

**Report on the Pilot Assessment of
Administrative Burden
Resulting From
Road Safety & Transport Act 1999**

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Abbreviations Used

AB	Administrative Burden
ACC	Anti Corruption Commission
GCM	Government Coordination Meeting
GDP	Gross Domestic Product
IO	Information Obligation
MSTF	Multi-Sectoral Taskforce on AB
RS&T	Road Safety & Transport
RSTA	Road Safety & Transport Authority
SCM	Standard Cost Model

Abstract

Efficient delivery of public service is one of the key parameters of Good Governance, and Good Governance is one of the important pillars of Gross National Happiness. Recognizing this fact, the Royal Government endorsed the need to study rules and procedures adversely affecting the citizens. Using the method popularly known as Standard Cost Model (SCM) to assess the Administrative Burden (AB) from compliance required by the rules and procedures, the Multi-Sectoral Taskforce (MSTF) on Administrative Burden formed under the stewardship of Anti Corruption Commission (ACC), conducted the pilot assessment of AB resulting from RS&T Act 1999.

Assessing 32 rules of the RS&T Act 1999, 18 of them were found to be affecting the service recipients and the other 14 rules affecting RSTA. The monetary translation of AB for the Service Recipients and RSTA amounted to Nu.15.376 million and Nu.13.747 million respectively. The total AB accounted to Nu.29.123 million annually representing 0.06 % of the GDP (Nu. 52,456 million is the GDP figure used).

Based on the estimated AB and its parameters in time and frequency of compliances required, there are opportunities to reduce the AB by eliminating or reducing the time, frequency and information obligations to service recipients. Complimentary to this option (Focus to AB parameters) are other service improvements, which include re-organization, office layout & design, proper directions of counter services, capacity strengthening, public education and information. The initiative and support by the management of RSTA to the recommendations of this report would reduce the AB, immensely improving the delivery of services.

Even with certain assumptions and limitations considered, the confidence level of this report remains high as AB derived was based on calculations using the simple equation of AB formulated in the SCM model. Given that the total AB accounting to 0.06% of the GDP is from the RS&T Act 1999 alone, the extrapolation of the results to 136 Acts currently in force in the Kingdom works out to 7.55% of the GDP.

The factual revelation in this report deems national attention and priority to assess, report and initiate the AB reduction process, which would put into course the drive towards issuance of quality regulations and policies.

Chapter 1 - Generalities of the Report

1.1 Introduction

The major initiatives in the Royal Government for better governance has been the strive towards eliminating corruption. The ACC as part of its preventive measures has been exploring alternatives to prevent corruption. One of the initiatives currently undertaken by the ACC is the review of rules and procedures that burdens citizens, breeds corruption and hinders the economic growth.

Ambiguous, unclear and excessive rules and procedures emanating from acts severely negate service delivery and confidence of citizens in public institutions. More so, unnecessary obligation for information erodes the compliance culture of citizens. To simplify rules and procedures, the office of ACC formed the MSTF on AB, who submitted a proposal for implementation of the AB reduction model to the government. The 10th GCM endorsed the proposal and recommended to take up a pilot study in Municipality, Transport, Immigration and Trade Licensing.

As a result, the RS&T Act 1999 and related Regulations were taken up for assessment of AB using the Standard Cost Model (SCM). The model was first developed by the Government of The Netherlands and later widely used by other European countries forming a SCM Network of 24 countries.

This report contains assessment of 32 rules of the RS&T Act 1999. Using the SCM method of cost estimation and observation of the existing services, time taken and information provided by the RSTA officials, the AB was ascertained. The methodology used to ascertain AB is detailed in chapter 2.

The section on summary findings outlines two categories of cost: one that is imposed on the service recipients and the other on RSTA. The cost ascertained has also been classified into one with time taken to reach the service point and the other considering only the waiting time.

The final chapter-4 of the report is a list of recommendations in the nature of facts drawn from the calculated AB and quality of services observed by the MSTF. Recommendations also contain areas like statute of the RSTA as department or authority, capacity issues, structural settings, public information & customer services.

1.2 Objectives

The objectives of this pilot AB assessment of RS&T Act, 1999 are to:

- a) Assess the cost of regulations arising from the RS&T Act 1999.
- b) Develop an AB reduction plan of RSTA based on the findings & recommendations.
- c) Use the framework/model to assess AB resulting from government regulations as a whole.
- d) Promote the issuance of quality regulations and policies.

1.3 Problem Statement

Complicated, contradictory and unnecessary rules & procedure leads to poor public service delivery with huge cost to the citizen. Most often, citizens attempt to get quickly pass through complicated procedure, which leads to corrupt and unfair practices. To develop quality regulations and improve service delivery, the exercise to assess the cost of existing regulation is undertaken.

1.4 Logical framework

The problem statement in 1.3 above could be better understood from this logical framework, which is the basis of the initiative towards this pilot assessment of AB.

Figure 1.4

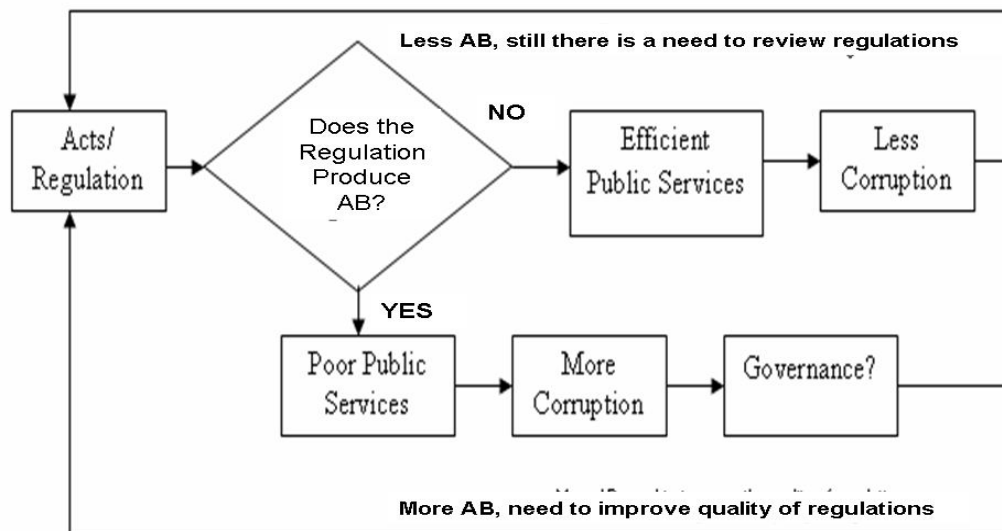


Figure 1.4 depicts the affects of regulation on the quality of public services and the resulting impact in terms of corruption and governance issue. While it is impossible to have zero AB from any regulation, those regulations with significant AB should receive priority attention of the government for review and simplification.

1.5 Assumptions

The following assumptions have been made to conduct this pilot assessment of the AB resulting from the RS&T Act 1999.

- 5.1.1 Although the SCM model considers the overheads such as fuel, irritation and related expenses, it has not been considered for the purpose of AB assessment in this pilot study.
- 5.1.2 It was assumed that there is a full compliance of RS&T Act 1999 and regulations by the users/35,059 vehicle owners.
- 5.1.3 The SCM is used to calculate AB for both Service Recipient (client) and public service provider (RSTA).
- 5.1.4 The average wage is calculated at Nu. 60/hour. It was assumed that the average income of vehicle owners is at least Nu.15,000 per month or Nu.500 per day. Considering a minimum of eight working hours a day, the hourly wage is arrived at Nu.60.
- 5.1.5 All service recipients are assumed to be literate and there is no additional time required to hire someone to help fill up the forms.
- 5.1.6 The estimates of time taken and procedural compliance are basically drawn from the experiences and observations of service recipients in Thimphu region.
- 5.1.7 The average time taken by service recipients to reach to and return from RSTA office within Thimphu City is calculated at 30 minutes.
- 5.1.8 The average time taken from districts to their regional transport offices is calculated in relative to distance considering the formula of Time equals to Distance divided by average Speed of 35 km per hour.

