accident and identify any underlying hazards that need to be addressed to prevent future incidents.

Table 18: Number of workplace accident by Regions

Region	Fatal	Injury	Total	
			N	%
Thimphu	5	12	17	44.7%
Gelephu	6	5	11	28.9%
Samdrup Jongkhar	6	0	6	15.8%
Phuentsholing	2	2	4	10.5%
Trashigang	0	0	0	0%
Total	19	19	38	100%

By prioritizing workplace safety and actively working to prevent accidents, employers can create a healthier and more productive work environment while protecting the well-being of their employees.

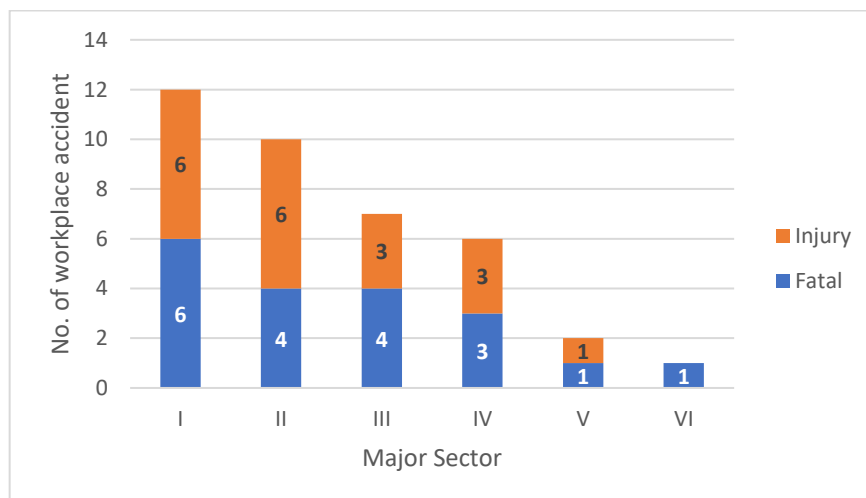
In the year 2022-2023, the Department has recorded a total of 38 workplace accidents that were reported. These reported accidents provide valuable data and insights into the safety conditions and incidents occurring in workplaces. However, it is important to note that many workplace accidents go unreported, which means that the actual number of accidents and incidents is likely higher than what is officially recorded.

Table 19: Number of workplace accident by Major Sector

Major Sector	Fatal	Injury	Total	
			N	%
Construction	6	6	12	31.6%
Manufacturing	4	6	10	26.3%
Services	4	3	7	18.4%
Electricity and Water Supply	3	3	6	15.8%
Wholesale and Retail Trade	1	1	2	5.3%
Transport, Storage and Communications	1	-	1	2.6%
Total	19	19	38	100%

The reasons for underreporting workplace accidents can vary. Some employees may hesitate to report accidents due to fear of repercussions or concerns about job security. Employers may also be reluctant to report accidents in order to maintain a positive reputation or avoid potential legal consequences. Additionally, some accidents may be considered minor or not result in immediate visible injuries, leading to a perception that they are not worth reporting.

Fig. 9: Graph showing workplace accident by Major Sector



I – Construction, II – Manufacturing, III – Services, IV – Electricity & Water Supply, V – Wholesale & Retail Trade, VI – Transport, Storage & Communication

The underreporting of workplace accidents poses significant challenges in effectively identifying and addressing safety issues. It limits the ability of authorities, such as the Department of Labour,

to accurately assess the magnitude of workplace hazards and implement appropriate measures to prevent future accidents. Therefore, efforts should be made to promote a culture of reporting and create an environment where employees feel safe and encouraged to report workplace accidents, ensuring a comprehensive understanding of workplace safety and taking necessary steps to prevent future incidents.

Among these 38 reported accidents, 50% were classified as fatal, with the majority (31.6%) occurring in the Construction Industry. And also, the Construction Sector accounted for almost 32% of the total reported workplace accidents. When examining the causes of these accidents, it was found that the major cause was being "Fall from height" accounting for almost 37% of the accidents. This was followed by "Contact with electricity/ electrical discharge" at 18.4 and Struck by Moving Object (Flying/Falling Object)" at 13.2%.

These statistics highlight the importance of identifying and addressing potential hazards in the workplace to prevent accidents. By implementing effective safety measures, providing appropriate training, and promoting a culture of awareness, organizations can reduce the risk of workplace accidents and ensure the well-being of their employees.

Table 20: Number of workplace accidents by Major Cause

Major Cause	Fatal	Injury	Total	
			N	%
Fall from height	6	8	14	36.8%
Contact with electricity or electrical discharge	6	1	7	18.4%
Struck by Moving Object (Flying/Falling Object)	1	4	5	13.2%
Vehicle/Helicopter Accident	4	1	5	13.2%
Contact with/by moving machinery	1	3	4	10.5%
Crushing of body parts	0	1	1	2.6%
Drowned	1	-	1	2.6%
Slips/Trips	-	1	1	2.6%
Total	19	19	38	100%

Table 21: Types of injury by Region

Region	First Aid treatment	Temporary Partial Disability	Total Permanent Disability	Total	
				N	%
Thimphu	1	11	0	12	63.2%
Gelephu	2	3	0	5	26.3%
Phuentsholing	1	-	1	2	10.5%
Samdrup Jongkhar	-	-	-	0	0%
Trashigang	-	-	-	0	0%
Total	4	14	1	19	100%

The given information states that out of a total of 19 reported injuries, the injuries were categorized into different types of outcomes. Specifically, 4 of the injuries received first aid treatment, 14 resulted in temporary partial disability, and 1 injury led to total permanent disability.

First Aid Treatment: Out of the 19 injuries, 4 were deemed to be minor or less severe, requiring only immediate first aid treatment. First aid treatment typically includes initial medical assistance provided on-site or at the workplace to address immediate medical needs and prevent further complications. These injuries may have been minor cuts, bruises, sprains, or other similar incidents that could be promptly treated without long-term consequences.

Temporary Partial Disability: The majority of the reported injuries, 14 in total, resulted in temporary partial disability. This means that the individuals who sustained these injuries experienced some form of impairment that affected their ability to perform certain tasks or duties temporarily. Temporary partial disability refers to a situation where the injured individuals are unable to fully perform their regular work activities or specific tasks related to their job for a limited period. The nature and extent of the disabilities may vary, ranging from physical injuries such as fractures or sprains to other conditions that restrict an employee's ability to carry out their work temporarily.

Total Permanent Disability: Only one injury resulted in total permanent disability, indicating that the individual sustained a severe and permanent impairment that rendered them unable to perform any form of work. Total permanent disability refers to a condition where an individual experiences a long-lasting or permanent disability that prevents them from engaging in any gainful employment. Such disabilities often involve significant impairments, such as the loss of a limb, severe spinal cord injuries, or other debilitating conditions that permanently restrict an individual's ability to work.

