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# Employment Service Centre Operational Manual

December 2025



Employment Service Division  
Department of Employment and Entrepreneurship  
Ministry of Industry, Commerce and Employment





# **Employment Service Centre (ESC) Operational Manual**

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Ministry of Industry, Commerce and Employment  
December, 2025**

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## Foreword

The Department of Employment and Entrepreneurship (DoEE) remains committed to promoting meaningful employment and fostering entrepreneurship as a cornerstone of Bhutan's socio-economic development. Guided by the National Employment Policy (2013), the Department continues to implement strategic interventions aimed at reducing unemployment, empowering youth, creating an enabling entrepreneurial ecosystem, and strengthening the labour market ecosystem. In this endeavor, the Employment Service Centres (ESCs) serve as vital outreach arms of the Department, bridging the gap between job seekers and employers, and ensuring that employment, entrepreneurship, labour market and career guidance services reach all regions of the country.

The development of the Employment Service Centre Operational Manual marks an important milestone in institutionalizing efficiency, accountability, and uniformity in the operation of ESCs. It provides a structured framework and minimum standards to guide ESC staff in the effective delivery of employment facilitation, entrepreneurship related services, labour market information, and career guidance services. This manual also reflects our shared aspiration to ensure that every Bhutanese seeking such support receives fair, accessible, and quality services regardless of location.

As the world of work continues to evolve, this manual will serve as a living document ensuring adaptability to changing labour market needs and policy priorities. I urge all ESC staff and relevant stakeholders to use this manual as a practical reference and a professional guide in fulfilling the Department's mandate. Through dedication, integrity, and collaboration, let us continue to uphold the ESC motto, "*Your bridge to brighter careers,*" and work together to build a stronger, more inclusive, and dynamic employment landscape for Bhutan.



Kunzang Lhamu  
**Director General, DoEE**

## 1. Background

The Department of Employment and Entrepreneurship (DOEE) is dedicated to promoting meaningful employment and entrepreneurship. The Department plays a crucial role in job creation, especially for the youth, guided by the National Employment Policy (NEP) of 2013. The Department implements a myriad of employment, entrepreneurship, labour market and career guidance interventions to address unemployment in the country. One of the key strategies to take such services to the nooks and corners of the country is through the Employment Service Centres (ESCs) serving as the functional arm of the Department. The ESCs function as an important communication link between the job seekers and employers and provide employment facilitation support services. The ESCs are placed under the Department of Employment and Entrepreneurship (DoEE) and the Regional Office of Industry, Commerce and Employment (ROICEs). There are currently six ESCs providing these services.

The role and importance of the ESC is emphasized in the National Employment Policy (NEP) 2013, which states that “*Employment Service Centres shall be strengthened to provide one-stop services to youth on various employment services including information on work opportunities, occupation profiles, career counselling services.*” Although the ESCs provide employment related services and support to both the job seekers and the employers, the ESC Strategy 2023 has highlighted numerous issues and challenges faced by the ESCs across the country. The development of an operational manual to standardize and ensure uniform, sustainable operation and management of ESCs is one crucial strategic area highlighted in the ESC Strategy to strengthen the ESCs in Bhutan.

The ESC Operational Manual is intended to be used as a resource guide, self-help instruction guide by the ESC staff so as to implement the activities uniformly and execute their mandates to provide fair and accessible employment services to all job seekers and employers. While the information in the operational manual will be applicable for the ESC operation, the systems and procedures may change to respond with the needs of the society and labour market dynamics.

### Objectives

This Operational Manual is developed primarily to help the DoEE and ROICEs set up, manage, support and sustain ESCs as this Operational Manual offers a minimum standard of practice in ESC operation. The specific objectives are to assist managers and staff to:

1. Provide basic information about ESCs, employment and entrepreneurship promotion services, concepts, systems and procedures.
2. Provide updates and information on the labour market trends and dynamics.
3. Provide guidance to organize and manage the services efficiently.
4. Ensure uniformity in the application of procedures across all ESCs.
5. Ensure uniformity in services provided across all ESCs.

