



Your Development Partner

BHUTAN DEVELOPMENT BANK

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NEWSLETTER

2ND QUARTER

APRIL TO JUNE 2026



Driving Inclusive
Growth for a
Prosperous Bhutan



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BRIGHTER TOMORROW**

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Creating Impact.



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ENRICHING LIVES**

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Enhancing Access to Finance: BDB and MFI Explore Collaborative Pathways Forward

BDB is pleased to host an engaging and productive meeting on 14th April 2026, where Chief Executive Officers from various Microfinance Institutions (MFIs) came together for a strategic dialogue.

BDB has been actively engaging with MFIs since 2023 through our B2B wholesale lending initiatives, strengthening partnerships and expanding access to finance across communities.



During the meeting, the CEO of BDB emphasized that the Bank does not view MFIs as competitors, but as key development partners who play a vital role in improving access to finance and supporting grassroots economic growth.

The discussion provided a valuable platform to share insights on the current microfinance landscape, highlight key challenges faced on the ground, and explore practical solutions to further enhance service delivery and outreach.

Participants also exchanged perspectives on collaborative approaches and identified forward-looking strategies to deepen impact and drive sustainable growth within the sector.





We are deeply honoured to have our team represent Bhutan Development Bank in the 6th round of the GMC Volunteer Program. Participating in this historic nation-building initiative at Gelephu Mindfulness City has been a privilege for every member of our staff. Guided by the leadership of His Majesty The King, We are committed to contributing towards the development of meaningful spaces that promote reflection, community, and a resilient Bhutan.

No matter how great the misfortunes or hardships we face, the mere sight of His Majesty The King’s radiant presence, and the profound wisdom conveyed through his words, has the power to ease our burdens and gently dissolve our challenges.





On April 15, 2026, the Bhutan Development Bank commemorated a deeply meaningful spiritual milestone through its Annual Rimdro, conducted under the esteemed presence of His Holiness the Tshogi Lopen of the Zhung Dratshang. The ceremony brought together the Board of Directors, Management, and staff in a shared moment of reflection, reverence, and collective aspiration.

The Rimdro, rooted in Bhutan's rich spiritual heritage, was performed to invoke divine blessings for the continued well-being, stability, and prosperity of the institution. Sacred rituals, prayers, and offerings were conducted with the intention of removing obstacles, purifying negativities, and creating favorable conditions for sustained growth and harmony within the organization. Such ceremonies hold profound significance, not only in seeking spiritual protection but also in reinforcing a sense of purpose and alignment among participants.





Beyond its religious importance, the occasion served as a unifying platform for the entire BDB family. It fostered a renewed sense of togetherness, encouraging employees across all levels to pause from their daily responsibilities and reconnect with shared values of integrity, service, and compassion. In an increasingly dynamic and demanding financial environment, this collective grounding is critical for maintaining resilience, clarity of vision, and ethical decision-making.

The presence and blessings of His Holiness added a layer of spiritual depth and inspiration, reminding all attendees of the importance of mindful leadership and responsible stewardship. His guidance underscored the role of institutions like BDB not just as financial intermediaries, but as contributors to national well-being and inclusive development.



As BDB continues to evolve in pursuit of innovation and excellence, the Annual Rimdro stands as a symbolic anchor - bridging tradition with modernity. It reflects the bank's commitment to nurturing both material progress and spiritual well-being, ensuring that growth is balanced with values that sustain trust, unity, and long-term impact.



During the Rimdro, a particularly profound and spiritually enriching moment was when all employees were blessed to receive Tsewang (long-life empowerment) from Rinpoche. This sacred empowerment holds deep significance in Bhutanese Buddhist practice, symbolizing the bestowal of blessings for longevity, good health, and a balanced, meaningful life.

The Tsewang ceremony is not merely a ritual, but a transmission of spiritual energy and intention. Through prayers, mantras, and symbolic offerings, Rinpoche invoked the blessings of enlightened beings associated with long life and vitality. As employees received the empowerment, it represented a purification of obstacles and negativities that may hinder personal and professional well-being, while also strengthening positive conditions for growth, stability, and success.

