



Model Regional Office

THE CONSTRUCTION of a five-stored building for the regional office in Phuntsholing was launched on 28th December 2005. His Excellency, Honorable Finance Minister, Lyonpo Wangdi Norbu, laid the foundation stone. The Secretary of Works & Human Settlement, Director and officials of RRCO, Dungpa, Thrompon, heads of government agencies and corporations in Phuentsholing attended the function.

Occupying 9,446 square ft, the building is being funded by the Royal Government of Bhutan at a cost of Nu.51,504,862.82. The construction is expected to be completed by 2008.

Once completed the office could be a **“Model Regional Office”** that would have a one-stop service facility, i.e. it will house a bank, a post office and clearing agents all under one roof.

Meanwhile the regional office has also made temporary arrangements for storing and clearing of third country imports, as the present space will be occupied for construction. The single commodity clearing will be shifted to the Central Government Workshop, located near the State Trading Corporation of Bhutan Ltd. Assorted imports will still be cleared from the present office premises.

Tashi Pem, Asst. Director, RRCO Phuentsholing

Honorable Finance Minister Lyonpo Wangdi Norbu, officials of DRC and Dzongkhag officials at the ‘foundation stone laying ceremony.’



20% Growth in National Revenue

The net revenue collection for the fiscal year 2004 - 05 reached Nu. 6066.101 million registering a growth of 20% or Nu.1010.906 million over the previous year’s collection.

Performance for both tax and non-tax revenue increased significantly during the year with a growth of 25.74% and 13.46% respectively. Overall tax revenue during the year recorded a growth of Nu. 692.471 million or 25.74% from the previous year’s collection of Nu. 2689.896 million. The increase was from both direct and indirect taxes. The collection from direct and indirect taxes was Nu. 2013.628 million and Nu. 1368.739 million, representing 33.19% and 22.56% of the total national revenue.

Non-tax revenue amounted to Nu. 2683.734 million registering an increase of Nu. 318.435 million or 13.46% compared to the previous year. Non-tax Revenue as compared to target for the year has exceeded by Nu. 281.627 million or 11.72%. Non-tax Revenue covers 44.24% of the total national revenue.



The National Revenue Report 2004-05 is available on www.mof.gov.bt/drc

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12th Annual General Meeting 21 to 24 November 2005



The participants of the 12th Annual General Meeting - the Director, Regional Directors and concerned officials from the regional offices and HQ.

THE DIRECTOR welcomed the participants of the 12th AGM and thanked the Regional Director, and the staff of RRCO Samtse for the excellent arrangements. In her opening address, she briefed the floor on the '**Good Governance Plus**' exercise that had been carried out by the government with the aim to enhance good governance and improve service delivery based on the four pillars of good governance namely: Responsibility, Accountability, Transparency and Professionalism.

The participants were also briefed on the '**Position Classification System**' being implemented by the RCSC from 1st January 2006. The new system would be a major

shift from the current system, as it would be merit based.

The participants were once again reminded that the AGM should focus on

- policy issues that may need to be reviewed.
- policy measures that were under consideration and
- other issues requiring the endorsement of AGM.

She emphasized that DRC being an agency that has daily interactions with the general public; must strive to carry out its functions with integrity and professionalism.

PIS

The minutes of the 12th AGM have been circulated to all Regional Directors and Division Heads. Please contact your respective regional director or division head to obtain copies of the report.



Position Classification System launched on 29th December 2005

Position Classification System (PCS) is based on the international system of grouping together positions that are similar with respect to duties and responsibilities so that they can be treated the same way for the purpose of all human resource actions.

The PCS will strengthen the **civil service** by emphasizing on performance and professionalism based on the principles of meritocracy, competitive selection and objective valuing of positions across the public administration system.

For queries on PCS log on to RCSC website www.rcsc.gov/pcs

Visit to Remote Checkpost

RRCO, Samtse

ON 2ND AND 3RD APRIL 2005, the Director accompanied by Regional Directors of Phuentsholing, Samtse and Sector Heads of RRCO Samtse visited the customs checkpoints located at Jitti, Sibso, Bindu, Samtse, Tashijong, Pugli and Gomtu under the jurisdiction of Samtse regional office. The team also visited the Army Welfare Project, Samtse.

The working conditions and difficulties faced by staff located in the remote checkpoints was noted. The need for the development of proper

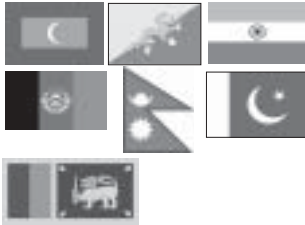
infrastructure especially office building, living quarters and providing other vital facilities was emphasized on by the Director. In addition, immediate land survey and building registration was recommended.

The visit provided an opportunity for the staff to share their opinions and suggestions for further improvement of customs checkpost services. They requested the Director to convey their gratitude to the government for providing them customs uniform and pay revision.

Staff morale has been boosted, with many expressing the view that the visit has re-invigorated their spirit to serve the department with utmost loyalty and dedication.



SOUTH ASIAN FREE TRADE AREA (SAFTA)



SAFTA Agreement was signed on 6th January 2004 in Islamabad, Pakistan by the SAARC member states (Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan and Sri Lanka). The main objective of SAFTA is to strengthen intra-SAARC economic cooperation to maximise the realization of the regions potential for trade and development through the trade liberalisation programme.

Non-LDC and LDC contracting states have to reduce the existing tariff rates to 20% and 30% respectively within 2 years. However, if the actual tariff rates after coming into force of the agreement are below 20% and 30%, the former have to reduce 10% and later 5% for the each of 2 years. Subsequent tariff reduction from 3rd year by Non-LDC from 20% or below 0-5% in 5 years and the LDC from 30% or below 0-5% in 8 years.

The member states agreed to have rules of origin for the product traded among SAARC countries to promote regional trade. The SAARC also agreed to have customs cooperation to facilitate intra-regional trade, and enforce of customs laws. The Agreement came into force from 1st January 2006.

FOR MORE INFORMATION ON SAFTA LOG ON TO www.saarc-sec.org

*Karma Tshulthrim,
Deputy Director
Trade Information Statistics*



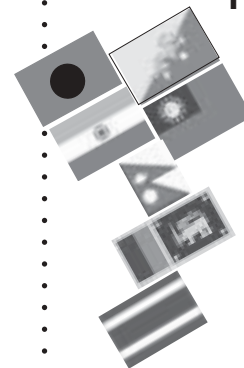
Tax Administration Division HQ. *Monitoring & Evaluation Section*

TAX PROFILE at a glance

There are three types of taxpayer categorized into Corporate Income Taxpayers, Business Income Taxpayers and Personal Income Taxpayers.

