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# ANNUAL REPORT

## (JULY 2019-JUNE 2020)

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DECEMBER 2020  
MINISTRY OF INFORMATION AND COMMUNICATIONS  
POLICY AND PLANNING DIVISION  
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## 1. VISION AND MISSION

The Ministry of Information and Communications (MoIC) is guided by its vision “Connecting the unconnected and establishing a harmonious knowledge society”.

The Vision is supported by its strategic and vibrant mission of promoting the development of reliable and sustainable information, communications and transport networks and systems, and facilitating the provision of affordable and easier access to associated services, particularly to meet the basic social needs and help improve living standards of people in rural and far-flung communities of Bhutan, for the ultimate purpose of making a meaningful contribution to Gross National Happiness.

## 2. INTRODUCTION

The Ministry of Information and Communications (MoIC) is mandated to increase safe, reliable and affordable surface and air transport, enhance access to sustainable, green and inclusive public transport, improve access to reliable and affordable ICT and media services, improve effective and efficient public service delivery, and to keep culture and tradition alive through ICT and media.

To this, the MoIC incorporated Inclusive Digital Index as KPI in the 12<sup>th</sup> FYP and targets to increase its value from 3.74 to 6.5 (out of 10) by the end of 12<sup>th</sup> FYP. In total the MoIC contributes towards the achievement of three major National Key Result Areas (4: Preservation of culture, 6: Carbon neutrality, climate and disaster resilient, 9: Infrastructure, communication and public services) and contributes to 19 Agency Key Result Areas. Thus, to achieve this, the Ministry implemented various programs and activities through the Department of Information Technology and Telecom, Department of Information and Media, Department of Air Transport, and Road Safety and Transport Authority.

The report highlights the overall achievement of the Ministry in the last one-year (FY 2019-2020) along with the activities executed as per the approved Annual Performance Agreement (APA) targets. The targets are monitored through the Government Performance Management Division (GPMD) to ensure that results are achieved in a timely manner and evaluated at the end of the Fiscal Year by the National Technical Committee (NTC). The achievements reflect the hard work and dedication of respective departments and divisions in achieving annual priorities of the Ministry consistent with the 12<sup>th</sup> FYP, and government priorities. The report attempts to ensure the correctness of the data as of 30th June 2020. The report is presented into four sections as follows:

- The first part highlights major achievements of the Ministry and captures numerous tasks performed by the Ministry as the ICT, Media and Transportation Desk for the COVID19 pandemic.
- Section 2 presents the background and current status of Inclusive Digital Index
- Section 3 reveals achievements of the Departments and Secretariat for the FY 2019-2020, and an overview of Departments and Secretariat's Financial Progress for FY 2019-20.
- Section 4 points out the implementation status of government pledge as of June 2020.

### **3. MAJOR ACHIEVEMENTS**

#### **3.1 Major highlights of the achievements of the Ministry**

- Establishment of Multi-Service Operator

The Bhutan NetCom was inaugurated on 11th November 2019 as the first Multi-Service Operator (MSO) in the country. The MSO is expected to enhance better TV picture quality, introduce new and innovative bundling and packaging of TV services, and improve transparent and increased revenue contribution to the Government. As of June 2020, the Bhutan NetCom tested in 33 distribution points and interconnected 11 local cable operators with its digital signals. Besides digitizing the television system, the MSO will enhance TV service coverage to 90 percent of the unconnected households within three years of their plan.

- Enabling BBS TV Connectivity to Rural Households

Developed implementation plan to provide nationwide Bhutan Broadcasting Service (BBS) TV connectivity to rural households using the South Asia Satellite (SAS). The launch of the SAS and establishment of the Ground Station in 2019 in Thimphu has enabled the BBS TV signals to reach the entire country. Based on the data collected six licensed permit holders for installation of Ku-Band dish antennas all across the country, and as of June 2020 the permit holders installed 365 households with Ku-band dishes. The program contributes towards the fulfillment of Agency Key Result Area (12th Five Year Plan) of the MoIC to achieve access to information and media for 90 percent of the Bhutanese population and aligns with the pledge of the present government to upgrade the BBS for enhanced definition and for a wider reach to improve it as the easiest, cheapest, and most effective way of achieving the aim of creating an informed society.

- Bhutan Sustainable Low-Emission Urban Transport Systems project

Implemented Bhutan Sustainable Low-Emission Urban Transport Systems project as an implementing partner to UNDP/GEF. The project aims to replace 300 Internal Conversion Engine Taxis to Electric Vehicles by the end of June 2022. As of June 2020, the subsidy for 128 EVs was disbursed as a project incentive to procure electric taxis.

- Reinforced the traffic rules and regulations

Accorded priority on reinforcing the traffic rules and regulations to ensure safety to all the road users. The reinforcement is done by making necessary changes to the provisions of the Road Safety and Transport Regulations 1999.

- **Introduction of mRSTA**  
Launched mRSTA (mobile app) to enhance RSTA service delivery. The app provides easy and immediate access to thirteen RSTA services and also conveniently functions as the digital copy of driving license and registration certificate. The introduction and integration of such e-services are also in line with the provisions of the Information, Communications and Media Act of Bhutan 2018.
- **Mobile coverage**  
All Gewogs and most villages (98.5%) have access to mobile networks. In addition, 200 Community Centers are also connected with fiber optics. Mobile subscribers till date stand at 741,999 as compared to 703,554 in 2018, which is a 5.5% increase. The percentage of the population (inclusive of floating population) availing mobile service stands at 99.1% which is about 3.3% more compared to 2018 (95.8%)
- **Internet coverage**  
Internet usage in Bhutan has increased significantly with total coverage of 97.4 per 100 inhabitants. As of date, the total number of internet subscribers has reached 729,733. The total number of internet subscriptions includes 41,673 EDGE/GPRS subscriptions [i.e. 5.6 subscriptions per 100 inhabitants], 681,239 mobile broadband (3G+4G) subscriptions [ i.e. 90.96 subscriptions per 100 inhabitants], 3,386 fixed broadband subscriptions [0.5 subscriptions per 100 inhabitants] and 3,435 lease line subscriptions [0.5 subscriptions per 100 inhabitants].
- **19th APT Policy and Regulatory Forum (PRF-19)**  
The Ministry hosted the 19th APT Policy and Regulatory Forum (PRF-19) organized by the Asia-Pacific Telecommunity (APT) from 14<sup>th</sup>-16<sup>th</sup> August 2020 in Thimphu. The discussion focused on its work within the five Strategic Pillars of the Strategic Plan of the APT for 2018-2020 which serves as the guideline for APT's activities from 2018-2020. The forum also provided opportunity for members to get the updates on the outcomes of the discussion from the APT-MM 2019 as well as discussed key takeaways for the adopted Ministerial Statement which provides five-year vision for the Asia-Pacific Region. It addressed issues such as connectivity initiatives, 5G, cross-border transfer of data, digital inclusion, etc., and discuss various issues including policy and regulatory challenges, opportunities, and best practices. The forum was attended by all APT Members, Associate Members, Affiliate Members of International/Regional Organizations.
- **Bhutan Space Week**  
In commemoration of His Majesty's 40th Birth Anniversary, the Ministry launched Bhutan Space Week on 17<sup>th</sup> February 2020 as an annual event for the purpose of promotion, outreach and education of space science and technology. The activity engages youth in space science and technology and aims to inspire young Bhutanese towards space science and technology. The official launch ceremony was graced by Honorable Prime Minister of Bhutan, Lyonchen Dr. Lotay Tshering.