For the staff of Bhutan Development Bank, this moment carried both personal and collective meaning. On an individual level, it served as a reminder of the importance of health, mindfulness, and inner strength in navigating the demands of work and life. On an organizational level, it reinforced a shared sense of purpose and harmony encouraging employees to support one another and contribute to a positive, resilient workplace culture.

The blessing also underscored the bank's unique ability to integrate spiritual values into its institutional practices. By participating in such sacred traditions, employees are not only recipients of spiritual goodwill but are also reminded of the deeper values that guide their work compassion, responsibility, and service to the community.

In essence, the Tsewang offered during the Rimdro became a powerful expression of care and collective aspiration strengthening both the spiritual well-being of individuals and the unity of the organization as it moves forward with renewed energy and purpose.



Contract Signing Between BDB & BNDI

On 16 April 2026, the Bhutan Development Bank and Bhutan NDI officially signed a contract agreement to collaborate and continue supporting BDB's eKYC services. Since launching our Online Account Opening and eKYC portal in January 2025, over 6,049 customers have opened their bank accounts with BDB and more than 1,400 customers have updated their KYC details remotely, without having to visit BDB offices.



By leveraging the services of Bhutan NDI, we are making our services more convenient, efficient, secure, and accessible for everyone. This collaboration reinforces our commitment to streamlining customer onboarding and eKYC services.





From Fiber splicer to Leader: How BDB's Flexible Financing Built a Digital Frontier.

The story of Nilo fiberNet is rooted in the hands on expertise of its founder, Mr. Nima Lotay whose years of experience as a telecom technician gave him the technical vision needed to start one of Bhutan's most promising local internet service providers. The name is inspired by the founder's birth year and a deep sense of tradition. Nilo FiberNet provides fast and reliable internet to bridge the digital gap across Bhutan, By mixing local values with modern technology, they offer affordable connectivity that empowers communities and opens up new opportunities for everyone. His years of hands-on technical work gave him an intuitive awareness of Bhutan's digital landscape that no textbook could match, even though he only received a 10th grade schooling. He demonstrated that genuine competence is developed in the field.



In 2014, he saw a critical gap, while the world was moving online, many Bhutanese communities remained underserved. He realized that high-speed internet had to be a necessity rather than a luxury if Bhutan was to make significant progress. Motivated by this objective, he left his steady employment to start a local Internet service provider that would assist in closing this gap. Building a tech company from the ground up requires significant capital for specialized infrastructure.

Support from the Loden Foundation enabled the company's first launch, but the subsequent partnership with the Bhutan Development Bank offered the crucial financial scale required for expansion. BDB recognized the unique potential of this venture and provided a vital breakthrough. BDB ensured that a lack of traditional land or building ownership was not a barrier to expansion by placing a high priority on the entrepreneur's deep technical skills and the long-term viability of the business model. This financial assistance served as the essential lifeline for Nilo's expansion, allowing a visionary idea to be transformed into a national digital reality. Beyond the money itself, the owner considers that the BDB team served as approachable partners and committed consultants that continuously prioritized the client's growth.





With the support from BDB, Nilo fiber net has grown into a full internet service provider with the growing happy customer of over 1000 and team with over 23 years of combined experience.

Their diverse service includes high-speed fiber internet with 99.9% uptime and speeds reaching 1Gbps, specialized enterprise Wi-Fi solutions for the hospitality and business sectors, and integrated security and entertainment packages featuring premium TV and advanced CCTV solutions.

The partnership with BDB served as a strategic facilitator, enabling Nilo to scale its operations rapidly beyond Thimphu and into the valleys of Paro, Punakha, and Wangdue. Additionally, the business plans to strategically expand into few other Dzongkhags, focusing on isolated regions where there is less competition but a strong need for digital access. This growth has not only extended the company's geographic reach but has also strengthened its workforce, allowing Nilo to build a dedicated team of local experts who ensure that technical support is always local and reachable for the community.