1.6 Limitations

Following are some of the limitations of the pilot AB assessment report:

- 1.6.1 Data used for the study covers the period from 1997 to 2007.
- 1.6.2 The time taken and procedural requirement in the RSTA office, Thimphu is used as the basis to consider time and procedure in other Regional Transport Offices.

1.7 Definitions of Terminologies (SCM Model, The Netherlands, August 2004).

Information obligations:

Information obligations (IO) are the obligations arising from regulation to provide information and data to the public sector or third parties. An IO does not necessarily mean that information has to be transferred to the public authority or private persons, but may include a duty to have information available for inspection or supply on request. A regulation may contain many information obligations.

Data requirements:

Each information obligation consists of one or more data requirements. A data requirement is each element of information that must be provided in complying with an IO.

Administrative activities:

To provide the information for each data requirement a number of specific administrative activities must be undertaken (e.g. filling in information, sending information, archiving information, etc). Activities may be done internally or be outsourced (i.e. done externally).

Since the population, frequency, time and tariff are the four parameters that determine AB of either existing or new regulation, reductions in one of these four parameters may lead to direct reduction in the AB of a regulation. Changing more than one variable (for example, if you decrease the population and increase in frequency), it is important to consider the net effect of these changes. It is the total package of changes that needs to be considered.

Chapter 2 - Methodology

For the purpose of pilot AB assessment of RS&T Act 1999, the SCM model of AB estimation is used but with certain qualifications and assumptions to fit into the context of this report. A data collection and service observation approaches as outlined under the data collection process is used.

2.1 SCM Formula to Calculate AB

The SCM is a tool to calculate the AB. It defines AB as the costs of administrative activities that businesses are required to conduct in order to comply with the information obligations that are imposed through regulation. The administrative burdens are that part of the administrative costs which are only incurred as a result of the rules (Real Insurance Risk Management Ltd., June 2006). More importantly, the SCM model enables to set cost reduction targets.

The SCM method breaks down the regulation component into information obligation (IO), data requirement and activities. The costs of completing each activity are calculated using the tariff, time, affected population and the frequency. The simple formula used here is derived by combining these parameters as below:

$$AB = P \times Q + \text{Overhead Costs}$$

Where,

AB is the administrative burden of an activity

P is the price calculated by multiplying tariff rate with time taken (with and without travel time) to comply the requirement.

Q is the quantity derived by multiplying the affected population with the frequency of occurrence annually.

The overhead cost to perform/meet the requirements, as generally followed or included in the SCM model has not been considered in the assessment of AB from RS&T Act 1999. Hence the formula applied here is:

$$AB = P \times Q$$

2.1.1 SCM Model (Real Insurance Risk Management Ltd., June 2006)

The process of AB estimation in this report follows basic approach of the SCM comprising the following steps:

- 2.1.1.1 Obtaining a list of Rules of RS&T Act 1999.
- 2.1.1.2 Breaking down the RS&T Act 1999 into information obligation (IO), data requirement and activities.
- 2.1.1.3 Identifying the relevant rules affecting the citizens.
- 2.1.1.3 Observing the average time taken and relevant tariff associated to each rule.
- 2.1.1.4 Averaging the wage rate of service recipients in complying with regulations.
- 2.1.1.5 Wage rate of RSTA officials in complying with regulation is calculated based on existing pay scale.
- 2.1.1.6 Extrapolating the findings to the national level and measuring it against GDP.

2.1.2 Four Parameters of AB (Better Regulation Executive, UK, September, 2006)

Each of the parameters used in the formula to estimate AB is explained in detail below:

2.1.2.1 Population

Population is the number of entities as to which the regulation applies, that is affected population. The figure can be reduced by:

- Raising the threshold for a particular requirement; and
- Changing the coverage of a regulation, for example taking a particular group out of scope.

2.1.2.2 Frequency

Frequency is the number of times that business has to respond to a data requirement during a year. Options open to reduce the frequency are:

- Reducing the frequency when data must be submitted by a business;
- Reducing the frequency for certain groups, such as adopting a risk-based approach to inspection.

2.1.2.3 Time

Time is the amount of time (normal efficient time) that it takes entities to perform certain activity. It is the time taken to comply with or meet the information requirement. Options for reducing time include:

- Making it easier for entities to fill its requirements, for example by making a form easier to fill in or e-enabling the process;
- Clarifying requirements in plain language;
- Undertaking analysis to understand particular issues for small firms to highlight some business taking longer than expected; and
- Producing guidance that informs business of minimum requirement to ensure that they are not over-complying with the regulation due to lack of clarity.

2.1.2.4 Tariff

Tariff is the wage of the employee who performs the activity, as well as overhead cost. This variable also includes the cost of involving experts in auditing, legal, accountancy, etc. It can be reduced by:

- Changing who is required to perform the activity – in some regulations, there is a requirement for a senior manager to submit information.
- Alternatively, simplifying the requirement and providing clear guidance may mean that someone within the business is able to perform the activity, without the need to contract out the work to a specialist.

2.2 Data Collection process

The data and information collection process by the MSTF involved the following approaches:

2.2.1 Presentation on AB to RSTA officials.

Karma Thinlay, Head, Prevention Division of the Anticorruption Commission presented the concept of AB and the SCM to RSTA officials. The presentation was intended to familiarize the RSTA management and officials on the idea of AB, government initiative to study the reduction and the process involved in carrying out the exercise. A sample estimation of RSTA AB was also presented. The RSTA management identified Mr. Karma Pemba, Senior Transport Officer and Mr. Yeshe Dorji, ICT Officer as focal persons to support the MSTF in the pilot study.

2.2.2 Discussion with officials and front desk staff.

The MSTF members held discussions with the focal persons and with front desk staff of the regional office to understand the service processes. Wherever necessary, the members also held long discussions with the officiating Director, the Regional Transport Officer and other senior officials.

2.2.3 Observations of service process at the counters.

In addition to face-to-face discussions, MSTF members also took time to observe service processes to monitor the delivery of services and time taken for each of the services. A stop watch method of time recording was used. Process observations also included the customer satisfaction, information provided and the office layout.

2.2.4 Visual documentation of service process.

Since service process observations in person created a conditioned environment where both counter staff and service users were seen acting more promptly to queries and providing positive feedback only, the MSTF put up a running camera for two hours capturing a full view of the counters. A specific customer was identified and tracked from the time he joined the queue in the counter to the time of his departure.

2.2.5 Assessment of Customers Satisfaction.

Customers were interviewed when they arrived in and when they left the office. This was done to get direct feedback on the services received and on any improvement. Interviewees were from different professional backgrounds who were asked questions like how did they found the services provided, their satisfaction level with the service and dealing staff at the counters.

2.2.6 Reference to Acts, Rules and Pamphlet.

All the discussions, queries to officials, observations and the overall study were conducted within the context of the following rules, Acts and information pamphlets:

- Road Safety & Transport Act 1999.
- Road Safety & Transport Regulations 1999.
- Information Booklet on Services Delivered by the RSTA, Sep 2006.
- Information pertaining to RSTA in the report submitted by the Committee on Service Delivery, September 2007.

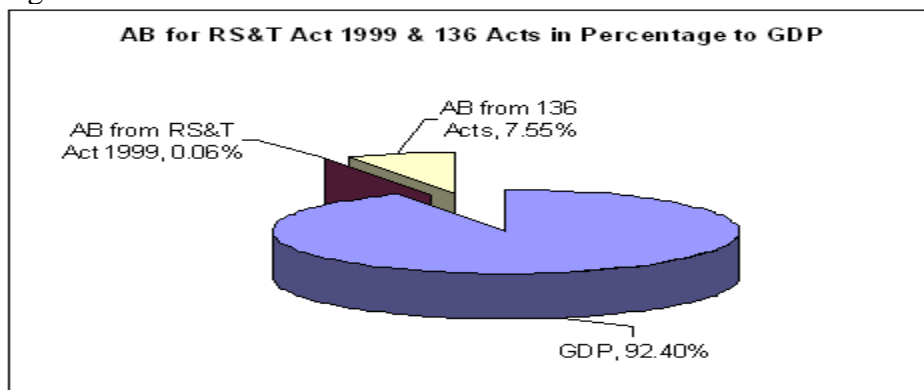
Chapter 3 - Summary Findings.