Table 22: Type of injury by Major Sector

Major Sector	First Aid treatment	Temporary Partial Disability	Total Permanent Disability	Total	
				N	%
Construction	2	4	-	6	31.6%
Manufacturing	1	4	1	6	31.6%
Electricity and Water Supply	1	2	-	3	15.8%
Services	-	3	-	3	15.8%
Wholesale and Retail Trade	-	1	-	1	5.3%
Total	4	14	1	19	100%

The categorization of these injuries into different outcomes provides valuable information on the severity and long-term implications of workplace incidents. It highlights the importance of workplace safety measures, including preventive measures, proper training, and adequate risk management, to minimize the occurrence of injuries and their subsequent impact on employees.

By understanding the types of injuries and their outcomes, employers, regulatory bodies, and

policymakers can identify areas for improvement, implement targeted safety measures, and develop appropriate support systems to ensure the well-being and protection of workers in the workplace.

Workers Compensation

In the FY 2022-2023, employers paid a total compensation amount of Nu. 8.35 million to employees who were either injured or deceased as a result of workplace accidents. This compensation reflects the financial support provided to affected employees or their families to help alleviate the consequences of the accidents.

Table 23: Sector-wise number of victim paid with compensation

Major Sector	N	%
Manufacturing	5	27.8%
Construction	4	22.2%
Electricity and Water Supply	4	22.2%
Finance, Insurance and Real Estate	2	11.1%
Transport, Storage and Communications	2	11.1%
Services	1	5.6%
Total	18	100%

Workers' compensation is a system designed to provide benefits and financial support to employees who suffer work-related injuries or illnesses. It is a form of insurance that helps protect workers and their families by covering medical expenses, lost wages, rehabilitation costs, and other related expenses.

The purpose of workers' compensation is to ensure that employees receive timely and appropriate compensation for injuries or illnesses they sustain on the job, regardless of fault. It helps provide financial stability and support to injured workers during their recovery period, allowing them to focus on healing and returning to work.

Table 24: Amount of compensation paid by Major Sector

Major Sector	Amount (in millions)	%
Construction	2.05	24.6%
Electricity and Water Supply	2.03	24.3%
Finance, Insurance and Real Estate	1.40	16.8%
Manufacturing	1.25	15.0%
Transport, Storage and Communications	1.21	14.5%
Services	0.41	4.9%
Total	8.35	100%

The payment of compensation by employers is a vital aspect of ensuring that employees receive appropriate support and financial assistance in times of need. It is also an acknowledgment of the employer's responsibility for maintaining a safe and secure working environment for their employees. By providing compensation, employers contribute to the well-being and recovery of injured workers or provide support to the families of deceased employees.

Efforts to prevent workplace accidents and promote a safe working environment are crucial to minimizing injuries, fatalities, and associated compensation costs. By implementing robust safety protocols, conducting regular risk assessments, and prioritizing employee well-being, employers can aim to reduce the occurrence of accidents and their associated financial burdens.

Overall, the payment of Nu. 8.35 million in compensation by employers underscores the significance of workplace safety and the importance of providing support to employees affected by accidents. It highlights the need for continuous efforts to enhance safety measures and prevent workplace accidents to protect the well-being and livelihoods of workers.

Occupational Health and Safety Committee

An Occupational Health and Safety (OHS) committee plays a vital role in promoting a safe and healthy work environment. Comprised of representatives from both management and employees, the committee serves as a platform for collaborative efforts to address and manage occupational health and safety concerns within an organization.

Table 25: OHS committee by Region

Region	N	%
Phuentsholing	59	51.3%
Thimphu	28	24.3%
Gelephu	14	12.2%
Samdrup Jongkhar	10	8.7%
Trashigang	4	3.5%
Total	115	100%

The OHS committee is responsible for facilitating communication and cooperation between various stakeholders, including management, employees, and relevant authorities. It works towards identifying potential hazards, assessing risks, and implementing appropriate measures to prevent accidents, injuries, and illnesses in the workplace.

As of now, 115 enterprises have formed Occupational Health and Safety (OHS) Committees at their workplaces. These committees are responsible for ensuring the safety and well-being of employees within the organization. The data further reveals that a higher percentage of enterprises with OHS Safety Committees are located in the Phuntsholing Region and Thimphu Region,

indicating a strong commitment to workplace safety in these areas.

When considering the sectors, the manufacturing and construction sectors show a higher percentage of enterprises with Health and Safety Committees. This suggests that these industries recognize the importance of proactive safety measures and have taken steps to establish committees dedicated to addressing safety and health concerns.

Table 26: OHS committee by Major Sector

Major Sector	N	%
Manufacturing	66	57.4%
Construction	19	16.5%
Electricity and Water Supply	10	8.7%
Services	8	7.0%
Mining and Quarrying	6	5.2%
Agriculture, Livestock, Forestry and Fishing	2	1.7%
Hotels and Restaurants	2	1.7%
Transport, Storage and Communications	2	1.7%
Total	115	100%

The committee's functions include conducting regular inspections, audits, and assessments to ensure compliance with OHS regulations and standards. It actively promotes employee involvement and participation by soliciting feedback, suggestions, and concerns related to health and safety matters. Through regular meetings and consultations, the committee fosters a culture of safety, raising awareness, and providing necessary training and guidance to employees.

Table 27: OHS committee by Dzongkhag

Dzongkhag	N	%
Chhukha	57	49.6%
Thimphu	19	16.5%
Sarpang	9	7.8%
Wangdue Phodrang	8	7.0%
Pema Gatshel	6	5.2%
Samdrup Jongkhar	4	3.5%
Trongsa	4	3.5%
Mongar	2	1.7%
Samtse	2	1.7%
Trashiyangtse	2	1.7%
Dagana	1	0.9%
Paro	1	0.9%
Total	115	100%

Moreover, the OHS committee plays a crucial role in incident investigation and reporting. In the event of an accident or near-miss incident, the committee conducts thorough investigations to

identify root causes and develop preventive measures to avoid similar occurrences in the future. It also monitors and evaluates the effectiveness of implemented safety measures and recommends improvements as necessary.

By fostering a proactive approach to occupational health and safety, the OHS committee contributes to the overall well-being and satisfaction of employees. It ensures that the workplace is conducive to healthy and safe practices, promoting employee productivity, and reducing absenteeism due to work-related health issues.

Table 28: List of OHS committee

Sl. No.	Name	Dzongkhag	Region	Sector
1	Army Welfare Project Ltd	Sarpang	Gelephu	Manufacturing
2	Army Welfare Project Ltd	Chhukha	Phuentsholing	Manufacturing
3	Army Welfare Project Ltd (Card Box)	Chhukha	Phuentsholing	Manufacturing
4	Barma Chemicals Industry	Pema Gatshel	Samdrup Jongkhar	Manufacturing
5	Basochhu Hydropower Plant	Wangdue Phodrang	Thimphu	Electricity and Water Supply
6	Bhutan Agro Industries Ltd.	Thimphu	Thimphu	Manufacturing
7	Bhutan Alloys Steel Castings	Chhukha	Phuentsholing	Manufacturing
8	Bhutan Automation and Engineering Ltd.	Chhukha	Phuentsholing	Construction
9	Bhutan Board Product Ltd.	Chhukha	Phuentsholing	Manufacturing
10	Bhutan Board Product Ltd. (Factory)	Chhukha	Phuentsholing	Manufacturing
11	Bhutan Brewery Private Ltd	Chhukha	Phuentsholing	Manufacturing
12	Bhutan Carbide and chemicals Ltd.	Chhukha	Phuentsholing	Manufacturing
13	Bhutan Centinnal Distillery	Sarpang	Gelephu	Manufacturing
14	Bhutan Concast Pvt. Ltd. Phuentsholing	Chhukha	Phuentsholing	Manufacturing
15	Bhutan Concrete Bricks Pvt. Ltd	Thimphu	Thimphu	Manufacturing
16	Bhutan Ecolite Brix Pvt. Ltd	Chhukha	Phuentsholing	Manufacturing
17	Bhutan Engineering Company Pvt.Ltd	Thimphu	Thimphu	Construction
18	Bhutan Ferro Alloys Ltd.	Chhukha	Phuentsholing	Manufacturing
19	Bhutan Fruit Products Ltd.	Chhukha	Phuentsholing	Manufacturing
20	Bhutan GRC	Thimphu	Thimphu	Manufacturing
21	Bhutan Hotel Ga Me Ga	Chhukha	Phuentsholing	Hotels and Restaurants
22	Bhutan Hydropower Services Limited	Sarpang	Gelephu	Services
23	Bhutan Hydropower Services Ltd	Sarpang	Gelephu	Electricity and Water Supply