RRCOs	PIT	CIT	BIT			Total	% distribution
			Non	Estimated estimated	Non op		
Thimphu	5003	25	620	2273	734	8655	37%
Phuntsholing	2814	31	268	1200	111	4434	19%
Samtse	663	6	155	560	166	1550	7%
Gelephu	1027	3	63	2677	4	3774	16%
S/Jonkha	1699	6	117	1711	161	3694	16%
Paro	631	0	48	655	74	1408	6%
Total	11837	71	1281	9076	1250	23515	100%
%	50.3%	0.3%		49.4%		100%	

BAY OF BENGAL INITIATIVES FOR MULTI-SECTORAL, TECHNICAL AND ECONOMIC COOPERATION (BIMSTEC)



BIMSTEC Framework Agreement was signed on 8th February 2004 in Phuket, Thailand by BIMSTEC member states (Bangladesh, Bhutan, India, Myanmar, Nepal, Sri Lanka and Thailand)

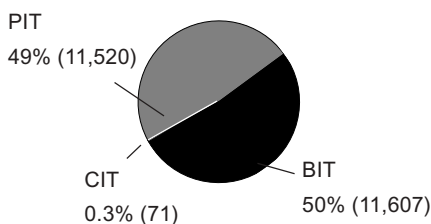
Registered taxpayer

The number of registered taxpayer as of assessment year ending 31st December 2005 recorded a total of 23,515 taxpayers. 11,520 are Personal Income Taxpayers (PIT), 11,607 are Business Income Taxpayers (BIT) and 71 Corporate Income Taxpayers (CIT). The majority of taxpayers are registered in Thimphu Regional Office with 37% of total taxpayers followed by Phuentsholing Regional Office with 19%. The drop in number of taxpayers under RRCO Thimphu from previous year could be attributed to set up of new regional office at Paro, which also covers Haa dzongkhag.

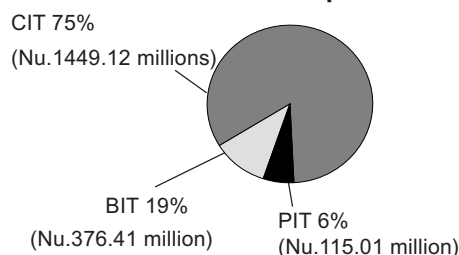
Tax revenue

Total tax revenue for the assessment year 2005 amounted to Nu.1940 million with CIT constituting 75%, BIT 19% and PIT 6% of total revenue.

Taxpayer's



Tax revenue composition



Note: The above tax collection figures are under review. The Performance Indicator Report 2006 will have the final updated information.

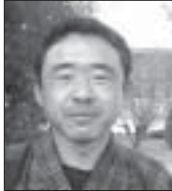
The BIMSTEC have the following agenda:

- Tariff reduction
- Customs cooperation
- Rules of origin
- Dispute settlement
- Service
- Investment

The agreement will be concluded in June 2006.

SAFTA and BIMSTEC are both Regional Free Trade Agreements (FTA). The FTA will help Bhutan to explore market access for Bhutanese products.

Seminar on Harmonized System organized by DRC and World Customs Organization from 4 to 8 April 2005



Extract from vote of thanks Phuntsho Dorji Suptd. of Customs



The Director and DRC participants with resource speakers; Mr. John Hindasal, Technical Officer (WCO), Mr. Takashi Sasatani, Analyst, (Tokyo Customs) and Mr. Tomohiro Kato, Special officer (Yokohama Customs).

ON BEHALF of the department I take the privilege of sharing a few words. I frankly admit that till this day I have never realized the importance of GIRS, Explanatory Notes and Legal Notes or even bothered to refer to this text. My classification was based upon the specific and closest description of the products and information available and I am sure that many of my colleagues at work have been classifying in the same manner as I have.

I strongly feel that, this seminar has succeeded in streamlining and harmonizing our system of classification as it has definitely shaped our perspective on HS in the right track. It has made us ask many questions and review many issues relating to our own HS which would help bring about further improvements. Therefore, the seminar has been very effective and helpful for which we are grateful. We urge that such initiatives should be continued and held on a frequent basis.

IN BRIEF



Mr. Phenphay, Deputy Secretary, takes over as AFD Head at the Ministry of Finance on 20 July.



5th Tax Meet from 6th to 8th August.

8th Batch of Trainees appointed as inspectors from 1st July.

Excise Duty Refund Meet for the year 2002.



3rd Customs and Excise Meet from 16 to 18 August.



Medium Term Fiscal Framework workshop organized by Ministry of Finance.



Lisbeth Roemer, Danish Tax Advisor to the department from November 1994 to June 1997 visits friends/colleagues in March 2005.



Seminar on Valuation System organized by WCO & Japanese Customs from 24 to 27 May 2005.

The 12th AGM Experience



Bimal K. Pradhan, Asst. Director, Tax Administration, RRCO Samtse

“Come what may, let’s arrange it”

Since its introduction in 1993, the annual general meeting (AGM) has become an important event in the department.

THE INITIAL OBJECTIVE of the AGM then was to provide a forum to discuss and share the annual activities of the regions and headquarters. Since its incorporation, three more meets; Tax Officers’ Meet, Customs Meet, and Revenue Meet are held annually. During these meets all sharing of information etc. have to be thrashed out. Discussions in the AGM are centered on issues, which could impact on policy decisions.

As the 2005 year end approached, the 12th AGM was announced to be held at Regional Revenue and Customs Office, Samtse. The staff of Samtse regional office were jubilated and worried at the same time. They experienced mixed feelings – as on one hand it was a great opportunity to host the AGM and meet staff of other regions. At the same time, they were worried about the logistics involved - to accommodate the listed participants in the small meeting hall of the regional office and find adequate lodging accommodations.

‘Come what may, let’s arrange it’ was the enthusiastic response from the staff. Within two days almost everything was ready. The meeting was a great success – arrangements, discussions, deliberations, decisions, sharing information and experiences etc. Informal discussions continued in the office canteen. Staff not listed as participants could attend the meeting as and when their section discussions took place. As remarked by a staff member, “After 20 years in the service, I am getting such an opportunity.” It was an experience, which enhanced our daily routine jobs and most importantly it made us feel proud to be part of DRC family.

Unlike other AGMs, the participants of the other regional offices had the opportunity to visit Bhutan Fruit Products Pvt Ltd., where different varieties of “DRUK” brand juices, jams, pickles etc. are manufactured. The management of the company explained the various production processes involved in manufacturing and where the major products were sold. The participants also visited customs check post viz. Chengmari, Jitti and Sipsu, which are situated along the border.



Presentations and discussions



Visit to Bhutan Fruit Products Pvt Ltd.



Wrap-up picnic



Good food, good company and lovely weather...checkout the very fashionable hats!

“After 20 years in the service, I am getting such an opportunity.”

On conclusion of the AGM, a picnic was organized giving all the staff of the region the opportunity to interact with senior officials from headquarters and other regions in an informal atmosphere.

Basic book-keeping workshop



Participants from Thimphu Dzongkhag with DRC and BCCI officials



Mr. Ugyen Namgyal,
Regional Director, RRCO Thimphu

AS PER THE RECORDS of the regional office Thimphu, the total number of registered Business Income Taxpayers (BIT) in the region for income year 2004 was 3627 out of which about 734 were not operational. The number of units maintaining accounts was 620 and non-account filers were 2273. But the fact is only about 21% of total taxpayers maintain book of accounts while 79% do not .

From our experience with taxpayers during field assessments, we feel that out of the 79% of taxpayers not maintaining book of accounts about 40% could be encouraged to maintain book of accounts. Hence the Tax Administration section at the region has set an ambitious goal of converting these 40% or so taxpayers into maintaining accounts by year 2008.

Towards achieving this goal, one of the main strategies adopted was to conduct basic book-keeping workshops to educate taxpayers on the benefits of maintaining basic book of accounts and good business practise. When taxpayers keep book of accounts, more objective form of assesment can be done which is transparent and beneficial to taxpayers in the long run.

