



"Your Development Partner"

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BDB | Bhutan Development Bank Limited
BDB Newsletter 2022



Issue 45



New BDB ePay features

What are the new features in BDB ePay service?

• **Biometric**

Have an option to use thumbprint for login

• **Self-registration/Login**

1. New Users can initiate self-registration with the use of their Account Numbers;
2. Option to auto save User ID for easy login easy and convenient log next time; and Users who have already registered for mobile banking service can enter their login credentials to access the app;
3. Users can log in to the app with User ID and set default MPIN as per their choice; If Users forgets the MPIN, there is an option to reset the MPIN using account number and their card details; and
4. Upon successful authentication of One Time Password (OTP), MPIN can be set.

• **Recurring Deposit/Fixed Deposit account opening and closure**

Users can now open Recurring Deposit (RD) and Fixed Deposit (FD) account using the app.

• **Refer and earn**

Registered members can bring on board new members and get an incentive/reward from BDB and existing users can send invitation through SMS.

• **Loan repayment and recurring account transfer:**

i) **Loan repayment**

Users can:

1. Make loan repayments to any loan accounts maintained in BDB;
2. View their loan account statement;
3. Generate loan account statement in PDF format;
4. Schedule single / recurring loan repayments in advance for future dates; and
5. Pay loan repayments loan accounts maintained with NCSIDBL, NPPF, RICBL and BIL.

ii) **Recurring Deposit (RD) Payments**

Users can:

1. Make RD Installment payment;
2. View RD Account statements;
3. Generate RD account statement in PDF format; and
4. Schedule single / recurring payments in advance for future dates.

- **Standing Instruction (SI) for Normal Saving/CD/RD/OD/Loans**

The SI feature facilitates periodic scheduled payments for fund transfers and third-party payments and users can register (create) multiple SI for different multiple accounts.

- **Utility Bill Payment for the following services**

1. B-mobile Services;
2. Tashi Cell Services;
3. BPC Services;
4. RICBL Services;
5. Tax Payment; and
6. Samuh Payment

- **Bhutan QR Scan and Pay (NQRC)**

Users can make payments by scanning QR Codes directly.

- **Fund Transfers**

Users can:

1. Transfer funds into one's own Saving/CD/OD accounts;
2. Transfer funds into the accounts maintain within BDB;
3. Transfer funds into the accounts maintained in other banks with the use of Bhutan Immediate Payment Service (BIPS); and
4. Schedule Payment in advance for future dates.



ePay Log-in Screen

- **Generate/View/Statement**

Users can:

1. View both loan and savings account statement; and
2. Generate account statement in PDF format.

- **Loan Amount, Interest rate & Loan Term**

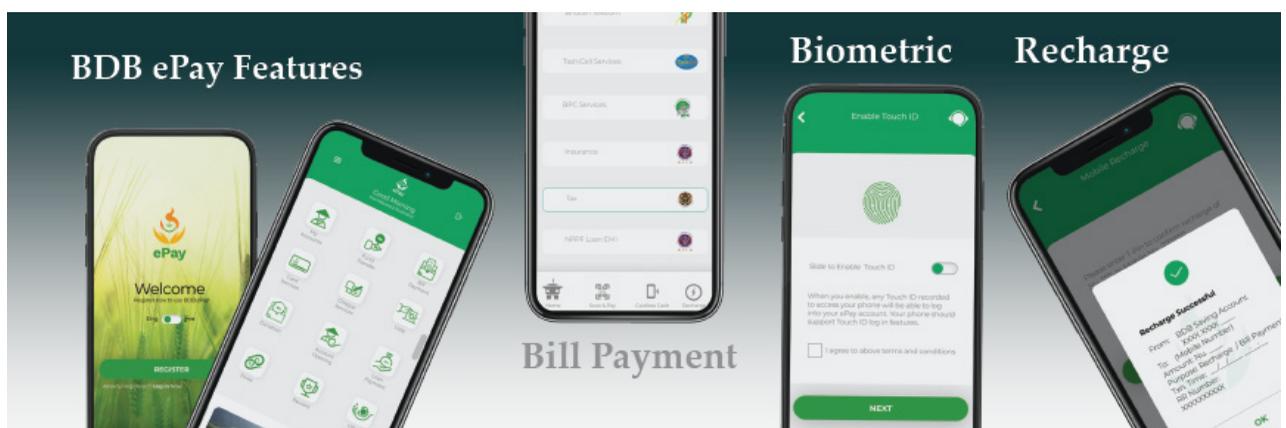
Users can:

1. Check BDB lending rates and apply loan using mobile banking service; and
2. View all loan account details availed by the users tagged under single Customer Information File (CIF) ID.

- **Search for Scheduled and completed/successful Transaction**

Users can:

1. Search scheduled transactions for future dates;
2. Search those completed and successful transactions; and
3. View the interest rate table, calculate loan EMI and locate the ATMs.



Greetings from the CEO's desk!

Dear BDB family members,

I would like to offer my heartfelt gratitude to our Gods and His Majesty The King for keeping us safe from COVID. Through His Majesty's relentless leadership and efforts, we have come this far safely without having to face dire consequences from the pandemic. On the eve of the Year of the Tiger lets offer our prayers for His Majesty The King's long life, good health and, peace and happiness for all Bhutanese.

I would like to inform all my colleagues that I am in the last month of my final term as the CEO of BDB. This is the final "From the CEO's Desk".

I started this journey six years ago looking forward to working closely with staffs spread across the country. We encountered many challenges and opportunities together in this journey. The challenges were overcome with the support, cooperation and hard work of our team. On the same note we were able to embrace many management and technological opportunities to improve the bank's performance with the never say die attitude and optimism shown by our colleagues.

I have learnt and received more than what I could offer while furthering our mandate. I will forever remain grateful to all our colleagues for accepting me as a member of BDB's family. Your unconditional support and willingness to adhere to the Management's instruction have been one of the main strengths in achieving our goals. The love for your work and desire to serve people who visit our offices ensures the continuity of the vision given to us through the Royal Charter.

I do not wish to write lengthy letter like in the past given that I have only a couple of working weeks. The indication that the lockdown will continue a little longer means I will have less time spent working from office. This however does not dampen my spirits for having worked with you all for the last six years. Every day I looked forward to going to office to work. I will

cherish the time I spent with you all and carry the experience and knowledge I gained as I move further in my life.

Having worked for more than 30 years I am in the sunset years of my professional career. At this point I am not sure what I will be doing in the immediate future. I will take one day at a time but with the assurance that whatever I do I will do it with a high level of integrity (damtsi) and commitment.

Before I conclude I would once again emphasize our staffs continuous and selfless efforts to accomplish both commercial and social goals. Congratulations for the huge success we achieved in 2021. While the commercial success will be validated soon by the external auditors, let our social achievements give us happiness and peace knowing we have contributed silently to the overall GNH of our country.

Moving forward I would like to wish each and every one all the best in whatever you do or strive for. My prayers will always be with you when you seek to rise above the rest and seek excellence. The path we take must be fortified by the right speech, action and thought.

Tashi Delek and Happy Losar!

Warm regards.

#StaySafe #Takecare



Phub Dorji
CEO

Enterprise Resource Planning (ERP) system

What is ERP?

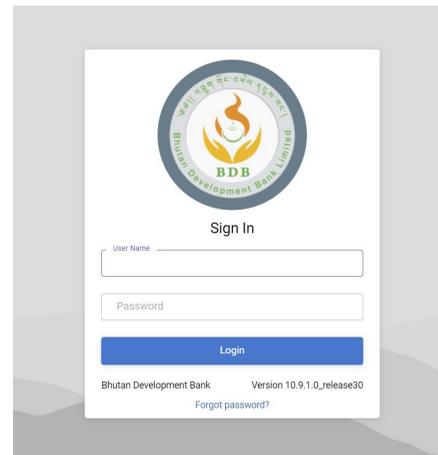
Enterprise Resource Planning (ERP) is a kind of software use by an organization /companies to manage their day-to-day business operations such as accounting, procurement, project management, risk management and compliance. The ERP software also helps in planning, budgeting, forecasting/projecting and generating financial results for an organization/companies.