While Nilo FiberNet's recognition as the Best Entrepreneur Award of 2018 marks a significant milestone, the journey is far from over. As the company sets its sights on the most remote corners of the Kingdom, Mr. Nima Lotay identifies BDB as a lifelong financial partner in the mission to build a digitally empowered and fully connected Bhutan.



Bhutan Development Bank successfully conducted an insightful two-day session on “Practical Application of AI for Workplace Productivity” from April 17–18, 2026, at Head Office in Thimphu. The programme was designed to bridge the gap between emerging technologies and day-to-day operational needs, with a clear focus on practical, results-driven applications of Artificial Intelligence in the workplace.

The session was delivered by Mr. Madhav Verma, Associate Professor at Royal Thimphu College, who brought both academic depth and practical insight to the discussions. His sessions highlighted how AI can be effectively leveraged to streamline workflows, improve data-driven decision-making, and enhance overall productivity across different functions within the bank.





Participants were introduced to real-world use cases and hands-on applications, enabling them to better understand how AI tools can be integrated into their daily responsibilities. The training emphasized not just theoretical knowledge, but also actionable strategies that employees can immediately apply to improve efficiency and performance in their respective roles.

Employees actively engaged throughout the programme, contributing to discussions, sharing experiences, and exploring practical solutions to workplace challenges. This interactive learning environment fostered a culture of curiosity and adaptability, strengthening the institution's readiness to embrace ongoing digital transformation.

At Bhutan Development Bank, initiatives like these reflect a strong commitment to building a future-ready workforce. By investing in continuous learning, innovation, and capability development, the Bank is positioning itself to navigate the evolving financial landscape while delivering enhanced value to its clients and stakeholders.



On 27 April 2026, an in-house training on **Business Process Re-engineering (BPR) Audit** was successfully completed, bringing together key participants from the Audit Division, Compliance Unit, and the Office of the CEO. The objective of this training was to strengthen the Bank's understanding of process evaluation in relation to adequacy, efficiency, and effectiveness, while supporting the identification of areas for improvement and optimization.



The training entails a holistic review of the Bank's end-to-end lending and operational processes to assess their overall performance and suitability. The exercise seeks to identify operational inefficiencies, process gaps, delays, redundancies, and control weaknesses, while also reviewing the robustness of existing policies and the extent of automation and system integration. The outcome is intended to inform practical and actionable recommendations for streamlining workflows, improving operational efficiency, and enabling effective process re-engineering across the Bank.





The formal signing of the Memorandum of Understanding (MoU) between Bhutan Development Bank and Thimphu TechPark Limited on May 13, 2026, marks a significant milestone in strengthening strategic collaboration between the two institutions. This partnership reflects a shared commitment to advancing digital innovation, enhancing operational efficiency, and supporting digital transformation. The MoU establishes a framework for long-term cooperation in the areas of technology integration and digital infrastructure development aimed at improving customer experience and institutional effectiveness.

Over the years, Bhutan Development Bank and Thimphu TechPark Limited have already demonstrated successful collaboration through the implementation of several key digital initiatives. These include the Enterprise Resource Planning (ERP) system, which has streamlined internal processes and improved organizational efficiency; the eKYC portal, which has enabled secure and convenient digital customer onboarding and the Gateway Online Recruitment System, which has modernized and simplified the recruitment process.



Building on these achievements, the newly signed MoU signals BDB's continued focus on innovation and future ready banking solutions. As the financial sector rapidly evolves in response to technological advancements and changing customer expectations, the partnership is expected to drive the development of more integrated digital services, and customer-centric platforms. Through this strategic alliance, BDB aims to strengthen its digital capabilities, improve service delivery, and position itself as a forward-looking financial institution committed to supporting inclusive growth and sustainable development in Bhutan.