## **Employment Service Centre Moto and Values**

The ESCs shall function to achieve the vision, mission and values of the Department through the following motto and values:

Motto: *“Your bridge to gainful and meaningful employment”*

Values: **BRIDGE**, symbolising ESCs role as a key connection link between job seekers and labour market opportunities

**B:** *Belief* in potential,

**R:** *Reliability* in services provided,

**I:** *Integrity* in every service provided,

**D:** *Dedication* in service provided,

**G:** *Guidance* to foster growth, employability and livelihood, and

**E:** *Enhance* labour market outcomes

## **2. Mandates and core services of ESCs**

As mandated by the National Employment Policy 2013, the ESCs provide various services including registration, referrals, placement, vacancy announcement, career guidance and counselling services, and information on labour market.

The mandates of the ESCs are as follows:

1. Ensure gainful employment opportunities through employment support and services
2. Facilitate placement of registered job seekers, including people with disabilities
3. Enhance employment advocacy and awareness programs
4. Enhance entrepreneurship promotion and awareness programs
5. Develop effective programs for both employers and job seekers
6. Compile and update labour market information and opportunities in collaboration with relevant stakeholders
7. Create a conducive environment for sustainable employment through cross-sectoral collaboration.

The following services are provided to the job seekers:

1. Online BLMIS Services
2. Career guidance and counselling
3. Assist in processing the relevant documents for employment
4. Guidance and assistance in availing of entrepreneurship-related support
5. Job interview skills and curriculum vitae writing sessions
6. Job matching, referrals, and placement
7. Information on current job vacancies
8. Assist job seekers in submitting documents to employers
9. Information on in-country training opportunities and
10. Imparting labour market information
11. Reprographic services

The following services are offered to Employers:

1. Online registration BLMIS
2. Announce job vacancies
3. Arrange job interviews (employers and job seekers)
4. Employment consultation
5. Job matching, referral and placement
6. Assist to update employee details and other information on BLMIS
7. Provide guidance and disseminate information on the overall Ministry's services

### **3. Operational Framework for the ESCs**

In order to ensure uniformity and standardized execution of the mandates of the ESCs to provide fair and accessible employment, entrepreneurship, labour market, and career guidance services, the following will be the operational framework for the ESCs:

#### **3.1. Location of ESCs**

In order to ensure ideal location of the ESCs, the following standard criteria will be adopted while selecting the location of the ESCs.

##### **a) Physical Location**

The physical location will entail youth friendliness, centrally located, easy accessibility through public transportation, well-marked and easy to locate signages, access to other public facilities and recreation centres and People with Disabilities (PWDs) friendly.

##### **b) Geographical Location**

The ESCs shall be located in places with economic activity and a higher population.

### *3.2. Layout of the ESCs*

To make the ESCs more conducive and accessible, the office setup shall include the following:

1. **Reception and waiting area:** Create a conducive environment for job seekers and employers and other relevant visitors to avail of the support and services. This includes seating, adequate lighting, a clean and organized space, and also a display with informational materials about services and job opportunities.
2. **Interview/Counselling room:** Provide a quiet and private environment for interviews and counselling to facilitate recruitment and selection, counselling and career guidance effectively. The room shall be furnished with a desk, chairs, and necessary equipment.
3. **Office space:** Provide a space for staff to handle administrative tasks and client management services as required. The space shall have adequate furniture, printer, scanner, photocopier and other necessary equipment.
4. **Training and workshop areas:** Provide a large room/hall for conducting training sessions, workshops, and group activities. The space shall be well furnished with adequate audio-visual and other necessary equipment.
5. **Well-equipped resource space:** Provide adequate resources such as computers, internet access, reprographic equipment, career and labour market related publications.