Using the total number of vehicles of 35,059 as the basis of service recipient affected by the RS&T Act & Regulation 1999, frequency of compliance required annually and the findings from the observations on time taken to deliver each of the 32 services, the total AB has been calculated as given in Annexure 5.2. The AB arrived at and factors contributing to each of the 32 rules and procedures are explained categorically in the following:

3.1 Total AB Ascertained

The total administrative cost for complying with 32 rules and regulations has been calculated at Nu.29.123 million representing 0.06% of GDP. The AB when extrapolated to the total of 136 Acts currently in force in the Kingdom works out to 7.55% of the GDP as indicated in figure 3.1.

Figure 3.1



The total AB of Nu.29.123 million consists of AB calculated considering the travel time to service points and without it. The other classification is AB imposed on the service recipients and to the RSTA. The AB share of each category is indicated below:

3.2 AB imposed on Affected Population (Service Recipient)

Of the 32 rules and procedures, 18 of them affecting the service recipient accounts to Nu.15.376 million as AB representing 52% of the total AB of Nu.29.123 million.

3.3 AB imposed on RSTA

The balance 14 rules and procedure accounts to Nu.13.747 million in AB for the RSTA which is 48% of the total AB.

3.4 AB estimated by not considering the Travel Time to the service point

While most of the services have been delegated to 16 base offices present in various Dzongkhags, two of the services – ownership transfer and new registration are still carried out by the regional offices. Thus, the total AB of Nu. 29.123 million arrived at is considering the travel time from various Dzongkhags to the RSTA regional offices (Annexure 5.3).

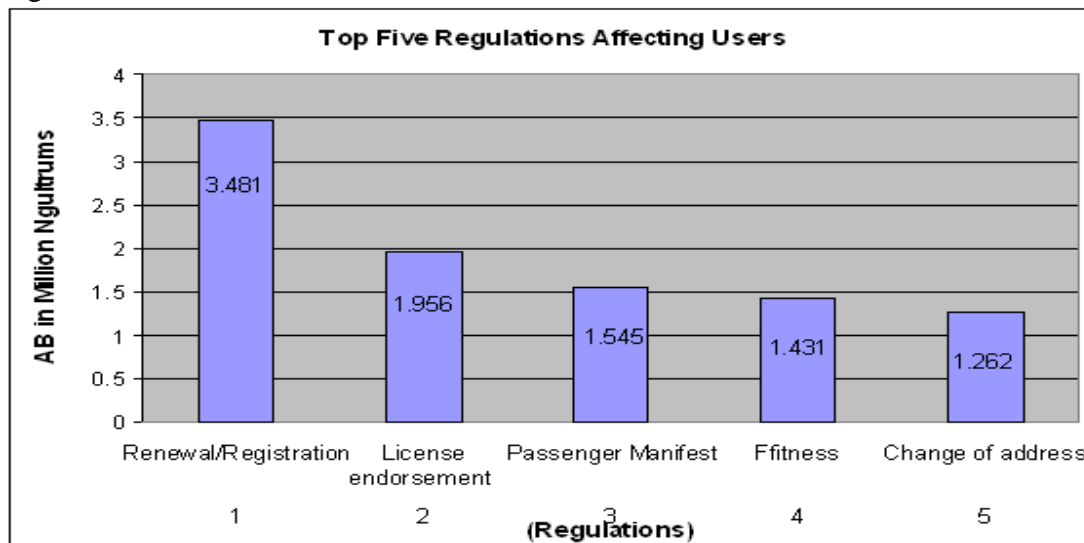
Eliminating the travel time and taking the waiting time only as the basis of calculation, the AB amounts to Nu.17.022 million. Travel time from various Dzongkhags to the RSTA regional offices for ownership transfer and new registration accounts to Nu.12.010 million representing 42% of Nu.29.123 million.

3.5 Significant contributors to AB

Those services contributing significantly to the AB were bifurcated into one affecting the service recipients and the other affecting RSTA. The top five services under each category are shown in the figures below:

Top Five AB to service recipients is presented in figure 3.5.1

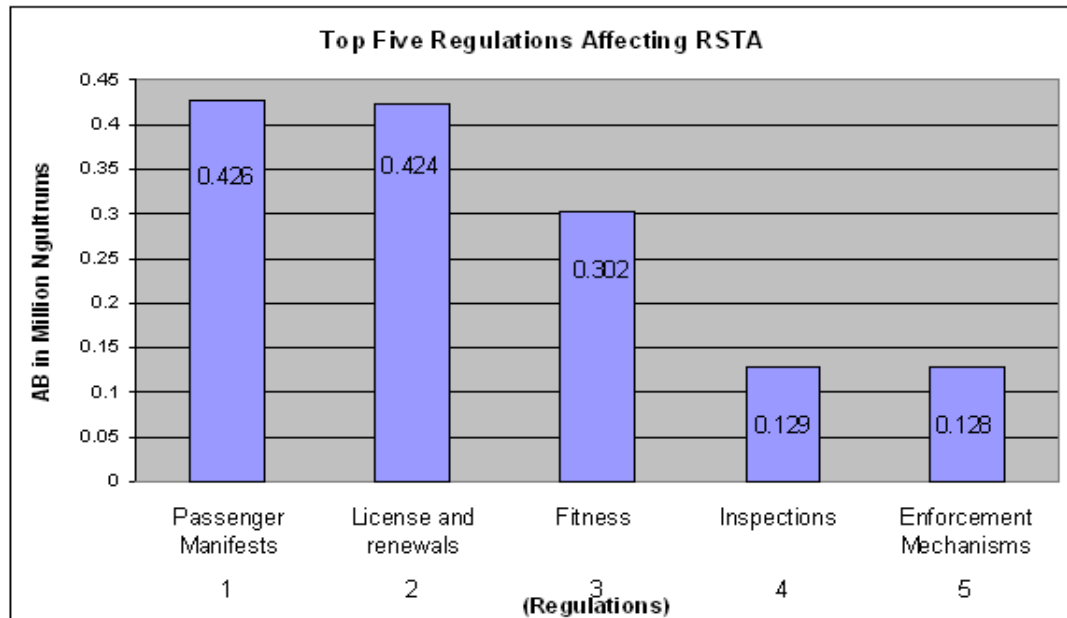
Figure 3.5.1



Of the top five services, renewal of registration certificate with an AB burden of Nu.3.481 million tops the list. This is mainly due to the requirement of all the vehicles having to renew yearly/biannually. For understanding major factors contributing to each of the cost ranked in the above, the Annexure 5.2 has the details of the four parameters of AB.

The top five AB to RSTA is diagrammatically represented in figure 3.5.2

Figure 3.5.2



Of the rules and procedures affecting RSTA, the inspection, renewal & issue of driving iving license are the two most burdensome requirements accounting an AB of Nu.0.426 million and Nu.0.424 million respectively. This huge cost to the RSTA is mainly due to daily inspection requirement of passenger buses and minimum of one month waiting time to obtain a new driving license or its renewal.

Chapter 4 - Recommendations

On the basis of findings from AB ascertained in Annexure 5.2 and from the service observations, feedbacks, general comments and interaction with stakeholders, the recommendations hereunder are segregated into one specific based on facts & figures and the other based on general observations & findings.

4.1 Specific Recommendations

The recommendations under this are specific to the facts and figure of AB estimated and the parameters contributing to it, which have the options to reduce or eliminate some of the parameters or compliance requirement.

4.1.1. Renewal of registration certificate

This is one of the major components of the AB amounting to Nu.3.481 million. The proposed options below to renew the certificate may help reduce the AB:

Option Proposal:

RSTA shall print a renewal sticker and distribute to agents or general shops for sales. Owners of vehicle requiring renewal of their registration certificate shall purchase the sticker page (one sticker for the registration book and the other to be pasted on the windshield).

This option requires verification by vehicle inspectors after the announced due date is expired and levy heavy penalty to the defaulters. While a minimum cost is required to print the sticker, it would reduce the AB, increase convenience to citizens and improve the compliance culture.