The Basic Banking Operations & Customer Care Training, conducted from 11–14 May 2026 at Financial Institutions Training Institute, concluded successfully with active participation from employees across the Bank. The program was designed to strengthen both operational knowledge and customer service capabilities by providing participants with practical exposure to core banking functions and professional service standards. Throughout the training, participants gained valuable insights into customer relationship management, banking fundamentals, credit management, account operations, compliance and regulatory requirements, risk management practices, and currency awareness. The sessions also encouraged interactive learning and knowledge sharing, enabling participants to better understand evolving banking practices and customer expectations in the financial sector.

The training reflects the continued commitment of Bhutan Development Bank toward building a skilled, competent, and customer-focused workforce capable of delivering high-quality banking services across all branches. By investing in continuous learning and professional development, the Bank aims to enhance operational efficiency, strengthen service delivery standards, and ensure greater customer satisfaction. Such capacity-building initiatives play an important role in supporting the Bank's broader vision of promoting inclusive, reliable, and professional banking services while adapting to the changing needs of customers and the financial industry.



Empowering Communities Through Financial Knowledge

Financial literacy is more than understanding money it is about empowering individuals and communities to make informed decisions, achieve financial security, and create opportunities for growth. With this vision, the Bank successfully conducted a Financial Literacy Program across Paro, Punakha, and Tsirang Dzongkhags, benefiting a total of 528 participants.



The initiative, carried out in collaboration with the Department of Agriculture and Marketing Cooperatives (DAMC), started in Paro on 14 May 2026, where 19 cooperative heads attended a financial literacy session. Similar sessions were later held in Punakha on 30 May 2026 and Tsirang on 3 June 2026, benefiting a total of 49 cooperative heads. The largest outreach was carried out in Tsirang Dzongkhag 8–12 June 2026. The program engaged 460 participants across eight gewogs: Kilkhorthang, Semjong, Barshong, Patshaling, Gosarling, Dunglagang, Tsholingkhar, and Sergithang.



The strong participation and engagement demonstrated the growing importance of financial literacy in improving household financial management and fostering economic resilience. Participants actively exchanged experiences and explored practical ways to strengthen their financial well-being and make informed financial decisions.



This initiative reflects the Bank's continued commitment to promoting financial inclusion and empowering communities through knowledge. By bringing financial education closer to the people, the Bank is helping build a financially informed society capable of contributing to sustainable economic growth and development.

As the Bank moves forward, it remains dedicated to expanding financial literacy efforts and creating lasting positive impacts in the communities it serves.



Basic Credit Appraisal (Concepts & Applications) Training

The “Basic Credit Appraisal (Concepts & Applications)” training, conducted from 18–21 May 2026 at Financial Institutions Training Institute, concluded successfully with active participation from employees involved in credit and banking operations. The program was organized to strengthen participants’ understanding of fundamental credit appraisal principles and equip them with practical skills required for effective credit assessment and decision-making. The training also served as an important platform for enhancing professional competency in managing credit portfolios and supporting quality lending practices within the Bank.



Throughout the four-day program, participants gained valuable insights into key areas of credit management and banking operations. The sessions covered important topics such as credit lending practices, project appraisal techniques, credit analysis processes, and Non-Performing Loan (NPL) management. The training emphasized practical application and analytical approaches to evaluating credit proposals, assessing borrower capacity, and identifying potential risks associated with lending operations. Interactive discussions and case-based learning further helped participants strengthen their understanding of sound credit management practices and regulatory compliance requirements.

The program significantly enhanced participants’ knowledge and practical capability in carrying out effective credit appraisal and managing credit operations more efficiently. By strengthening technical expertise and analytical skills, the training contributes toward improving the overall quality of lending decisions and risk management practices within the Bank. Such professional development initiatives reflect the continued commitment of Bhutan Development Bank Limited to building a skilled workforce capable of delivering responsible, efficient, and sustainable banking services while supporting the institution’s long-term operational and financial objectives.

Bhutan Development Bank Strengthens Community Support Through CSR Initiative



As part of its Corporate Social Responsibility (CSR) commitment, Bhutan Development Bank extended support to several religious and community institutions by donating essential furniture and heating appliances.