### *3.3. Facilities of the ESCs*

These refer to the standard features and fixtures found in ESC to ensure seamless service delivery:

#### 3.3.1. Basic utilities

The basic utilities include the following:

- a) Gender segregated and accessible (PWDs friendly) clean and functional toilet and washroom
- b) Reliable water supply: Drinking and other purposes
- c) Proper ventilation and air circulation
- d) Adequate lighting
- e) Available and safe electric power sources
- f) Cooling and Heating provision
- g) Communication facilities such as telephone and internet services

#### 3.3.2. Standard furniture/supplies and materials

The ESCs shall have adequate and standard furniture as follows:

- a) Working desk and chair for each staff in ESC

- b) Printers, photocopier, scanner, binders to provide any reprographic services as well as carry out administrative functions.
- c) Adequate number of working desks for the clients
- d) Adequate number of chairs for clients
- e) Adequate number of functional computers with internet connection for clients to avail online services
- f) Functional audio and visual facility (smart TV set)
- g) White boards
- h) Notice/ information board
- i) Filing cabinets to archive files and administrative related documents
- j) Open book shelves to keep reading and reference materials, including books, magazines and other labour market related publications.
- k) Emergency facilities (fire extinguisher) and First Aid Kits
- l) Stationeries for ESC activities

### ***3.4. Services Programs***

The ESCs shall provide the following services:

#### ***3.4.1. Employment related services***

##### **a) Referral and placement**

The ESCs shall compile vacancies floated via social media handles, in-person vacancies, newspapers, BLMIS, and other channels to reach out to relevant job seekers to ensure robust referral and placement.

##### **b) In-country engagement**

The ESCs shall promote and facilitate placement of job seekers through various in-country engagement programs as per the prescribed regulations and guidelines.

##### **c) Overseas engagement**

The ESCs shall disseminate and facilitate the placement of job seekers through various overseas engagement programs as per the prescribed regulations and guidelines.

##### **d) Reintegration Support**

The ESCs shall collaborate with relevant agencies to ensure referral and placement of target groups as follows:

- Individuals returning from overseas employment,
- Victims of Trafficking in Persons (TIP),
- Women, men, children, and youth requiring care and support,
- People with disabilities (PWD),

- Individuals recovering from substance use disorder (SUDs),
- Laid off employees
- Other individuals and groups in need of reintegration support.

e) Strengthen the Employment Responsibility System (ERS)

The ERS is a multi-sectoral institutional mechanism to enhance shared responsibility and coordination in employment creation and facilitation towards achieving gainful employment for all Bhutanese through the 3Ps modality: PROMOTE, PREPARE, and PLACE. The ESCs shall collaborate with government, private, corporate, CSOs and other relevant sectors to actively raise awareness on trainings, skilling, internships, forums, OJT and school-to-work transition programs to prepare.

**PREPARE:** Trainings, skilling, internships, forums, OJT, school-to-work transition programs

**PROMOTE:** Awareness and advocacy programs, programs and projects leading to the creation of jobs, strengthening industry linkages, job fairs, events, exhibitions, recruitment drives, etc.

**PLACE:** A potential area/initiative of job creation where jobseekers can be referred and placed

**Data Collection and Reporting:** The ESCs shall keep records of data related to the 3 Ps and submit to the Department for analysis and reporting.

### 3.4.2. Labour Market and Career Guidance Services

a) Conduct of Career Related Events

The ESCs shall collaborate with school counsellors and the LMICGD to organize and conduct career-related events, provide career guidance, and share the latest labour market information to support students in making informed and confident career decisions from an early age.

The ESCs shall collaborate with LMICGD, employers and relevant agencies to implement career guidance interventions, advocacy initiatives, and awareness programs that support individuals in making informed decisions regarding their education and career pathways.

The ESCs shall make reference to the Career and Occupation Dictionary and the LMI publications in the conduct of career and LMI-related events, sessions, and forums.

b) Provide Career Counselling Sessions

The ESCs with trained counsellors shall provide individual and group career counselling services to jobseekers and individuals, and assist them in exploring various career and employment options.

c) Labour Market Information (LMI) Data Management

The ESCs shall maintain data related to labour market information, on employment levels, job vacancies, skills in demand, and economic trends.

d) LMI Forums

The ESCs shall collaborate with LMICGD, employers and relevant agencies to conduct LMI-related events to enhance the labour market awareness and contribute to creating a robust labour market ecosystem.

e) Research and Assessments

The ESCs shall collaborate with LMICGD to conduct periodic research, assessments, and studies to contribute to the labour market and to the periodic update of the career-related publications.