4.1.2 License Endorsement

The requirement to endorse license is the second most burdensome amounting to Nu.1.956 million as AB to the service recipients. This is on account of the three days refresher course required to be undertaken for endorsement of professional driving licenses.

Option proposal:

Since there are already criteria in terms of the number of years of driving experience and age of the applicants for endorsement, the requirement of 3 days refresher course is too long adding to huge AB. A comprehensive one day refresher course should suffice as applicants have fulfilled the minimum criteria.

4.1.3 Maintaining Passenger Manifests

Currently, there are seven Private Companies operating a total of about 150 buses in the country that have to submit the passenger details to RSTA on a daily basis. The AB for this compliance amounts to Nu.1.545 million with a corresponding AB of Nu. 0.426 million to the RSTA.

Option proposal:

While the requirement of this compliance is important from the safety point of view, the AB is significant and the options to reduce could be by making every operator mandatory to maintain the passenger's manifests for submission to authority whenever necessary and not on a daily basis. Operators failing to submit the manifests when demanded must be heavily penalized.

4.1.4 Road Worthiness Test (Fitness)

The AB as a result of requirement for undergoing fitness is estimated at Nu.1.431 million for the service recipient and Nu. 0.302 million for the RSTA.

Option Proposal:

The option available to reduce AB under this is by reducing the frequency of tests conducted. This could be done by conducting fitness test for commercial vehicles once rather than twice a year. For private vehicles, the fitness and emission test could be done together.

4.1.5 Driving license

The estimated AB to obtain a driving license is Nu.1.147 million for the service recipient and Nu.0.423 million for the RSTA.

Option Proposal:

On the basis of estimated AB and a month long delay to obtain driving license, there is a need for RSTA to centralise printing of license, although it is not in keeping with the government's priority to encourage private sector development. An in-house printing facility (If possible in all the four regional offices) would considerably reduce the AB. RSTA needs to urgently take up with Ministry of Finance for financial support to procure printers. To offset the recurrent cost, registration cost of luxury car could be increased or doubled.

The repeated requirement of having to submit copy of citizenship identity cards and registration certificate for licensing, ownership transfer, driving test, etc., should be avoided by maintaining a data base of driving license holders' bio-data details.

4.2 General Recommendations

These are recommendations based on discussions with officials, field observations and general experiences on the service delivery that the MSTF in general consented and found it necessary to recommend.

4.2.1 Service Counters

A display of proper directions of service counters with label of what service is provided in which counters would help guide service recipient. This would avoid confusion to locate appropriate service counters and reduce the waiting time.

4.2.2 Information desk

A designated person to guide service recipient in general and with special attention to those who cannot read the displayed information would add to smoothen the delivery of services.

4.2.3 Cash Counter

The cash counter presently positioned is prone to risk of cash loss since there are frequent movement of both RSTA officials and outsiders in and out of the unrestricted room behind the service counter. From this observation and verbal feedback provided by the cashier, the MSTF felt it necessary to construct a compartment for the cashier to isolate from the general service counter and provide full security to the cash collected on a daily basis. *As pilot point of service improvement to assess the quick impact of this exercise, the MSTF consented to providing a minimum financial support for the partition of cash counter.*

4.2.4 Mass awareness and public education

4.2.4.1 RSTA Act and Rules. Many road users are either unaware or ignorant about the Road Safety & Transport Act and the subsequent rules and regulations. There is the need to publish in the form of booklets, salient features of the Act.

4.2.4.2 Driving booklet. There is the need to develop basic rules and regulations on safe driving based on the Act and regulations. This booklet should be widely circulated free to the public. Thereafter driver's licensees could be issued subject to the adequate knowledge of the rules and regulations contained in this booklet.

4.2.4.3 Public education. Strategic communications should be used to engage and involve the public in mass awareness in areas like driving safely, showing courtesy, helping other road users in need, avoiding littering, allowing pedestrians to cross the road etc. The current practice of publishing in the print media is effective only to small section of the literate population.

4.2.4.4 Traffic education. Traffic is on the increase and traffic rules education in schools and children groups is necessary. Improving road signs and directions with simple sign boards complying with some standards in practise elsewhere would help the traffic education process.

4.2.4.5 Mass rapid transport. Thimphu and other towns are growing and there is an increased congestion and pollution because of excessive use of private vehicles. RSTA could study the feasibility of introducing mass rapid transport in the capital city. Despite public transports being a viable business venture, it is not plausible that a private investor would take this up in the foreseeable future. State subsidy would be required to provide this service. But the benefit would be immense for the general public and for the environment and economy of the country.

4.2.4.6 Formatisation of application forms and prescribed enclosures. The RSTA's continuous effort to improve delivery of services is noticeable. The Registration and Licensing Information System (RALIS) has been put online since 2000, but for internal functioning only. The Review of the RSTA Master Plan and 10th Plan also proposed that all application forms and prescribed enclosures be standardised to improve usage of recorded data and to minimise irritation of the customers. The Vehicle Registration and Learner/Driving License purposes are catered currently in one form. There is no guideline to fill the form. To promote user-friendly, it is recommended to incorporate guidelines, wherever necessary.

4.2.4.7 Sharing of information. The electronic-RALIS (e-RAILS) is operational since 2007. However, the RSTA is not able to optimise the e-RALIS. For example, the RSTA is not able to update bio-data details like new citizenship card number. If the latest census record is shared to the RSTA, it would cut down huge AB on the service recipient and RSTA.

4.2.5 User friendly Regulations

It was observed that the RS&T Act and Regulations 1999 are being reviewed and amended from time to time. The Final Report on Surface Transport Master Plan also identified the need to simplify and make the regulations more user-friendly. The compliance to regulation can be improved if the regulations are re-written to make it simple and user-friendly.

4.3 Institutional Development.

4.3.1 Statute of RSTA

Authority or Department – According to the RS&T Act 1999, RSTA is defined as an authority but to function as a department under the Ministry of Information & Communication. This has implied that RSTA is both a department that frames the policies and also an authority with regulatory functions.

Regulatory functions entail making tough decisions affecting the public. It is seen that there is a conflict in being the regulator and a department. Besides, RSTA has no autonomy to train, retain and motivate staff necessary for better enforcement, monitoring and providing customer services.

4.3.2 More Regional Offices

Two of the services – ownership transfer and new registration are still carried out by the four regional offices. This leads to additional AB of Nu. 12.010 million owing to travel time from respective dzongkhags to the regional office.

One of the options to reduce AB would be to open more regional offices. The increase in number of vehicles and licenses also justify this need. Subsequently all services should be fully decentralized to avoid people having to travel to the HQ.

4.3.3 Capacity Development

Capacity development within RSTA is necessary if transport system in Bhutan is to become more efficient. Major areas of training are:

- Transport planning.
- Urban transportation.
- Road safety and traffic management, and
- Customer service

5. Annexure:

5.1 – Overview of Estimated AB

S/No	Law Section	Information Obligation	Client	Authority
1	RS&T Act 1999 Section: 46 & 47	RS&T Regulations 1999: Chapter 2: Clauses 39 (b) License holder must make books or record available for inspection		425,673.04
2	RS&T Act 1999: Section 26: the Authority is responsible for licensing of drivers	RS&T Regulations 1999: Clauses 57 to 61: IO is the Authority may refuse to grant and renew driving license		423,510.30
3	RS&T Act 1999: Sections 20 to 23 & 52	RS&T Regulations 1999: Chapter 1.41 The Authority must inspect a motor vehicle for roadworthiness		302,022.17
4	21, 22 & 23	RS&T Regulations 1999: Chapter 1: Clauses 41 (1): Inspection requirement		129,520.55
5	RS&T Act 1999 Section 21, 22, 23, 35 & 36	RS&T Regulations 1999: Chapter 4: Enforcement mechanisms	194,400.00	128,196.00
6	x	RS&T Regulations 1999: Chapter 1: Clauses 33 Notification of change of address		74,907.06
7	20(2)	RS&T Regulations 1999: Chapter 1:31 The Authority must transfer registration		42,847.93
8	RS&T Act 1999: Section 20: Registration, renewal & transfer	RS&T Regulations 1999: Chapter 1.10: A registration certificate must contain sufficient information (identity of vehicle, registered owner, etc)		41,824.68
9	x	RS&T Regulations 1999: Chapter 1: Clauses 60 Refusal to grant license variation		31,999.86
10	RS&T Act 1999:Section	RS&T Regulations 1999: Clauses 63: refusal to grant a learner license		30,313.59
11		Deposit of revenues to Bank Account		10,797.12
12	x	Chapter 3: Clause 76 Accident reporting system		3,434.30
14	69	RS&T Regulations 1999: Chapter 2: Clauses 11 Requirementment for a license (Route permit)		507.08
15		RS&T Regulations 1999: IOs as per Chapter 1.5: Requirements for initial registration of a vehicle	296,360.40	
16	Section 20	RS&T Regulations 1999 Chapter 1.9: IO is that the owner of a motor vehicle must arrange to renew registration certificate	3,481,071.60	
17	RS&T Act 1999: Section 20 (2)	RS&T Regulations 1999: Chapter 1.26 -34 IO is the seller must transfer ownership within 15 days	529,200.00	