### **3.2 ICT, Media and Transportation Desk for the COVID19 pandemic**

The Ministry spearheaded ICT, Media and Transportation Desk for the COVID19 pandemic to tackle COVID19 situation in the country. In line with its mandate following are the major achievements of the Ministry during the FY 2019-2020:

#### **ICT Sector**

- Developed twelve application system and mobile apps (Entry and Exit System, Health Facility System, Druk Trace App, Quarantine Management System: StayHome App, Control and Monitoring System, Check Post Management System, National and central COVID19 dashboard, Essential Goods Stockpiling system, Vegetable Market Information System, COVID19 middleware, and Essential Commodity Ordering System) in collaboration with the relevant government stakeholders and private sectors to facilitate the government's response to the pandemic.
- Provided support in establishing emergency infrastructure to host all COVID19 related applications which are currently in operation. A total of 16 virtual machines were provisioned. Supports related to network and systems are provided as and when required.

#### **Transport Sector**

- Deployed more than 50% (54) staff of RSTA to provide escort service for import and transportation of essential goods since 19th March 2020.
- Deployed 205 light vehicles for contact tracing and quarantine monitoring in high-risk areas.
- Deployed 17 Passenger buses in evacuating 560 Bhutanese from India.
- Developed 9 SoPs & 2 guidelines for the road transport sector.
- Conducted 7 relevant studies for the road transport sector.
- Provided escort service for 450 vehicles & 1800 students, truckers & other passengers from high-to-low risk areas.
- Conducted Highway inspection for enhancing the use of Druk Trace app in taxis & buses.
- Implemented Druk Trace app in every RSTA office & passenger buses.
- Provided online payment support for nine RSTA services on a daily basis.
- Monitored physical distancing in buses & taxi on a daily basis (Implemented odd/even number vehicle registration system for taxi movement throughout the country)
- Initiated Air Bubble Arrangement with India in an effort to facilitate Bhutanese airlines to operate during the pandemic. With the onset of COVID-19, the airlines have operated 72 relief flights carrying 5450 passengers. It also operated 28 charter cargo flights. Further, a total of 660 citizens and foreigners were repatriated from Bhutan to their hometown or their workplace.

## Media Sector

- Submitted 17 live-action videos & animations to BBS for airing to keep children engaged.
- Monitored newspaper and social media on a daily basis in collaboration with DITT & Media Council for correct dissemination of news/articles.
- Collaborated with the Media Council and BtCIRT (DITT) in issuing public notifications with regard to fake news, & prank calls on toll-free numbers.
- Developed a COVID-19 webpage (<https://www.gov.bt/covid19/>) to streamline the dissemination of official information to the public on COVID-19. The webpage serves as a comprehensive source on COVID-19 communication materials coming out of the government sources. The DoIM manages the webpage and serves as the Media Unit under the ICT, Media and Transport Desk during the times of disaster as per section 4.5 of the guidelines for Disaster Response and Coordination Mechanism 2020.

## 3.3 Ministry APA

The Ministry incorporated twenty-two Success Indicators (SIs) against its objectives to establish clarity and consensus about annual priorities of the Ministry and to drive the implementation and deliver the results against the annual priorities consistent with 12<sup>th</sup> FYP and government's priorities. Out of twenty-two SIs, twelve are contributed by Departmental and Secretariat SIs (deliberated in respective APAs). The table below reflects ten SI's that were specified only in the Ministry's APA:

Action	Success Indicator	Target	Actual Achievement
Connectivity to domestic and international air routes enhanced	Construction of additional emergency landing pads	4	Mongar completed. Lunana: 80%. Phobjikha:30%. Samtse: 75%.
	Technical Assistance confirmed for Gelephu Domestic Airport expansion	Oct-Nov	The Technical Assistance for expansion of Gelephu Domestic Airport was confirmed on 18th November 2019 by approval document TA9864-BHU: Enhancing Aviation Sector Development Capacity. The project data sheet is available with ADB ( <a href="https://www.adb.org/projects/53278-002/main-project-pds">https://www.adb.org/projects/53278-002/main-project-pds</a> ). Currently, the Request for Proposal (RFP) for consultancy recruitment was opened on 09th July 2020
Access to Information	Develop proposal on sustainable media	April	Procurement formalities to hire international consultant completed and



on and Media enhanced	and submit it to the Cabinet		report was prepared in April 2020. An international consultant was supposed to visit the country in April 2020 for the review of the draft report, but it had to be postponed to next FY due to COVID19 situation.
Increase public transport connectivity	All Dzongkhags connected to Thimphu with public transport services	1	Rated as poor since evidence of study carried out was lacking
Accessibility of ICT Services achieved	Achievement in connectivity reliability	95%	The fiber reliability: ISPs:98.9. BPC:99.6%. BTL and TICL: 100%.
	Establishment of third international gateway	30%	The SI has been changed to "timeline by which negotiation on establishment of 3rd international gateway is initiated." However, as the achievement of the SI is dependent on India, the SI could not be achieved.
Strengthen APA Implementation	Timely submission of APA implementation updates	On the deadline communicated by GPMD	Always submitted APA implementation updates on or before the deadline communicated by GPMD
གཞུང་འབྲེལ་གྱི་ཡིག་འགྲུལ་ཚུ་རྫོང་ཁའི་ནང་གི་འབྲེལ་བའི་བརྒྱ་ཚད་	ངོས་འཛིན་འབད་ཡོད་པའི་ཡིག་འགྲུལ་ཚུ་རྫོང་ཁའི་ནང་གི་འབྲེལ་བའི་བརྒྱ་ཚད་	100%	125 Dzongkha official correspondences made including office orders and transfer orders
Enhance integrity system by implementing OIP	Integrity score improved	50% of OIP implemented	Employees in Departments were trained last year by PPD and IA and focal officer were identified to train on OIP in future. Out of the 10 parameters (which accounts for 50% of OIP), only 6 of them have fulfilled.
Ensure Annual Budget Utilization	Percentage of annual budget utilization	100%	Ministry's budget utilization until end of February was 75.4 % and activities were smoothly ongoing. However due to COVID19, budget was reprioritized and 25% of the allocated budget was surrendered.

## **4. INCLUSIVE DIGITAL INDEX**

ICT Development Index (IDI) is a composite index that combines 11 indicators (i. Fixed telephone lines per 100 inhabitants, ii. Mobile cellular telephone subscriptions per 100 inhabitants iii. International Internet bandwidth (bit/s) per Internet user iv. Proportion of households with a computer v. Proportion of households with Internet access at home, vi. Internet users per 100 inhabitants vii. Fixed broadband Internet subscribers per 100 inhabitants viii. Mobile broadband subscribers per 100 inhabitants, ix. Adult literacy rate, x. Secondary gross enrolment ratio, xi. Tertiary gross enrolment ratio) into one benchmark measure. It is used to monitor and compare developments in information and communication technology (ICT) between countries and over time. It has been published annually since 2009.

As per the set of indicators Bhutan was ranked 121 out of 176 countries with 3.74 as IDI value in 2017. Since then, the IDI value has not been released as the ITU is in the process of updating the composition of the IDI in response to technological developments. Until today the Secretariat continues to work with the expert group on the development of new IDI based on a robust, sound and scientifically proven methodology.

