



ལྷོ། །འབྲུག་གོང་འཕེལ་དངུལ་ཁང་ཚད་འཛིན།

BDB | Bhutan Development Bank Limited
BDB Newsletter 2022



Issue 48

ePay New Version Launch



On 12th November 2022, ePay New Version was officially launched at BDB Head Office by the board Members and the management.

ePay new version Features:

- **Biometric**
Have an option to use thumbprint for login
- **Self-registration/Login**
 1. New Users can initiate self-registration with the use of their Account Numbers;
 2. Users can log in to the app with User ID and set default MPIN as per their choice (If Users forgets the MPIN, there is an option to reset the MPIN).
 3. Upon successful authentication of One Time Password (OTP), MPIN can be set.
- **Recurring Deposit/Fixed Deposit account**

Users can now open Recurring Deposit (RD) and Fixed Deposit (FD) account using the app.

- **Refer and earn**
Registered members can bring on board new members and get an incentive/reward. Existing users can send invitation through SMS.
- **Loan repayment and recurring account transfer:**
 - i) **Loan repayment**
Users can:
 1. Make loan repayments to any loan accounts maintained in BDB;
 2. View their loan account statement;
 3. Generate loan account statement in PDF format;
 4. Schedule single / recurring loan repayments in advance for future dates; and
 5. Pay loan repayments loan maintained with NCSIDBL, NPPF, RICBL and BIL.

ii) Recurring Deposit (RD) Payments

Users can:

1. Make RD Installment payment;
2. View RD Account statements;
3. Generate RD account statement in PDF format; and
4. Schedule single / recurring payments in advance for future dates.

• Standing Instruction (SI) for Normal Saving/CD/RD/OD/Loans

The SI feature facilitates periodic scheduled payments for fund transfers and third-party payments. Users can register (create) multiple SI for different multiple accounts.

• Utility Bill Payment for the following services

1. B-mobile Services;
2. Tashi Cell Services;
3. BPC Services;
4. RICBL Services;
5. Tax Payment; and
6. Samuh Payment

• Bhutan QR Scan and Pay (NQRC)

Users can make payments by scanning QR Codes directly.

• Fund Transfers

Users can:

1. Transfer funds into one's own Saving account/Current account /OD account;
2. Transfer funds into the accounts maintain within BDB;
3. Transfer funds into the accounts maintained in other banks with the use of Bhutan Immediate Payment Service (BIPS).

Schedule Payment in advance for future dates.

Generate/View/Statement

Users can:

1. View both loan and savings account statement; and
2. Generate account statement in PDF format.

Loan Amount, Interest rate & Loan Term

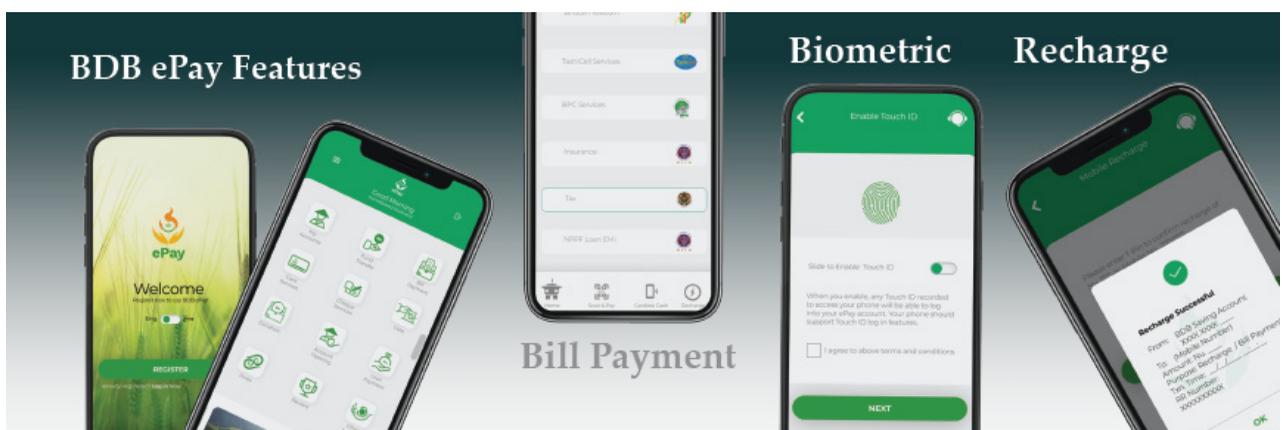
Users can:

1. Check BDB lending rates and
2. View all loan account details availed by the users tagged under single Customer Information File (CIF) ID.

Search for Scheduled and completed/successful Transaction

Users can:

1. Search those completed and successful transactions;
2. View the interest rate table, calculate loan EMI and locate the ATMs.
3. Search for Schedule Transaction and completed Transaction
4. User can search for the transactions that are scheduled for future dates.
5. User can search for the transactions that are completed successfully.
6. You can also view interest rate table, calculate EMI, Locate ATM.



Highland Festival at Laya, Gasa



His Majesty The King graced the Royal Highland Festival, which is being held on 23rd and 24th October 2022 in Laya, Gasa. The Royal Highland Festival was initiated by His Majesty The King in 2016, as an annual event celebrating and showcasing the unique Highland culture and beauty. The festival, held in Laya, has participants from 10 dzongkhags of Bhutan with Highland communities, each with their unique dress, local customs and products. Thus, the BDB staffs of Gasa also joined the festival in order to provide financial assistance to the festival participants.