S/No	Law Section	Information Obligation	Client	Authority
18	RS&T Act 1999: Section 25 Obligation to hold a driver license	RS&T Regulations 1999: A person must not drive a motor vehicle on a highway	1,125,946.20	
19	RS&T Act 1999: Section 27: the Authority may grant a learner license	RS&T Regulations 1999: Clauses 62 to 65: The applicant for learner license requires to undergo	754,008.45	
20	RS&T Act 1999 Section: 50 & 52	RS&T Regulations 1999: Chapter 2: Clauses 56: Insurance & compensation (Comprehensive)	286,402.68	
21	50 & 52	RS&T Regulations 1999: Chapter 2: Clauses 56 (2): Insurance & compensation (3rd party)	1,147,845.60	
22	51 & 52	RS&T Regulations 1999: Chapter 1: Clauses 21: Fixing of registration and insurance labels	1,220,053.20	
24	21, 22 & 23	RS&T Regulations 1999: Chapter 1: Clauses 41 (4): Inspection requirement (Fitness)	1,431,393.60	
25	RS&T Act 1999 Section: 44	RS&T Regulations 1999: Chapter 2: Clauses 39 (b) Books or records to be kept by license holder	1,544,700.00	
26	44	RS&T Regulations 1999: Chapter 4: Clauses 27, 29 & 30 Duty to carry and fill in a log book, Filling in a log book & Original and duplicate copy of the log book	65,700.00	
27	RS&T Act 1999 Section 69:Obligation to hold license or certificate (Route Permit)	RS&T Regulations 1999: Chapter 2: Clauses 7 Requirementment for a license (Route permit)	12,870.00	
28	x	RS&T Regulations 1999: Chapter 1: Clauses 59 Procedure for variation of driving license (License Endorsement)	1,955,910.00	
29	x	RS&T Regulations 1999: Chapter 1: Clauses 12 Notification of change of address	1,262,124.00	
30	x	RS&T Regulations 1999: Chapter 1: Clauses 52 Obligation to display weight information	50,316.60	
31	x	Chapter 3: Clause 75 Accident reporting system	16,704.00	
32		Emmission Report from Testing Agent to RSTA	1,440.00	
Total AB for Service Recipient & RSTA			15,376,446.33	1,645,553.68
Total AB Without Travel Time				17,022,000.01

5.2 Estimated AB

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
1	RS&T Act 1999: Section 20: Registration, renewal & transfer	RS&T Regulations 1999: IOs as per Chapter 1.5: Requirements for initial registration of a vehicle													
		Data requirement 1: Registration application form	60.00		0.25		15.00	1	254	254	3,810.00				Average of taxis registered between 2000-04
	Taxi	Data requirement 2: Original invoice, Original customs clearance, Import license	60.00		0.05		3.00	1	254	254	762.00				
		Data requirement 3: CID copy/official letter for public vehicles registration	60.00		0.16		9.60	1	254	254	2,438.40				
		Data requirement 4: Two passport size photographs	60.00		0.33		19.80	1	254	254	5,029.20				
		Data requirement 5: Emission certificate (Euro 3/Euro 4 compliance)	60.00		0.16		9.60	1	254	254	2,438.40				
		Data requirement 6: Meet number plate standard	60.00		0.50		30.00	1	254	254	7,620.00				
		Data requirement 7: Insurance premium	60.00		0.25		15.00	1	254	254	3,810.00				

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Data requirement 8: Taxi meter installed	60.00		1.00		60.00	1	254	254	15,240.00				
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	254	254	7,620.00				
											48,768.00				
	BG	RS&T Regulations 1999: IOs as per Chapter 1.5: Requirements for initial registration of a vehicle													
		Data requirement 1: Registration application form	60.00		0.25		15.00	1	282	282	4,230.00				Average of BG vehicles registered between 2000-04
		Data requirement 2: Original invoice, Original customs clearance, Import license	60.00		0.05		3.00	1	282	282	846.00				
		Data requirement 3: Official letter for public vehicles registration	60.00		0.16		9.60	1	282	282	2,707.20				
		Data requirement 7: Emission certificate (Euro 3/Euro 4 compliance)	60.00		0.16		9.60	1	282	282	2,707.20				
		Data requirement: Insurance premium	60.00		0.25		15.00	1	282	282	4,230.00				
		Data requirement 9: Meet number plate standard	60.00		0.50		30.00	1	282	282	8,460.00				

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	282	282	8,460.00				
											31,640.40				BHT vehicles not included
	BP	RS&T Regulations 1999: IOs as per Chapter 1.5: Requirements for initial registration of a vehicle													
		Data requirement 1: Registration application form	60.00		0.25		15.00	1	1636	1636	24,540.00				Average of BP vehicles registered between 2000-04
		Data requirement 2: Original invoice, Original customs clearance, Import license	60.00		0.05		3.00	1	1636	1636	4,908.00				
		Data requirement 3: CID copy	60.00		0.16		9.60	1	1636	1636	15,705.60				
		Data requirement 4: Two passport size photographs	60.00		0.33		19.80	1	1636	1636	32,392.80				
		Data requirement 7: Emission certificate (Euro 3/Euro 4 compliance)	60.00		0.16		9.60	1	1636	1636	15,705.60				Travel time to be included as OH
		Data requirement: Insurance premium	60.00		0.25		15.00	1	1636	1636	24,540.00				Insurance premium/certificate not
		Data requirement 9: Meet number plate standard	60.00		0.50		30.00	1	1636	1636	49,080.00				

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	1636	1636	49,080.00				
											215,952.00				296,360.40
2	RS&T Act 1999: Section 20: Registration, renewal & transfer	RS&T Regulations 1999: Chapter 1.10: A registration certificate must contain sufficient information (identity of vehicle, registered owner, etc)												X	Section 20 (1&3)
		Ascertain completeness of documents and conduct physical verification of a vehicle (chasis, engine, capacity, etc)	35.61		0.08		2.85	1	2172	2172	6,187.59				5 minutes, 2172 average annual registrations
		Issue money receipt for registration fees	32.81		0.02		0.66	1	2172	2172	1,425.27				1 minute to issue money receipt

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Receive application form and prepare registration certificate and issue registration number	35.61		0.33		11.75	1	2172	2172	25,523.82				20 minutes
		Sign the registration certificate	80.00		0.05		4.00	1	2172	2172	8,688.00				3 minutes
											41,824.68				
3	RS&T Act 1999: Section 20: Registration, renewal & transfer	RS&T Regulations 1999 Chapter 1.9: IO is that the owner of a motor vehicle must arrange to renew registration certificate													Exempted for PT and Equipment
	Commercial vehicles														
		Data requirement 1: Clear insurance premium	60.00		0.25		15.00	2	6073	12146	182,190.00				Buses, taxis, trucks (3541 + 380 + 2152)
		Data requirement 2: Undergo emission test & get the certificate	60.00		0.25		15.00	2	6073	12146	182,190.00				