Sl. No.	Name	Dzongkhag	Region	Sector
24	Bhutan Milk and Agro Pvt. Ltd	Chhukha	Phuentsholing	Manufacturing
25	Bhutan Panel Wood Industry	Chhukha	Phuentsholing	Manufacturing
26	Bhutan Ply Unit, Phuntsholing	Chhukha	Phuentsholing	Manufacturing
27	Bhutan Polymer Company Ltd.	Chhukha	Phuentsholing	Manufacturing
28	Bhutan Rolling Mill Ltd.	Chhukha	Phuentsholing	Manufacturing
29	Bhutan Silicon Metal Pvt. Limited	Chhukha	Phuentsholing	Manufacturing
30	Bhutan Soya Protines	Chhukha	Phuentsholing	Manufacturing
31	Bhutan Steel Industries Ltd.	Chhukha	Phuentsholing	Manufacturing
32	Bhutan Telecom	Thimphu	Thimphu	Transport, Storage and Communications
33	Bhutan Telecom, Gelephu	Sarpang	Gelephu	Services
34	Bhutan Wood Penal Industries & Bhutan Packaging Industries, Phuntsholing	Chhukha	Phuentsholing	Manufacturing
35	BPC, Jigmeling	Sarpang	Gelephu	Electricity
36	BSMPL	Chhukha	Phuentsholing	Manufacturing
37	CDCL, Gelephu	Sarpang	Gelephu	Construction
38	CDCL, Kholongchhu	Trashiyangtse	Trashigang	Construction
39	Chhukha Hydropower Plant	Chhukha	Phuentsholing	Electricity and Water Supply
40	Construction Development Corporation Ltd	Thimphu	Thimphu	Construction
41	Dagachhu Hydropower Corporation Limited	Dagana	Gelephu	Electricity and Water Supply
42	Design & Build Bhutan	Thimphu	Thimphu	Construction
43	Dharma Arts & Crafts	Thimphu	Thimphu	Manufacturing
44	Drangchu Beverages Pvt. Ltd	Chhukha	Phuentsholing	Manufacturing
45	Druk Cement Company Pvt. Ltd.Pasakha	Chhukha	Phuentsholing	Manufacturing
46	Druk Ferro Alloys Ltd	Chhukha	Phuentsholing	Manufacturing
47	Druk Green Power Corporation Ltd	Thimphu	Thimphu	Electricity and Water Supply
48	Druk Gyp Products and Chemicals Ltd	Pema Gatshel	Samdrup Jongkhar	Manufacturing
49	Druk Wangs Alloys Ltd.	Chhukha	Phuentsholing	Manufacturing
50	DrukAir Corporation Ltd	Paro	Thimphu	Transport, Storage and Communications
51	Dungsam Cement Coropration Ltd.	Pema Gatshel	Samdrup Jongkhar	Manufacturing

Sl. No.	Name	Dzongkhag	Region	Sector
52	Dungsam Polymers Ltd.	Pema Gatshel	Samdrup Jongkhar	Manufacturing
53	Echo Tech Kraft Paper Manufacturing	Sarpang	Gelephu	Manufacturing
54	Gammon India Ltd. PHEP-I	Wangdue Phodrang	Thimphu	Construction
55	Gammon India Ltd. PHEP-II	Wangdue Phodrang	Thimphu	Construction
56	Greener Way	Thimphu	Thimphu	Services
57	Greenwood Manufacturing Corporation	Chhukha	Phuentsholing	Manufacturing
58	Hindustan Construction Company	Trongsa	Gelephu	Construction
59	Hindustan Construction Company Ltd.	Wangdue Phodrang	Thimphu	Construction
60	Hotel Druk	Chhukha	Phuentsholing	Hotels and Restaurants
61	Ice Beverages Pvt. Ltd.	Chhukha	Phuentsholing	Manufacturing
62	Jai Prakash Associates Ltd.	Wangdue Phodrang	Thimphu	Construction
63	Jigme Industries Pvt. Ltd.	Chhukha	Phuentsholing	Manufacturing
64	Jigme Mining Corporation Ltd	Chhukha	Phuentsholing	Mining and Quarrying
65	Karma Feeds	Chhukha	Phuentsholing	Manufacturing
66	Kenpa Pvt. Ltd	Chhukha	Phuentsholing	Manufacturing
67	kholongchu Hydro Energy Ltd	Trashiyangtse	Trashigang	Construction
68	Kinjore Brewery Private Limited, Pasakha	Chhukha	Phuentsholing	Manufacturing
69	Kuensel	Thimphu	Thimphu	Manufacturing
70	Kurichhu Hydropower Plant	Mongar	Trashigang	Electricity and Water Supply
71	Larsen & Toubro Ltd.	Wangdue Phodrang	Thimphu	Construction
72	Lhaki Cement	Chhukha	Phuentsholing	Manufacturing
73	Lhaki Steel & Rolling Pvt. Ltd.	Chhukha	Phuentsholing	Manufacturing
74	Lhazey Preform and Closure	Samtse	Phuentsholing	Manufacturing
75	Mangduechhu Hydropower Authority	Trongsa	Gelephu	Electricity and Water Supply
76	Menjong Sorig Pharmaceutical Corporation Ltd.	Thimphu	Thimphu	Manufacturing
77	Mountain Hezelnut Venture Ltd	Mongar	Trashigang	Agriculture, Livestock, Forestry and Fishing
78	National Housing Development Corporation	Thimphu	Thimphu	Construction
79	Natural Resource Development Corporation Ltd	Thimphu	Thimphu	Agriculture, Livestock, Forestry and Fishing