ERP systems integrates multiple business processes and enable the flow of data between different processes. ERP systems eliminate data duplication and provide data integrity with a single source by collecting an organization's shared transactional data from multiple sources.

In today's 'business world, ERP systems are crucial and found most critical for managing the businesses of all dimensions and it becomes indispensable for all business entities.

Key business values/benefits gain from ERP system:

1. Improve the business understanding from real-time information generated by reports;
2. Lower the operational costs through rationalized business processes and best practices being followed across the board;
3. Improve collaboration from users sharing data in contracts, requisitions, and purchase orders;
4. Enhance workflows and efficiencies through a common user experience across various business functions and well defined business processes;
5. Reduce risk through improved data integrity and financial controls;
6. Lower management and operational costs through uniform and integrated



ERP Log-in

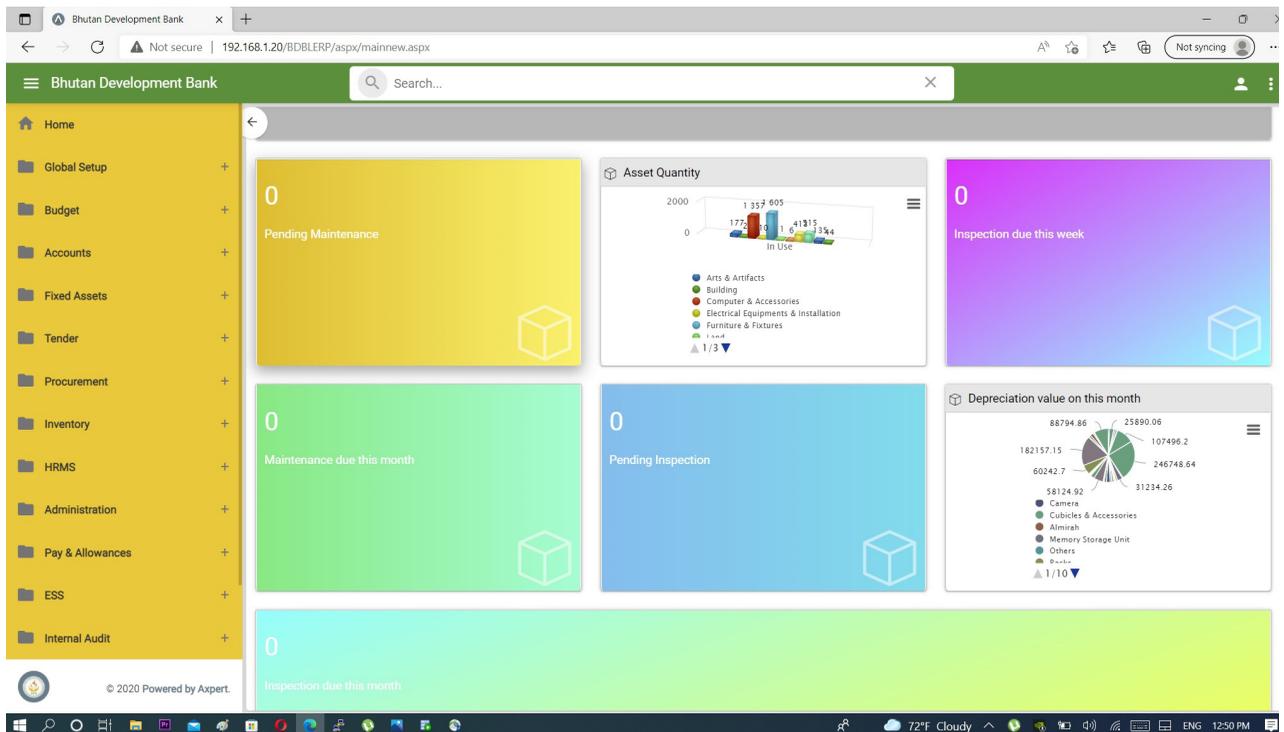
systems;

7. Assist in the automation of business processes using single system; and
8. Improve the utilization of company's resources efficiently and productively through proper management.