### 3.4.3. Entrepreneurship-related services

a) Entrepreneurship Awareness and Counselling

The ESCs shall deliver basic entrepreneurship awareness and first-level counselling services to job seekers and aspiring entrepreneurs. This shall include information on entrepreneurship as a career option, available support mechanisms, and preliminary guidance on business idea development and business proposal preparation.

b) Referral to Entrepreneurship Training Programmes

The ESCs shall identify potential entrepreneurs and facilitate referrals to relevant entrepreneurship development programmes, including the Basic Entrepreneurship Course (BEC), bootcamps, Springboard Plus, Jabchor, hackathons, and other programmes or events organised by the Entrepreneurship Promotion Division (EPD) or relevant agencies. The ESCs shall also coordinate and conduct BEC programmes within their respective regions.

c) Start-up Centres and Incubation Support

The ESCs shall provide information and facilitation support related to the establishment and utilisation of Business Incubation Centres (BICs) and Start-up Centres. This includes incubation services offered by Start-up Centres, FabLabs, RUB and TVET BICs, and assistance to clients in accessing available spaces and services.

d) Business Development Services

The ESCs shall provide handholding support through Business Development Services aimed at offering comprehensive assistance to entrepreneurs and start-ups. This service shall include three core sub-activities: the Mentoring and Counselling Programme, Business Health Check-up for enterprises, and Capacity Building Programmes for entrepreneurs. These activities are designed to systematically strengthen and enhance the entrepreneurial ecosystem in Bhutan.

e) **Facilitation of Access to Entrepreneurial Opportunities**

The ESCs shall compile, update, and disseminate information on entrepreneurship opportunities shared by entrepreneurship ecosystem stakeholders. This shall include information on training programmes, accelerator initiatives, funding opportunities, exhibitions, markets, trade fairs, and entrepreneurship competitions.

f) **Coordination with EPD for Entrepreneurship Activities**

The ESCs shall coordinate closely with the Entrepreneurship Promotion Division to organise and facilitate local awareness sessions, training, bootcamps, and other entrepreneurship-related programmes and initiatives.

g) **Support for Youth, Returnees, and Vulnerable Groups**

The ESCs shall provide targeted guidance and prioritised referrals for youth, returning migrants, persons with disabilities (PWDs), and other vulnerable groups interested in entrepreneurship as an alternative career pathway.

h) **Promotion of Local Entrepreneurship Ecosystems**

The ESCs shall actively engage with local CSOs, educational institutions, local governments, private sector entities, and training institutes to strengthen awareness of and access to entrepreneurship opportunities at the community level.

i) **Monitoring and Supporting School Entrepreneurship Clubs**

The ESCs shall monitor and support school entrepreneurship clubs within their respective regions.

j) **Follow-up and Progress Tracking**

The ESCs shall track and monitor participants of entrepreneurship programmes and collect data on newly established Start-ups. The ESCs shall also maintain basic records of clients referred for entrepreneurship support and regularly follow up on their progress. For advanced monitoring and evaluation, relevant client information and updates shall be shared with the EPD in accordance with reporting requirements.

### ***3.5. Working Schedule***

The ESCs shall operate from 9:00 AM to 5:00 PM from Monday to Friday. Clients requiring urgent assistance may reach out to the ESC staff through phone, email, and other forms of communication.

### ***3.6. Communication Channels***

The ESCs shall adopt the following communication channels to enhance outreach and accessibility of services:

- a. Official group email and individual emails
- b. Websites with up-to-date information
- c. Social media pages
- d. Official contact numbers

- e. Availability for face-to-face communication
- f. Other forms of communication channels

## **4. Staffing Pattern**

Ideally an ESC should have a minimum of three staff, namely an Employment/Program Officer, Certified counsellor, and Administrative assistant. The number of staff will depend on various parameters such as the Staff Assessment Tool of the Royal Civil Service Commission (RCSC), population, economic activity and number of job seekers in the particular jurisdictions.

### **4.1. Roles and Responsibilities**

#### **4.1.1. Program Officer/ Employment Officer**

The Program Officer/ Employment Officer sources sector-specific vacancies and opportunities for jobseekers in the Dzongkhag under the jurisdiction of the ESC, and visits and develops relationships with key employers in the districts.