Sl. No.	Name	Dzongkhag	Region	Sector
80	Nethsel Pvt. Ltd	Chhukha	Phuentsholing	Manufacturing
81	Pelden Enterprises (Bhutan Ferro Industries Ltd.)	Chhukha	Phuentsholing	Manufacturing
82	Penden Cement Authority (PCAL)	Chhukha	Phuentsholing	Manufacturing
83	PES Enginnering	Trongsa	Gelephu	Construction
84	PHPA I	Wangdue Phodrang	Thimphu	Construction
85	PHPA II	Wangdue Phodrang	Thimphu	Construction
86	Quality Gases Pvt. Pasakha	Chhukha	Phuentsholing	Manufacturing
87	Rabten Engineering Workshop, Phuntsholing	Chhukha	Phuentsholing	Services
88	RSA Pvt. Ltd. (Limestone Unit)	Thimphu	Thimphu	Mining and Quarrying
89	RSA Pvt. Ltd. (Poly Unit)	Chhukha	Phuentsholing	Manufacturing
90	RSA Pvt. Ltd.(Marble Processing Unit)	Chhukha	Phuentsholing	Manufacturing
91	Saint-Gobain Ceramic Materials	Chhukha	Phuentsholing	Manufacturing
92	Sarpang Dzong Construction Project	Sarpang	Gelephu	Construction
93	SD Eastern Bhutan Coal Company Ltd	Samdrup Jongkhar	Samdrup Jongkhar	Mining and Quarrying
94	SD Eastern Bhutan Ferro Silicon Pvt. Ltd.	Samdrup Jongkhar	Samdrup Jongkhar	Manufacturing
95	SEEICHU (paking drikng water)	Samdrup Jongkhar	Samdrup Jongkhar	Manufacturing
96	Sersang Kbone Food Pvt. Ltd	Chhukha	Phuentsholing	Manufacturing
97	Singye Stone & Sand Factory	Thimphu	Thimphu	Mining and Quarrying
98	SKW-Tashi Metals & Alloys Pvt. Ltd.	Chhukha	Phuentsholing	Manufacturing
99	State Mining Corporation Ltd (Gypsum)	Pema Gatschel	Samdrup Jongkhar	Mining and Quarrying
100	State Mining Corporation Ltd (Hanbrang and Tshophangma Coal mines)	Samdrup Jongkhar	Samdrup Jongkhar	Mining and Quarrying
101	State Trading Corporation Ltd. Phuntsholing	Chhukha	Phuentsholing	Services
102	Tala Hydropower Plant	Chhukha	Phuentsholing	Electricity and Water Supply
103	Tangsibji Hydro Energy Limited	Trongsa	Gelephu	Electricity and Water Supply
104	Tashi Beverages Ltd. Pasakha	Chhukha	Phuentsholing	Manufacturing
105	Tashi Engineering Works, Phuntsholing	Chhukha	Phuentsholing	Services
106	Tashi Metals Pvt. Ltd. Pasakha	Chhukha	Phuentsholing	Manufacturing

Sl. No.	Name	Dzongkhag	Region	Sector
107	Thinley Pelbar Printers and Publishers (samtse)	Samtse	Phuentsholing	Manufacturing
108	Tshering Wangdi Supplies	Pema Gatshel	Samdrup Jongkhar	Manufacturing
109	Ugyen Ferro Alloys Pvt. Ltd	Chhukha	Phuentsholing	Manufacturing
110	Vajra Builder Pvt. Ltd	Thimphu	Thimphu	Construction
111	Wood Craft Center Ltd.	Thimphu	Thimphu	Manufacturing
112	Yangzom Cement Industry	Chhukha	Phuentsholing	Manufacturing
113	Zimdra Automobile Workshop, Thimphu	Thimphu	Thimphu	Services
114	Zimdra Food Pvt. Ltd	Chhukha	Phuentsholing	Manufacturing
115	Zimdra Industries Private Limited (Automobile Workshop)	Chhukha	Phuentsholing	Services

OHS Assessment

Since 2015, the Department has taken a proactive approach in assessing and promoting good Occupational Health and Safety (OHS) practices in workplaces that have established safety and health committees. In 2023, the department carried out assessments in a total of 82 enterprises, evaluating their



Fig. 10: Interviewing Safety Officer

adherence to OHS standards and guidelines. These assessments aimed to identify enterprises that demonstrated exemplary OHS practices and create a culture of safety and well-being in the workplace.



Fig. 11: Safety Signage

Out of the 82 enterprises assessed, 48 enterprises were recognized and commended for their outstanding safety and health practices. These enterprises had effectively implemented comprehensive OHS measures, demonstrating a strong commitment to the well-being of their employees. Their efforts included robust safety policies, regular training programs, hazard identification and control measures, and the promotion of a positive safety culture among their workforce.



Fig. 12: Safety Signage

Achieving good or excellent OHS practices not only benefits employees by reducing the risk of accidents and occupational health issues but also contributes to improved productivity, employee satisfaction, and organizational reputation. It demonstrates the organization's commitment to

creating a safe and healthy work environment, which in turn can attract and retain skilled employees and enhance overall business performance.

Table 29: Number of enterprise conducted OHS assessment by Region

Region	N	%
Phuentsholing	46	56.1%
Thimphu	19	23.2%
Gelephu	8	9.8%
Samdrup Jongkhar	7	8.5%
Trashigang	2	2.4%
Total	82	100%

The 48 enterprises that have achieved good or excellent OHS practices serve as examples of best practices in promoting workplace safety. Their success can inspire other organizations to prioritize and invest in OHS measures, encouraging a positive ripple effect across industries and contributing to the overall improvement of workplace safety standards.

It is important for organizations to continually assess and improve their OHS practices, as safety requirements and best practices evolve over time. By sharing knowledge and experiences, organizations can learn from each other and collectively work towards achieving and maintaining high standards of occupational health and safety for the benefit of all employees.



Fig. 13: OHS Policy

Table 30: Number of enterprise conducted OHS assessment by Major Sector

Major Sector	N	%
Manufacturing	52	63.4%
Electricity and Water Supply	6	13.4%
Services	8	9.8%
Construction	8	3.7%
Mining and Quarrying	3	3.7%
Transport, Storage and Communications	3	3.7%
Agriculture, Livestock, Forestry and Fishing	1	1.2%
Finance, Insurance and Real Estate	1	1.2%
Total	82	100%

Table 31: Number of Enterprise with good/excellent OHS practice by Major Sector and Region

Region	Sector						Total
	I	II	III	IV	V	VI	
Phuentsholing	-	-	-	26	-	-	26
Gelephu	-	1	3	2	-	2	8
Samdrup Jongkhar	-	-	-	4	2	-	6
Thimphu	-	4	1	1	-	-	6
Trashigang	1	-	1	-	-	-	2
Total	1	5	5	33	2	2	48

I – Agriculture, Livestock, Forestry and Fishing; II – Construction, III - Electricity and Water Supply, IV - Manufacturing, V - Mining and Quarrying, VI – Services

