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Royal Government of Bhutan

DZONGKHAG ADMINISTRATION

Chhoetse-Dzong: Trongsa



SOP for whistleblowing Mechanism

1. Purpose

The purpose of this SOP is to establish a standardized process for receiving and addressing whistleblower reports within the Dzongkhag Administration. It aims to ensure confidentiality, protection against retaliation, and thorough investigations of reported concerns.

2. Scope

This SOP applies to all employees and LG members of the agency who wish to report wrongdoing, illegal activities, or unethical behavior.

3. Reporting Process

- Any whistleblower shall submit a report through an online form from the Dzongkhag website
- The report shall be received and logged by the ICT Officer.
- The ICTO shall acknowledge receipt of the report to the whistleblower, ensuring confidentiality and protecting their identity.
- The ICTO shall submit the report to ACC focal person within one day from the receipt of the report
- The focal person shall report to Dasho Dzongdag (HoA) after assessing the report's credibility, urgency, and potential risks to the Dzongkhag and its stakeholders
- The HoA shall form an investigation team based on the nature of report if it required further action

4. Investigation Process

- The investigation team shall initiate an investigation with 5 working days
- Investigation team members shall ensure impartiality and confidentiality
- The investigation team shall conduct a thorough and unbiased investigation, gathering evidence and interviewing relevant individuals
- Upon completion of the investigation, the findings are documented and presented to the management for further action

5. Action Taken

- After receiving the investigation report, the Dzongkhag Administration shall take appropriate action for the administrative cases based on the findings and recommendations for improvement.



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- The Dzongkhag Administration shall forward the non-administrative cases to relevant authorities.

6. Documentation and Record-Keeping

- The focal officer shall maintain comprehensive confidential records of all the whistleblower reports, investigations, and action taken reports

7. Protection and Non-Retaliation

- The Dzongkhag Administration shall strictly prohibit retaliation against whistleblowers and guarantee protection from any form of adverse action.
- Whistleblowers who experience retaliation should report it immediately to the focal person
- Any retaliation incidents will be thoroughly investigated, and appropriate disciplinary measures will be taken against those responsible.

8. Roles and Responsibilities

- ICTO: Responsible for receiving reports and ensuring that confidentiality is maintained
- Focal Person: Ensure that the report is submitted to HoA on time and maintain confidentiality
- Investigation Team: Ensuing whistleblower protection and conduct impartial investigation
- HoA: Responsible for reviewing the findings and take appropriate actions

The Dzongkhag Administration shall periodically review and assess the effectiveness of this SOP aligning with the emerging best practices and changes in relevant rules and regulations.