The Program Officer/Employment Officers duties shall include but not be limited to the following:

- a) Maintain up-to-date knowledge of the local labour market and skills gaps to identify potential growth areas in the formal and informal sectors, and develop employment and training responses to meet their needs;
- b) Visit employers and other organizations in the public and private sectors to explain the role of the ESCs and actively canvass for job vacancies;
- c) Proactively develop relationships with a wide range of employers to build an employer and opportunity base focusing on key industry sectors;
- d) Seek out opportunities for and conduct site visits with a view to sourcing job opportunities at new and existing sites of employment, ensuring all visits are reviewed and followed through;
- e) Obtain vacancies from employers and follow up with them on the status of these vacancies;
- f) Work with employers and collaborate on the implementation of activities under the 3Ps of PROMOTE, PREPARE and PLACE;
- g) Work with employers to convert job placements into permanent employment opportunities;
- h) Coordinate with EPD to conduct entrepreneurship development programs;
- i) Coordinate with LMICGD to conduct LMI and career-related programs;
- j) Coordinate with ESD to conduct employment-related interventions and programs;
- k) Support employers in defining the job description for a potential vacancy;

- l) Liaise with the School Counsellors to provide information on job openings and training opportunities and career counselling services;
- m) Assist with data collection on the labour market and enter information in the database;
- n) Maintain an accurate and up-to-date employer-employee database.

#### 4.1.2. Counsellor

The Counsellor provides support, counselling, and information to jobseekers on all aspects of employment search and career planning. He or she also provides counselling and information to employers regarding human resources and employment issues.

Counsellors' duties shall include but not be limited to the following:

- a) Document client information to record personal details, employment history, educational background, career goals, and referral source.
- b) Carry out counselling sessions depending on the needs and objectives of the client.
- c) Active listening, empathy, and proper interventions should be used in every session.
- d) Provides information on job opportunities currently available within the local area, and which fit the jobseeker's qualifications.
- e) Identify barriers to employment, and assist the jobseeker in developing an individual transition-to-work plan;
- f) Collects Labour Market Information for clients regarding job openings, entry and skill requirements, and other occupational information;
- g) Assesses the need for assistance such as rehabilitation, financial aid, childcare or further vocational training, and refer clients to the appropriate services;
- h) Assists clients in such matters as job readiness skills, job-search strategies, writing resumes, and preparing for job interviews;
- i) Maintain counselling case files ensuring that all records are accurate, up-to-date, and confidential, and submit reports to the relevant authorities.
- j) Assist and support the Program/ Employment Officers in the conduct of ESC roles and responsibilities.

#### 4.1.3. Administrative Assistant

The Administrative Assistant provides administrative, clerical and logistical support to ensure smooth functioning of ESCs. He or she will assist in client services, record management, logistical arrangement for ESC related activities and support the overall implementation of ESC related programs.

The Administrative Assistant duties shall include but not be limited to the following:

1. Assist Employment Officer/Program Officer and Counsellor in the implementation of ESC activities;
2. Explain the registration process in the Ministry's job portal, and assist clients in completing registration;
3. Register jobseekers and employers, and provide information on ESC services;
4. Respond to questions, address complaints, provide required information, and refer to the relevant stakeholders;
5. Arrange meetings with the Employment Officer/ Counsellor as per the needs of the client;
6. Maintain the information in the resource area, ensuring that it is up-to-date and that promotional materials are in adequate supply.
7. Maintain client records, ensuring that clients comply with requirements to keep their registrations active, and follow up with employers regarding the results of the referral of jobseekers to advertised job vacancies.
  
10. Produce regular reports on administrative data, e.g., number of registrations and job vacancies.
11. Assist in coordinating meetings, interviews, workshops, and consultation events, including logistical and communication arrangements.
12. Manage office inventory, stationery, and procurement of basic supplies to ensure smooth ESC operations.
13. Handle incoming and outgoing correspondence, emails, and phone calls in a timely and professional manner.
14. Assist with any other work as and when necessary.

