



# KUZUZANGPOLA FROM BHUTAN

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Digital Bhutan



**What is the progress Bhutan has made towards Digital Economy. What is the Position of the E-Gov, Digital payment, e-commerce, Digital Platform and other digital economy indicators. What are the lessons to be learned.**

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## COUNTRY BACKGROUND

- Landlocked Least Developed Country, Graduating from LDC in 2023
- Bilateral Trade Arrangements with India, Bangladesh, Thailand
- Major Trading Partners – India (80 +%), Bangladesh (5 %), Thailand (2%)
- Television and Internet Services Introduced in 1999
- % of Population availing Mobile Services -- 98.3 %
- % of Population with access to internet Services – 76%

# E-GOV & INFRASTRUCTURE

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- Most Agencies have Backend System for Service Delivery
- 100 + Government Services Online
- Wide Area Network extended to Block Level
- Government Data Centre & 2 Commercial Data Centres
- Digital Drukyul – The National ICT Flagship Programme of 12<sup>th</sup> Five Year Plan
  - Digital Identity
  - ePIS
  - IT Systems for Education Sector
  - Licensing Single Window

# E-COMMERCE & DIGITAL PAYMENTS

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- eCommerce Policy and Guidelines being formulated
- e-Commerce & m-Commerce start-ups ecosystem emerging
- National Payment Gateways Established – BIPS and GIFT
- eCommerce Business Licenses are being issued
- Payment Apps by Banks
- No single payment Apps that connects to all Banks

# CHALLENGES AND LESSONS

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- Insufficient ICT Infrastructure
- Lack of effective logistics and cross-border facilitation
- Lack of Legal Framework and Comprehensive Policy
- Payment Options
- Nascent eCommerce Sector
- Skills
- Policy Coordination and Policy Convergence is necessary
- Need to support start-up ecosystem
- Need to break the legacy dependency
- Govt. Support in Infrastructure Development

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- Thank You