Rationales for ERP system:

Until now, we have been using a different system like Asset Tracking Management System (ATMS) for assets management, Drukpay for payroll management, Stock Management System (SMS) for stock inventory management and human resource management such as leave application & approval, travel approval, overtime work, advance & claims etc., with lots of paperwork. All these systems have been working in silos and the reports on the efficient use of resources were not readily available from the old system. Now with the introduction of new ERP system in the Bank would immensely benefit and streamline the overall business processes (proper check and balance) through automation of manual task, real time information and reporting, analysis of business data etc.

While considering all these business values and benefits/advantages gain from the new system in place, the Bank implemented



ERP

new ERP system developed by Agile Labs, Bangalore, India & support from the local partner, New edge Technologies Private limited (NGN) based in Thimphu.

Basic user guidelines and process:

1. All employees will be assigned an individual Employee Self-Serve (ESS) module login access for different services request;
2. Provide login user credentials-user name (i.e., staffemployee ID) and default password (agile@2022) for the first time login users;
3. The users should create new password and change immediately for various security reasons; and
4. To facilitate the request, supervisors and employees responsible for approving, returning and rejecting the request will be assigned with additional role-based login access parameterized in the system for various services and modules.

Services available for employees in Employee Self Service (ESS) Module:

1. **Apply/Cancel/Modify Leave** – Employee can apply, cancel & modify leaves with the approval/rejection process.
2. **Over Time Request** – Employee can avail over time request with an approval from reporting manager along with the benefits in leave or amount based on eligibility criteria.
3. **Travel Approval** – Employee can submit travel approval.
4. **Official Travel Advance/Claims** – Employee can submit travel claims/advance based on eligibility criteria.
5. **Advances & Claims** – Employee can apply for salary advance, leave encashment and transfer grants etc.
6. **Pay Slip** – Employee can download the pays lip on month-on-month basis after payroll process.
7. **Document Request** – Employee can request for documents from HRM like increment letter, promotion letter and other type of documents.

8. **Dependent Declaration Form** – Employee can request for change in beneficiary share percentage based on the family details available in the employee information.
9. **Training Feedback** - Employee can provide training feedback, which will assist the HRM in evaluating the institutions, courses etc.
10. **Item Request** - Employee can request for assets & stationaries, which can be issued based on requisition submitted for the year and stocks available with store.
11. **Medical Facility Request** - Employees can request for medical leave & claim for advance/reimbursement based on eligibility criteria with valid documents attached.
12. **Asset Surrender** - Employee can surrender their assets in the respective branch in case of transfer, resignation.
13. **Fixed Asset Custodian & Stock Received Listing** - Report of fixed assets under the employee and list of stationaries issued can be viewed.
14. **Leave Summary** - Employee can track the details of all leaves availed and the balances available.

In addition to the employee self-services (ESS) module, the following modules are also integrated in the ERP system for use by Departments like Finance & Treasury and Administration & Human Resource Management.

1. **Budget Module** – Consolidated budget for the financial year versus the actual budget used can be maintained and viewed.
2. **Accounts Module** – Payments to suppliers, vendors and recurring expenses can be transacted through this module.
3. **Pay & Allowances Module** – Salary, TDS certificate and other allowances can be transacted through this module.
4. **Fixed Assets Module** – Transaction of all

new assets procured and assets issued can be facilitated through this module

5. **Tender Module** – Entire tendering process can be captured through this module.
6. **Procurement Module**–Entire procurement process can be captured this this module.
7. **Inventory Module** – Transaction for list of inventories received and issued can be facilitated through this module.
8. **HRMS Module** – Staff information and the entire human resource management process can be maintained through this module.
9. **Administration Module** – Petty cash management, dispatch of letters, conference hall booking etcetera can be done through this module.
10. **Application Support Module** – Ticket lodging for system bugs and issues can be raised through this module.