Table 32: List of Enterprise with good/excellent OHS practice

Sl. No	Name of company	Type of Industry	Dzongkhag	Score
1	Zimdra Food Private Limited	Manufacturing	Chhukha	98.00%
2	Kurichu Hydropower Plant	Electricity and Water Supply	Mongar	96.92%
3	Tashi Beverages Ltd	Manufacturing	Chhukha	94.45%
4	Tala Hydro Power Plant (DGPCL)	Manufacturing	Chhukha	92.05%
5	AWP (Distillery Factory)	Manufacturing	Samtse	91.70%
6	Basochhu HydroPower Plant	Electricity and Water Supply	Wangdue Phodrang	90.95%
7	Bhutan HydroPower Service Limited	Services	Sarpang	90.60%
8	Tangsibji Hydro Energy Limited	Electricity and Water Supply	Trongsa	89.90%
9	Hindustan Construction Company Ltd.	Construction	Trongsa	89.80%
10	PES Engineering	Services	Trongsa	89.10%
11	Dagachhu Hydropower Corporation Limited	Electricity and Water Supply	Dagana	88.50%
12	Lhaki Cement	Manufacturing	Samtse	88.25%
13	AWP (Card Board Factory)	Manufacturing	Samtse	87.45%
14	ICE Beverages Private Limited	Manufacturing	Samtse	86.90%

Sl. No	Name of company	Type of Industry	Dzongkhag	Score
15	Mountain Hazelnut Venture Private limited	Agriculture, Livestock, Forestry and Fishing	Mongar	86.85%
16	Lhaki Steels & Rolling Private Limited	Manufacturing	Chhukha	85.75%
17	Habrang Coal Mine	Mining and Quarrying	Samdrup Jongkhar	85.63%
18	Bhutan Brewery Private Limited	Manufacturing	Chhukha	85.25%
19	Bhutan Polymer Company Ltd.	Manufacturing	Samtse	85.00%
20	Bhutan Silicon Metal Private Limited	Manufacturing	Chhukha	84.20%
21	Mangdhechu Hydro Electric Project	Electricity and Water Supply	Trongsa	83.70%
22	Saint Gobin Cramic Materials Bhutan Pvt. Ltd	Manufacturing	Chhukha	83.65%
23	Gelephu Distillery (AWPL)	Manufacturing	Sarpang	83.30%
24	Bhutan Fruit Product Ltd	Manufacturing	Samtse	83.00%
24	Tashi Metals Private Limited	Manufacturing	Chhukha	83.00%
26	Khothakpa Gypsum Mine - SMCL	Mining and Quarrying	Pema Gatshel	82.63%
27	Chhukha Hydro Power Plant (DGPCL)	Manufacturing	Chhukha	82.25%
28	PHPA II	Construction	Wangdue Phodrang	81.25%
29	Bhutan Centennial Distillery	Manufacturing	Sarpang	81.00%
30	Druk Wang Alloys Ltd	Manufacturing	Chhukha	80.75%
31	Vajra Builder Private Limited	Construction	Thimphu	80.13%
32	Bhutan GRC	Manufacturing	Thimphu	79.80%
33	Bhutan Carbide and Chemicals Ltd.	Manufacturing	Chhukha	79.50%
34	Bhutan Rolling Mills Ltd.	Manufacturing	Chhukha	79.10%
35	Bhutan Ferro Alloys Ltd	Manufacturing	Chhukha	79.05%
36	Hindustan Construction Company Ltd.	Construction	Wangdue Phodrang	76.22%
37	Dungsam Polymers Limited	Manufacturing	Pema Gatshel	75.93%
38	Pelden Enterprise	Manufacturing	Chhukha	74.95%
39	SD Eastern Bhutan Ferro Silicon Pvt. Limited	Manufacturing	Samdrup Jongkhar	74.88%
40	Neethsel Pvt. Limited	Manufacturing	Chhukha	74.80%
41	Dungsam Cement Corporation Limited (DCCL)	Manufacturing	Pema Gatshel	73.96%
42	Karma Feed	Manufacturing	Chhukha	73.70%
43	Penden Cement Authority Ltd.	Manufacturing	Samtse	72.20%
44	PHPA 1	Construction	Wangdue Phodrang	71.41%
45	Bhutan Board Products Ltd.	Manufacturing	Chhukha	71.20%
46	Drangchu Beverages Pvt. Ltd	Manufacturing	Chhukha	70.50%
47	Lhazey Preform and Clouser	Manufacturing	Samtse	70.45%
48	Barma Chemicals Industry	Manufacturing	Pema Gatshel	70.32%

Table 33: List of Enterprise with poor OHS practice

Sl. No.	Name of company	Type of Industry	Dzongkhag	Score
1	Sersang Kbhong Food Private Limited	Manufacturing	Chhukha	65.30%
2	Construction Development Corporation Limited	Construction	Thimphu	64.01%
3	Jai Prakash Associates Limited	Construction	Wangdue Phodrang	63.82%
4	Druk Ferro Alloys Ltd	Manufacturing	Chhukha	63.30%
5	Bhutan Board Products Ltd. (Pasakha Factory)	Manufacturing	Chhukha	59.90%
6	RSA Private Limited	Manufacturing	Thimphu	57.13%
7	Bhutan Agro Industries Limited	Manufacturing	Thimphu	56.14%
8	Bhutan Concast Private Limited	Manufacturing	Chhukha	55.80%
9	Bhutan Alloys Steel Casting	Manufacturing	Chhukha	52.00%
10	Tshering Wangdi Supply	Manufacturing	Pema Gatsel	51.05%
11	Singay Sand and Stone	Mining and Quarrying	Thimphu	50.58%
12	Bhutan Telecom	Transport, Storage and Communications	Chhukha	49.90%
13	Ugyen Ferro Alloys Private Limited	Manufacturing	Chhukha	48.70%
14	Druk Green Power Corporation Limited	Electricity and Water Supply	Thimphu	46.96%
15	Thinley Pelber Printers and Publishers	Manufacturing	Samtse	43.15%
16	Highland Wood	Manufacturing	Thimphu	43.12%
17	Kinjore Brewery Private Limited	Manufacturing	Chhukha	40.70%
18	Hotel Bhutan Ga Me Ga	Services	Chhukha	40.25%
19	Bharat Heavt Electrical Limited	Construction	Wangdue Phodrang	39.05%
20	Druk Cement	Manufacturing	Chhukha	38.70%
21	Kenpa Private Ltd.	Manufacturing	Samtse	38.15%
22	Zimdra Automobile Workshop	Services	Chhukha	37.15%
23	DrukAir Corporation Limited	Transport, Storage and Communications	Paro	37.11%
24	Greener Way	Transport, Storage and Communications	Thimphu	35.65%
25	Hotel Druk	Services	Chhukha	33.35%
26	State Trade Corporation of Bhutan Limited	Services	Chhukha	32.85%
27	Bhutan Ecolite Private Limited	Manufacturing	Chhukha	30.60%
28	Rabten Engineering Workshop	Services	Chhukha	26.85%
29	Bhutan Polythine Company Ltd.	Manufacturing	Chhukha	26.30%
30	BWPI	Manufacturing	Chhukha	25.75%
31	National Housing Development Corporation Limited	Finance, Insurance and Real Estate	Thimphu	24.20%
32	Bhutan Concrete Bricks Pvt. Ltd	Manufacturing	Thimphu	21.16%
33	Dharma Arts and Crafts	Manufacturing	Thimphu	20.45%
34	Tashi Engineering Works	Services	Chhukha	11.10%

LABOUR RELATIONS AND DISPUTE SETTLEMENT

Chapter 4: Labour Relations and Dispute Settlement

Labour Dispute

In the fiscal year 2022-2023, a total of 649 labour disputes were registered with the Department of Labour including regional offices. Among these disputes, the construction industry accounted for the highest percentage at 68.1%, followed by the manufacturing industry and services sector with 12.8% and 12.2% respectively. Thimphu has the highest number of registered dispute cases at 413, followed by Phuentsholing at 130.