The beneficiaries of this initiative included Paga Gonpa, Dechencholing Gonpa, Jangsa Animal Saving Trust, Dechenphodrang Monastery, and Gaselcholing Gonpa.

This contribution reflects the Bank's continued dedication to supporting communities and promoting social well-being beyond its core banking services. Through such initiatives, BDB reaffirms its commitment to creating meaningful social impact and strengthening its bond with the communities it serves.

The Bank remains steadfast in its mission to contribute towards nation-building and community development, guided by its vision of inclusive and sustainable progress.



PACT signing between BDB & Trashnology Toppers

In observance of World Environment Day, Bhutan Development Bank marked its commitment to environmental stewardship by signing a formal partnership pact with Trashnology Topper. This collaboration reflects the Bank's continued dedication to strengthening sustainable practices and integrating environmental responsibility into its institutional culture.

Through this partnership, BDB has pledged to enhance responsible waste management systems within its workplaces, maintain cleaner and safer office environments, and promote greater environmental consciousness among its employees. The initiative underscores the Bank's recognition that sustainable development is not only a corporate responsibility but also a collective obligation toward preserving the environment for future generations.

As part of the program, employees across the Bank also signed individual Environmental Commitment Pacts, symbolizing their personal responsibility and shared accountability in adopting eco-friendly habits both at work and in their daily lives. This collective action demonstrates BDB's belief that meaningful environmental change begins with individual commitment and organizational leadership.

By taking this step, BDB reaffirms its vision of serving beyond banking — contributing not only to economic development but also to environmental sustainability and community well-being. The initiative aligns with the broader global call for climate action and responsible resource management, reinforcing the Bank's role as a socially and environmentally responsible institution.



Cleaning Campaign at Sangaygang



As part of its ongoing commitment to environmental responsibility and community service, Bhutan Development Bank collaborated with Trashnology Toppers to organize a cleaning campaign at the Sangaygang area, towards the BBS Tower. The initiative was carried out with the objective of promoting environmental sustainability, raising awareness on proper waste disposal, and reinforcing the importance of collective action in preserving Bhutan's natural beauty.

The cleaning campaign brought together employees and volunteers who actively participated in collecting waste and clearing the area, demonstrating a strong sense of civic responsibility and shared purpose. Through this collaboration, BDB continues to extend its role beyond banking by contributing to meaningful social and environmental causes that benefit the wider community.

This initiative reflects BDB's broader commitment to fostering a culture of environmental stewardship and responsible waste management practices, both within the workplace and in the communities it serves. By engaging in such activities, the Bank aims to inspire greater public awareness and encourage individuals to take active responsibility in maintaining a clean and healthy environment.

BDB extends its sincere appreciation to all participants and partners for their valuable contribution, dedication, and continued support in building a cleaner, greener, and more sustainable Bhutan for future generations.



Reflection on the Pelsung Journey (3rd cohort)

The Pelsung Programme, known as the “**Guardian of Prosperity**” is a national initiative aimed at engaging Bhutanese youth in contributing innovative and practical solutions for the development of the Gelephu Mindfulness City. As part of the 3rd cohort, which commenced on 6th March with the Desuung Integrated Training Programme at Wing IX in Pelrithang, the journey proved to be both challenging and transformative.

Before joining the programme, my understanding of compliance, financial regulations, taxation systems, and Anti-Money Laundering/Counter Financing of Terrorism (AML/CFT) was mostly theoretical. I was familiar with the concepts, but had limited practical exposure to how compliance frameworks, regulatory systems, and governance mechanisms operate in real-world environments. I viewed compliance primarily as a regulatory obligation rather than a vital function that safeguards institutions, economies, and public trust.



The initial phase of the programme involved 21 days of intensive physical conditioning, mental discipline, and civic education. The training was designed to build resilience, discipline, and time management skills through a military-style routine. Days started at 5 AM sharp, with strict schedules, physical training, marching drills, and demanding endurance exercises under extreme weather conditions. Accountability was strongly emphasized, where even minor delays by one individual affected the entire company. These experiences taught me discipline, teamwork, and the importance of performing under pressure.