Workshop

In the month of June 2005 Tax Administration section of RRCO Thimphu in collaboration with Bhutan Chamber of Commerce (BCCI) conducted three basic book-keeping workshops for members of business communities of Thimphu, Punakha and Wangdue. Taxpayers whose annual sales turnover exceeded 1.5 million and who had paid more than Nu.25,000 as Business Income Tax (BIT) were selected. 141 participants out of the 172 who were notified attended the workshop bringing the attendance to 82%. All the taxpayers who attended the workshop committed to maintain accounts for the income year 2005.

The resource speakers focused and stressed on the benefits and advantages of maintaining basic books of accounts and what sort of documents and records they must maintain. The participants were informed on the deductions they can claim as per the rules if they maintain book of accounts, which would not be allowed in estimated assessment. They were also made aware that there are accounting firms who can prepare accounts for units based on the documents maintained by the units.

Further, the participants were sensitized and informed that as per the Income Tax Act 2001 maintaining accounting records was a legal obligation of the taxpayers.

No.	No. of participants notified	Turnout(#)	Turnout (%)	Dzongkhag	Venue	date
1	125	112	89.6%	Thimphu	DRC Training centre	7.6.2005 to 10.6.2005
2	26	18	69.2%	Wangdue	YT Hotel Lobesa	15.6.2005
3	21	11	52.3%	Punakha	YT Hotel Lobesa	16.6.2005
Total	172	141	82%			

Feedback from participants

The insecurity or uneasiness in maintaining accounts stemmed from factors such as:

- Risk of attracting penalties in event of unintentional omissions or not being as per rules.
- Cost - they cannot afford to employ an accountant
- Shop owners education is limited; in some cases not even having basic formal education.
- Person who attends the workshop is different from person who stays in the shop (in many of the cases)
- Difficulty in segregating personal expense and business expense
- Proprietor not fully involved in business activities – could be keeping family member (anyone from young child to old relatives) to look after the business.

Follow up

During field assessment in Jan/Feb 2006 only 2 taxpayers out of the 26 who attended the workshop from Wangdue maintained basic accounts. In the case of Thimphu and Punakha taxpayers, the numbers have as yet to be ascertained - as assessments/ filing of returns will be ongoing till 31st March 2006.

Conclusion

Given the complexity and sophistication of a discipline such as accounts, it is not possible to expect the participants to become skilled accountants after attending the workshop. These workshops are only a forum through which it is hoped that issues can be discussed, problems identified, and all concerned work towards achieving a strategy, which will enable positive behavior change to take place.



Mr. Namgyel Wangchuk
Asst. Director,
RRCO Thimphu



Computerized Accounting (Tally) And Auditing

TILL RECENTLY, tax officials have been conducting tax audit based on manual records maintained by the units which otherwise is termed as traditional methods. However today more and more taxpayers use computerized accounting systems such as ‘**Tally Accounting**’ in preparing tax filings. The tax auditor cannot afford to remain conventional. Tax officials have to maintain pace and momentum with the business - gear up to face the challenges of this ICT age. Tax auditors should be prepared and be equipped with the know-how and the required ICT auditing tools.

Towards this end the department organized ‘**Tally Accounting Training**’ for the tax officials. The objective was to enhance the technical knowledge and skills in computer accounting system and to audit efficiently and effectively for those units maintaining computer accounting systems. The training is expected to improve the computer accounting and auditing knowledge of the tax officials. They shall be able to:conduct auditing through the system; be able to do more work off-site; and be able to generate computerized accounting/management reports.

The trainings for Samdrup Jongkhar and Gelephu regions were conducted at Samdrup Jongkhar from 1st to 3rd Nov 2006. Similar, sessions for Phuentsholing and Samtse regions were conducted in Samtse from 8th to 10th Nov. 2005. And finally Thimphu and Paro regional officials were trained from 15th to 17th Nov. 2005 at the DRC training hall, Thimphu.

Course content

During the training period the participants were taught step-by-step instruction for using ‘**Tally.**’ The course was based on case study of a typical company. The participants were also required to read the background notes and then explore ‘**Tally**’ features - from various practical exercises to more thought provoking methods. At the end of the course each region was given an educational version of Tally 6.3 and also a soft copy of training manual, written in a self-paced style which is completely self-contained.

Feedback

Some of the feedback given by the participants:

- The training was very much relevant to their work
- Helped them to learn new auditing skills, enabling them to work more efficiently in the IT environment
- Duration of the course was short and it should be increased to at least a week
- Should be conducted in each regional office, so that everyone gets the equal opportunity of such important in-house training

Interviews with the 10th BATCH OF POST GRADUATE CERTIFICATE FINANCE MANAGEMENT (PGCFM) TRAINEES

Sumit Giri, PIS



PGCFM trainees with Director Aum Sangay Zam

How did you find your course?

The course is very stimulating and it gave us knowledge on what would be relevant in real field work. Overall the course was good.

If you had the opportunity to make changes (if any) in PGCFM course what would it be?

We feel that certain subjects need to be changed or adapted as we have done it in our undergraduate degree courses. For those of us joining DRC especially as customs candidates, a practical module on *Bhutan Automated Customs System (BACS)* would be beneficial. Also more case studies based on actual practical/field work could be incorporated in the course work. Some of us feel that the course could be further adapted to have longer, ‘*On the Job Training (OJT)*’, and less on theory classes.

Another observation is that while we had resource person from Revenue Audit and Tax Divisions there was no resource person from the Custom Division. It would have been very good if a customs resource person had taken a session, as our knowledge of customs activities is very limited. We would like to request that in future courses customs personnel should also take a session to familiarize PGCFM trainees in customs procedures.

What are your expectations from the Department?

In the long run we hope to give our best in whatever we do. Since the job is very challenging we must keep ourselves updated. Therefore we look forward and hope that we will be given the opportunities to avail of further training programs.

BIT collection ... how taxing it can get!

Mr. Wangdi Drugyel,
Asst Director
RRCO, Thimphu



It was a chilly wintry morning in early 2005 when my colleagues and I alighted from the hilux at Phobjikha. For an instant, I had a feeling that we were there as tourists to relish the panoramic scenery and to savour sightings of the black-necked cranes. It took the sight of a shop in front of us to bring me back to reality. We were there for annual estimated BIT collection!

CASE 1

The first shop that we chose to assess was a nondescript shabby grocery shop owned by a frail looking aging couple. We had learnt that although their marriage was blissful, they were not one of those chosen by the 'Almighty' to be gifted with babies - they were on their own.

Looking around the house I saw a rickety old bed heaped with soiled clothes, blankets or quilts. The old man ushered me towards the only furniture in the shop - a dilapidated chair with one leg missing. Looking at the condition of the shop in tandem with the manner in which the shopowners were attired - my heart ached to extract a single chetrum from them. We did not require anybody to explain to us that the income from the shop was the couple's only source of livelihood.

Nevertheless, suppressing all our natural compassion, we went on to negotiate the tax amount. As the team leader, I informed the old couple of our decision. It took enormous courage for me to spit out "...Errr..." what might have seemed venomous **"You pay ...amount ... this time."** As anticipated, the old couple were conspicuously stunned and decidedly speechless. I had a hunch, through the expression on their weather-beaten wrinkled faces, what thoughts must be going through their minds, which their old tongues failed to utter.