The majority of registered disputes were related to “Wage disputes”, constituting 72.9% of the total cases, followed by “Bonus related issues, which accounted for 12.8%. Efforts to resolve these disputes were successful in almost 50% of cases by the Department, while around 36% of cases were referred to the Royal Court of Justice for resolution.

Table 34: Number of Labour Dispute handled by Region

Region	N	%
Thimphu	413	63.6%
Phuentsholing	130	20.0%
Trashigang	47	7.2%
Gelephu	38	5.9%
Samdrup Jongkhar	21	3.2%
Total	649	100%

Table 35: Number of Labour Dispute handled by Major Sector

Major Sector	N	%
Construction	442	68.1%
Manufacturing	83	12.8%
Services	79	12.2%
Hotels and Restaurants	21	3.2%
Health and Education	7	1.1%
Transport, Storage and Communications	7	1.1%
Mining and Quarry	3	0.5%
Electricity and Water Supply	2	0.3%
Wholesale and Retail Trade	2	0.3%
Agriculture/Livestock/Forestry/Fishing	1	0.2%
Entertainment	1	0.2%
Finance, Insurance, and Real State	1	0.2%
Total	649	100%

Table 36: Number of Labour Dispute handled by Nature of Disputes

Nature of Dispute	N	%
Wage Dispute	473	72.9%
Bonus related issues	46	7.1%
Retirement Benefits/Compensation	40	6.2%
Notice Period issued	38	5.9%
Dispute related to subcontract (Cost/Work)	18	2.8%
Breach of terms & conditions	21	3.2%
Absconded from the worksite	7	1.1%
Discrimination/ Harassment (Increment/training)	4	0.6%
Leave/Holiday/working hours	2	0.3%
Grand Total	649	100%

Table 37: Number of Labour Dispute handled by Region and Status of Disputes

Status	I	II	III	IV	V	Total	
						N	%
Resolved	22	52	12	7	229	322	49.6%
Forwarded to Court	10	75	6	24	117	232	35.7%
Under Review	1	-	2	15	26	44	6.8%
Dismissed	-	-	-	-	17	17	2.6%
Forwarded to HQ/ROs	3	1	-	-	13	17	2.6%
Withdrawn	2	2	1	1	11	17	2.6%
Total	38	130	21	47	413	649	100%

Note: I – Gelephu, II Phuentsholing, III- Samdrup Jongkhar, IV- Trashigang, V- Thimphu

Internal Service Rules

During the Fiscal Year 2022-2023, the Department of Labour and the Regional Offices received a total of 255 Internal Service Rules (ISRs).

Out of these, 197 ISRs were endorsed and amended, while 21 ISRs are currently under review. In terms of sectors, the Service Industry submitted the highest number of ISRs, accounting for 25.9% of the total submissions, followed by the Wholesale and Retail Trade (19.6%). Among the regional offices, Thimphu received the highest number of ISRs, specifically 187 in total.



Fig. 14: Briefing employees regarding content of ISR

The endorsement and review process of ISRs plays a crucial role in ensuring compliance with labour regulations and the establishment of effective internal rules within organizations.



Fig. 15: ISR support services to employer

Table 38: Region-wise number of ISR received

Region	N	%
Thimphu	187	73.3%
Gelephu	25	9.8%
Phuentsholing	19	7.5%
Samdrup Jongkhar	14	5.5%
Trashigang	10	3.9%
Total	255	100%

Table 39: Number of ISR received by status

Status of ISR	N	%
Endorsement	176	69.0%
Under process/ review	58	22.7%
Amendment	21	8.2%
Total	255	100%

Fig. 16: Pie Chart showing status of ISR

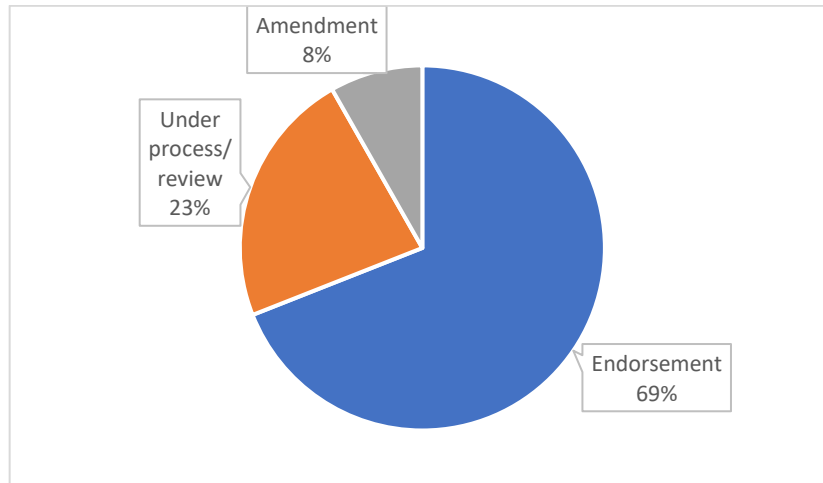


Table 40: Region-wise number of ISR received vs status of ISR

Region	Amendment	Endorsement	Under process/ review	Total	
				N	%
Thimphu	7	131	49	187	73.3%
Gelephu	-	22	3	25	9.8%
Phuentsholing	9	8	2	19	7.5%
Samdrup Jongkhar	3	7	4	14	5.5%
Trashigang	2	8	-	10	3.9%
Total	21	176	58	255	100%

Table 41: Sector-wise number of ISR received vs status of ISR

Major Sector	Amendments	Endorsement	Under process/ review	Total	
				N	%
Services	6	44	16	66	25.9%
Wholesale and Retail Trade	3	40	7	50	19.6%
Hotels and Restaurants	1	34	9	44	17.3%
Manufacturing	6	23	10	39	15.3%
Construction	-	10	9	19	7.5%
Transport Storage and Communications	2	8	1	11	4.3%
Health and Education	1	6	3	10	3.9%
Finance, Insurance and Real Estate	1	4	1	6	2.4%
Mining and Quarry	-	2	2	4	1.6%
Agriculture, Livestock, Forestry and Fishing	-	2	-	2	0.8%
Electricity and Water Supply	-	2	-	2	0.8%
Entertainment	-	2	-	2	0.8%
Total	20	177	58	255	100%

Table 42: Dzongkhag-wise number of ISR received vs status of ISR

Dzongkhag	Amendments	Endorsed	Under process/ review	Total	
				N	%
Thimphu	6	60	38	104	40.8%
Paro	-	66	9	75	29.4%
Chhukha	8	6	2	16	6.3%
Dagana	-	12	-	12	4.7%
Samdrup Jongkhar	2	3	4	9	3.5%
Sarpang	-	7	1	8	3.1%
Mongar	1	5	-	6	2.4%
Pemagatshel	1	4	-	5	2.0%
Punakha	1	4	-	5	2.0%
Trashigang	1	3	-	4	1.6%
Samtse	-	3	-	3	1.2%
Tsirang	-	2	1	3	1.2%
Bumthang	-	-	1	1	0.4%
Haa	-	-	1	1	0.4%
Trashiyangtshi	-	1	-	1	0.4%
Trongsa	-	1	-	1	0.4%
Wangdue	-	-	1	1	0.4%
Total	20	177	58	255	100%

FOREIGN WORKERS

Chapter 5: Foreign Workers

Foreign workers

As of June 2023, a significant number of 140830 foreign workers were granted work permits in Bhutan. Though, there is a significant number of foreign workers (FWs which could be perceived as alarming by some. However, this approved number does not accurately represent the actual count of foreign workers present in the country at any given time. FWs enter and exit the country on a daily basis, some foreign workers do not arrive in the country even after their approval is granted and some FWs leave the country for reasons like job completion, work permit expiration, or personal decisions.