Following the training, I was attached to field assignments where I gained valuable practical experience. During my attachment, I contributed to compliance-related tasks, post-clearance audits, and data verification involving key national development projects such as the ChoeGo Building and the Gelephu International Airport. I also worked on tax system-related activities, data sanitization, and communication with new businesses expected to establish operations in GMC. In collaboration with local gewog administrations, I assisted in facilitating DK bank account creation for business license holders.

The Pelsung journey significantly shaped my personal and professional growth. It strengthened my confidence, professionalism, adaptability, and sense of responsibility. More importantly, it changed my perspective on compliance and governance—not merely as institutional requirements, but as a culture that must be embedded across every level of an organization. Looking back, Pelsung was more than just a training programme; it was a transformative journey that bridged the gap between academic knowledge and practical application, while deepening my commitment to contributing meaningfully to Bhutan’s nation-building process through integrity, accountability, and service.



BDB Launches Its Digital Lending Portal & Loan Origination System



Bhutan Development Bank has marked a significant milestone in its digital transformation journey with the official launch of its Digital Lending Portal and Loan Origination System (LOS), reinforcing the Bank's commitment to building a more efficient, agile, and customer-centric banking experience.

The newly launched platform enables customers to apply for loans within minutes, securely upload required documents online, and monitor the status of their applications in real time — all from the convenience of their homes or mobile devices. This digital solution is expected to improve accessibility, streamline processing, and enhance overall customer experience.

What makes this achievement particularly significant is that the entire system was conceptualized and developed in-house by BDB's own team, demonstrating the Bank's growing technological capability, innovation-driven culture, and strong commitment to digital excellence.

The launch of the Digital Lending Portal and LOS represents a major step forward in modernizing banking services and reflects BDB's continued efforts to make financial services more accessible, efficient, and responsive to the evolving needs of its customers across Bhutan.



BDB Participates in SAPLING High-Level Policy Dialogue on Inclusive Food Systems



Bhutan Development Bank Limited participated in the SAPLING High-Level Policy Dialogue held from 9–10 June 2026, bringing together policymakers, financial institutions, development partners, and private sector representatives from across South Asia to discuss the future of inclusive and sustainable food systems.

The two-day dialogue focused on strengthening agricultural value chains, promoting food security, encouraging innovation, and creating greater economic opportunities for women and youth. The event highlighted the importance of connecting farms, firms, and finance to build resilient food systems and drive inclusive growth.

The programme began with an opening plenary, followed by a series of thematic discussions. On the first day, sessions covered topics such as “Think Big, Act Local,” “Farm to Factory,” and “From Shadow to Spotlight,” which emphasized the importance of localized action, value addition in agriculture, and greater inclusion of women and youth in food systems.

The second day featured discussions on “Smart Tech, Bold Innovation,” “Safe Food, Strong Market,” “Farm, Firm, Finance,” and “Shaping a Shared Food Future,” focusing on technology-driven agricultural solutions, food safety standards, market strengthening, and collaborative pathways for sustainable food systems. A key highlight of the event was the participation of the our CEO as a panel member, where she shared perspectives on the role of financial institutions in supporting agricultural transformation, improving access to finance, and strengthening entrepreneurship across the food value chain. It also reaffirmed the Bank’s commitment to advancing financial inclusion, supporting rural enterprises, and empowering women and youth through innovative and accessible financial services.

Through its participation, BDBL continues to strengthen its role in contributing to Bhutan’s agricultural transformation and sustainable economic development.





Bhutan Development Bank, in collaboration with Maslow Trainer and Consultants, successfully concluded two batches of HORENSO Training, with the second batch completing on 17th June 2026. The training programme was conducted as part of the Bank’s continued commitment to strengthening internal capacity, enhancing workplace culture, and improving service delivery standards across the institution.