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Data requirement 3: Get roadworthiness inspection done	60.00		1.00		60.00	2	6073	12146	728,760.00				
		Payment of renewal fees and collect document	60.00		0.08		4.80	2	6073	12146	58,300.80				0.08 is five minutes
		Travel time to&fro RSTA office	60.00		0.50		30.00	2	6073	12146	364,380.00				
											1,515,820.80				
	Private vehicles	Data requirement 1: Clear insurance premium	60.00		0.25		15.00	1	28986	28986	434,790.00				Statistics as of sept. 30, 2007
		Data requirement 2: Undergo emission test & get the certificate	60.00		0.25		15.00	1	28986	28986	434,790.00				Total number minus commercial vehicle (35059-6073)
		Data requirement 3: Get roadworthiness inspection done	60.00		0.05		3.00	1	28986	28986	86,958.00				
		Payment of renewal fees and collect document	60.00		0.08		4.80	1	28986	28986	139,132.80				
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	28986	28986	869,580.00				1,233,960.00
											1,965,250.80				3,481,071.60

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks	
			Internal, i	External, e	Internal, i	External, e						A	B	C		
4	RS&T Act 1999: Sections 20 to 23 & 52	RS&T Regulations 1999: Chapter 1.41 The Authority must inspect a motor vehicle for roadworthiness													X	
	Commercial vehicles	Inspect motor vehicle for roadworthiness for mechanical and electrical fitness and safety kits	35.61		0.07		2.49	2	6073	12146	30,276.33					4 minutes for private vehicles
		Issue money receipt for renewal fees and extend validity of registration with office stamp	32.81		0.07		2.30	2	6073	12146	27,895.72					4 minutes
		Inspect motor vehicle for roadworthiness for mechanical and electrical fitness and safety kits	35.61		5.00		178.05	2	150	300	53,415.00					For buses: 1 hour by 5 officials; follows checklist. 2040 is taxis number only
		Inspect motor vehicle for roadworthiness for mechanical and electrical fitness and safety kits	35.61		0.05		1.78	2	5923	11846	21,091.80					commercial vehicles minus buses (6073-150)

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
											111,587.05				
	Private Vehicle	Inspect motor vehicle for roadworthiness for mechanical and electrical fitness and safety kits	35.61		0.07		2.49	1	28986	28986	72,253.40				
		Issue money receipt for renewal fees and extend validity of registration with office stamp	32.81		0.07		2.30	1	28986	28986	66,572.15				
		Inspect motor vehicle for roadworthiness for mechanical and electrical fitness and safety kits	35.61		0.05		1.78	1	28986	28986	51,609.57				
											190,435.12				
5	RS&T Act 1999: Section 20 (2)	RS&T Regulations 1999: Chapter 1.26 -34 IO is the seller must transfer ownership within 15 days													X

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Data requirement 1: Application of transfer	60.00		0.25		15.00	1	1680	1680	25,200.00				3360 is data from Jan 2006 - dec 2007
		Data requirement 2: Sale deed signed with legal stamp, witness & attested blue book	60.00		0.50		30.00	1	1680	1680	50,400.00				1680 transactions per year
		Data requirement 3: Seller & buyer must be present	60.00		0.75		45.00	1	1680	1680	75,600.00				
		Data requirement 4: CID copy of seller and buyer	60.00		0.75		45.00	1	1680	1680	75,600.00				
		Data requirement 6: Clearance from financial institutions and customs	60.00		1.00		60.00	1	1680	1680	100,800.00				
		Transaction waiting time 5: 5% property transfer tax	60.00		1.00		60.00	1	1680	1680	100,800.00				
		Travel time to&fro RSTA office	60.00		0.50		30.00	2	1680	3360	100,800.00				
											529,200.00				

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks	
			Internal, i	External, e	Internal, i	External, e						A	B	C		
6	RS&T Act 1999: Section 20 (2)	RS&T Regulations 1999: Chapter 1:31 The Authority must transfer registration													X	
		Receive transfer application and ascertain completeness of documents	35.61		0.05		1.78	1	1680	1680	2,991.24					3 minutes
		RTO assesses 5% PTT and verify documents	61.84		0.13		8.22	1	1680	1680	13,817.53					8 minutes
		Issue money receipt for 5% property transfer tax, ownership change and registration certificate	32.81		0.02		0.66	1	1680	1680	1,102.42					1 minute
		Update system details and prepare registration certificate	35.61		0.33		11.75	1	1680	1680	19,742.18					20 minutes
		Sign the registration certificate	61.84		0.05		3.09	1	1680	1680	5,194.56					3 minutes
											42,847.93					

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks	
			Internal, i	External, e	Internal, i	External, e						A	B	C		
7	RS&T Act 1999: Section 25 Obligation to hold a driver license	RS&T Regulations 1999: A person must not drive a motor vehicle on a highway														
	New license	Data requirement 1: Driving test results	60.00		0.83		49.80	1	3482.5	3482.5	173,428.50					
		Data requirement 2: Copy of CID/Original learner license	60.00		0.25		15.00	1	3482.5	3482.5	52,237.50					
		Data requirement 4: Application form	60.00		0.25		15.00	1	3482.5	3482.5	52,237.50					
		Data requirement 5: Provide 3 passport size photographs	60.00		0.25		15.00	1	3482.5	3482.5	52,237.50					6965/2 years (Jan 06 - Dec 07)
		Data requirement 6: Individuals must attend refresher course	60.00		1.00		60.00	1	3482.5	3482.5	208,950.00					PDL valid for 3 years
		Processing and printing time	60.00		1.00		60.00	1	3482.5	3482.5	208,950.00					15 minutes of four visits in a month
		Travel time to&fro RSTA office	60.00		0.50		30.00	2	3482.5	6965	208,950.00					

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
											956,991.00				
	Renewal	Data requirement 1: Application form	60.00		0.25		15.00	0.2	3911	782.2	11,733.00				0.2 means once every five years
		Data requirement 2: Provide 3 passport size photographs	60.00		0.25		15.00	0.2	3911	782.2	11,733.00				No of renewals per year
		Data requirement 3: Get money receipt	60.00		0.05		3.00	0.2	3911	782.2	2,346.60				
		Processing and printing time	60.00		0.05		3.00	0.2	3911	782.2	2,346.60				
		Travel time to&fro RSTA office	60.00		0.50		30.00	1.2	3911	4693.2	140,796.00				
											168,955.20				
8	RS&T Act 1999: Section 26: the Authority is responsible for licensing of drivers	RS&T Regulations 1999: Clauses 57 to 61: IO is the Authority may refuse to grant and renew driving license												X	
		Conduct test (theory & practical tests:Box &	35.61		0.83		29.66	1	3482.5	3482.5	103,301.85				4 MBIs attend to 50 applicants for 3.25hours (15 minutes for

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Highway)													theory test + 5 minutes Box + 30 minutes for Highway test)
		Update bio data details, enter test result and print out license details	35.61		0.05		1.78	1	3482.5	3482.5	6,200.59				3 minutes Grade 10 to 12 officers
		Cross check printed details with application details (2 stages: dealing officials and the supervisor) and issues work order with a copy to the CRLO	57.91		0.34		19.69	1	7393.5	7393.5	145,573.58				5 minutes, Grade 11 and 4 (2 stages: average of 35.61 and 80; 0.17 minutes x 2)
		Cross check printed details with work order details at 2 stages (licensing section +CRLO)	57.91		0.34		19.69	1	7393.5	7393.5	145,573.58				5 minutes, Grade 11 and 4 for 16 licenses/51 licenses received after 8 days
		RTO/Base Offices deliver licenses	61.84		0.05		3.09	1	7393.5	7393.5	22,860.70				Total number of licences issued and renewed
											423,510.30				