#### *4.2. Minimum Qualification and Skills requirements*

The minimum qualification and skills requirements of the EO/PO, Counsellor and Administrative Assistant shall be as per the prescribed requirements of the job description of the RCSC as follows:

##### *4.2.1. Employment Officer/Program Officer*

The Employment Officer/Program Officer shall have a minimum of Bachelor Degree in relevant fields with training in relevant fields including administration, research and management. An employment officer should also have a strong understanding of the national labour market and issues facing predominant target groups in the country. In addition, he or she shall demonstrate the following essential skills:

1. Excellent verbal and written communication skills;
2. Knowledge on logical framework and project management;
3. Ability to interpret and analyze data and statistics;
4. Strong interpersonal skills;
5. Strong organization and planning skills;
6. Facilitation skills;
7. Stakeholder networking skills;
8. Problem-solving and decision-making skills; and
9. A commitment to continuous improvement and self-learning.

#### 4.2.2. Counsellor

The Counsellor shall have a minimum of Bachelor Degree in relevant fields with training in relevant fields including certificate in areas such as drugs, health, parenting, vocational, career, youth, counselling, career guidance and psychology. In addition, he or she shall demonstrate the following essential skills:

1. Excellent verbal and written communication skills;
2. Proficient in local dialect;
3. Strong interpersonal skills;
4. Strong organization and planning skills;
5. Facilitation skills;
6. Problem-solving and decision-making skills; and
7. A commitment to continuous improvement and self-learning.

#### 4.2.3. Administrative Assistant

The Administrative Assistant shall have a minimum of higher secondary education with training on office management and computer application. In addition, he or she should demonstrate the following essential skills:

1. Excellent verbal and written communication skills;
2. Excellent computer skills;
3. Good networking skills;
4. Ability to work with others, in a team;

5. Strong interpersonal skills;
6. Strong organization and planning skills;
7. Problem-solving and decision-making skills; and
8. A commitment to continuous improvement and self-learning.

#### **4.3. Hiring Process and Conditions**

The RCSC Rules and Regulations shall be followed for the recruitment and selection of the staff.

### **5. ESC staff training/capacity development**

The staff of ESCs shall be provided the training/capacity building opportunities based on the ESC training plan proposed on a need basis in the areas highlighted in the ESC strategy and other critical training needs

. The broad areas of training shall include the following:

- a) Career guidance and counselling
- b) Customer care and front-line services
- c) Communication
- d) Labour market research and analysis
- e) Arbitration and negotiation
- f) Data analytics and reporting
- g) Design Thinking
- h) Monitoring and Evaluation

The DoEE/ROICE will review and update the areas of capacity building as and when required as per the needs assessment carried out

### **6. ESC Activity Reporting**

#### **6.1. Referral, Placement, and Vacancies data**

The ESCs shall generate monthly reports on the job vacancies, referrals, placements and ESCs events guided by the reporting SoPs to ensure uniformity, consistency, and track the performance across all ESCs.

*Responsibility*

Employment Officer/Program Officer: Ensure compliance with this SOP.

Data Entry Personnel: Accurately record and update data as per the guidelines.

*Definitions:*

Job Vacancy: All job openings in social media, newspapers, and on the employer's request under their respective jurisdiction. Exclude YELP vacancies as they are captured in BLMIS.

Referral: The act of directing a jobseeker to a potential employer.

Placement: Successful employment of a jobseeker, including those placed after a referral and those placed directly by the employers (excluding YELP placement as they are captured in the BLMIS)

*Procedure:*

Data Entry and Maintenance

Job Vacancies:

- Collect job vacancy information from employers.
- Verify the details of each vacancy (Position/Designation\*, Qualification\*, Other Requirement, Slots\*, Placement (Dzongkhag)\*, Organization/Agency Name, Location of Organization (Dzongkhag), Sector\*, Contact No., Date of Announcement\*, Application Dateline, Source, Other Remarks)

Referrals:

- Record each referral made by the ESC.
- Include details such as Name, Gender\*, CID Number\*, Qualification\*, Mobile, Employment Status, Company Name, Company Contact No., Company Location, Sector\*, Post Referred (Occupation)\*, Date of Referrals\*, Remarks.