The HORENSO framework—centered on effective reporting, communication, and consultation—provided employees with practical knowledge and tools to improve coordination, teamwork, and decision-making in the workplace. Through interactive sessions and practical discussions, participants gained a deeper understanding of the importance of timely communication, proactive problem-solving, and collaborative engagement in achieving organizational goals.

This initiative is expected to contribute significantly to improving operational efficiency, fostering stronger interdepartmental collaboration, and reinforcing a culture of accountability and service excellence within the Bank. By equipping employees with these essential workplace principles, BDB continues to strengthen its foundation as a customer-focused and performance-driven financial institution.

Bhutan Development Bank remains committed to investing in the professional growth of its employees, recognizing that a capable and connected workforce is key to delivering better services and driving sustainable development across the country.



Data Analytics using Microsoft Excel and Power BI” Training Programme

Bhutan Development Bank successfully concluded two batches of its “Data Analytics using Microsoft Excel and Power BI” training programme, which commenced on 15 June 2026, as part of the Bank’s ongoing efforts to strengthen internal capacity and advance digital transformation across the institution.

The training was facilitated by an expert from the Financial Institutions Training Institute (FITI) and brought together employees from various departments to build practical competencies in data analytics, reporting, and business intelligence. The programme was designed to enhance participants’ ability to effectively manage, interpret, and present data in ways that support evidence-based decision-making.

Throughout the sessions, participants engaged in intensive hands-on learning, covering key areas such as data cleaning, data visualization, dashboard development, trend analysis, and the use of Power BI tools to generate dynamic business insights. By applying these tools to practical scenarios, staff gained deeper understanding of how data can be transformed into actionable intelligence for improved operational and strategic outcomes. The successful completion of both batches marks an important milestone in Bhutan Development Bank’s broader journey toward digital excellence and institutional innovation. In an increasingly data-driven financial landscape, strengthening analytical capabilities is essential for enhancing efficiency, identifying opportunities, mitigating risks, and improving customer-centric service delivery.



This initiative reflects the Bank’s strong commitment to continuous learning and professional development, recognizing that investing in people is fundamental to building a resilient and future-ready organization. By equipping employees with modern analytical tools and techniques, Bhutan Development Bank is fostering a culture where data and insights play a central role in planning, decision-making, and performance improvement.

As the Bank continues to evolve and adapt to changing market demands, such capacity-building programmes remain integral to its mission of delivering sustainable financial solutions and creating greater value for its customers, stakeholders, and the nation’s development.

BDB Delegation Explores Thailand's Cooperative and Value Chain Financing Success



What happens when a bank, a cooperative, and a farmer work together as partners in the same value chain? The answer was evident throughout BDB's recent study tour to Thailand, where a delegation from Bhutan Development Bank Limited (BDB) explored one of the world's most successful agricultural financing models.

The visit focused on understanding value chain financing, cooperative development, and innovative rural banking practices that have contributed to Thailand's agricultural growth.

Through presentations and discussions, the delegation gained insights into how BAAC supports farmers, cooperatives, processors, and markets through an integrated financing approach.



A key highlight was the visit to Ban Lat Agricultural Cooperative, where participants observed how strong cooperative structures enable farmers to access finance, inputs, savings services, and market opportunities. The visit demonstrated the important role cooperatives play in improving farmers' livelihoods and strengthening agricultural value chains.

The study tour provided valuable lessons on cooperative-led development, digital financial services, and market-oriented agricultural financing. These insights will support BDB's ongoing efforts to enhance agri-financing and strengthen partnerships with cooperatives for sustainable agricultural development in Bhutan.

Transforming Dairy Industry: The Growth Journey of Serka Dairy Private Limited



Mr. Sanjok Biswakarma, Co-founder and Chief Executive Officer of Serka Dairy Private Limited, has over 15 years of experience in the food manufacturing industry. He holds a Bachelor's degree in Microbiology from India and an MBA from the University of Canberra, with expertise in food processing, operations management, agri-food projects, and food safety systems.