I later on gathered that the reason for their befuddled looks and 'a shocked stance' was not only from what tax liability we had raised but that they had another graver situation to grapple with; the makeshift hut that they were occupying was ordered to be dismantled and they needed money for resettlement.

CASE 2

The next shop that we went in for tax assessment belonged to a middle-aged hefty man. Observing the interiors with my curious/sharp eyes (besides the shop

items) gave me the impression that the man standing before us was a prospective good taxpayer, and much better off than the old couple we just saw. However, it just took two minutes to realize that appearances are deceiving. The man was in deeper trouble. His wife had expired a week back. He had to deal with five school-going children and a suckling five-month old baby girl. The man's teary narration of his situation had me almost in tears as well.



CASE 3

We next ushered ourselves into the shop of a young moon-faced plump woman. She had a certain air of nonchalance, probably waiting for us - her lip reluctantly parting to give way to 'kuzangpo la.' Hers was a restaurant cum bar establishment. The shop had some decent stacks of assorted AWP products and other locally imported drinks. On further scrutiny, I saw that the whisky bottles and items for sale were covered with (what looked like) more than a months layer of dust. On our inquiry of her daily sales, she quipped, **"It's between nothing to fifty ngultrum..."**

Thus, we went on from one shop to another. We had to first patiently listen to their grievances and still collect taxes at the end. In the process, some people had the capacity to provoke genuine anger in us (although we never had the guts to retaliate) while others evoked pathos from our humane hearts.

Fortunately, for us, we had completed assessing all the shops in the community much before the arrival of dusk - avoiding spending the night in the area, fighting a losing battle against the insurmountable chill. Fact that some of us might have taken

solace in 'ara' was not even a compromise worth considering.

As we traveled back to our hotel at Wangdi, a feeling of slight guilt crept in for having to take their money, probably a year's savings. Did we loot them? I questioned myself. However, at the same time I also felt a subtle satisfaction for having generated revenue for the Government.

My exhausted colleagues were rather quiet - probably hunger and physical exhaustion might have done them in. Shortly after that, I too found myself drifting away into a much-needed slumber. My last words before I dozed off were, **"Please, drive carefully,"** to our driver, upon which he revved up the engine...I think.

Position Classification System (PCS) Questions on further training

Yeshey Dorji, Tax Inspector, Samtse

It is crystal clear to me that the Position Classification System (PCS) of RCSC will require every civil servant to upgrade their qualification for promotions or job-hopping.

Our country has limited higher education facilities to cater for the needs of the changing system and behaviors of people. We in-service people cannot afford to forego salary for study, as there are many mouths to be fed and may have to opt for distance learning courses.

As such one can get higher qualifications by self-study i.e. enrolling in distance learning institutions. An example is the Indira Gandhi National Open University. Now my doubt is will the RCSC recognize the qualification certificates from open colleges? The papers are as tough as papers from other universities. The syllabus are similar- in most cases the same.

Therefore, I would like to know if RCSC has a list of institutions running distance education programs to which one can apply? Will RCSC recognize the certificates obtained from open universities?

RCSC Answer on page 14



The Auction of liquor vendors licence in the country

The liquor vendors licence auction this year has seen an increase in revenue generation in all the regions. The Revenue has increased by 22.50% (i.e. 2.45 million Ngultrum) as compared to the auction of 2002. Apart from the license fees the RRCOs have also collected and deposited the 20% vendor security deposit, in the 'Refundable Account' of the Ministry of Finance.

Mr. B R. Pokeral, Deputy Director, Customs and Excise Division

Thimphu Region

The liquor shop license auction of Thimphu region covering Thimphu, Paro, Gidakom, Wangdue Phordang, Hongtsho, Missina, Punakha, Thinleygang and Haa was held at Thimphu RRCO. Collection from Thimphu region was Nu. 32, 43,000 (license fee from its ten vendors) reflecting an increase of 13.31%. The 20% security deposit collected amounted to Nu. 6, 48,600.

The vendors raised the issue pertaining to vendor commission. They mentioned that, 'the liquor price has gone up without any increase in vendor commission.' This was a common issue raised in all the regions by the vendors.

Phuentsholing Region

A total of 33 bidders participated in the auction held under Phuentsholing region on 8th June 2005. Apart from the issues on vendor commission, the vendors raised the issue of the sale of illicit liquor, which disturbed their business. They mentioned that, 'strict checking on sale of this liquor is required from the department.' To this issue the Deputy Director, DRC(HQ) said that, "due to shortage of manpower we are unable to conduct frequent excise inspections on the sale of illicit liquor. Nevertheless, inspections have been carried on the reported cases by the RRCO as per record."

Ten vendor licenses were auctioned under RRCO Phuentsholing. RRCO Phuentsholing collected the highest fee this year amounting to Nu.62,07,000 resulting in an increase of 22.57% from the previous year. A sum of Nu. 12,41,400 was also collected as 20% security deposit.

Gelephu Region

Gelephu region this year saw one of the least participants as compared to other regions. The auction was held on 20th June 2005 with only seventeen participants.

Dasho Dunga in his opening speech remarked that, in the past the business in their area was disturbed due to security problems. Now as the security problems have subsided, he was optimistic that business would pick up in the region.

Gelephu region collected Nu.13,38,000 as liquor license fees - an increase of 4.69% compared to the previous year.

Samdrup Jongkhar Region

The auction of liquor licenses at Samdrup Jongkhar was conducted on 27th June 2005. A total of sixty-two bidders participated in the auction.

The Chairman of the committee, Dasho Dzongrab clarified on the issues regarding movement of vehicles in Indian borders. He also informed that the villagers from Daisam and Khirkharia have been resettled at Bhangtar, and these places were currently without any houses. The bidders were kept informed so that no complaints should be raised later.

The auction in Samdrup Jongkhar collected an amount of Nu.15,26,000 as license fees - an increase of revenue by 80.71%, which is one of the highest among all the RRCOs. This increase is due to re-opening of five previously closed shops under the Region. The 20% security deposit amounted to Nu. 3,05,400.

Comprison of revenue collection for 2002 and 2005

RRCO	Previous Bid Value 2002	Present Bid Value 2005	Difference
Thimphu	2862000	3243000	(+) 381000
Phuntsholing	5064000	6207000	1143000
Samtse	821111	1001000	179889
Gelephu	1278000	1338000	60000
Samdrup Jongkhar	845000	1527000	682000
Total	10870111	13316000	(+)2445889



IT - How, What and Where?

Mr. Mikael Knudsen, IT expert from Denmark

I have had the pleasure to work in DRC and to live in Bhutan for about 3 months - enjoying the beauty of the mountains, the kind inhabitants, and the strong chili based foods in Bhutan (*the latter in moderation*).

I take this opportunity to share some of my thoughts and experiences on Information Technology (IT) related issues, as this is what I will be doing during my 12 months posting in Bhutan.

Errors are natural!

The first thing that struck me was - that your three main systems BACS, TMS, RAS are basically OK. The three systems seem to support most of the daily operations in the RRCO's/checkposts, and give HQ the information needed for reporting and analysis. I know that the systems have errors and limitations. However, all IT systems with similar complexities contain errors, which can be rectified and enhanced. So my statement is, "BACS and RMS are actually better than you generally think..."