Our journey to Laya began on 22nd October, 2022 with Dzongkhag staffs and other visitors to witness the festival scheduled for 23rd and 24th October, 2022. We reserved one bolero vehicle till Tongchhu Dra and had our lunch there. From that road end point, we started our journey towards Laya which consist of 3 - 4 hours walk and after arriving to Laya, we went to see our stall to prepare and get ready for the program.

In the early morning of 23rd October 2022, we moved to our allocated stall and displayed our financial services and products. The people of Gasa were excited when our interim Dzongda was appointed as permanent Dzongda and arrived with our king in a red scarf upon the arrival of our chief guest (our king). Then the Marchhang ceremony begins followed by the speech from the His Majesty The King. The

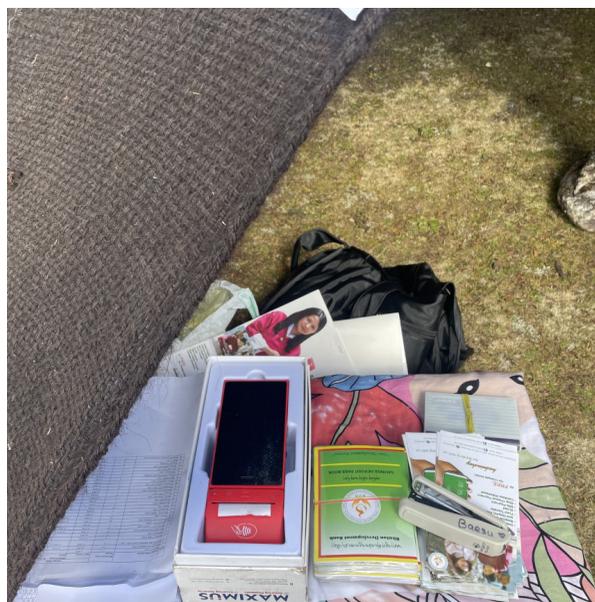


Programs included the Highland marathon, lottery, an animal show, yak dance, dance program from School and other Highlanders.

One of the interesting and fortunate things we felt was our king skipped other stalls and visited directly to our stall. He asked us about our branch offices, number of staffs, times for visit to highland festival and our purpose for the festival. We answered all the questions respectfully. With the highland animal show and Trashi Laybey song on 24th October, 2022, His majesty The King left to the capital city by helicopter shortly afterward. The first night, we had a camp fire session with our beloved king, and the second night, we had a camp fire session with other ministers and foreigners. The services that we have provided during the festival are as mentioned below;

1. We have distributed our brochures,
2. Sensitized banking products,
3. Provided fresh note exchange,
4. Filled the MM-IV form,
5. KYC update

On 25th October 2022, We visited all the nearby villages to collect birth certificates from students, MM-IV forms, and KYC forms. On the following day, 26th October, 2022, we headed to Laya Central School to obtain birth certificates from boarder students and collect KYC forms.



We collected cash deposit from Laya Central School on 27th October, 2022, which marked the end of our tour. Following that, we began our journey back to Gasa with other staff members and visitors. We had lunch at Tongchhu Dra and returned in the bolero we had reserved. Afterwards, we went to a hot spring to conclude our six-day tour.

Kota
Credit Assistant
Gasa Branch

CUSTOMER STORIES



Name: Phuntsho Wangmo
Age: 30 (F)

I have been using BDB Services for many years. I would recommend others to avail BDB services since it is easy, reliable and the staffs of BDB are very customer friendly.



Name: Kinzang Wangmo
Age: 44(F)

I have been using BDB Services for a long time now, everyone is always friendly and willing to help. I always enjoy going and doing banking transaction in BDB. I highly recommend the bank.



Name: Sangay Dorji
Age: 28(M)

I really appreciate BDB services, their customer care services are very friendly. They provide quick and quality service and give prompt response to all our complaints.



Name: Choten Wangchuk
Age: 47(M)

The availability of credit facilities at BDB is awesome. I really like the services they provide. Having been a customer of the bank I can assure you they do what they say and have incredibly professional and friendly employees.

Group Manual Training



The training on Group Formation and Development was conducted on 4th & 5th November, 2022 at BDB Training Hall by General Manager, Research & Development Department. The wisdom was imparted to interested Research & Development Department officials. Receiving a field-related training had been a privilege and an honour for us.

The training was based on the group scheme operation with detailed processes and its requirements. The Group Scheme is a scheme which would alternatively help in achieving Gross National Happiness and Socio-Economic Development within the country. In this scheme, the Group is understood as “the collection of individuals who voluntarily come together, trust each other and work together to achieve a common set of goals”. It has a Group Leader who should be a competent person “with knowledge, attitudes and skills in managing a group or organization”. The group center consists of several “Groups” that have members such as chairperson, vice chairperson, treasurer, group leaders, assistant leaders, members, and member secretary. Members have defined roles and responsibilities with their own accountability.

One of the unique features of the scheme was about maintaining a separate saving account for a Group and the members like Central Fund Account and Individual Compulsory Saving Account (ICSA) respectively which helps in inculcating saving habits among the members and many other.

The group scheme in overall is one of the major products BDB is promoting and improving which aims in reaching the population that are less privileged to access under conventional banking methods.



Prayers for peace



On 22nd October 2022, in order to pay our respects and pray for the peace, prosperity of the Nation as well as for the well-being of the BDB family, BDB staffs offered seow (lunch), for the ongoing Kuenkhyen Kabum Jaklung (Oral Transmission) presided by His Holiness the 70th Jekhenpo presided by His Holiness Chabjey Jekhen at Kuenselphodrang.





Bhutan Development Bank Limited

P.O Box 256

Thimphu: Bhutan

Facebook: Bhutan.Development.Bank

Email: info@bdb.bt

www.bdb.bt

Contact Center No. 1424