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BDB | Bhutan Development
Bank Limited
BDB Newsletter 2021



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Annual Workshop 2021

BDB has successfully completed Annual Workshop 2021 which was held from 6th – 8th December 2021 at FITI, Thimphu to discuss the way forward for BDB after the closure of the Regional Offices and the budget and activities for the year 2022.

Chief Executive Officer, representatives from all the departments and divisions from Head Office and RM, West representing the Branch Offices

During the opening remark CEO reminded how the pandemic affected all the financial service providers (FSPs) in providing in financial services. During these difficult times the dedicated and motivated teams were able to provide financial service even during the lockdown by travelling and meeting the clients while maintaining the COVID protocols and also using the online channels.

While going through these difficult times the Bank and its clients benefitted immensely from His Majesty The King's guidance and interest payment support from DGRK.

The meeting was also informed how the financial landscape is changing rapidly and the need to evolve. It was also highlighted that with the technological disruptions we need to be dynamic and constantly improve to stay relevant.

It is through such meetings and discussions we recognize the need to make good plans to create better organization leading to better system and performances. The focus will be given to all the Departments to present how they will assume the roles and responsibilities of the Regional Offices and ensure a smooth transition.

Greetings from the CEO's desk!

A PEW Research Center's study shows that "some 47% respondents from a study said life will be mostly worse for most people in 2025 than it was before the pandemic, while 39% said life will be mostly better for most people in 2025 than it was pre-pandemic. Another 14% said most people's lives in 2025 will not be much different from the way things would have turned out if there had been no pandemic." The findings show how people think about the aftermath of the COVID and its impact on humanity. Life is definitely not going to be the same. Technology will be the biggest game changer and will greatly influence our lives - socially, economically, politically and otherwise.

When COVID pandemic hit Bhutan, His Majesty The King promulgated a national narrative to use the pandemic to analyze how things have been done in the past, and reform and prepare for a new normal in the post COVID era. The thought-provoking narrative had many of us deep dive into the way we conduct our business and plan towards achieving a better and brighter future. Further, central banks and financial service providers (FSPs) have been awakened with the advent of cryptocurrency, CBDCs, blockchains, fintech and DEFIs (decentralized finances). Legacy financial markets and services will give way to these new innovations. There is an urgency to create innovative, resilient and reliable structures and systems to keep in sync with the evolving times.

The dynamism and resilience of our bank will depend on how much time we spend on studying how we fared in the past, where gaps exist and devote more time to plan, reform and restructure our organization and operations. The pandemic caught everyone off guard and reduced all the FSPs to the same level playing field. While the nation is carefully planning on how and when restrictions will be lifted and opening up will be done, we need to work faster and harder to prepare ourselves in the way we conduct our business in a post COVID pandemic era.

Our reflections show that in the recent

past many misuse and frauds have been detected and there is an urgent need to improve the overall governance and risk management systems. Further, during our annual conferences we have also discussed various reforms to increase our outreach and expand our services. Taking a loan from ADB to improve our CAR and GCF accreditation also revealed some shortcomings that need our attention to comply with green finance good practices in view of the imminent threats posed by climate change. Further, the steady and rapid technological transformation and advancement in the financial sector requires additional investment. These findings suggest we need to initiate measures and reforms to become a reliable, responsive and resilient financial service provider. The new reforms and initiatives that we undertake must propel us into a post COVID era with improved service quality and outreach while mitigating and reducing the associated financial and reputational risks.

In the following paragraphs I will try to outline the new initiatives we have embarked upon. There are many activities taking place simultaneously which will ultimately support our endeavor to improve the bank's performance.

Business Plan and way forward:

A detailed five-year business plan is being formulated for us by a consultancy firm. BDB's strength lies in providing micro loans through formation of groups and to the Cottage Small Industry (CSI) sector. We have been doing this successfully over many years and it is time we fully leverage on this experience and strength. The five-year business plan will articulate clear numerical targets, technological requirements, product and services, among others.

The group manuals, credit scoring system, credit appraisal, digital KYC, etc. will be strengthened through trainings and certifications. All the Departments are also reviewing the SOPs and manuals to revise and make them relevant with the changing needs to improve efficiency, relevance and the working environment.