The following Add on modules will also be available in the ERP system within this year, 2022:

1. **Audit Module** – The audit plan, audit report and audit memos, ATR submission and follow up will be enable through this module.
2. **Bio metric attendance system** – Attendance of HO employees will be linked to pay roll through this module in the first phase.

-Loday Phuntsho,
ICT Department

Gratitude



My term in the organization ends on 2nd February 2022 after 35 years of services since its inception in 1986

I must admit that the present state and envisioned peaceful retired family life is neither my wealth nor my strength. It is all due to the noble policy of the organization with its Centre of endeavor to improve the quality of the lives of the personnel working in the organization considering it as an asset.

As I reflect on my past with my present life, it reminds me early realities of my staggering in different parts of the country - the greatest instruments of varied service experiences. The constant moral support, love and affection from all my comrades, the able guidance and encouragement of my superiors and assistance from subordinates and friends alike, in the discharge of my duties and responsibilities all along, are worthwhile to remember.

May I take this opportunity to mark this fundamental truth of success in my career due to the enabling guidance of my superiors who have always been my mentor and close association with friends in the organization then and now. I, on behalf of my family and on my behalf, would like to express sincere thanks and heartfelt gratitude to all, for making me what I am today, which I am sure will be accepted while I have nothing tangible to offer for the great deeds.

As I am preparing for departure from the family of the BDBL, Samdrup Jongkhar, I reiterate, I am increasingly realizing the realities of my life and memories of our close association and the ties of our cordial friendly relationships at all levels. I shall always cherish, reflect or associate in my entire future endeavor, embody the spirit and belief of my superiors and friends. And I promise, by all means, I shall stand up to represent and reflect your good wishes and the collective attitudinal values inculcated.

Dear friends “When the heart is full words are few”. But I must say that I shall always cherish, reflect or associate in all my future endeavors, embody the spirit and belief of my friend like harmonious subordinates and I promise, by all means, I shall stand up to represent and reflect your good support deeds, wishes and its values. And I pray similar spirit of endeavor by all of you to whomever my successor be “Cheers and “All the Best” – “Miss You All by Bygone Days!!”



***Tenzin Wangdi,
ex-BM,
Samdrup
Jongkhar
Branch***

MY LAST 30 YEARS OF SERVICE IN BDBL



I joined BDFC in the year 1992, 3rd August as a computer programmer. During that time our office was at Hotel Le Meridean now. The Managing Director at that time was Dasho Sangay Khandu, who was on deputation from the RCSC.

In those days, BDFC offered loans to farmers in all the 20 Dzongkhags but deposit was not permitted. There were two Departments headed by two Dy, MDS, i.e., Agriculture Lending Department and Commercial Lending Department. There were 20 Dzongkhag rural Credit Offices under the Dzongkhag administration. Our loan chairman was Dasho Dzongdas and loan committee members were DAOs, DLOs, Planning Officers and the member secretary was the BDFC Rural Credit Officer.

With the assistance of UNCDF and FAO , BDFC had computerized the banking system known as the micro banker system in all the 20 Dzongkhags. I was involved in the computerization process. The project manager of the system was Mr. Ralph Hautman, who was working at FAO in Bangkok. There were two Filipino consultants and 4 staff from I.T and few staff from Internal Audit and Finance. We

used to input all the loan data from the ledgers to computer and use to stay late at night in the office for completing our work in time. What so ever, there was a deadline to complete the work in time, so everything was completed in time. During the first time banking software was computerized, it was a significant achievement as I was part of the project team.

BDFC introduced micro savings in 2005 with the support of UNCDF and UNDP for all BDFC clients. In the year 1997, I was transferred to Mongar Dzongkhag BDFC to provide support for the Eastern Region. During my tenure at BDFC, Mongar Dzongkhag, I was assisting the Mongar Branch office in loan recovery and other Branch related works and even officiated the Branch Manager when he was nominated for one month training.