As a result, the number of foreign workers within the country fluctuates over time. As per the record of the Department of Immigration, the actual number of foreign workers inside the country during the last week of June 2023 was 30,407. This figure reflects the count of foreign workers who were present within the country at that specific period. It's important to understand that the actual number of foreign workers can vary over time due to the dynamic nature of labour migration.

The majority of these foreign workers were approved in Construction Sector (84.61%) with majority of them approved as Mason constituting of almost 60% of total and reflecting the demand for skilled labour in various sectors. Among the different nationalities, Indian workers constituted the largest group, indicating the close ties and economic cooperation between Bhutan and India. In terms of geographical distribution, Thimphu Dzongkhag had the highest concentration of foreign workers compared to other Dzongkhags, possibly due to the capital city's role as the economic and administrative center of the country. The presence of foreign workers in Bhutan contributes to the diverse workforce and plays a vital role in meeting the labour needs of the nation.

Table 43: Foreign Workers Approved by Major Sector

Sector	N	%
Construction	119159	84.61%
Manufacturing	9517	6.76%
Services	7140	5.07%
Hotels and Restaurants	1235	0.88%
Electricity and Water Supply	1216	0.86%
Wholesale and Retail Trade	1182	0.84%
Transport, Storage and Communication	379	0.27%
Finance, Insurance and Real Estate	336	0.24%
Mining and Quarry	299	0.21%
Health and Education	151	0.11%
Arts, entertainment and recreation	132	0.09%
Public Administration	68	0.05%
Agriculture, Livestock, Forestry and Fishing	16	0.01%
Total	140830	100%

Table 44: Foreign Workers Approved by Types of worker

Type of worker	N	%
Skilled	117977	83.8%
Unskilled	20360	14.5%
Professional	2493	1.8%
Total	140830	100%

Table 45: Foreign Workers Approved by Dzongkhag

Dzongkhag	N	%
Thimphu	37296	26.5%
Sarpang	18077	12.8%
Chhukha	17228	12.2%
Samdrup Jongkhar	15498	11.0%
Paro	11643	8.3%
Wangdue Phodrang	11333	8.0%
Samtse	8353	5.9%
Mongar	4221	3.0%
Pemagatshel	3121	2.2%
Trongsa	2526	1.8%
Punakha	2471	1.8%
Trashigang	2128	1.5%
Tsirang	1347	1.0%
Bumthang	1315	0.9%
Dagana	1000	0.7%
Haa	899	0.6%
Lhuentse	817	0.6%
Zhemgang	773	0.5%
Trashiyangtss	447	0.3%
Gasa	337	0.2%
Total	140830	100%

Table 46: Foreign Workers approved by Major Occupation (Top 20)

Sl. No.	Major Occupation	N	%
1	Mason	83939	59.6%
2	Concrete Workers	14007	9.9%
3	Carpenter	9499	6.7%
4	Rod Binder/Sheet Metal Worker	6443	4.6%
5	Process Worker	5598	4.0%
6	Welder	5253	3.7%
7	Technician	2999	2.1%
8	Tile Layer	2639	1.9%
9	Riggers and Cable Splicers	1258	0.9%
10	Metal Worker / Fabricator	569	0.4%
11	Mechanical Fitter	501	0.4%
12	Packer	424	0.3%

Sl. No.	Major Occupation	N	%
13	Electrical Mechanics and Fitters	419	0.3%
14	Motor Vehicle Mechanics and Repairers	415	0.3%
15	Electrical Engineer	267	0.2%
16	Well Drillers and Borers and Related Workers	256	0.2%
17	Machine Operator	252	0.2%
18	Maintenance Personal	236	0.2%
19	Plumbers and Pipe Fitters	215	0.2%
20	Mechanical Engineers	214	0.2%

Table 47: Foreign Workers approved by Country of Origin (Top 20)

Sl. No	Country of Origin	N	%
1	India	139543	99.1%
2	Japan	180	0.1%
3	Bangladesh	150	0.1%
4	Thailand	115	0.1%
5	United States of America	103	0.1%
6	Nepal	63	0.0%
7	Iceland	61	0.0%
8	China	56	0.0%
9	Singapore	49	0.0%
10	Australia	48	0.0%
11	Republic of Korea	40	0.0%
12	United Kingdom	36	0.0%
13	Germany	32	0.0%
14	Malaysia	23	0.0%
15	Italy	22	0.0%
16	Canada	19	0.0%
17	Philippines	18	0.0%
18	France	17	0.0%
19	Indonesia	17	0.0%
20	Vietnam	17	0.0%

Foreign Workers Recruitment Agents (FWRA)

Foreign Workers Recruitment Agents play a crucial role in facilitating the process of hiring and managing foreign workers in various industries. These agents serve as intermediaries between employers and prospective foreign workers, helping to bridge the gap in labour market demands. They are responsible for sourcing and recruiting suitable candidates from different countries, ensuring that they meet the required qualifications and have the necessary work permits and documentation.

Currently, Bhutan has a total of 31 Foreign Workers Recruitment Agents (FWRA) operating across

the country. Among the different regions, Phuentsholing stands out as a prominent hub for FWRA, hosting a significant number of these agencies.

Table 48: FWRA by Dzongkhag

Dzongkhag	N	%
Chhukha	20	64.5%
Sarpang	7	22.6%
Samdrup Jongkhar	2	6.5%
Samtse	2	6.5%
Total	31	100%

Table 49: List of FWRA

Name of the FWRA	Location	Dzongkhag
A & A FWRA	Phuentsholing	Chhukha
Bhutan FWRA	Phuentsholing	Chhukha
Choki FWRA	Phuentsholing	Chhukha
City FWRA	Samdrup Jongkhar	Samdrup Jongkhar
Dehcen Zam FWRA	Phuentsholing	Chhukha
Dorji Meybar FWRA	Samtse	Samtse
Dungkhar FWRA	Phuentsholing	Chhukha
Ganga FWRA	Gelephu	Sarpang
Jabab FWRA	Phuentsholing	Chhukha
KD FWRA	Samdrup Jongkhar	Samdrup Jongkhar
KEE TEE FWRA	Phuentsholing	Chhukha
Kinso FWRA	Phuentsholing	Chhukha
Lekdhen FWRA	Phuentsholing	Chhukha
Lhamo FWRA	Gelephu	Sarpang
Melam FWRA	Gelephu	Sarpang
Menjong FWRA	Gelephu	Sarpang
Menjong FWRA	Phuentsholing	Chhukha
Namgay FWRA	Phuentsholing	Chhukha
Norbu Yeabar FWRA	Phuentsholing	Chhukha
Pema FWRA	Phuentsholing	Chhukha
Pema Yeshi FWRA	Gelephu	Sarpang
Rabgay FWRA	Gelephu	Sarpang
Rabgay FWRA	Phuentsholing	Chhukha
Reeta FWRA	Phuentsholing	Chhukha
SD FWRA	Samtse	Samtse
Sigay Dema FWRA	Phuentsholing	Chhukha
Songtshe FWRA	Gelephu	Sarpang
STP FWRA	Phuentsholing	Chhukha
Tshewang FWRA	Phuentsholing	Chhukha
Zhabtoo FWRA	Phuentsholing	Chhukha
Zhiwa FWRA	Phuentsholing	Chhukha