Risk management framework:

A local consultant in collaboration with a firm in India is developing a new risk management framework to help us manage risks in a professional manner. The three line of defense, namely 1. business units, 2. risk & compliance management functions and 3. internal audit functions will be strengthened. The Risk and Compliance Division will now act like the middle office who will use risk assessment tools developed by the consultant and submit early warning signs to the Management for proactive intervention. Under the ADB TA, a risk based internal audit manual is also being developed along with an internal control system. These initiatives will help in decreasing risks of unexpected losses and damage to the bank's reputation.

Internal Audit Department (IAD) has been bifurcated into Audit and Follow-up Divisions. A total revamp of the Department is being initiated by strengthening the manpower and capacity building through trainings. IAD is expected to assume bigger role in taking corrective and proactive actions to minimize risks.

We are also currently processing ISO 27001 and PCI DSS certification. While the former will help to manage visitors professionally the latter will help in preventing cyber frauds. The certification process will help the bank in setting up mechanism to ensure the safety of the bank and its employees.

The Project Rehabilitation Division (PRD) is being established mainly to carry out detailed study on the NPLs and related issues. Some SOPs developed by RMA needs to be implemented to facilitate out of court settlements, and reschedule and restructure viable NPL projects. This will help in reducing the NPL and cleaning the books of account.

Technology initiatives:

In the last few years we have been emphasizing on reducing costs to improve our profitability. In some instances, stationeries, furniture and equipment purchased are not used optimally or no proper care taken. To manage the assets judiciously, the bank is in the process of installing an ERP (enterprise

resource planning) system which will register all the asset holders accountable and ensure requests and issuances of inventories are needs based. Payments, such as TA/DA will be done online through the ERP system and deductions on advances also done without human interventions.

The current ePay vendor has been a bottleneck instead of assisting us in providing seamless and real time payments. We will soon have a new ePay which is being developed by another vendor in India. The feedbacks received from our staff and clients are incorporated wherever feasible. The national quick response (NQR) code will be made reliable to facilitate instant and seamless fund transfers and payments.

Internet Banking and our website is being revamped to meet the growing demands of online users and digitalization. Our systems and infrastructures will also be integrated to BHIM and RuPay Indian card holders to facilitate ease of doing business and building the rupee reserves.

We are still continuing our efforts to stabilize the CBS and related problems. The ICT infrastructure and systems are being upgraded constantly to improve service delivery. We are also exploring software applications that will automate ECL (expected credit loss) calculation when preparing IFRS financial statements, LOS (loan origination system), ALM (asset liability management) systems, etc.

Strengthening manpower and enhancing systems:

The HR – ISR has been revised several times in the recent past to offer career progression and job satisfaction. Majority of the job openings are first offered to internal candidates. With technological advancements, the bank will invest in strengthening the human capital of the ICT Department. A major transformation will be initiated to make the technical staff competent, dependable and ready to overcome the many CBS related challenges we face. The Board has also decided to convert the General Managers from regular to contract employees in a move to improve the overall performance of the bank. The Regional Offices will also

be lifted and all the roles and responsibilities will be transferred to the Departments.

Infrastructure improvement:

The Nobding Branch Office was downgraded to a Gewog Field Office (GFO) and Gangtey GFO upgraded to Branch Office in keeping with the emerging business opportunities and enhancing service delivery. Dharla Gewog will be served from Gedu Branch Office in an effort to hasten service delivery and reduce costs for the clients. Umling GFO was established to connect the settlements to financial services when the swelling Mao Khola cuts them off from Gelephu town. Renovations in the Head Office and some Branch Offices are being carried out to improve the turnaround time of service delivery while also creating a conducive working environment. The Management is exploring purchasing land in Gakiling Dungkag and other places to construct offices to meet the bank's requirement.

Financial performance related:

There is an urgent need to improve the financial performance and clean the books of accounts. To reduce the burgeoning NPLs, RMA in consultation with the FSPs have set up a three-tiered committee to study, propose and resolve the problems. While concerted efforts are being put in, the bank also devised its own NPL reduction strategy to offer one-time payment settlements with interest waiver facility for old NPL clients.

The interest reversal task has consumed a lot of our time. This tedious work will hopefully be completed soon and enable our officials to view data and reports on a real time basis while following up with the clients on the eve of the financial closing.

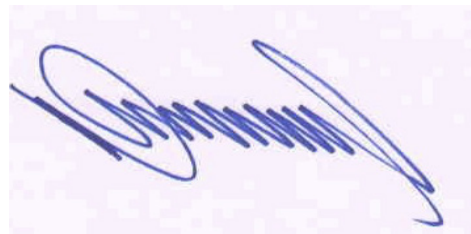
These activities appear to be fragmented while reading but, they all converge towards one big goal – which is to strengthened the bank and make our services more meaningful and relevant when the pandemic eases. Two layers in our organization structure have been removed, namely the Deputy CEO/Director and the Regional Office to make the organization structure flatter to reduce the decision-making process.