## **5. DEPARTMENTAL ACHIEVEMENTS**

### **5.1 Department of Information Technology & Telecom (DITT)**

#### **Vision**

To create an ICT-Enabled, Knowledge Society as a Foundation for Gross National Happiness.

#### **Mission**

Promote ICT as an enabler of national development, supporting development of reliable and affordable ICT infrastructure and services in the country, promotion of good governance, sustainable socio-economic development, and enhance ICTs' contribution to GDP and employment generation through the use of ICTs.

#### **Objectives**

- i. Application of ICT for promoting efficiency, governance and economy strengthened
- ii. Accessibility of ICT Services achieved
- iii. Adoption of ICT for improved service delivery
- iv. Achieve Digital Drukyul Flagship Program Objective
- v. To enhance citizen satisfaction of public services
- vi. To strengthen ICT industry
- vii. To ensure successful implementation of the Flagship Program

The activities implemented by DITT to achieve the above objectives as are as follows:

Action	Success Indicator	Target	Actual Achievement
<b>A. Regular programs</b>			
Ensure Affordability, Availability and Reliability	Reduction in the cost of Leased line Bandwidth per mbps	0.003	Nu. per Mbps is Nu. 1350. (More than achieved)
	Achievement in Connectivity Reliability	94	Fiber availability for the month of April and May was 100% for TICL and BPC. Fiber availability for the month of April and May was 94.83 and 93.27 respectively for BTL.
Harness Space services for socio-economic development	Percentage Completion of Satellite Control Center Design	100	RFP received from NHDCL and evaluation completed. Design of Satellite Control Center awarded to NHDCL and contract agreement signed. Presentation on the Inception Report by NHDCL completed. Presentation on the Interim Report by NHDCL completed (conceptual designs)
	Concept note on satellite/space policy and strategy submitted to the Cabinet	06/08/2020	Concept note submitted to GNHC for onward submission to the Cabinet on June 3, 2020. The strategy document is still in draft stage.
	Percent of SAS Transponder utilized	95	4 applications for SAS, all are achieved 1. broadcasting of TV channels 2. Backup connectivity/ emergency communication network established 3. Connecting off grid gewogs 4. Digital satellite news gathering
	Number of programs/activities conducted during Space Week	3	Space Week carried out from 17-23rd February, 2020. Activities conducted for the Space Week 2020 were: Space Seminar, Space Quiz Competition, Demonstration of GS operation, and Space themed movie screening

	Development of small-satellite with ISRO	70	Held consultation meeting with NCHM on March 11, 2020. Project collaboration finalized and focal identified. Finalized mission of the satellite via VC on May 15, 2020 with ISRO as follows: Primary: Store & Forward - to collect data from 10 automatic weather station of NCHM Secondary: APRS-DP - to engage colleges of Bhutan to communicate with the satellite IIST/ISRO team. Currently working on preliminary and secondary design of the Primary payload. Umbrella MoU drafted and government approval is being sought to sign it. After signing MoU, an Implementing Arrangement will be signed for the Joint satellite project.
ICT Security Enhanced	Percentage of reported cybersecurity incidents resolved	50	Resolved 100% of incidents: 1st Quarter: 21 of 21 incident resolved 2nd Quarter: 19 of 19 incident resolved 3rd quarter: 10 Of 10 incident resolved 4th quarter: 38 of 38 incident resolved
Productivity enhanced & Government DataHub Platform	No of G2C Services migrated to SSO/Datahub	100	148 G2C services migrated to the datahub staging environment. 30% payment made to the consultant. ToT for MoAF, BECSEA, DCRC completed. ToT for NHDCL, DHAE and passport ongoing. Application Testing by respective agencies ongoing
	Percentage of civil servants (with GSuite account) competent in using GSuite (Drive, Docs, Spreadsheet, Slide, Calendar)	>65	83.8% active users as per the Google Admin Dashboard. Annual Usage Survey is yet to be conducted.

	Number of DataHubs (API) operationalized.	2	API for Kidu, COVID19, MoF developed and deployed to the staging environment. Provided support to citizens during registration to SSO. Number of citizens registered with SSO is 6863.
Improve ICT service delivery in Ministries / Agencies / Dzongkhags	Number of Dzongkhags ICT cluster established	16	Received approval from RCSC for the implementation of cluster. Due to COVID-19, ICTM arranged google meet to inform the ICT Heads of the dzongkhag. Official letters sent to all the ministries, agencies and regional officers for reference and record.
	Recognition of ICT Champion and award for website competition	05/17/2020	Recognition of ICT Champions was deferred due to COVID-19 and no ICT champions were recognized. The day (World Telecommunication and Information Society Day) was marked with a press release from the Ministry.
	Timeline Implementation of mandatory IWP for ICT professionals	07/31/2019	Shared the final document to ICT Professional. Mid Term Review conducted in December 2019. Collected the final updates from the ministries, agencies, dzongkhags and thromdes for evaluation on Jan 2020
ICT Industry Development	Number of Jobs created in IT and ITES sector	100	Provided a tax exemption recommendation letter to TTPL who extended their scope to provide IT services to both internal and external markets employing 27 individuals. As of date 151 people employed by following IT service Companies: iMerit: 108, Dragon coders: 7, Startup 9; TTPL: 27
	Total annual ICT Industry Revenue	500	Nu.6.66 billion (2018-2019,2020) as per DRC/MoF record.

Monitor and report flagship program	Progress as per signed Digital Drukyul Flagship Performance Agreement	100	In collaboration with GNHC, Digital Flagship PMU presented the flagship statues to the Hon'ble Prime Minister. As per the meeting following directives were issued by the HPM: 1. List of activities that cannot be implemented till Jan, 2021. 2. List of activities to be initiated by Jan 2021. 3. List of activities to be implemented during April - Dec 2020 4. Strategy work plan for activities impacted by COVID19.
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### B. Flagship programs:

Action	Success Indicators	Target	Actual Achievement
Ensure secure online transaction through Digital IDs	Draft Digital Identity regulation is developed	30/4/2002	Drafted required regulations pertaining to Digital Identity
	Identified integrated Digital ID platform	30/5/2002	Achieved
Provide connectivity to additional schools, health centers and government offices	Number of government offices and institutes connected	691	Achieved
	Domestic redundant ring is established	1st week of June 2020	Achieved
Train and certify ICT professionals and enhance digital literacy	Training of non-ICT professionals on digital literacy	1000	Trained 650 out of 1000
	Draft Child Online Protection guideline is drafted	March 2020	Completed the draft in June 2020
	National Cybersecurity Strategy drafted	March 2020	Completed the draft in June 2020.
Monitor Flagship Program	Timely monitoring and reporting of the Flagship Program	Last Friday of every month	Achieved

## Other Achievements:

- Internet International Gateway (IIG): Coordinated and conducted a series of high level national and regional meetings to establish Internet International Gateway (IIG) to bring in additional connectivity for Bhutan. In line with the policy to keep the rates of the international link competitive and to ensure that there is no increase in the costs levied to the end customers, the RGoB Internet Service Providers expect to get the additional IIG link at around USD 4-5 per Mbps per month.
- Renewal of the Telecom license: Initiated study on the renewal of the Telecom license which is due in 2023. The review is based on the set of recommendations submitted by the BICMA. The findings will determine the amount of money the telecom operators will have to pay in the form fees and levies to the government.
- Extend GovNET Government Network (GovNET) is a private network established to interconnect government agencies with the primary objective to provide a high-speed and secured platform to access applications hosted at the Government data center through the network. To date, 240 agencies (61 agencies in Tsirang Dzongkhag, 55 agencies Samdrup Jongkhar Thromde Extension, 65 agencies in Wangdue Phodrang dzongkhag, 6 agencies in Trongsa dzongkhag, 12 agencies in Bumthang Dzongkhag, 41 satellite offices under various ministries) were connected under the initiative.
- Government Data Center (GDC)Automation and Enhancement Project: The GDC Automation Project was implemented in order to facelift the existing GDC Infrastructure in terms of overall resource provisioning and building an agile application hosting platform. Under the GDC Automation project, a web-based DevOps lifecycle tool, Cloud Portal to access Virtual Machine resources, Kubernetes Cluster, and a local container image repository for whole-of-government usage has been deployed to establish a platform to support microservice architecture in the GDC infrastructure.