Computers are just a tool

Secondly I would like to emphasize that IT is just an important tool to achieve better, correct and efficient services in the department and to taxpayers. IT has not been introduced to be a burden to users, nor is it to please the IT section either. IT should never be regarded as anything else but as a tool to assist you to carry out your daily work. At the same time, you have to realize that when properly utilized IT is an indispensable tool.

Computers are here to stay

Today in Denmark, most of the tax assessments can be done online(Internet) by the taxpayers themselves. At the Danish borders, customs are more or less reduced to a random check of the already electronically declared goods. I believe DRC is striving to move in the same direction. DRC has made use of IT for about 15 years and no doubt, IT will be used even more in the coming years. IT is here to stay and to expand and will have a major impact on all aspects of the departmental work.

Express your requirements!

As the use of IT expands, it is necessary that all individuals improve their IT knowledge. If not doing so, the users will be slaves of the computers, and only perform the specified actions without understanding the reason behind. It is important that the users understand the current systems and are able to define their requirements for future enhancement of the IT systems. The IT section can only enhance the current or the development of future systems based on constructive feedback from users.

Where to go?

In archery, you need a target to aim your shot. In relation to IT, you need an IT Strategy to aim your work. Without a strategy, work will be unfocused and end up in a random direction. Currently, the IT section and the HQ-management are jointly developing an IT strategy for DRC.

According to the strategy, the here-and-now focus areas are:

- Improve in-house control on IT development
- Focus on IT as a tool to serve the organization
- Enhance existing IT systems

It is beyond the scope of this newsletter to fully outline the strategy, but a copy of the document will be available on request.

Comments and/or ideas are welcomed on the email: mikaelk@mof.gov.bt

Virus Vs Your Computer



*Mr. Sonam Penjor
ICT Officer,
IT Section, DRC HQ*

A COMPUTER is actually a set of hardware components, running on bits of zeros and ones with some software applications installed on it, to make users understand their language. From a laymen's perspective it seems that computers are pieces of cold, hard and forever instruments. Once we have one it last forever. Its not! Like everyone of us, computers have lifespan too. Its health is as important as our own health. Like humans, computers also face risk in the form of computer viruses.

Computer Virus

Computer viruses are software programs that are deliberately designed to interfere with computer operation - corrupt or delete data, often slowing things down and causing other problems in the process. They degrade the health of computers.

Just as human viruses range in severity from the 24-hour flu to the HIV/AIDS viruses, computer viruses too range from mildly annoying to the downright destructive, and come in new and different forms. The good news is that with an ounce of prevention and a little knowledge, you are less likely to fall victim to viruses and you can diminish their impact - just like washing your hands to remove dirt and viruses...

When a computer is infected with a virus program...

Once a computer virus gets into the computer, they hide in the computer's memory (ROM/RAM/Hard disk) and starts duplicating themselves like a disease. Whenever you open any program on your computer, the virus automatically gets saved into that program. Slowly but surely,



the virus crowds out your data and causes many system problems: some will erase your program; some will encode your program into some strange languages; some will affect your computer's ROM (Read Only Memory); some will affect your computer's RAM (Random Access Memory); some will slow down your processes by occupying all free available spaces and the evil ones will crash your system altogether.

How viruses can come into your computer...

- The easiest and the widest door through which viruses can get into computer at the moment is through INTERNET. The degree of vulnerability is higher - if you visit strange sites, download/install strange programs on your computer or if you open strange e-mail attachments from known or unknown sender.
- Through e-mails - a copy of the infected file on one's computer will be automatically sent to all the addresses in the e-mail address list.
- Sharing external input devices - when somebody shares files or external input devices like floppy disks, flash drives and CDs used in an infected computer, they can get the viruses.



The symptoms of viruses on your computer...

- An e-mail message that has a strange attachment. When you open the attachment, dialog boxes appear or a sudden degradation in system performance occurs.
- There is a double extension on an attachment that you recently opened, such as .jpg.vbs or .gif.exe.
- An antivirus program is disabled for no reason and it cannot be restarted.
- An antivirus program cannot be installed on the computer or it will not run.
- Strange dialog boxes or message boxes appear onscreen.
- New icons appear on the desktop that you did not put there, or are not associated with any recently installed programs.
- Strange sounds or music plays from the speakers unexpectedly.
- A program disappears from the computer, which you did not remove.



A virus infection may also cause the following symptoms, but these symptoms may also be the result of ordinary Windows functions or problems in Windows

- Windows will not start at all, even though you have not made any system changes, and you have not installed or removed any programs.
- There is much modem activity. If you have an external modem, you may notice the lights blinking too much when the modem is not being used.
- Windows will not start because certain critical system files are missing, and then you receive an error message that lists the missing files.
- The computer sometimes starts as expected, but at other times it stops responding before the desktop icons and taskbar appear.
- The computer runs very slowly, and it takes a long time to start.
- You receive out-of-memory error messages even though your computer has much RAM.
- New programs do not install correctly.
- Windows spontaneously restarts unexpectedly.
- Programs that used to run, stop responding frequently. If you try to remove and reinstall the software, the issue continues to occur.
- A disk utility such as Scandisk reports multiple serious disk errors.
- Your computer stops responding when you try to use Microsoft Office products.
- You cannot start Windows Task Manager.
- Antivirus software indicates that a virus is present.

So in order to confirm whether the symptoms are a result of ordinary windows function or of the viruses, you should do the following test:

Install antivirus software in your computer, update its definition and then start scanning your whole system. It will detect and will try to fix it (viruses). If you still get symptoms, you can confirm that it's your Windows system that is giving you the problems.

How to keep your computers secure from unwanted access...

Use an Internet firewall: A firewall is a piece of software/hardware that creates a protective barrier between your computer and potentially damaging content on the Internet. It helps guard your computer against malicious users, computer viruses and worms.

How to prevent/recover from virus infection...

If viruses have made their way through firewalls to your computers, then you should do the following:

- Update your computer - security updates help shield your computer from vulnerabilities, viruses, worms, and other threats as they are discovered.
- Install security updates for Windows and Windows components
- Install security updates for Microsoft Office products.
- Use current antivirus software.

"Better safe than sorry"

Points to ponder

- Always make backups of what you do.
- Never open strange attachments from known or unknown persons.
- Do not visit or download file(s) from doubtful sites.
- Do not install any programs, of which you are not sure of.
- Install antivirus software and always keep it updated.
- Use firewall.