AWARENESS AND TRAINING PROGRAM

Chapter 6: Awareness and Training Program

Awareness and Training Program

According to the provided information, the Department of Labour and Regional offices conducted various awareness programs to educate individuals about the Labour and Employment Act of Bhutan, 2007 and its regulations. These programs aimed to enhance participants' understanding of their rights and responsibilities as outlined in the legislation.



Fig. 17: Advocating foreign workers



Fig. 18: Advocating employers

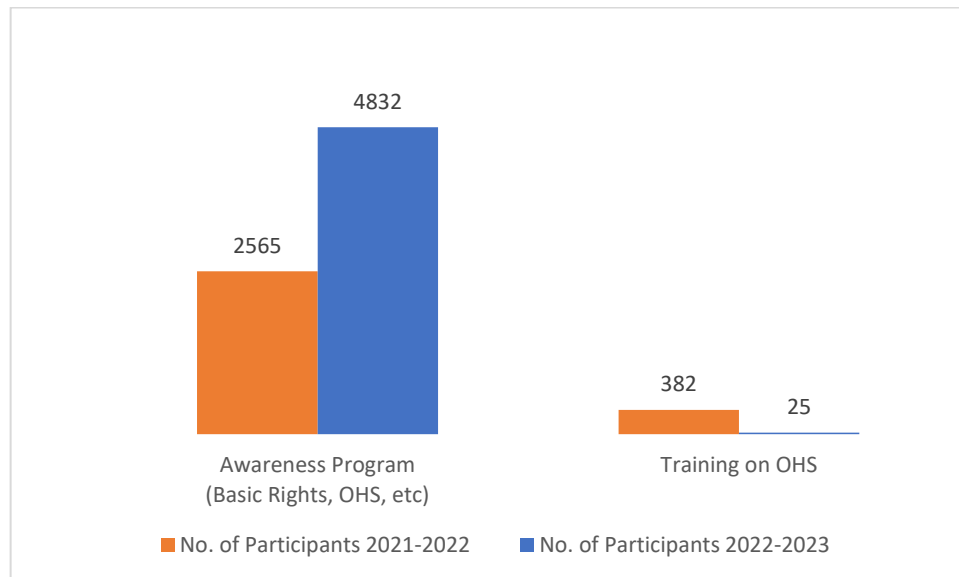
A total of 4857 participants attended the awareness and training program, where they were provided with information about key provisions, employment rights, working conditions, and dispute resolution mechanisms. This initiative helps individuals stay informed and empowers them to make informed decisions regarding their employment.

Furthermore, the Department provided training on OHS to 25 participants in collaboration with Bhutan Construction and Transport Authority (erstwhile Construction Development Board). The participants were mostly site engineers and they were certified as Construction Safety Supervisors. This training likely offered more in-depth knowledge and practical skills related to implementing effective safety measures, conducting risk assessments, and developing appropriate emergency response plans. By equipping participants with OHS training, the Department of Labour aims to build a workforce that is well-prepared to handle potential hazards and promote a culture of safety in their respective workplaces as well as reducing the risk of workplace accidents and injuries

Overall, these awareness programs and training initiatives conducted play a vital role in promoting compliance with labour laws, improving workplace safety standards, and ensuring the well-being of employees across various industries.

Table 50: Number of participants attended the programs in two FY

Types of Program	No. of Participants	
	2022-2023	2021-2022
Awareness Program (Basic Rights, OHS, etc)	4832	2565
Training on OHS	25	382
Total	4857	2947

**Fig. 19: Bar Graph showing participants attended the programs in two FY****Table 51: Number of participants attended programs by Region**

Region	N
Thimphu	3745
Gelephu	370
Samdrup Jongkhar	339
Phuentsholing	290
Trashigang	113
Total	4857

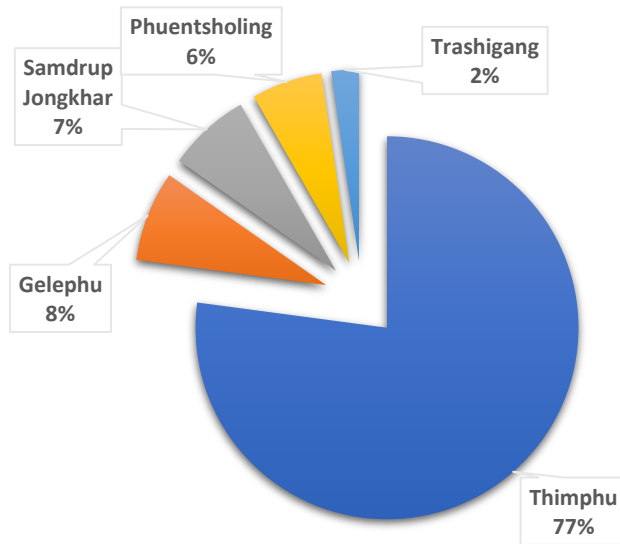


Fig. 20: Pie Chart representing participants attended programs by Region



Fig. 21: Construction Safety Supervisor Training at NRDCL hall

Table 52: Number of Participant attended the programs by Major Sector

Major Sector	Awareness Program (Basic Rights, OHS, etc)	Training on OHS	Total	
			N	%
Construction	2786	25	2811	57.9%
Services	905	-	905	18.6%
Manufacturing	876	-	876	18.0%
Health and Education	122	-	122	2.5%
Hotels and Restaurants	78	-	78	1.6%
Transport, Storage and Communications	30	-	30	0.6%
Wholesale and Retail Trade	27	-	27	0.6%
Mining and Quarry	7	-	7	0.1%
Entertainment	1	-	1	0%
Total	4832	25	4857	100%

Table 53: Number of Participant attended the programs by Dzongkhag

Dzongkhag	Awareness Program (Basic Rights, OHS, etc)	Training on OHS	Total	
			N	%
Thimphu	2030	25	2055	42.3%
Paro	970	-	970	20.0%
Wangdue	640	-	640	13.2%
Samdrup Jongkhar	339	-	339	7.0%
Bumthang	162	-	162	3.3%
Chhukha	154	-	154	3.2%
Samtse	136	-	136	2.8%
Sarpang	115	-	115	2.4%
Dagana	103	-	103	2.1%
Trashiyangtshi	90	-	90	1.9%
Tsirang	70	-	70	1.4%
Lhuentse	23	-	23	0.5%
Total	4832	25	4857	100%