Placements:

- Record each placement made by the ESC.
- Include details such Name, Gender\*, CID Number\*, Qualification\*, Phone Number, Agency/Company Name, Sector\*, Company Contact Number, Company Location, Post Placed (Occupation)\*, Nature of Employment\*, Monthly Salary, Jobseeker Status, If Jobseeker; JS ID, Date of Placement\*, Remarks.
- Update in the BLMIS with placement status.

*Reporting:*

- Generate quarterly reports on job vacancies, referrals, and placements.
- Analyze data to identify trends and areas for improvement.
- Submit reports to the Department for review.

**Note:** Compile and update all the vacancies, referrals, and placement data in the google sheet for the latest quarter within the first week of the next quarter for the Quarterly Labour Market Information Update.

## **6.2. BLMIS Data Update**

The ESCs shall proactively ensure the Bhutan Labour Market Information System (BLMIS) contains an accurate and up-to-date national employer register. This is critical for effective labour market facilitation, job matching, and labour market analysis.

### *Responsibility*

Employment Officer/Program Officer: Ensure compliance with this procedure. Oversee data collection from Regional License Section and verify actions taken in BLMIS.

Data Entry Personnel: Accurately register, update, or deactivate employer accounts in BLMIS as per the guidelines below.

### *Procedure: Monthly Employer Register Update*

1. Data Collection from Regional License Section:
  - By the 3rd of each month, the designated ESC personnel shall visit or formally contact the Licensing Section of the respective ROICEs.
  - Collect the official list of all **new business licenses** issued in the previous month.
  - Collect the official list of all **business licenses cancelled, revoked, or significantly amended** (e.g., change in license category, business closure) in the previous month.
2. Action for New Licenses:
  - For each new license on the list, check if the corresponding employer (business entity) already exists in the BLMIS.
    - If the employer DOES NOT exist: Register a new employer account in BLMIS. Input all mandatory details as per the BLMIS employer registration form. Inform the Employer and share the login credentials.
    - If the employer EXISTS (e.g., the new license is a subsidiary, branch, or additional line of business for an existing company): Do not create a duplicate account. Instead, update the existing employer's record by adding the new license details in the "Secondary Licenses" or similar section within their BLMIS profile. Ensure the primary employer information remains consolidated.
3. Action for Cancelled/Amended Licenses:
  - For each license reported as cancelled or amended:

- First, cross-verify directly with the employer. Contact them to confirm the nature of the change. A cancelled license may indicate business closure, or it may be an upgrade/downgrade (e.g., from Cottage to Small Industry).
- Based on verification:
  - Confirmed Business Closure: Deactivate the corresponding employer account in BLMIS. Follow the BLMIS deactivation protocol, noting the reason and date. Before deactivating, remove any existing employees by changing the Employment Status to “Resigned” and the Remark as “Closure of Business”.
  - License Upgrade/Downgrade or Change: Do not deactivate the account. Update the employer’s record in BLMIS with the new license number and revised details (e.g., scale of industry). Ensure the employer’s active status is maintained.
  - Sale/Transfer of Business: Update the employer record with the new ownership details if the business continues under a new entity, following BLMIS guidelines for such transfers.

### *Reporting*

- Compile the data into the prescribed monthly report format and;
- Submit the report to the Department by the 20th of each month.

**Note:** Compile and update new licenses issued, cancelled/amended licenses in the Google sheet for the last month within the third week of the current month.

## **7. Institutional Arrangements**

The Employment Officer/Program Officer and Counsellor shall be placed under the direct supervision of the Regional Director, Regional Offices of Industry, Commerce and Employment (ROICE). They shall work closely with the other ESCs to exchange and share good practices and lessons learned. The ESCs shall report through the ROICE to the Department of Employment and Entrepreneurship (DoEE), Ministry of Industry, Commerce, and Employment and coordinate closely with the Divisions under the DoEE to strengthen the services provided and to achieve its objectives. ESC Thimphu shall be placed under the direct supervision of the DoEE.

## **8. Monitoring and Evaluation**

The ESC Operational Manual shall be reviewed annually or as an when required based on implementation experiences.





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