As part of the project, a hands-on knowledge transfer session was conducted on essential DevOps tools. The training was attended by System Administrators and Developers from various governments as well as from corporate agencies. In addition, concepts on container-based technology or microservice architecture were also introduced to the participants.

On the network front, the department optimized the GDC network through Resource Public Key Infrastructure (RPKI) to safeguard the GDC network and services from the risks associated with Border Gateway Protocol (BGP) route leaks and misconfiguration.

The GDC backup has been established in the Government Network (GovNet) Server room to host and back up critical government systems and as a part of the security and vulnerability fixes DNS upgrade and DNS failover has been initiated for the local GovNet DNS servers.

- Developed detailed implementation plans for the approved eGovernance Policy in realizing the policy objectives and to ensure effective implementation of the eGovernment Master Plan.
- Published “Jomolhari font” on Google Fonts repository making Dzongkha fonts available for online content and Dzongkha writing feature for GSuite products.
- Facilitated in imparting training on Data Science & Data Model for Decision Making, Digital Strategy, Android App Development, Data Analysis and Google for Education by Google experts.
- Initiated expansion of Druk Research & Education Network (DrukREN) project. The network promotes research and educational activities among research institutes in Bhutan. Under the initiative, connected 28 Research and Education Institutes (REI) to the network out of which 4 institutes were connected in this fiscal year.
- Conducted digital literacy training of trainers for 24 ICT professionals and trained 650 general public to enhance the capability of citizens to adopt ICT for consumption, economic and social empowerment.
- Facilitated the Ministry of Education (MoE) in introducing a revised ICT curriculum for all levels (class PP-XII) and assisted in design, planning and development of technical requirements for ICT infrastructure for ICT labs in schools across the country.
- Facilitated in establishing institutional linkage between technology colleges (Gyalpoishing College of IT and College of Science and Technology (CST) and private sector to bridge the gap between industry need and academic institutes, and foster the culture of R&D in these two colleges.
- Organized 4th ICT Conference with the theme of “Building A Smart Nation Through Technologies” with participation of 120 ICT professionals from Ministries, Dzongkhags and Thromdes.
- Organized first Hackathon with participation of 95 ICT officials.



## 5.2 Department of Information and Media

### Vision

To create a vibrant and informed society towards a Shared National Consciousness

### Mission

To optimize the use of information and media as a tool to nurture a knowledge-based democratic society

### Objectives

- i. Create conducive growth of media through formulation/ consultation/collaboration with various stakeholders on issues related to policies, regulations and legislations;
- ii. Create right infrastructure for media uptake;
- iii. Develop strategies and standards for development of local contents;
- iv. Stimulate a vibrant and creative arts sector to strengthen national identity;
- v. Enhance effective use of media for strengthening of democracy;
- vi. Facilitate the dissemination of the Government information by using the Government Web Portal and any other means.

The activities implemented by DoIM to achieve above objectives as are as follows:

Action	Success Indicator	Target	Actual Achievement
Professionalize media and creative arts	Number of capacity development programmes for IMO/Media focal persons organised	1	Conducted 1 Social media for Empowerment training/workshop for 18 Dzongkhag IMO/Media.
	Number of grants provided to local media houses	10	Supported 12 media houses in total: 5 private local media houses to cover two articles each. 7 local media houses by distributing media literacy advocacy inserts to print in their papers
Increase media and information literate population	No. of awareness programmes conducted on MIL for the general public	5	5 MIL programs carried out (4 workshops for 71 GAOs and 1 printing of MIL Posters)

	No. of Teachers trained on MIL	500	This Activity is not possible to carry out before December owing to exam preparation. As per the annual workplan it is planned after school reopening and sensitization workshop letter was sent to 8 Dzongkhags. However, owing to COVID-19 situation we could not carry out the workshop.
	No. of school students sensitized on MIL	1000	187 students sensitized on MIL. MIL sensitization for the remaining 7 schools were planned from March after the reopening of the Schools. Further, DoIM is constrained by limited staff.
Increase in number of programmes on local creative media and films and contemporary arts organized/supported/produced	Number of local content developed/promoted	3	3 programs carried out (Two comic books, Live-action movie, and Druk Gi Kalapingka)
	Number of programmes carried out to develop and promote creative media and films	2	Activities transferred to NFC.
	Number of annual media events supported	2	Mandate and budget transferred to Media Council
	Number of programmes organised/supported to promote Contemporary Arts	2	3 programs conducted (1 TV/Stage Anchor training, Support for Gokab Dance, Winter Art Program-Art for People)
Percentage of population with access to information and media increased	Percentage of work completed for film studio	90	78.25 % as of May 2020. The work got delayed because of COVID-19 situation.

**Other Achievements:**

- Developed Plan of Actions and Strategies for Media and Information Literacy Program and Resource Package on Media and Information Literacy for Facilitators in Schools and Institutions in collaboration with the REC and the MoE.
- Reviewed Media Studies Curriculum (MSC) as optional subject for classes XI and XII.
- Organized media coordination during the State visit of the Prime Minister of India Shri Narendra Modi to Bhutan from 17–18 August 2019 by facilitating the coordination of 48 foreign media personnel and 14 local media covering the visit.
- Facilitated in establishment of the Media Council.
- Facilitated in establishment of National Film Commission as an autonomous government agency.
- Spearheaded in construction of the film studio in collaboration with the Royal Office for Media (ROM) and the Film Association of Bhutan (FAB).
- Facilitated in a capacity building program for Bhutanese film industry in South Korea.

### 5.3 Road Safety and Transport Authority

#### Vision

To ensure access to safe, sustainable and inclusive transport systems for accelerated socio-economic development

#### Mission

To provide and develop safe, reliable, efficient, cost effective and environment friendly transport services in support of strategies for socio-economic development of the country

#### Objectives

- i. Enhanced effectiveness and efficiency in delivery of public services
- ii. Vehicular emission controlled and traffic congestion reduced
- iii. To increase Surface Transport Connectivity to wider networks (rural, national and regional)

The activities implemented by RSTA to achieve the above objectives as are as follows:

Action	Success Indicator	Target	Actual Achievement
Improve Public service delivery	Number of offices renovated for improved public service delivery	5	Six renovation works were successfully completed in this FY: 1. Renovation of Bus shed in Thimphu 2. Sewerage pipeline and resurfacing of parking at Bajo 3. Modification of office canteen in Thimphu 4. Compound lighting and office rewiring in S/Jongkhar 5. Resurfacing of Bus terminal in S/Jongkhar 6. Installation of AC and carpeting of conference Hall in Tashigang.
Revision of Road Safety and Transport Regulations 1999	Percentage completion of RST Regulations 1999	95%	The Revision of the RST Regulations 1999 is 95% completed. The rest 5% is to get formal approval to implement the updated regulations and will be completed in the next fiscal year.
Promote and enhance road safety	Number of drivers tested for drug abuse	2500	2000 drug testing kits are procured for the purpose of conducting the drug test by the five regional and 22 base offices led by RSTA head office in the next fiscal year. The target set is inclusive of the kits procured to conduct the test and tested with the existing kits-where more than 500 commercial drivers were tested for drug achieving the target of 2500.