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
9	RS&T Act 1999: Section 27: the Authority may grant a learner license	RS&T Regulations 1999: Clauses 62 to 65: The applicant for learner license requires to undergo													
		Fill up application form	60.00		0.05		3.00	1	4715.5	4715.5	14,146.50				
		Furnish medical certificate : form issued by RSTA	60.00		0.50		30.00	1	4715.5	4715.5	141,465.00				
		A copy of registration certificate on which one may learn driving	60.00		0.25		15.00	1	4715.5	4715.5	70,732.50				
		Authorisation letter from the vehicle owner permitting to learn	60.00		0.05		3.00	1	4715.5	4715.5	14,146.50				4715 is half of 9431 which is Jan 06 to 31 Dec
		A copy of CID card	60.00		0.25		15.00	1	4715.5	4715.5	70,732.50				
		Two passport size photograph	60.00		0.03		1.50	1	4715.5	4715.5	7,073.25				
		Furnish verification from Police	60.00		0.50		30.00	1	4715.5	4715.5	141,465.00				
		Deposit fees	60.00		0.02		1.20	1	4715.5	4715.5	5,658.60				

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Collecting time	60.00		0.02		1.20	1	4715.5	4715.5	5,658.60				
		Travel time to&fro RSTA office	60.00		0.50		30.00	2	4715.5	9431	282,930.00				
											754,008.45				
10	RS&T Act 1999:Section	RS&T Regulations 1999: Clauses 63: refusal to grant a learner license													
		Receive application and cross check for required documents	35.61		0.05		1.78	1	4715.5	4715.5	8,395.95				3 minutes
		Issue money receipt for the fees	32.81		0.02		0.66	1	4715.5	4715.5	3,094.31				1 minute
		Enter application details into the R&L system and get learner license number	35.61		0.03		1.07	1	4715.5	4715.5	5,037.57				2 minutes
		Prepare learner license book	35.61		0.03		1.07	1	4715.5	4715.5	5,037.57				2 minutes
		RTO/ARTO signs the learner license book	61.84		0.03		1.86	1	4715.5	4715.5	8,748.20				2 minutes

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
											30,313.59				
11	RS&T Act 1999 Section: 50 & 52	RS&T Regulations 1999: Chapter 2: Clauses 56: Insurance & compensation (Comprehensive)													
		Data requirement 1: Motor proposal form (RICBL), copy of invoice and registration certificate	60.00		0.02		0.96	1	6073	6073	5,830.08				1 minutes, 6073 is the total no. of comm veh
		Underwriting (input details to IIMS)	60.00		0.13		7.80	1	6073	6073	47,369.40				Integrated insurance mgt system
		Produce vehicle for inspection	60.00		0.08		4.80	1	6073	6073	29,150.40				5 minutes
		Deposit insurance premium	60.00		0.03		1.80	1	6073	6073	10,931.40				2 minutes
		Obtain insurance certificate	60.00		0.03		1.80	1	6073	6073	10,931.40				2 minutes
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	6073	6073	182,190.00				
											286,402.68				No AB estimation on the RICBL

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
	RS&T Act 1999 Section: 50	RS&T Regulations 1999: Chapter 2: Clauses 56 (2): Insurance & compensation (3rd party)													
		Data requirement 1: Motor proposal form (RICBL), copy of registration certificate	60.00		0.02		1.20	1	28986	28986	34,783.20				all private vehicles have only 3rd party insurance
		Underwriting (input details to IIMS)	60.00		0.08		4.80	1	28986	28986	139,132.80				
		Deposit insurance premium	60.00		0.03		1.80	1	28986	28986	52,174.80				
		Obtain insurance certificate	60.00		0.03		1.80	1	28986	28986	52,174.80				RICBL compensation and time taken to get claims are not included
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	28986	28986	869,580.00				
											1,147,845.60				
											1,434,248.28				Insurance IO on owners

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
11.A	RS&T Act 1999 Section: 50 Obligation of owner	RS&T Regulations 1999: Chapter 1: Clauses 21: Fixing of registration and insurance labels													
		Give registration number / old certificate	60.00		0.02		1.20	1	35059	35059	42,070.80				
		Obtain deposit slip and deposit	60.00		0.03		1.80	1	35059	35059	63,106.20				
		Obtain insurance certificate	60.00		0.03		1.80	1	35059	35059	63,106.20				
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	35059	35059	1,051,770.00				
												1,220,053.20			
11.B	Commercial	RS&T Regulations 1999: Chapter 1: Clauses 41 (4): Inspection requirement (Fitness)													
		Data requirement:1 Valid registration certificate	60.00		0.02		1.20	2	6073	12146	14,575.20				
		Data requirement 2: Existing	60.00		0.02		1.20	2	6073	12146	14,575.20				Taxi + Private HV & MV - 150

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		roadworthiness certificate													Buses
		Data requirement 3: Valid insurance certificate	60.00		0.02		1.20	2	6073	12146	14,575.20				
		Data requirement 4: Emission test certificate	60.00		0.02		1.20	2	6073	12146	14,575.20				
		Travel time to&fro RSTA office	60.00		0.50		30.00	2	6073	12146	364,380.00				
											422,680.80				
	RS&T Act 1999 Section: 21, 22 &23	RS&T Regulations 1999: Chapter 1: Clauses 41 (4): Inspection requirement (Fitness)													
	Non-commercial	Data requirement:1 Valid registration certificate	60.00		0.02		1.20	1	28986	28986	34,783.20				
		Data requirement 2: Existing roadworthiness certificate	60.00		0.02		1.20	1	28986	28986	34,783.20				
		Data requirement 3: Valid insurance certificate	60.00		0.02		1.20	1	28986	28986	34,783.20				
		Data requirement	60.00		0.02		1.20	1	28986	28986					

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		4: Emission test certificate									34,783.20				
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	28986	28986	869,580.00				
											1,008,712.80				
12	RS&T Act 1999 Section: 21, 22 &23	RS&T Regulations 1999: Chapter 1: Clauses 41 (1): Inspection requirement													
	Commercials	Ascertain completeness of documents and conduct physical verification of a vehicle	35.61		0.05		1.78	2	6073	12146	21,625.95				Is it the total numbers of vehicles?
		Issue money receipt for registration fees	32.81		0.02		0.66	2	6073	12146	7,970.21				
		Issue roadworthiness certificate	35.61		0.02		0.71	2	6073	12146	8,650.38				
											38,246.54				
	Non-commercial	Ascertain completeness of documents and conduct physical	35.61		0.05		1.78	1	28986	28986	51,609.57				

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		verification of a vehicle													
		Issue money receipt for registration fees	32.81		0.02		0.66	1	28986	28986	19,020.61				
		Issue roadworthiness certificate	35.61		0.02		0.71	1	28986	28986	20,643.83				
											91,274.02				
13	RS&T Act 1999 Section: 44	RS&T Regulations 1999: Chapter 2: Clauses 39 (b) Books or records to be kept by license holder													May be recommend for weekly inspection/Government vehicles are maintained by concerned agencies/RAA/RBP
		Maintain records pertaining vehicle (agreements / maintence details/satff details)	60.00		0.25		15.00	1	150	150	2,250.00				Owner's obligation. What is the target population, EME? Time to maintain?
		Maintaining monthly accounts	60.00		1.00		60.00	12	150	1800	108,000.00				Submission is not regular / Btn Psot does not submit to RSTA

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Passenger manifest (bio data details)	60.00		0.50		30.00	365	131	47815	1,434,450.00				150-19 Btn Post
											1,544,700.00				
13		RS&T Regulations 1999: Chapter 4: Clauses 27, 29 & 30 Duty to carry and fill in a log book, Filling in a log book & Original and duplicate copy of the log book													
		Maintain log book (km and maintenance details)	60.00		0.02		1.20	365	150	54750	65,700.00				Drivers' obligation. Time taken? Target population?
14	RS&T Act 1999 Section: 46 & 47	RS&T Regulations 1999: Chapter 2: Clauses 39 (b) License holder must make books or record available for inspection													May be recommend for weekly inspection
		Inspect records	35.61		0.25		8.90	365	131	47815					Pre-departure