With the changes in policies, manuals, technology, infrastructure, etc. the coordination and collaboration between the Head Office and the Branch and Gewog Field Offices will be streamlined. These initiatives are intended to foster team work, assign roles and responsibilities along with accountability to the employees. We all need to shun the game of finger pointing and fault finding. The little struggles and distractions we face must be ironed out to pursue the bigger picture of improving the long-term sustainability of the bank and reinforce the mandate to serve with unstinting vigor.

Our onward journey should be on a collaborative path that optimizes the use of technology, experience, qualified manpower and investments. Let's join our hands in building teams. Teams that will strive and support our mission and vision.

Warm regards.

#StaySafe #Takecare



Phub Dorji

Importance of Gardening

There is something relaxing about being around nature and bringing something to life, whether it's tasty green salads or beautiful flowers. Gardening has been proven to be a rewarding and relaxing activity. As a rewarding and relaxing activity, gardening is where we plant them for consumption and for other purposes as well. There is something calming about being around nature and bringing something into life, even if it's simple green salads and flowers that liven up a room. It encourages you to slow down, get reconnected with nature, and learn to enjoy something instead of just doing it because it is necessary for you.



The mere act of weeding can bring out healthy thoughts because you can focus all your anger on the weeds if someone or something has been bothering you. So, why not bring this to my area? It can have a number of benefits.

Although I am a banker, I am also trying to be an agriculturist by doing some gardening as a part time job during weekends and after office hours. Small gardens, even those that do not provide a large portion of a family's food, will make a huge impact and beneficial to our health. We teach people, especially children, about where their food comes from and how to grow it themselves. When economic times are hard, people head to the garden to save a big money by growing our own vegetables and fruits by spending a few Ngultrums on seeds and saplings and you can produce vegetables that will yield bountiful the next season that is why home vegetable gardens are often. When economic times are tough, people consider growing their own vegetables and fruits as a way of saving money. You can spend few Ngultrums for seeds and saplings and you



will grow vegetables that yield bountiful the following summer, that is why people consider growing vegetable gardens at home which is promoted as a way to cut household costs. For a better yield, I have applied natural pesticides and manure, and have planted various types of seasonal vegetables, such as chili, garlic, cabbage, cauliflower, eggplant, tomato, pumpkin, broccoli, etc.

A major advantage of working in a rural area is that we have enough land to grow all types of vegetables, which makes gardening more accessible to colleagues, especially those living in rural parts as well as people living in urban areas. Thus, you may feel more productive while being sedentary for so many hours.

Amidst the fast-paced and complicated world we live in, our garden provides a refuge for calm and peace. Having a garden helps you to relax, lower your stress levels, and allow your mind to enjoy the peace and tranquility your garden offers. The garden can serve as a better recreation area for your mind.



Dorji Dema, Incharge,
Buli GFO, Zhemgang

GGLS Sensitization and Training Programs to the Dairy Farmers under Yangneer Geog, Trashigang Dzongkhag-2021



Program's Rationale and Background

Yangneer Geog under Trashigang Dzongkhag is situated in the North West of the Trashigang Dzong and has 14 Major Villages divided under the 5 Chiwogs with the total population of more than 2414 with regular households of 2084 numbers as per the recent Population and Housing Census of 2017. Major populace of the Geog is involved with agricultural activities and main cash crops that are produced by the Geog are Potato, Chilly, Beans and other Vegetables. Cattle farming has been one of the integral parts of the livelihood and with the Dairy development initiative of the Government and the supports of the Dzongkhag Livestock Sector major population of the Geog are currently into rearing of high breed Cattle bringing them good daily income from the sale of dairy products.

The smallholder Dairy Farmers' Group comprising of 24 individual Farmers from the Shokang and Kharza Chiwogs under Yangneer Geog was initiated in the year 2009 with the support from Dzongkhag Livestock Sector, with the objectives to modernize and commercialize the smallholder dairy farming and to capture



Figure 1 & 2: Mr. Gyeltshen, Cooperatives Chairman giving Welcome Note Yangneer Gup gracing an opening of the Training on 25-10-2021

an ever increasing market demands for the dairy milk and processed milk products in the Dzongkhag. Bhutan Development Bank (BDB) was one of the main key players in providing the financial supports in their initial set up of the Dairy Group in way of small individual loans to the starting 24 members to acquire highbred Cattle. Out of 24 group members there were 15 female members and 9 male individuals and total high breed cattle that Dairy Group initially started was with 24 numbers of Jersey Cows with credit support of Nu.1.68 million (Nu.70,000/- each to individual members) from Bhutan Development Bank (BDB).

