

Standard Operating Procedure (SOP)

Transportation of Foreign Workers – Uniform Approval and Operational Modality

1. Purpose

This SOP outlines the approval process, operational guidelines, and record-keeping requirements for the transportation of foreign workers in Bhutan, in line with directives from the Ministry. It aims to ensure uniformity, compliance with regulations, and transparency in transportation operations.

2. Scope

This SOP applies to:

- Transporters registered with Bhutan Construction and Transport Authority (BCTA) and duly approved by the Chief Labour Administrator;
- Foreign Worker Recruitment Agents (FWRAs);
- Regional Offices of Industry, Commerce and Employment (ROICE) and Department of Labour (DoL).

3. Approval Process

3.1 For BTA Members

- BTA members shall continue to transport foreign workers as per the existing agreement between the Ministry and the Bhutan Taxi Association.
- No additional approval process is required for current BTA members.

3.2 For other transporters (taxi operators not affiliated with BTA)

Other transporters may be granted approval to transport foreign workers if they:

1. Are registered with the Bhutan Construction and Transport Authority (BCTA);
2. Submit the application form and duly signed undertaking (Annexure I) with following documents to the respective ROICE or DoL:
 - o Valid Professional Driving license;

- o Valid comprehensive vehicle insurance;

3.3 Approval Authority

- Approval for other transporters shall be issued by the Chief Labour Administrator or Regional Director of respective ROICE, for a period of one year, renewable thereafter.

4. Operational Modality

4.1 For BTA Members

- Shall continue operations from the designated transport counters located at Workforce Management Centers (WMCs).
- Services shall be provided as per the existing agreement with the Ministry.

4.2 For other transporters

- Upon approval, other transporters may:
 1. Coordinate directly with FWRA; **or**
 2. Establish transport counters, if feasible.

4.3 Responsibilities of FWRA

FWRAs shall:

1. Ensure that the taxi operators hold valid approval from the Chief Labour Administrator or Regional Director of respective RoICE before engagement;
2. Keep accurate trip records, including:
 - Transporters' details (name and vehicle number)
 - FWs' details (name and work permit number)
 - Employers' details (name and contact number)
 - Worksite location (Dzongkhag and exact location)
 - Date and time of departure.
3. Produce such records as and when required by the DoL and ROICE, or relevant authorities.

4.4 Responsibilities of DoL/ROICE

1. DoL/ ROICE shall maintain the list of approved transporters
2. DoL shall update the list of approved transporters on the Ministry's website for public access along with their contact information.

5. Record Keeping and Monitoring

5.1 Transporter Records

- All approved operators must maintain a **logbook or digital record** of trips conducted, including passenger details, employer and destinations.
- Records must be retained for at least **six months** from the date of service.

5.2 Inspections and Compliance Checks

- DoL/ RoICEs shall conduct periodic inspections at WMCs and worksites to verify compliance with this SOP.
- Non-compliance shall be dealt as per the RRFWM 2024 or may result in revocation of approval.

6. Enforcement

- Any transporter found operating without approval shall be subject to penalties under the Foreign Workers Management Regulation.

This SOP shall come into effect from 1st September 2025.

Proposed by Foreign workers Division, DoL

Endorsed by



Chief Labour Administrator

(date: 12/08/25)