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		and log book									425,673.04				inspection
											425,673.04				
15	RS&T Act 1999 Section 69:Obligation to hold license or certificate (Route Permit)	RS&T Regulations 1999: Chapter 2: Clauses 7 Requirement for a license (Route permit)													
		Apply for route permit	60.00		0.25		15.00	1	150	150	2,250.00				Contract agreement for 10 years, guideline is given
		Copy of registration certificate	60.00		0.17		10.20	1	150	150	1,530.00				Trade permit for bidding
		Copy of owner's CID	60.00		0.17		10.20	1	150	150	1,530.00				Route permit renewed every year
		Two pass port size photograph	60.00		0.33		19.80	1	150	150	2,970.00				
		Inspection report	60.00		0.01		0.60	1	150	150	90.00				
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	150	150	4,500.00				
											12,870.00				

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks	
			Internal, i	External, e	Internal, i	External, e						A	B	C		
16		RS&T Regulations 1999: Chapter 2: Clauses 11 Requirement for a license (Route permit)														
		Ascertain completeness of documents and prepare reoute permit	35.61		0.05		1.78	1	150	150	267.08					Time taken and targeted population?
		Sign the registration certificate	80.00		0.02		1.60	1	150	150	240.00					
												507.08				
17	RS&T Act 1999 Section 21, 22, 23, 35 & 36	RS&T Regulations 1999: Chapter 4: Enforcement mechanisms														
		Pay penalty	60.00		0.02		1.20	12	500	6000	7,200.00					
		Collect document	60.00		0.02		1.20	12	500	6000	7,200.00					
		Travel time to&fro RSTA office	60.00		0.50		30.00	12	500	6000	180,000.00					
											194,400.00				Inspection without fine not included.	

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
															Inspection done by police not included.
18		RS&T Regulations 1999: Chapter 4: Enforcement mechanisms													
		Transport infringement notice	178.05		0.05		8.90	12	200	2400	21,366.00				Time taken, frequency and target population?
		Overspeeding	178.05		0.05		8.90	12	200	2400	21,366.00				
		Drunk driving	178.05		0.05		8.90	12	200	2400	21,366.00				1 and 1/2 minute
		Vehicle documents	178.05		0.05		8.90	12	200	2400	21,366.00				2000 vehicles/day for T/phu to P/ling sector
		Over loading	178.05		0.05		8.90	12	200	2400	21,366.00				200 vehicles checked by 5 MVIs at a time
		Parking offences	178.05		0.05		8.90	12	200	2400	21,366.00				
											128,196.00				
19	RS&T Act 1999 Section 26 (3&7)	RS&T Regulations 1999: Chapter 1: Clauses 59 Procedure for													

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		variation of driving license (License Endorsement)													
		At least 2 years of experience for LV for taxis													Average for 2005 to 2007 statistics
		At least 3 years under present license for MV and HV													Valid for 3 years
		Undergo refresher's course for 3 days	60.00		18.00		1080.00	1	1762	1762	1,902,960.00				6hr for 3 days, once every three years
		Age limit is 21 years and above in case of passenger bus license													
		Minimum Class VI													
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	1765	1765	52,950.00				
											1,955,910.00				
20		RS&T Regulations 1999: Chapter 1: Clauses 60 Refusal to grant													

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		license variation													
		Verify age limit and documents	35.61		0.01		0.36	1	1762	1762	627.45				Average of past 3 years (2005-2007)
		Conduct tests (box and highway)	35.61		0.50		17.81	1	1762	1762	31,372.41				
											31,999.86				
21		RS&T Regulations 1999: Chapter 1: Clauses 12 Notification of change of address													
		Put up an application	60.00		0.08		4.80	1	35059	35059	168,283.20				Frequency? And time taken?
		Provide the certificate of registration	60.00		0.02		1.20	1	35059	35059	42,070.80				
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	35059	35059	1,051,770.00				
											1,262,124.00				
22		RS&T Regulations 1999: Chapter 1:													

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Clauses 33 Notification of change of address													
		Process application	35.61		0.03		1.07	1	35059	35059	37,453.53				
		Update record and registration details	35.61		0.03		1.07	1	35059	35059	37,453.53				
											74,907.06				
23		RS&T Regulations 1999: Chapter 1: Clauses 52 Obligation to display weight information													Number of Commercial vehicles?
		Display weight information	60.00		0.17		10.20	1	4933	4933	50,316.60				One time and when it fades (HV & MV)
											50,316.60				
24		Chapter 3: Clause 76 Accident reporting system													

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
		Joint investigation for commercial vehicles (study site profile, collect statements, take photographs, collect other relevant information)	50.41		6.00		302.46	1	480	480	1,263.46				Commercial vehicles RSTA is involved
		Submit investigation report	50.41		24.00		1209.84	1	480	480	2,170.84				RTO + 2 to 3 MVIs + Police (time is based on number of staff involved)
											3,434.30				Average of 1997 to 2006 Accident Report (479.9)
25		Chapter 3: Clause 75 Accident reporting system													
		Driver, owner reports any public	60.00		0.08		4.80	1	480	480	2,304.00				
		Travel time to&fro RSTA office	60.00		0.50		30.00	1	480	480	14,400.00				
											16,704.00				

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
26	Section 11 of Act, 1999	Deposit of revenues to Bank Account													
		Monthly Revenue Accounts to Ministry of Finance	60.00		1.00		60.00	12	4	48	2,880.00				
		Monthly Revenue Accounts from Base Office to Region	35.61		1.00		35.61	12	16	192	6,837.12				
		Emission Report from RSTA to NEC	60.00		1.50		90.00	12	1	12	1,080.00				
											10,797.12				
		Emmission Report from Testing Agent to RSTA	60.00		1.00		60.00	12	2	24	1,440.00				
											1,440.00				
											17,022,000.01				
											22,128,600.02				30% OH
1	RS&T Act 1999: Section 18: Obligation to register	RS&T Regulations 1999:IOs as per Chapter 1.5: Requirements													X

SL No	Law Section	Information Obligation	Tariff per hour		Time in hour		Price, P (Pi+Pe) Nu	Frequency per year	Number affected	Quantity, Q	AB = $\sum(P \times Q)$ Nu	Origin of regulations			Remarks
			Internal, i	External, e	Internal, i	External, e						A	B	C	
	motor vehicles	for initial registration of a vehicle													
		New registration	60.00		35.23		2113.69	1	3895.00	3895	8,232,828.11				
		Ownership change	60.00		35.23		2113.69	1	1680	1680	3,551,001.60				
		Route permit	60.00		35.23		2113.69	1	150	150	317,053.71				
											12,100,883.43				
Total Estimated AB											29,122,883.44				

5.3 Calculation of Average Time from Various Dzongkhags to RSTA Regional Offices

Region/ Dzongkha	Route Permit	New Reg.	Ownership	Distance	Avg. Distance in KM	Time Taken in hrs	Frequency	Time To & Fro in hrs
Thimphu	150	2244.00	1129	0	61.40	2.46	2	4.91
Paro				54				
Haa				112				
Wangdue				70				
Punakha				71				
Gasa								
				307				
Phuentsholing		1215.00	423	0	52.33	2.09	2	4.19
Chukha				82				
Samtse				75				
				157				
Gelephu		188.00	101.5	0	141.29	5.65	2	11.30
Trongsa				244				
Bumthang				312				
Zhemgang				133				
Dagana				174				
Sarpang				33				
Tsirang				93				
				989				
S/jongkhar		248.00	26.5	0	185.33	7.41	2	14.83
Mongar				271				
Tashigang				180				
T/Yangtse				234				
Pema Gatsel				94				
Lhuentse				333				35.23
TOTAL		3895.00	1680	1112				

5.4 Top five services affecting the service recipients (Users)

S/No.	Regulations/Services	AB in Nu.
1	Renewal of registration certificate	3,481,071.60
2	License endorsement and professional driving licenses	1,955,910.00
3	Maintaining passenger manifest	1,544,700.00
4	Road worthiness test (fitness)	1,431,393.00
5	Notification of change of address	1,262,124.00

Top five services affecting the RSTA

S/No.	Regulations/Services	AB in Nu.
1	Inspection (passenger manifests)	425,673.04
2	Driving license and renewals	423,510.30
3	Roadworthiness Test (fitness test)	302,022.17
4	Inspections by motor vehicle inspectors	129,520.55
5	Traffic enforcement mechanisms	128,196.00

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