Currently Group has grown to total of 63 members with the female member composition of 41 numbers and Group was registered

under the Cooperative Act of Bhutan-2001 (amended-2009) in the year 2019 as “Druk Chikthuen Ngamley Tshogdey” with their Office and collection centre established at Gongthung. Cooperative currently supplies around 400 liters of milk daily to the Koufuku International Limited (KIL), a Company under DHI and the only manufacturing unit in the country that produces processed Cheese and other wide variety of dairy products like Yoghurts, pasteurized and non-pasteurized butter.



Dairy Farmers from Shokang & Kharza Chiwogs under Yangneer Geog attending the Sensitization program on 11-10-2021

Looking at the prospect of enhancing Credit support within the purview of Group Guarantee and Lending Scheme (GGLS) of Bhutan Development Bank, Our Field Staff of the Geog made initial awareness with the Chairman and few members of the Cooperative. Cooperative as well had plan to carryout additional Cattle sourcing to expand their milk production base to meet ever-increasing demands through the financial assistance from BDB under Group Guarantee and Lending Scheme (GGLS). Branch Office received formal request letter from the Chairman to conduct Sensitization and Training programs to the members of the Cooperatives during the month of July-2021, However due to the pandemic and restrictions regard to gatherings couldn't carry out the programs on immediate basis and had to schedule the Sensitization and Training programs to the month of October-2021.

A day long Awareness and Sensitization programs was carried out on 11th October-2021 followed by GGLS Group Development and Formation Training on 25th October-2021 and final Group formation and Savings & Loan application documentations of the Group members were completed by 30th October-2021. Yangneer Geog Thrizin (Gup) as requested was kind enough to grace the opening of the Training program on 25-10-2021 and he highlighted the importance of credit supports and roles and impact of BDBL

towards the rural development and particularly to the Yangneer Geog. Total of 62 dairy farmers attended the initial Sensitization Program followed by 60 members attending the Group Formation and Development Training on 25-10-2021.



BM presenting on Group Formation & Development on 25-10-2021



Mr. Thinley Wangchuk (CA) presenting on GGLS on 11-10-2021

Sensitization and Training Objectives

Under the broad objective of BDBL to improve the quality of life of our rural Farmers by giving an increasing access to the financial services, our Programs specific intents were:

- Information and Capacity development of the Group Members;
- Introduction of BDB, its Mandate and operations;
- Present BDB's credit and saving products;
- Familiarize other value added services of the BDB:
- To introduce Group Guarantee and Lending Scheme (GGLS);
- Present on Group operation modality;
- Group loan and saving products;
- To assess cohesion of the Group;
- To assess members interest and motivation to form Group under GGLS;
- Facilitate members to voluntarily form the Groups;
- To form at-least not less than 10 functional Groups;
- Election of Centre Chairman, Assistant Chairman and the Group Leaders and
- To finalize Date, Time and Place for Monthly GGLS's Meet or FOB



Female compositions were the majority with 71 attendees during the Sensitization and the Training Programs

Training Methodology

A daylong Sensitization and Training programs on 11th and 25th of October-2021 were scheduled at Gongthung where the Dairy Cooperative has their Office and collection

point established. Training methodology and tools engaged during the programs were through lectures in local dialects, visual presentations in Dzongkha wordings and related video clips, role-plays and games with inclusion of member's active participation under each training segment to achieve the desired objectives of the programs.

Trainers involved were the Branch Manager, Mr. Thinley Wangchuk (CA/Group focal), Ms. Rinchen Zangmo (PO), Mr. Dawa Tshering (CA) and Ms. Ugyen Dema (LA).



Farmers participating in the role plays and Group exercises under the training segment, effective communication and cooperation

Participants on the Lunch break

Training Facilitators, BDB, Trashigang

TOP 20 LESSONS

It's time for lunch. As usual, we gathered at our rendezvous near my office. During an unusual conversation with my friend Tashi, I had an unexpected experience. How satisfied are you with your profession? I asked him. This was the most difficult question Tashi had ever been asked and he pondered it with a question mark in his mind.