IN-COUNTRY TRAINING PROGRAMS HELD AT DRC FOR THE YEAR 2005

Sl. Course	Number of	Duration	Funding Agency
Tax Administration Division			
1	29 officers 32 inspectors	1-3 Nov/15-17 Nov	DANIDA
2	27 officers, 2 inspectors	4-6 Nov, 2005	DANIDA

EX-COUNTRY TRAINING/STUDY PROGRAMS FOR THE YEAR 2005

No.	Name	Designation	Name of the course	Place/country	Duration	Source of funding
Customs & Excise Division						
1.	Ms. Tshewang Tashi	Regional Director	Training Management	Malaysia	21.03 - 2.04 2005	MTCP
2.	Mr. Tshering Dorji	Dy. Supdt.	Commercial Fraud	Malaysia	18-30 April 2005	MTCP
3.	Mr. Tashi Rabten	Dy. Supdt.	Enforcement and intelligence management	Japan	16 May -10 June 2005	Japan Customs
3.	Mr. Leki Tshering	Dy. Supdt.	Customs Valuation	Japan	16 May -10 June 2005	Japan Customs
4.	Ms. Dechen Zam	Dy. Supdt.	Customs Clearance	Japan	16 May -10 June	Japan Customs
5.	Ms. Pema Dekar	Supdt.	Training Management	Japan	Jul 25 - 5 Aug 2005	Japan Customs
6.	Ms. Deki Jamtsho	Dy. Supdt.	Passenger Examination	Malaysia	8-20 Aug 2005	MTCP
7.	Mr. Kezang Dorji	Dy. Supdt.	PCA	Japan	9 Sep - 4 Oct 2005	Japan Customs
8.	Ms. Bumpa Lhamo	Supdt.	Customs Management Technique	Singapore	12-17 Oct, 2005	Singapore Customs
9.	Mr. Kush Chhetri	Supdt	HS Classification	Japan	24 Oct - 9 Nov 2005	Japan Customs
10.	Mr. Weseyel Lhendup	Supdt	HS Classification	Japan	24 Oct - 9 Nov 2005	Japan Customs
Tax Administration Division						
11.	Ugen Chhophel	Sr. Tax Officer	General Tax Administration Course	Malaysia	June 9- July 7 2005	MTCP
12.	Kinley Wangmo	Sr. Tax Officer	Tax Treaty Course	Malaysia	14-25 Dec 2005	MTCP
13.	Anok Kr Rai	Asst. Director	Macro Economic Management & Fiscal Issues	IMF Singapore Institute	7-18 Nov 2005	IMF Singapore
14.	Santsoh Bhattarai	Asst. Director	Macro Economic Management & Fiscal Issues	IMF, Singapore Institute	7 -18 Nov 2005	IMF Singapore
15.	Sonam Tenzin	Asst. Director	Development Economics	IDEAS, Chiba,	September 2005	IDEAS Japan
Revenue & Audit Division						
16.	Phuntsho Tobgay	Jt. Director	Study Tour/Stamp Duty	5 to 14 Oct	Kolkata and Malaysia	Sustainable Development Secretariat
17.	Bishal Rai	Asst. Director	"	"	"	"
18.	Tenzin Yuden	Revenue Officer	"	"	"	"
19.	Chimi Zam	Revenue Officer	"	"	"	"
20.	Nangse Dema	Revenue Officer	"	"	"	"
21.	Thinlay Yandon	Revenue Officer	Revenue Forecasting and Analysis	13 to 24 June	Phillippines	Danida
22.	Tenzin Yuden	Revenue Officer	Revenue Forecasting and Analysis	13 to 24 June	Phillippines	Danida
23.	T B.Chhetri	Jt. Director	Study Program on Financial Management and Budgeting	12 to 16 Dec	Hague, Netherlands	Netherlands Government
24.	Tashi Tobgay	Asst. Director	"	"	"	"
25.	Tshering Lham Dorji	Asst. Director	"	"	"	"
26.	Thinlay Yandon	Revenue Officer	"	"	"	"

REPLY BY RCSC

The PCS Policy supports six modes of continuing education of which one of the modes is distance learning. Towards this end, the RCSC is working on the procedures and other formalities involved in the delivery of these various modes. The recognition of the degree or qualification will have to be as per the requirements framed and specified by the Royal University of Bhutan, Ministry of Education, Ministry of Labor and Human Resource and the RCSC.

Human Resource Division, Royal Civil Service Commission, RCSC

FOR QUERIES ON PCS
log on to
www.rcsc.gov/pcs

Watch BBS for talk shows/
forum discussions on PCS

SEMINAR/WORKSHOP/MEETING

No.	Name	Designation	Name of the seminar workshop/meeting	Duration	Place/country	Source of funding
1.	Aum Sangay Zam	Director	105/106 WCO Council Session	23-25 June 2005	Belgium	WCO
Customs & Excise Division						
2.	Mr. H B Gurung	Joint Director	Customs Executive Seminar	3-11 Feb 2005	Japan	Japan Customs
3.	Mr. Karma Tshultrim	Under Secretary	H S Seminar	21-25 Feb 2005	Japan	Japan Customs/WCO
4.	Mr. Sonam Gyaltshe	Asst. Collector	Harmonisation of Non-preference Rules of Origin	12th -18th Jun 2005	Sri Lanka	Japan Customs/WCO
5.	Mr. Tenzin Norbu	Regional Director	41st Fellowship Programme for the French Speaking Customs Officers	14 Feb-25 Mar 2005	Belgium & Japan	Japan Customs/WCO
6.	Mr. Sonam Dorjee	Superintendent	Counterpart Training Course for Technical Cooperation	7-26 Mar 2005	Japan	Japan Customs/WCO
7.	Mr. H B Gurung	Joint Director	3rd Trade Negotiation Committee Meeting for BIMSTEC	7-10 Mar	Nepal	SAARC
8.	Mr. J B Tamang	Deputy Collector	WCO Regional SupplyChain Security and Trade Facilitation	22-24 Mar	Hongkong	WCO
9.	Mr. Sangay Wangdi	Deputy Collector	Synthetic Drugs and Chemical Precursor	18-22 April	Philippines	CCF Japan Fund
10.	Mr. H B Gurung	Joint Director	7th Meeting of COE on SAFTA	22-24 Mar	Maldives	SAARC
11.	Mr. Karma Tshultrim	Under Secretary	8th meeting of COE on SAFTA	17-19 April	Nepal	SAARC
12.	Mr. Karma Tshultrim	Under Secretary	Application and maintenance of the WTO Valuation Agreement	30th May- 3rd Jun	Malaysia	Malaysian Customs
13.	Mr. Sonam Dorji	Asst. Collector	4th TNC Meeting for BIMSTEC	9-12 Apr 2005	Myanmar	SAARC
14.	Mr. Choyzang Tashi	Regional Director	Import Procedures and Rules of Origin	17th-25th Apr 2005	Bangladesh	RGOB
15.	Mr. Chewang Jamtsho	Superintendent	"	"	"	"
16.	Mr. Sonam Gyaltshe	Assistant Collector	"	"	"	"
17.	Mr. H B Gurung	Joint Director	5th TNC Meeting for BIMSTEC	5-11 Jun 2005	Sri Lanka	SAARC
18.	Mr. Karma Tshultrim	Under Secretary	9th COE Meeting on SAFTA	28 Jun -1 Jul 2005	Nepal	SAARC
19.	Mr. Sangay Wangdi	Deputy Collector	25th Open Ended Working Groups		27 Jun-1 Jul 2005	Canada UNEP
20.	Mr. Karma Tshultrim	Under Secretary	of the WTO Valuation Agreement Meeting on Customs Cooperation	16-18 Aug 2005	Nepal	SAARC
21.	Mr. H B Gurung	Joint Director	6th TNC Meeting for BIMSTEC	Aug 8-13	Bhutan	SAARC
22.	Mr. H B Gurung	Joint Director	7th TNC Meeting for BIMSTEC	12-17 Sept	Thailand	SAARC
23.	Mr. Yeshey Jamtsho	Inspector	Meeting of the South Asia Network of ODS officers	3-6 Oct	Nepal	UNEP
24.	Mr. Karma Tshultrim	Under Secretary	11th COE Meeting on SAFTA	18-19 Oct	Nepal	SAARC
25.	Mr. Sonam Dorji	Asst. Collector	8th TNC Meeting for BIMSTEC	10-15 Oct	Bangladesh	SAARC
26.	Mr. H B Gurung	Joint Director	15th Regional Contact Points Meet of the WCO	8-11 Nov	Thailand	RGOB
27.	Mr. Wangchuk Thayer	Deputy Collector	15th Regional Contact Points Meet of the WCO	8-11 Nov	Thailand	RGOB
Tax Administration Division						
1.	Karma T. Wangchuk		Microeconomic Management	20-24 June 2005	IMF Institute, Singapore	IMF
2.	Ugyen Kesang		15th Tax Conference	17-20 Oct 2005	ADB, Tokyo, Japan	ADB