	Number of people trained on road safety	6000	Trained and educated 6080 people comprising students, traffic police, civil servants, driving training instructors, RSTA officials, De-suups, RBA Personnel and another general public.
	Number of times the Decade of Action for Road Safety (2011-2020) is reviewed	1	The Decade of Action for Road Safety 2011-2020 is reviewed in the month of January, 2020 with the involvement of relevant stakeholders and provided the update report in terms of the actions taken as per the activities and target reflected in the document.
	Annual Road Safety Conference Conducted	1	Conducted Annual Road Safety Conference in Phuntsholing from 27th to 29th January 2020.
Promote eco-friendly surface transport	Number of electric vehicles registered	118	As per the e-RaLIS report, as of June 30, 2020 128 Electric vehicles were registered in the country including private, government, taxis, Diplomats and BHT.
Increase public transport ridership	Number of times the public transport (bus and taxi) fare is assessed and reviewed	2	The public transport fare is assessed every six months. The first assessment did not require revision of the fare. The second assessment required 5% rise in the fare and has been implemented since 15/03/2020.
	Percentage increase in public transport ridership	4	The public transport ridership was severely affected by the outbreak of COVID-19 where the authority had to decrease the bus passenger capacity by 50% in order to reduce the risk of virus transmission and to maintain the social distancing as per the government directive from the month of March 2020. The report showed that the ridership would have increased by more than 4% if not affected by the pandemic. Since the target was not met due to the pandemic, the authority was considered as achieved because of the unavoidable genuine circumstances. As revealed by the study, the target would have been easily achieved if it is not for the current pandemic.

Increase Connectivity	Gewog	Number of gewogs connected with public transport service	150	The total no. of gewogs connected (fully or partially) by passenger transport services as of 30th June 2020 is 151 out of 205 gewogs which covers around 73.6% of the entire country's gewogs with the public transport services. The gewog connectivity is calculated with the list of passenger transport services connecting the gewogs (fully or partially) with the passenger transport services. Partial connection is known as the gewogs connected by the passenger transport services enroute to other destinations within the parameter of 10-15 KM from the actual designated routes.
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**Other Achievements:**

- Facilitated government in collecting revenue: In the process of providing public services, the department collected total revenue of Nu. 420,024,771.15. Revenue sources include the motor vehicle registration fees, driver licensing fees, motor vehicle fitness testing fees, and other allied activities including fines and penalties for transport-related offences and violations.

## 5.4 Department of Air Transport

### Vision

To provide efficient and reliable delivery of services for safe, secure and sustainable operation of airports in Bhutan.

### Mission

To develop and manage airport and air navigation infrastructure and services to international standards, meeting our stakeholder's values while profitably contributing to the national economic development.

### Objectives

#### i. Management and Operations of Air Transport Services

The activities implemented by DoAT to achieve the above objectives as are as follows:

Action	Success Indicator	Target	Actual Achievement
Airport Security and safety enhanced	Timeline by which PCN machine is hired	04/30/2020	The PCN machine has been hired and carried out PCN evaluation of Paro International Airport runway, parallel taxiway and Bumthang domestic airport runway. Completed on 31/12/2019.
	Percentage completion of strengthening of turn pad at Paro Airport	100%	Project delayed due to COVID-19 pandemic. The technical personnel and specialized equipment could not arrive due to COVID-19 restriction.
	Percentage completion of procurement of security gadgets at paro international airport	100	Delivered and completed.
	Timeline by which testing kits for security gadgets are procured	04/15/2020	Achieved
	Percentage completion of site development work at PIA	100	Achieved
	Percentage completion of runway resurfacing at PIA	100	Project delayed due to COVID-19 pandemic. The technical personnel and

		specialized equipment could not arrive due to COVID-19 restriction.
Percentage completion of removal of Landslide debris from the end of the runway at YDA	100	Achieved
Timeline by which the maintenance of com/nav infrastructure completed	03/15/2020	Achieved
Timeline by which purchase of ambulance for YDA is completed	05/15/2020	Achieved
Timeline by which security gadgets at Yonphula Domestic Airport is Procured	05/31/2020	Achieved
Timeline by which security gadgets of Gelephu Domestic Airport are procured	04/15/2020	Achieved
Number of staffs sent for In-country training	25	More than 25 staff members have undergone in-country training.
Number of Aviation Security Staff trained under mandatory and CASP-AP	3	Total 16 AVSEC staffs are trained on the CASP-AP programme
Number of employees sent for Mandatory training	20	Total 26 staff have availed mandatory training.
Percentage completion of seasonal river dredging work at GDA	100	Achieved
Number of staffs availed training/seminar/workshop under Airport Council International and ICAO	5	12 staffs have undergone ACI and ICAO trainings/seminar/workshop
Percentage completion of road extension and repair at YDA	100	Achieved
Percentage completion of construction of Terminal Building at BDA (Spill-over)	100	The BDA terminal is almost completed structurally. However, the specialized services such as under floor heating system, conveyor belt, fire alarm, FIDS, LAN and PABX, electrical substation, automatic sensor doors etc. was delayed



			due to COVID19. The physical progress was also hampered due to the harsh winter season whereby the concrete work has to be stopped. The average progress is 62%.
	Percentage completion of relocation of Air Force Element (Spill-over) at PIA	100	Achieved
Airport Customer Service enhanced	Timeline by which the purchase of trolley and passenger chairs is completed	04/30/2020	Purchase and delivery of trolleys has been completed on time. The delivery of passenger chairs has been hampered by COVID19 pandemic.
Connectivity to domestic and international air route enhanced	Percentage completion of extension of BPC power line to Chelela remote station	100	The extension of power supply to Chelela (second remote station) has been given to BPCL as deposit work and 100% fund has been released as required for deposit work. However, due to COVID19, the procurement of material such as transformers, cabling and accessories are halted in India and their materials in stock has been diverted to Gyalsung project. Hence physical progress is 40%. Yet now BPC has tendered out to initiate the work sooner
	Percentage Completion of establishment of second remote station for PIA	100	Establishment of remote stations is partially completed. Groundwork and most of the equipment delivery to site has been on-going. However, installation, testing and commissioning will be delayed as installation and service engineers will not be able to move to site until COVID19 situation improves. The physical progress is about 70%
	Percentage completion of robust and reliable back up power supply of 20 kVA UPS system for domestic airports procured and installed	100	Purchase and installation of robust power supply (UPS) work has been delayed due to COVID19 issue as equipment dispatch has been stuck at Singapore. The physical progress is 40%

**Other Achievements:**

- Signed MoU with the Government of India in August 2019 to enable safe, orderly and efficient development and operation of air services. This is also in line with the critical requirement of the International Civil Aviation Organization (ICAO) adding a milestone in the aviation sector.
- Acquired Air Traffic Control service from the Indian Air Force Element (AFE) on 27<sup>th</sup> Feb 2020. The activity has an important landmark in the aviation industry in Bhutan as the required services will be rendered by nationals who has been trained and equipped with technical skills in the area.