Tashi (name changed) works for a financial institution in Bhutan. He has been working in the banking industry for the past six years and never rated himself how he felt working

as a professional banker. Although he enjoys working in the bank, is he satisfied with his job or does he love it? He is the one who knows the answer to the query and I will hear from him.

He told me instantly that he hated his job and it was his choice. When Tashi graduated from Sherubtse College in 2016, he always wanted to become an economics teacher. "Economics was my favorite subject, so I took the economics course with geography. The job market had little known of my talent and the offer was never rendered. Neither vacancy floated in my field nor did I get an opportunity to apply. However, it did not deter me from pursuing opportunities although trying to find a job when there are no opportunities is difficult", he said.

An increase in the number of graduates every year has only led to an increase in the unemployment rate. The two were directly proportional. Many job seekers remained unemployed despite higher qualifications due to a lack of jobs on the job market. He felt despair

and it was his choice to become a banker when he applied for a class twelve position in one of the financial institutions. But it was never his profession. “I am not satisfied with what I am doing today”, he said hesitantly with his head low. I listened attentively. I felt unease and consoled him of what he was going through and that one day he will achieve his goal. Our lunch was over, and I was packing the tiffin. As I walked to my office after using the restroom, and was relaxing, he asked me if I was happy with my job? I saw his curiosity level grow as I stayed still, dumbfounded by his question. While I didn’t expect him to ask me that question, I took advantage of the opportunity to share my experience with him. “Am I satisfied with my profession”? I asked myself.

I always wanted to become one of the great team members and leaders of any bank and fortunately, I was selected in BDBL – Bhutan Development Bank. While I was in college, my interest in banking grew. Upon hearing this, he raised his head and seemed excited, lending his ears to me. I checked my phone, there was still 15 minutes to resume our office. “Even though I did not have an account with them, I used to go to the BDB office in Gedu. After peeking around the office, I saw how busy the bankers were. I wished I was one of them. I saw them handling daily transactions, interacting with the customers, and helping them with providing various products and services of the bank. That is exactly what I wanted to become – the banker. It’s not just about borrowing and lending, depositing and withdrawing, but also a place where we make friends, met new people, share our conversation and smile at each other. Tashi was overwhelmed and was listening closely.

“After graduation, I applied to BDB and was finally selected after struggling through many rejections and failures”.

He patted my shoulder and raised his thumb to me when I said I never gave up in my life. “Working in a bank isn’t just about performing the tasks assigned to you, me, and your fellow bankers. It is beyond that. In the

process of rendering the quality of services and products, we get to meet and interact with numerous people. By building a solid and deep relationship with the customer, we create a friendly environment that spreads love, peace and happiness. The bank is not just about banking. It is about building customer relationships, helping each other, building a lifestyle, sharing innovative ideas, learning new things and above all developing the society and the country as a whole. That is the reason why I love my profession and what I am doing right now. If you think that it is a 9 to 5 job that pays only a monthly salary and drains your energy, you are in the wrong place”, I said without hesitatingly. Tashi felt guilty but he was inspired and he apologized for what he said a few minutes ago. He was motivated. He hugged me with a sigh of relief and encouragement. After hugging each other we settled ourselves to the office.

Many people have a perception about their profession and how they feel about it. The banking sector, in particular, is perceived by some as a 9 to 5 job that pays you a salary but for me, it’s one of the sources that builds lifelong skills, knowledge, and talents through interaction with diverse customers, team members, leaders, and senior colleagues. There are many types of customers based on the skills, knowledge, and qualifications they possess. I have been serving in BDB, Lhamoizingkha Branch Office for more than four years and will be completing 5 years of my service on 1st May 2022. Being a credit officer was a challenge at the beginning since I lacked practical experience. With time, I loved what I was doing. I loved interacting with people, rendering services and products, helping them solve problems and guiding them. Banking is no more a 9 to 5 job for me. It’s a period in which I learn many new things every single day and impart the same to my colleagues at the office, to my friends outside the office, families and relatives.

Mentioned below are the TOP 20 LESSONS I have learnt in four years in my service.