After I was transferred to Thimphu Dzongkhag in 2000, I was designated as DCO (Dzongkhag Credit officer). We had a competent team, Mr. Karma Thukten and Mr. Karsel Dawa were my B.As and Miss Dechen Pelden, was the ABM. During that time Head office had announced that Branch offices will compete for best branch performance in the year 2004 and Thimphu Branch got second best branch among 20 Branch offices. In addition to the certificate, we received Nu.65,000/- as cash prizes from Chairmann Madam T.Yangki Tobgyel.

Between 2005 and 2010, I was posted to the Haa Branch. Performance of the Haa Branch was also good as people in Haa have a high cash income from China business, and lower Haa, Samar Geog, and Sombey Geog have seasonal income from selling oranges and cardamom in Samtsi and Sibusu. But in the winter I have to accompany with one of my branch assistants to Samtsi and sibusu at present known as Tashicholing Drungkhag for loan recovery. We face lots of challenges doing follow up with clients at the orange depot at Samtsi during odd hours at late night etc.

In the year 2011 I was transferred to Chukha Branch Office. I was there for another 3 years. In the year 2010 BDBL got Banking license from RMA. So we could do banking services from there onwards and then our BDFC Organization also changed its name to BDBL. We also changed our micro banking system to the Accend Banking System in the year 2007. It was very user friendly.

In the year 2014, I got transferred to Thimphu Dzongkhag Branch till December 2016. In January of 2017, I discussed with my Regional Manager and CEO Dasho Pem Tshering about moving our branch office to Olakha, where the current branch is located. The reason for shifting our branch office was, there is less space in the Dzongkhag office. Our clients are mostly Thimphu Dzongkhag residents, and people are wary of coming to Dzongkhag in proper Bhutanese clothing such as Kho and Kira, as well as kabney and rachu.

Therefore, in the greater interest of all the residents of other Dzongkhags residing in Thimphu, I have moved our Thimphu office with the permission of the Region and management team.

Again in the year 2018 there was cash prize competition among the Branch Offices. Our Branch was lucky and due to our Branch team's dedicated work we got Nu.100,000 each for June and December consecutively. Among the Western branches, I think Gasa, Paro, Phuntsholing and Gedu got prizes.

We had a lot of challenges and hurdles in carrying out our work in the field. Sometimes shortage of staff and stationery not arriving on time. We really enjoy it as most of our clients are farmers, innocent people. We have to do all types of role play. In some cases we have to be strict and harsh and in some cases we have to be polite and humble. We were given targets for loan portfolio and number of loan clients and deposit amount and number of clients and the most difficult is the PAR target. As I got transferred to a good record branch PAR, it is really challenging to bring the PAR further down. As we are already in single digit PAR % and also the PAR amount and as well

as profit target. It is not easy to maintain the same PAR. However, me and my Branch team tried our best and maintained a positive record despite challenges due to pandemic and system problems.

Over all, I am happy to have served the BDBL Organization with integrity and dedication. I always advise my colleagues in the Branch not to misuse cash, but making mistakes unknowingly is okay. Even the Audit memo can be rectified and corrected.

Lastly, I wish to thank the management team and my colleagues for their advice, help, support and cooperation during my 30 years of service at BDBL.

Tashi Delek

Phub Dorji
ex-BM, Thimphu Branch



Certificate

Lockdown

As the third national lockdown began on 14th January 2022, the nation faced another challenging time. Having learned from earlier lockdowns, BDB remained prepared. The financial services were provided on a daily basis so our customers could access them easily

In accordance with an approval from the Tsirang C-19 taskforce, the branch office covered two geogs during the lockdown, Patshaling and Kilkhorthang geogs, and delivered a sum of Nu. 232,000/- to the 10 farmers.



As the Wangdue branch was lockdown, the Gangtey branch provided services for loan deposits and cash withdrawals in Rubi, Bjena, Kazhi and Nyisho geogs.

-Mr. Kelzang Chedar, Teller, Gangtey Branch
-Mr. Ngawang Tenzin, CA, Tsirang Branch



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