## 5.5 Secretariat

### Objectives

- i. To prepare and coordinate formulation of policies, plans and programs for the Ministry
- ii. To ensure efficient and prudent financial management services
- iii. To facilitate and ensure secure and reliable ICT services in the Ministry
- iv. To effectively and efficiently administer and manage
- v. To improve the internal control processes and ensure efficient and effective use of resources

Action	Success Indicator	Target	Actual Achievement
Initiate new projects and ideas in support of the 12th FYP	Procurement of Electric Vehicles	80	As per the request made by MoIC, the government came up with the directives to purchase/replace government vehicles with EV. Created a conducive environment for the promotion of EV's through installation of additional charging stations, revision of policies and mobilization of additional budget.
	Number of new initiatives undertaken	2	Developed and operationalized mRSTA mobile app. Introduced online token system for RSTA services.
	Installation of public charging stations for the Electric vehicles	10	Received Land User Certificate for the construction of Public Charging Stations for the sites (Paro, Haa, Punakha, Wangdue) Construction of Public Charging stations completed 90%. 15 numbers of DC chargers and 10 AC chargers received by the PMU, PPD.
Coordinate and ensure mid-year review for APA 2019-2020 for the	% of work progress reported at the Ministry level	50	Work progress reported every quarter during the Quarterly Coordination Meeting

Ministry is conducted			
Initiate and execute monitoring and evaluation services in coordination with departments to ensure smooth implementation of plans and programs	% coverage of M&E initiated for all departments	100	M&E was planned from April 2020. However, owing to travel restrictions the planned activities could not be performed.
Preparation of the State of the Nation report	Number of Key achievements reported in the State of the Nation report	5	1. Air Traffic Control took over at Paro International Airport. 2. South Asia Satellite ground station inaugurated in August 2019. 3. Reduction of vehicle ownership transfer fee from 5%-1% 4. Waiver of 5% communication tax. 5. Multi Service Operator licensed in Nov. 2019.
Review and formulate policies and regulations	Number of key policies and regulations reviewed and formulated	5	1. Transfer of City Bus services from Bhutan post to Thromde in April 2020. 2. Policy on entry of Pvt. helicopter services approved in March 2020. 3. Space policy (concept note) submitted to GNHC 4. Draft sustainable media policy 5. E-gov policy approved 6. Road safety and transport regulations 1999, reviewed and formulated.
To review and provide internal audit findings	Implementation of Internal Audit recommendations	100	80% follow up resolve as per Internal audit observations
Initiate and conduct Mid-term budget review for 2019-2020	% of financial progress or budget utilized	50	Utilization rate is 97.8 %

Prepare annual budget for the Ministry and Departments	Timeline in which annual budget for the fiscal year 2020-2021 is prepared	02/28/1920	Annual budget preparation completed within February
Provide on time ICT related services to the Secretariat and Departments	Ensure secure and reliable Internet connectivity for all personnel	100	No downtime
	Ministry's Web Page ranking	Outstanding	79.77%
Monitor and guide AFD personnel to effectively carry out administration works	Number of issues regarding disbursement of funds and remittances	100	Experienced some problems when e-Pems was launched. In subsequent months the system has improved and there is no problem.
	Percentage of inventories updated upon procurement of goods	100	All inventories updated upon procurement of goods till date.
Conduct internal audit in accordance with the work plan	Percentage of work plan executed	100	90 % work executed as per work plan.
	Follow up on internal audit reports and recommendations	100	Resolved 80% of audit observations.

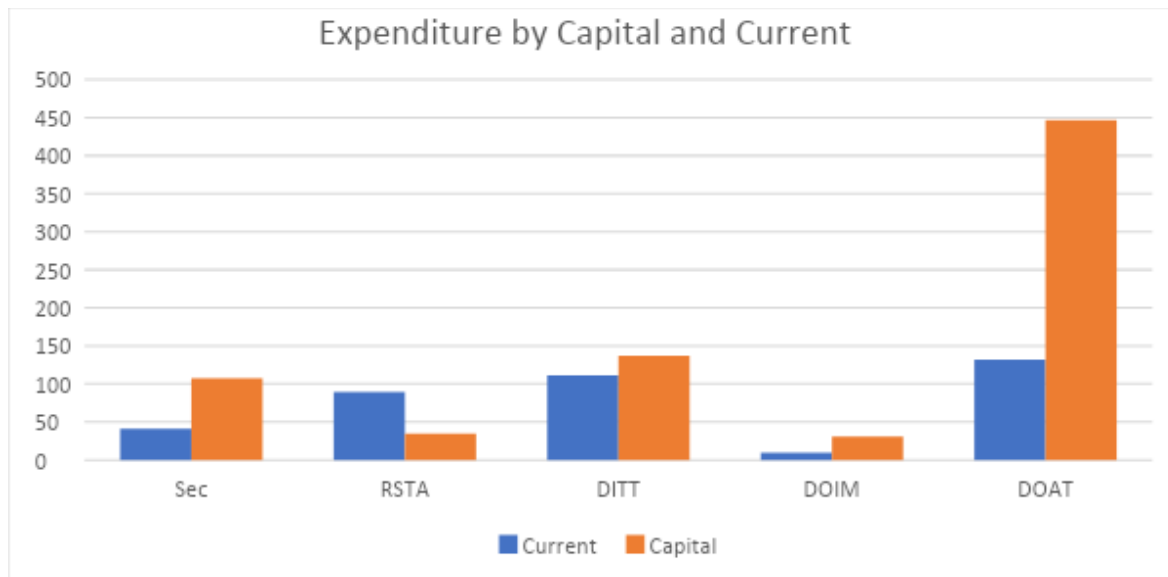
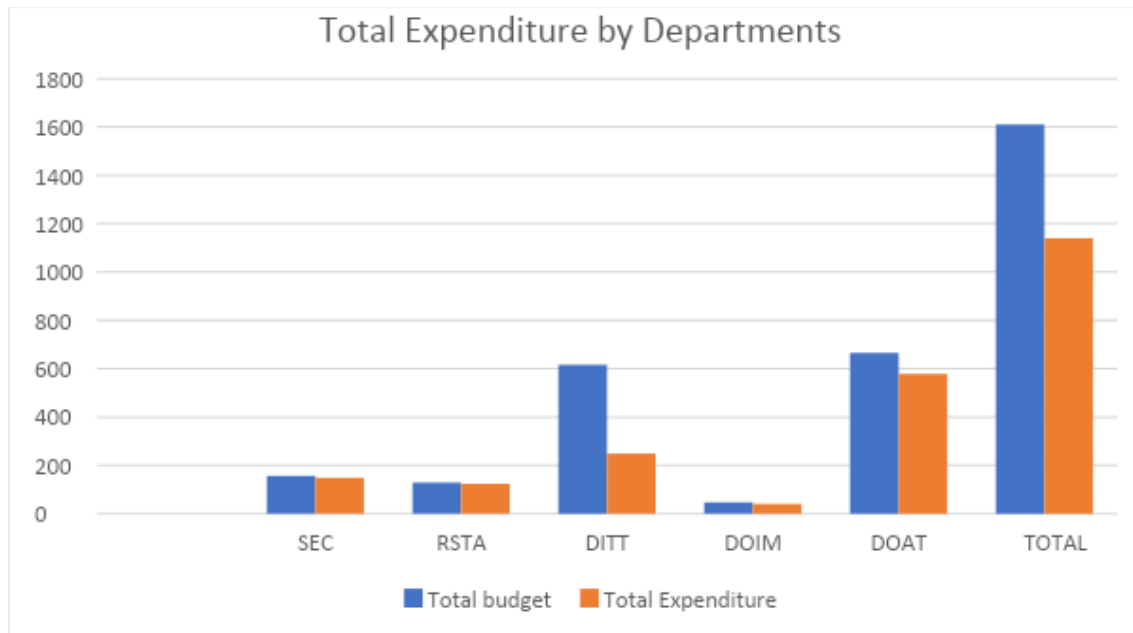
- Financial Position of Drukair & Tashi Air: Conducted detailed study on the overall financial position of two airlines to ascertain domestic and international operations and to assess the requirement of government subsidy provided for operating domestic sector flights. The report offers a quick review of the financial health for two airlines and other information relevant for decision making.
- Universal Service Fund (USF): Conducted detailed study on the utilization and handling of USF by BICMA. The study revealed that the handling of USF by BICMA is in line with its mandates provided by the Information, Communications and Media Act of Bhutan 2018. Further, the study also recommended reviewing the Rules and Regulations Governing the establishment and Administration of the Universal Service Fund 2019 for proper utilization of the USF.

