

Improving Public Service Delivery

The Royal Government of Bhutan has initiated many programs, plans and policy reforms to improve the quality of public service delivery. The adoption of e-Governance is overall policy strategy to enhance the Good Governance and improve the public service delivery through the use of ICT. The Department of Information Technology under MoIC is mandated to implement e-Governance projects in collaboration with other Government agencies to improve the quality of their services and facilitate the achievement of BIPS objective of bringing 75% of the public services online.

Despite the concerted effort of the Government to enhance the public service delivery, the existing procedures and policies have been the bottleneck in achieving the desired objective. The existing procedures to avail the public services are very burdensome & protracted, associated with many bureaucratic hurdles. It requires extensive supporting documentations and is subjected to layers of approval systems taking long time for citizens to avail the services.

To realize further complement the e-Governance Projects to enhance Public Service Delivery, the Cabinet has approved the Improving Public Service Delivery System (IPSDS) and is placed directly under the Prime Minister's Office. To ensure IPSDS is successful, a focal group comprising of three core agencies was formed including DIT, Dept. of Local Governance and the IPSDS themselves. This initiative will look at re-engineering the procedures, developing online services, and implementing access points across the country to enable easy access to public services. It will also look towards a holistic reform of the existing procedures and come out with comprehensive service delivery standards to be adopted by the agencies. To that end, around 30 priority services have been targeted to be implemented by June 2011 coinciding with the coronation of His Majesty the Fourth Druk Gyalpo.