PRIZES TO BE WON

Editor

Please note articles coming on time will be given plus points

To encourage DRC staff to contribute articles for Yongsal - PIS proposed during the 12th AGM that cash prizes be awarded to contributors of Yongsal. The proposal was welcomed with a few changes. The chairman of the AGM recommended that a selection committee should judge the articles. The best three articles to be awarded prize money of Nu 1500 each.

The committee will comprise of DRC Director, the editor of Yongsal and the head of MIS in RCSC.

JANUARY 2005 PROMOTIONS

No.	Name	Designation	Grade	Place
1	H B. Gurung	Joint Director	IV	DRC, HQ
2	Sonam Dorji	Asst. Director	VII	DRC, HQ
3	Sonam Gyeltshen	Asst. Director	VII	DRC, HQ
4	Jigme Thinley	Asst. Director	VII	Paro
5	Phuntsho Wangdi	Asst. Director	VII	P/Ling
6	Karma Sherpa	C. Programmer	IX	DRC, HQ
7	Kishore Kr. Rai	Asst. Supt.	IX	P/Ling
8	Deo Raj Gurung	Asst. Supt.	IX	P/Ling
9	B.P Sharma	Programmer	IX	Gelephu
10	Padam L. Gurung	Chief Accountant	IX	S/Jong
11	Lucky Das	Chief Accountant	IX	DFS
12	D B. Mongar	DCA	X	S/Jong
13	Wang Gyeltshen	Inspector	XI	Kolkata
14	Tshering Dorji	Inspector	XI	Samtse
15	Phub Gyeltshen	Inspector	XI	Samtse
16	Tshering Dorji	Inspector	XI	P/Ling
17	Balaram Gurung	Inspector	XII	Thimphu
18	Ugyen Lhamo	Revenue Clerk	XII	Thimphu
19	Lali Maya Tamang	Typist	XII	Gelephu
20	Pema Choden	APO	XIII	DRC, HQ
21	Rinchen Zam	Inspector	XIII	DRC, HQ
22	Pampha Chhetri	Computer Operator	XIII	Thimphu
23	Chhimi Wangmo	Computer Operator	XIII	Gelephu
24	Tenzin Dhendup	Inspector	XIII	S/Jong
25	Dorji Namgay	Inspector	XIV	S/Jong
26	Yonten	Driver	XV	Gelephu

JULY 2005 PROMOTIONS

No.	Name	Designation	Grade	Place
1	Sangay Zam	Director	III	DRC, HQ
2	Choyzang Tashi	Regional Director	IV	P/Ling
3	Chewang Jamcho	Asst. Director	VII	P/Ling
4	Yeshey Seldon	Asst. Director	VII	Paro
5	Benita Chhetri	Chief Accountant	IX	DRC, HQ
6	Roma Tamang	Revenue Clerk	XII	P/ling
7	Chhimi Dorji	Inspector	XII	P/Ling
8	Tandin Wangchuk	Inspector	XII	P/Ling
9	Dawa Gyeltshen	Inspector	XII	Gelephu
10	Tshering Wangchuk	Inspector	XII	Gelephu
11	Sangay Wangchuk	Inspector	XII	Samtse
12	Nangjay	Inspector	XII	S/Jong
13	Tharchen Dorji	Inspector	XII	S/Jong
14	Yeshey Jamtsho	Inspector	XII	DRC, HQ
15	Tez Bdr. Darjee	Inspector	XII	Thimphu
16	Chador Dukpa	Dy. Inspector	XIII	P/Ling
17	Egen Darjee	Dy. Inspector	XIII	P/Ling
18	Dhendup Dorji	Dy. Inspector	XIII	P/Ling
19	Rajen Thapa	Dy. Inspector	XIII	Samtse
20	Sherub Dorji	Dy. Inspector	XIII	S/Jong
21	Ugyen Dorji	Dy. Inspector	XIII	Gelephu
22	Tshering Tashi	WBO	XIV	Gelephu
23	Choney Wangmo	Account Clerk	XV	Samtse
24	Kencho Pelden	Office Asst.	XV	S/Jong
25	Ugyen Wangmo	Com Operator	XV	S/Jong
26	Chama Rinchen	WBO	XVI	P/Ling

Revenue Accounts and Audit Achievements for year 2005

- National Revenue Report for FY 2004-05. New feature in the report this year is the 'Performance Indicators' of the department.
- Process for legislating existing Stamp rule and regulations of 1978 underway as advised by Ministry of Finance. Policy and concept of the stamp act has already been sensitized during the 12th Annual General Meeting held in November.
- Existing rates for judicial and revenue stamp revised upward with effect from January 2006.
- Review of Revenue Management System was completed successfully in the first quarter of the year 2005. Different problems at different levels were encountered by the review team. During the review the team was able to solve some of the minor problems on the spot, which were identified as being mostly user's problem. Few problems which were technical in nature had to be noted down to be resolved later with the developers. After the review the problems were then taken up with the developers and the solution were sent in packages to all the regions for implementation.
- Revenue audit of RGoB agencies at the Paro Airport was carried out and completed during the year.
- The existing rural tax manual of 1996 was revised in line with the GYT Chathrim of 2002 during the year and will be finalized for drafting in the upcoming Dzongkhag Revenue Officers Meet.

Total Staff Strength of DRC - Dec 2005

Sl. No.	Office	Staff Strength
1	Head Office	45
2	RRCO, Thimphu	48
3	RRCO, Phuentsholing	117
4	RRCO, Samtse	59
5	RRCO, Gelephu	48
6	RRCO, S/Jongkha	53
7	RRCO, Paro	30
8	LTO, Kolkata	13
9	Duty Free Shop	8
Total		421
9 FYP approved staff strength 653		

Donate Nu 20 scheme

*Join the **Donate Nu 20 voluntary scheme** to help colleagues going through a difficult financial crisis due to unavoidable circumstances – i.e. **life and death situation of self or immediate family members**. It means having to avail extraordinary leave whereby one will not get any wages.*

In such tragic situation PIS is proposing a voluntary contribution scheme of Nu 20/- per month to be cut directly from one's pay (if anyone would like to contribute more they are welcome). Each person will have to pledge the amount with RDs, the list will have to be submitted to the DRC accountant in MOF. This scheme will be valid for the period when the person is on extraordinary leave without wages. Only staff that join the scheme will be beneficiaries.

ANY OTHER SUGGESTION WELCOMED

ARE YOU AN ASSET OR A LIABILITY?