- Reviewed Surface Transport Policy: The Surface Transport Policy 2006 does not fully address the entire transportation sector and emerging issues. Therefore, the Ministry initiated developing a comprehensive transport surface transport policy. The new policy captures alternative modes of transport such as ropeway, cable-car, railway and riverine transport, urban transport, provision for clean, green and sustainable transport systems among others. Based on the broad policy principles, the Road Safety and Transport Act 1999 will be accordingly reviewed to capture other modes of surface transport.

## 5.6 Financial Progress

The Ministry received a total of Nu. 1611.22 Million for the fiscal year 2019-2020 which is 48.75% of its total 12<sup>th</sup> FYP outlay of Nu. 3,305 Million (excluding budget allocated to Bhutan Civil Aviation Authority). The overall budget achievement reported for the FY 2019-2020 was at 70.73%. The detail of the expenditure for the FY is as follows:

DEPTS	Budget		Total budget	Expenditure		Total Expenditure
	Current	Capital		Current	Capital	
SEC	41.892	114.363	156.26	41.098	107.272	148.37
RSTA	92.747	35.617	128.36	89.344	34.347	123.72
DITT	115.421	500.192	615.61	111.446	137.184	248.63
DOIM	14.710	31.490	46.61	9.228	30.946	40.17
DOAT	134.853	529.933	664.79	132.138	446.545	578.68
<b>TOTAL</b>	<b>399.623</b>	<b>1211.595</b>	<b>1611.22</b>	<b>383.254</b>	<b>756.321</b>	<b>1139.58</b>



### 5.7 APA Evaluation report by National Technical Committee (NTC)

As per the evaluation framework of the NTC, the assessment of NTC reported an increase in the overall performance score from self-reported /IRC score of 88.026 to 95.2% for the Ministry and 63.95 to 89.84 for DITT regular programs. This was due to the low self-rating given by the Departments/IRC without considering the impact of COVID19 on achieving the target of the success indicators. This was also due to the fact that the internal process for reviewing and validating the APA scores with the HoDs and the Head of agency was not carried out or fulfilled prior to submission. The NTC highlighted their observations and recommendations for the Ministry to further improve its APA. As endorsed by the NTC, the score of 95.2% was accepted as a final score of the Ministry.

Particulars	Internal Review Committee (IRC) Score	National Technical Committee (NTC) Score
Ministry	88.025	93.2%.
DITT		
Regular program:	63.95	92.7
Flagship:	93.33	93.33
DoIM	99.30	99.30
DoAT	88.4	88.4
RSTA	100	100
Secretariat	94.75	94.75

## 6. GOVERNMENT PLEDGE

Pledges	Implementation status/progress	Remarks
Establish a film, music and documentary promotion Fund	<p>Members of the National Film Commission appointed on 31 July, 2018 and had its first meeting on 5 November, 2018.</p> <p>The Ministry wrote to the RCSC for the establishment of NFC secretariat on 9 March 2018.</p> <p>-Appointed Mr. Tenzin Gyeltshen as the focal person to the NFC Secretariat.</p> <p>-The Ministry wrote to the RCSC for the establishment of NFC secretariat on 9 March 2018. 2 meetings were held amongst the RCSC, BICMA and DoIM on 4<sup>th</sup> and 15<sup>th</sup> October. The meetings decided that DoIM to review and propose the structure and staffing of the NFC and identify relevant officials for the NFC.</p> <p>-Furthermore, the Department again received directives from the RCSC on 16 November, 2018 to propose structure and staffing of the NFC and to identify relevant officials to be transferred to the new agency.</p> <p>-3<sup>rd</sup> July 2019 -DoIM Director wrote to the Focal Commissioner of MoIC, identifying officials to be transferred to NFC and MC.</p> <p>-10<sup>th</sup> July 2019- The Offtg. Secretary enquired about the establishment of Secretariats for NFC and MC during the RCSC Commissioners familiarization Meeting with Civil Servants of the Ministry</p> <p>-The RCSC has requested the Department to make a presentation on NFC and MC on 31 July, 2019</p>	<b>Ongoing</b>



Building a modern state-of-the-art film and music studio on a PPP model.	Construction of Film Studio by CDCL as a deposit work. As of today, 50%, work completed.	<b>Ongoing</b>
Encouraging and partnering in production of films and documentaries that showcase our unique tradition and culture to the international audience	A capacity development training on drafting of filming guidelines (co-production guidelines), was conducted by KOICA in collaboration with the Department for gov. officials affiliated with filming and board members of the National Film Commission, from 8-12 April, 2019 in Paro. The ministry exempts Royal waiver for documentaries that showcase unique tradition and culture.	<b>Ongoing</b>
Work closely with the Film Association of Bhutan to build capacity and enhance technology	A capacity development training on Pre-Production & Design and Film Production & Budgeting was conducted by KOICA in collaboration with the Department from 1-5 April, 2019 in Punakha for 20 film producers/directors. DoIM in consultation with MoLHR has included the following HR programs in the 12 FYP HRD Master Plan: Long-term ex-country trainings – 57 slots Diploma courses and – 30 slots Short-term courses – 225 slots	<b>Ongoing</b>
Strengthen the Bhutanese news media and extend necessary support to media organizations	A total of Nu. 2.609 Million has been released to BMF as printing subsidy for the private print media houses in the FY 2018-19. Provided a total of Nu. 79,684/- to two private radio stations as part of the Content Grant activity. 19 journalists of private newspapers (with the exception of Kuensel Dzongkha) given Content Development Grant to go to rural areas to write on pertinent issues. Training on Social Media for Empowerment for IMOs conducted for government agencies. Reviewed proposal from JAB for support to Annual Journalism Award ( <b>Processing</b> ). Members to Media Council have been appointed and the ministry has written to RCSC for the establishment of Media Council Secretariat.	<b>Ongoing</b>