Driven by his vision to strengthen the dairy processing sector, Mr. Sanjok co-founded Serka Dairy Private Limited in 2022. Commercial operations began in 2023 with dairy processing facilities established at Ramtokto and Ngabiphu. The company produces processed cheese, Greek yogurt, pasteurized milk, drinking yogurt, and other value-added dairy products for the domestic market.

The business was established with the objective of reducing Bhutan's dependency on imported dairy products while creating sustainable market opportunities for local dairy farmers. At the same time, the company aimed to generate employment opportunities for Bhutanese youth and provide consumers with high-quality and nutritious dairy products. Initially established as a licensed entity, the business was later incorporated as a private limited company to strengthen governance, improve operational efficiency, and support long-term growth.

Despite its strong vision and market potential, the company faced several operational and financial challenges during its early growth phase. Limited working capital and insufficient processing capacity constrained its ability to meet increasing market demand. Procuring advanced dairy processing machinery and specialized cheese production equipment also required significant capital investment, while scaling operations and strengthening infrastructure remained financially challenging.

The project was initially financed through CSI Bank under the NCGS scheme. Following the merger of CSI Bank with Bhutan Development Bank (BDB), the project was subsequently brought under BDB, where additional financial support enabled the company to significantly scale up its operations. The company availed both term loan and working capital facilities, along with support under the ESP concessional credit loan scheme, to strengthen production capacity and business expansion.

The financial support from BDB was utilized to strengthen production operations, procure modern dairy processing machinery, enhance working capital, improve supply chain management, and expand market presence. This support played a vital role in modernizing the company's processing systems and improving overall operational efficiency.



Transforming Dairy Industry: The Growth Journey of Serka Dairy Private Limited

With improved financial stability, Serka Dairy was able to increase plant capacity utilization from approximately 20 percent to nearly 60 percent. The company also strengthened its procurement systems, improved product quality and packaging standards, and diversified its range of dairy products. These improvements enabled the company to respond more effectively to growing consumer demand while expanding its market reach across Bhutan.

Over the years, Serka Dairy has experienced significant operational growth and market expansion. The company currently collaborates with more than 9 to 10 dairy cooperatives and local farmer groups, compared to only a few during the initial stages of operation. This has created stable market opportunities for local milk suppliers and improved income generation for farming communities.



The company has also contributed to employment generation, increasing its workforce from 10 employees during the initial phase to 27 full-time employees today. In addition to direct employment, the business has supported opportunities in logistics, transportation, distribution, retail, marketing, and advertising.

Beyond business growth, Serkar Dairy continues to contribute toward Bhutan's national economy by promoting domestic food production and reducing reliance on imported dairy products. The company's ongoing efforts toward ISO 22000:2018 certification further reflect its commitment to strengthening food safety standards, enhancing consumer confidence, and building a trusted Bhutanese dairy brand.

Looking ahead, the company plans to further expand its dairy processing capacity, diversify into new value-added dairy products, strengthen nationwide distribution networks, and invest in advanced processing technology. It also aims to explore future export opportunities upon achieving international food safety certification.

Today, Serka Dairy Private Limited stands as a strong example of how entrepreneurship, innovation, and access to finance can support industrial growth and strengthen Bhutan's food processing sector. Mr. Sanjok Biswakarma remains deeply appreciative of the support provided by Bhutan Development Bank, emphasizing the important role financial institutions play in empowering local enterprises, supporting farmers, generating employment, and contributing to the country's economic development.

GFO Re-Allocation to Drujeygang from Tsangkha

Bhutan Development Bank successfully completed the relocation of the Tsangkha Gewog Field Office (GFO) to Drujeygang Gewog under Dagapela Branch Office as planned, with the new office commencing operations from 29th June 2026.

This strategic relocation was undertaken to better align the Bank's services with the growing business activities and increasing population in Drujeygang Gewog.

By positioning the GFO closer to a more active economic center, the Bank aims to enhance accessibility, improve service delivery, and strengthen financial inclusion for the local community. The initiative reflects Bhutan Development Bank's continued commitment to adapting its service network to meet evolving customer needs and supporting socio-economic development across rural communities.





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