1. To be responsible and accountable.
2. To respect customers and elderly people.

3. Teamwork is a must to achieve desired goals – decision making and problem-solving with the team.
4. To take initiatives and voluntary participation – self-leadership.
5. To avoid lackadaisical approach – to build enthusiasm and determination.
6. To render quality services and products.
7. To maintain professionalism in the workplace.
8. To take ownership – the fact of taking responsibility for the idea and issue.
9. Customers are the king – we survive because of them.
10. To give the best - never give up and maintain consistency in learning, creating and whatever you do.
11. Interpersonal relationship with the customers is the key to success.
12. To keep on learning - learning has no bar.
13. To be on time – punctual.
14. To be persistent, consistent and committed to whatever work you perform - these are the key factors for your victory.
15. To accept and learn from failure/ rejections - they are the stepping stone to success.
16. Investing in yourself – Investing in yourself

- is the best investment you will ever make.
17. To create your future/own path than to wait for the miracle to happen – hard work
18. Nobody is perfect so is you? Keep your ego down and mind your own business.
19. Not to waste precious time doing unnecessary stuff - time cannot be retrieved
20. To think out of the box – implementing innovative and novel ideas in the workplace.

My life is filled with these lifelong lessons that I have learned and that motivate me. We have so many things left to try, learn and implement in our real-life situations. Mahatma Gandhi said, “Live as if you were to die tomorrow and learn as if you were to live forever”. This adage



is an inspiration to all of us. Thanks to Mahatma Gandhi - one of the great Indian Leaders.

Sonam Duba,
Credit Officer
Lhamoizingkha
Branch Office, Dagana

RETROSPECT LOOK - MY CARRIER IN BDFC/BDBL

It has been indeed a great honor and privilege for the opportunity to serve the organization for more than 3 decades.

As it nears the end of one year extended term of contract service, it evokes to echo memories of journey, thus far the success, progress, failure, accomplishment/achievement and concerted team efforts. Throughout the evolution of the situation, the passion, humility and unity within the organization enabled us to meet challenges, make changes, and shift paradigms. We rededicate ourselves with renewed vigor to deliver our sacred responsibility more pronounced as the profile and image of the organization has been developed and advanced with gradual shift from Bhutan Development Finance Corporation (BDFC) to Bhutan Development Bank Ltd. (BDBL). This major transformative shift conveys a

comprehensive color and texture of people lives and living standards (social capital).

Among many others, today, with the rural credit facilitations services, the agriculture and horticulture cash crop commercial production/cultivation development has taken place. Their Majesties the Fourth Druk Gyelpo and Fifth Druk Gyelpo benevolent blessing has always been an ultimate and perpetual source of inspiration, guide and direction. The organization draws immense strength keeping with the Fifth Druk Gyelpo's Coronation Pledge to the people “protect you as parent, care you as brother and serve you as son”. It is His Majesty's tireless and selfless work that enables him to meet and speak to the people in the most inaccessible parts of the country, sometimes trekking for days on foot in rough terrain in order to visit them in their homes

and learn about their concerns and needs.

The staff workforce plays an indispensable instrumental role to leverage the institutional core values to excel and the competencies to deal with changing times to face the emerging contemporary and future challenges. In fact, the genuine attitude and leadership endeavor at all levels has transformed the organizational system management for in-house development and capacity building. In particular, the elevated status of BDBL today is due to the core competencies of the incumbent CEO and the predecessors as being visionary, inspirational, strategic, tactical, persuasive, decisive and open to feedback, inspirational skills, conflict management, dispute resolution, decision making and flexibility. Such leadership quality played/plays a significant vital role for the statutory organizational human resource development competencies as major pillar or a tool in translating institutional

insight/perception into a pragmatic reality. In closing, I wish to hope that the organization continues to flex its wings, paving the way to adapt to new eras and paradigm shifts with strength and resilience. There exists tremendous potential for progressive opportunity and huge appetite for change and developments, to say the least.

Emotionally driven on the eve of departure after a long year of association since inception, it strikes a chord of fond personal memories to state an old maxim “to meet, to know, to live and then to part is a sad tale of many human heart”.

Tashi Delek.

Tenzin Wangdi
Sr. Branch Manager
Samdrup Jongkhar

Cleaning Campaign - HO



In a cleaning campaign organised by Admin & HRM Department on 23rd October, CEO, GMs and all the staffs under respective department actively took part and made the event a very successful one. The cleaning

campaign was organised as to beautify the in and around surroundings of the office campus.

Samten Wangchuk, Head Office



FOREVER IN OUR THOUGHTS



The BDB family mourns the tragic loss of Mr. Sonam Penjor, Teller, Bumthang Branch, who passed away on 13th November, 2021. On the 7th day of his death the Management team and our branch colleagues offered Butter lamp (Karmi THongchoe) for his swift rebirth.

Samten Wangchuk, Head Office



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