Upgrade BBS for enhanced definition and wider reach	To review list of plans and activities the ministry has/ will be undertaking to assist this pledge and also to collaborate with BBS for their initiatives and plans in support of the same (eg: South Asia Satellite coverage on wider reach).	<b>Ongoing</b>
Strengthen BICMA	<ul style="list-style-type: none"> <li>Organizational Development exercise was undertaken in consultation with RCSC to align with new mandates based on the revised Act of 2018, through deployment of right people in the right place.</li> <li>Transferred the mandate of licensing the places of entertainment to MoEA, thereby relieving BICMA of this unrelated responsibility.</li> <li>Construction of BICMA Secretariat building. The work was awarded on 1st Nov 2018 and is scheduled for completion by the fourth quarter of 2020.</li> <li>Upgradation of fixed radio monitoring equipment at Tsirang.</li> <li>Implemented capacity enhancement activities.</li> <li>BICMA will implement other activities as planned in the 12 FYP and therefore no additional intervention required from the Ministry</li> </ul>	<b>Ongoing</b>
Review the Right to Information legislation	No further directives from the Government.	<b>Seek guidance from the Cabinet)</b>
Narrow the digital divide and enhance and support online business opportunities	<ul style="list-style-type: none"> <li>Approved in Principal. National Single Window to be implemented by DRC and Business licensing by MoEA. Documentation ready for implementation. Budgeted for FY 2019-2020. Collaborating with GNHC and preparation HR requirement to be submitted to RCSC to assign to respective agencies as a preparatory activity to facilitate the implementation of activity.</li> <li>Meanwhile BICMA has awarded works for implementation of 5th phase of rural communications programme under which 35 villages under 9 Dzongkhags and 3 locations of social and economic significance (trekking, religious, herding. Cordyceps collection sites etc ) will be connected with 3G mobile communication services by July 2020.</li> </ul>	<b>Ongoing</b>
Create Suung-joen app (similar to Wechat and Whatsapp) that will allow every Bhutanese to communicate for free	None of the participating bidders could meet technical requirements. DITT to report to Lyonpo and decide on the way forward.	<b>Ongoing</b>

Allow free access to all in-country online content including public services, entertainment and other multimedia.	To sensitize government/Minister on limitations of G2C services (intranet) in supporting online entertainment and other multimedia	<b>Ongoing</b>
Establish Free Wi-Fi access points and allow free hosting of local contents	None of the participating bidders could meet technical requirement. It was decided to re-tender.	
Build and strengthen community centers in every gewog	Cabinet Secretariat and DITT, conducted study for institutional set-up, submitted to PM for directives. Hon'ble Minister, MoIC, directed DITT to conduct internal study for CCs institutional set up. Submitted to Cabinet	Ongoing
Meet taxi tshogpa, thromde representatives and other agencies to address issues facing taxi drivers over parking space, professional driving license and ownership, age of vehicles and age of drivers	HPM and MoIC Minister met Taxi Operators on February 25, 2019 and Executive Order issued on March 20, 2019 as follows: i) TOP withdrawn and removed from Regulations. ii) Minimum qualification requirement of Class VIII to obtain PDL removed from Regulations. iii) Lifespan of Taxis increased from 9 to 12 years. iv) Maximum Age for Taxi Drivers retained at 65 years old. v) Restricted to own only 'One Taxi per Individual'. vi) Ban lifted on new Taxi Registration in Thimphu and Phuentsholing. vii) Official request made to Thimphu Thromdey and LGs to identify appropriate taxi parking space. As agreed in the meeting with taxi drivers, PMO to take up issues regarding: viii) Raising the loan ceiling from the current 30%, with RMA ix) Seek clarity with RCSC on civil servants driving taxis	Completed except for viii and ix
Increase load carrying capacity for trucks	GVW of Truck Loading Capacity increased in tandem with the safe axle weight for all medium and heavy commercial trucks with effect from May 31, 2019.	<b>Completed</b>
Review and revise the freight charges and truck carrying capacity.	Left to market forces	No further action required

Railway connection in the south	No progress so far.	No follow-up action required
Explore and establish alternative transport systems like cable cars and water transport	<ul style="list-style-type: none"> <li>• Not reflected as priority in 12 FYP, will be taken up depending on the donor support.</li> <li>• However, MoU and SOP signed between Bangladesh and Bhutan for the use of Bangladeshi Inland Waterways. First consignment of export cargo reached Bangladesh, through Dhubri in Assam on 9 July, 2019.</li> </ul>	Ongoing
Introduce electric buses within the Thromdes	GCF approved Project Preparation Facility for the Project titled “Bhutan Green Transport Program”.	<b>Ongoing</b>
Introduce mono-rails in some suitable areas	No donors	Will depend on interested donor
Improve Public Transport system in Thromdes	<i>Nu. 375 million in the 12 FYP and GNHC desires a clear operation modality to finalized and submitted to the GNHC.</i>	<b>Ongoing</b>
Study the use of electric mass transport systems especially in urban areas of Thimphu, Phuentsholing and Gelephu	Same as sl.no. 20	
Reduce traffic congestion	Same as 21	<b>Ongoing</b>
Allow establishment of private helicopter services	Note submitted to the Offtg, Secretary for directives on the entry of private helicopter operator	
Expand air connectivity and improve domestic air transport.	Being implemented	<b>On-going</b>
Improve domestic air travel by building amenities in the domestic airports and supporting	Being implemented	<b>On-going</b>

civil aviation to upgrade technology		
Additional routes and destinations for air transport	Air Services Agreement with UAE signed and ratified by the 2nd session of 3rd Parliament. ASA with Maldives signed in 2011 but no services are operating. Signing of ASA with Sri Lanka is ready and request for concluding ASA with Malaysia, Hongkong, Laos, Japan, Vietnam, South Korea and Kuwait have been initiated and currently with the Ministry of Foreign Affairs.	<b>Ongoing consultation</b>

## 7. CONCLUSION

The visible role played by the Ministry of Information and Communications in helping to connect the unconnected and providing greater access to ICT and telecom, media and transport services are of great significance in helping to take the services closer to Bhutanese citizens, and leading improvement in the overall standard of living. Efforts will continue so that people's aspiration for better, efficient and reliable services and facilities are adequately met and basic needs sufficiently addressed. To pursue this commitment, the APA is being signed with Hon'ble Prime Minister and subsequently with the Departments to achieve annual priorities of the Ministry consistent with the 12<sup>th</sup> FYP, and government priorities.

The Ministry implemented various programs and activities in collaboration with other relevant stakeholders to achieve the Ministry's core plans and programs which are based primarily on NKRA 4, 6, and 9 and to increase the Inclusive Digital Index unit from 3.74 to 6 (out of 10). However, due to COVID-19 Pandemic, most of the planned activities and programs had been adversely impacted in achieving the planned programs and activities of the Ministry due to various inconveniences and restrictions imposed by the pandemic.

Despite all the challenges, the Ministry successfully implemented the majority of planned programs and activities in collaboration with relevant stakeholders and also executed important ad-hoc programs. Further, as a response to the COVID 19 pandemic, the Ministry also introduced and implemented various SoPs and developed applications & systems to effectively deal with similar future incidences in the area of ICT, media and transport sector. Additionally, the ministry also diligently carried out numerous additional tasks entrusted to the Ministry as the ICT, Media and Transportation Desk for the COVID19 pandemic outbreak.