Where do you stand in your ethical balance sheet! Choose one answer from A) B) & C)

1. **There is an old saying that, "the customer is always right." What do you think?**
A) Yes B) NO C) depends on situation
2. **You are serving a customer who insults you... is this a problem for you?**
A) Yes B) NO C) depends on situation
3. **What is the best way to deal with an angry customer?**
A) Get angry & fight back B) Ignore the outburst and deal with the issue C) Get help of supervisor
4. **You are new on the job. During your training you were taught departmental procedures. Now your supervisor gives you instructions that contradict those procedures. What would/should you do?**
A) The boss is always right B) Explain, its against department policy and that you cannot do it C) Depends on situation
5. **Do you know what a kickback or bribe is?**
A) Yes B) NO C) Not sure
6. **You discover that your supervisor or colleague is accepting kickbacks or stealing from the department. What would you do?**
A) Ignore it B) Report it C) Do as the boss does
7. **You have some personal problems that are troubling you. Is it okay to attend to these problems while you are at work?**
A) Yes B) NO C) Depends on situation
8. **To what degree (or under what circumstances) do you think it's okay to deal with your own personal affairs on office time?**
A) 25% B) 50% C) Depends on situation
9. **Does a negative attitude affect other people in the workplace?**
A) Yes B) NO C) Sometimes
10. **Suppose you are getting paid less than you think you deserve. Could that justify stealing from the department or goofing off on the job.**
A) Yes B) NO C) Depends on situation
11. **Suppose your supervisor or colleague instructs you to do something unethical or illegal. What will you do?**
A) The boss is always right B) Report it C) Explain, its against company policy and that you cannot do it
12. **How often do you think about whether something is right or wrong before you make a choice?**
A) Often B) Never C) Always
13. **If you care about doing the right thing, does that make your choices easier or harder?**
A) Often B) Never C) Always
14. **Do complimentary gifts influence your decision?**
A) Often B) Never C) Always
15. **If you get an opportunity to attend a training, seminar, workshop etc. will you look at the relevance before accepting the offer OR will you recommend/make sure the right person is identified.**
A) Often B) Never C) Always
16. **Is it important for you to be a moral and ethical person?**
A) Yes B) NO C) Depends on situation



1.	a) 1	b) 0	c) 2
2.	a) 0	b) 2	c) 1
3.	a) 0	b) 2	c) 1
4.	a) 0	b) 2	c) 1
5.	a) 2	b) 0	c) 0
6.	a) 0	b) 2	c) 1
7.	a) 0	b) 2	c) 1
8.	a) 0	b) 0	c) 1
9.	a) 2	b) 0	c) 1
10.	a) 0	b) 2	c) 0
11.	a) 0	b) 2	c) 1
12.	a) 1	b) 0	c) 2
13.	a) 1	b) 0	c) 2
14.	a) 0	b) 2	c) 0
15.	a) 1	b) 0	c) 2
16.	a) 2	b) 0	c) 0

SCORE RATES

32:Wow! Either you are a cheat or a very careless person. You cannot be trusted and you are a **BIG liability**. Some questions have trick points. The maximum you can score is 31 points. If you cheated, you are capable of using any trick in the book to achieve your selfish ends. And if you made a mistake, such careless behaviour is not to be tolerated - as in the real world it could translate into millions of Ngultrums and big losses for the department.

27 to 31: You are an **asset**. DRC is proud to have you. Ethical values such as yours will ensure that corruption can and will be contained.

9 to 26: You are sitting on a very hot fence. STOP...reflect on your ethical values - turnover a new leaf. Let the good in you win.

1 to 8: You are a rotten apple and a **liability**. Its people like you that give the department a bad name. You are **termination material**.

CHECK YOUR SCORES - ARE YOU AN ASSET OR A LIABILITY?

Public Information Services (PIS)



Staffing pattern

Ms. Kaysang W. Samdup,
Joint Director and
Mr. Sumit Giri, Tax Officer,
(a much welcomed addition
in July 2005).

Overview

Public Information Services (PIS), a section under Information Division, was established in 1996. The communication strategy of the department is planned and implemented by PIS. This not only entails coming up with a comprehensive communication plan using all suitable methods of publicity to help the department achieve its aims and objectives, but must also ensure that it is **cost effective**.

This is achieved through a mix of planned paid-for-techniques and cost sharing activities employing PR strategies. Reports, pamphlets, booklets, posters, forms, certificates, TV programs, advertisements etc. are developed in-house and then outsourced for printing or production. In addition, the DRC website content is also managed by PIS.

Value For Money

Advertising contracts: For the last eight years, PIS has undertaken planned advertising contracts with both Kuensel Corporation Ltd. and BBS. This has enabled DRC to get discounts upto 30%. For example in 2005 we got a discount of Nu.165,725 from Kuensel Corporation Ltd.

Publisher appointed : The third publication to be outsourced to a publisher

Kuensel Corporation Ltd. has been appointed as the publisher and distributor of Bhutan Trade Classification, Customs Tariff and Sales Tax Schedule 2005.* The decision was recommended by PIS to promote good resource management (both human and financial) - ensuring that concerned persons undertake more relevant departmental work (avoiding the cumbersome task associated with distribution and monitoring of sale of the books). The department saved 1.5 million Ngultrums in printing cost for the three publications (The scheme started in 2003).

*NOTE:150 complementary copies are supplied to DRC/PIS by the publisher(per print/reprint). PIS hands over all copies to the concerned Division. The concerned division will be responsible for maintaining a distribution list. If staff lose their free copy - they are required to buy their own replacement copy.

Activities undertaken from January 2005 to December 2005



tax notifications & advertisements

- In Kuensel Corporation Ltd.(93 advt. spaces)
- In Bhutan Broadcasting Corporation Ltd. (172 advt.slots)
- Tax supplement (Tax calendar)
- Bhutan Business Directory (advt. on cover page)
- B Mobile (sms messages)

TV programs

- Third Country Import procedures
- Income Tax commercials

miscellaneous

- Communication budget/annual plan
- Media management, event management and press releases etc.
- Coverage of DRC meets, meetings and trainings etc.
- Management of DRC Webpages at www.mof.gov.bt/drc.
- Management of library
- Coordinated translation of Stamp Act
- Follow up with DRC publisher/printers

publications

- National Revenue Report 2003– 2004 (February 2005)
- National Revenue Report 2004– 2005 (December 2005)
- Personal Income Tax Guidebook in English
- Personal Income Tax Guidebook in Dzongkha
- Bhutan Trade Statistics 2004
- Excise Duty Refund 2003 (factory)
- Excise Duty Refund 2003 (open)
- Commodity Index
- Tax Manual 2005
- Revenue Manual 2004
- Performance Indicator Report of Tax Administration 2004
- DRC Information Folder
- Yongtsel 2004

forms, certificates & pamphlets

- PIT Return Form
- Customs Declaration Form (Airport)
- Import Declaration Form(Indian)
- Import Declaration Form(third country)
- Transit Declaration Form
- Detention Form
- Seizure Form
- Confiscation Form
- Certificates for Training Centre
- Third Country Import Procedures



Kaysang W. Samdup, is an active member of the media/information committees of Good Governance Plus and the Position Classification System.

People who work with information must set their own schedule, usually work with less direct supervision, and frequently experience change and innovation in their work.