



NEW EXECUTIVE SPOTLIGHT

Enhancing Access, Capacity, and Service Excellence at JDWNRH



SHERAB ZANGPO

DIRECTOR

**OCTOBER 1
2025**



DEPARTMENT OF SUPPORT SERVICES

JIGME DORJI WANGCHUCK NATIONAL REFERRAL WANGCHUCK

Strategic Focus Areas

- Decentralize services via Thromde Health Centers to reduce JDWNRH congestion.
- Raise public awareness and engage stakeholders to promote decentralized care.
- Build workforce capacity through expanded nursing and specialist programs.
- Upgrade medical equipment and hospital infrastructure.
- Improve PMS, collaboration, and staff well-being.

Professional Experiences and Achievements

- *19 years of experience in HR management, administration, and policy reform.*
- *Led the national rollout of Managing for Excellence (MaX) and strengthened civil service well-being.*
- *Managed international donor projects with strong financial oversight.*
- *Provided strategic leadership as Chief HR and Chief Program Officer.*
- *Enhanced labour market intelligence and institutionalized career guidance programs.*



NEW EXECUTIVE SPOTLIGHT

Forests for Prosperity: Bhutan's Sustainable Growth Vision

DEPARTMENT OF FOREST AND PARK SERVICES
MINISTRY OF ENERGY AND NATURAL RESOURCES



KARMA TENZIN

DIRECTOR

SEPTEMBER
, 2024 -



Strategic Focus Areas

- Maintain 60% forest cover while balancing conservation and sustainable growth within the GNH framework.
- Generate USD 20 million annually by 2025 through the implementation of a Forest Resource Utilization Plan, sawmill upgrades, and carbon credit sales.
- Establish a National Framework for Nature-Based Solutions by 2026 to enhance ecotourism and Payment for Ecosystem Services, engaging communities and the private sector.
- Launch a comprehensive biodiversity framework by 2028 to monitor species and habitats, fostering strategic partnerships and complying with international commitments.

Professional Experiences and Achievements

- *Master of Science in Natural Resources from Cornell University, New York, USA*
- *Awarded the Stewardship Award for significant seizures of illegal wildlife contraband, including red sandalwood.*
- *Led the national rollout of the SMART tool, now used in all field offices, and established the Forest Protection and Surveillance Unit, resulting in a record seizure of 10 tiger skins.*
- *Guided efforts in Bumdeling Wildlife Sanctuary, leading to the rediscovery of Ludlow's Swallowtail, Bhutan's national butterfly, last recorded in 1933.*
- *Oversaw the second National Forest Inventory, successfully enumerating 159 plots across 19 Gewogs in Punakha and Wangdue.*



NEW EXECUTIVE
SPOTLIGHT

DEPARTMENT OF ENVIRONMENT & CLIMATE CHANGE
MINISTRY OF ENERGY & NATURAL RESOURCES



SONAM TASHI



DIRECTOR
AUGUST 1
2024 -

Building on Bhutan's Environment and Carbon Neutrality brand

Strategic Focus Areas

Accessing climate finance through the Bhutan Climate Fund and a Carbon Markets Strategy by December 2024.

Establish waste-free zones in identified municipalities, national highways, major rivers, and trekking routes by Q4 2024.

Spin Bhutan's air quality and natural capital into economic opportunities

Complete the review of environmental compliance requirements to reduce turnaround time for environmental clearances by Q3 of FY.

Professional Experiences and Achievements

Led formulation of the economic development plan of 13 FYP as the economic cluster secretariat.

Represents Bhutan in Article 6 (carbon market) negotiations under the Paris Agreement.

Represented the 46 Least Developed Countries in global carbon market negotiations (Article 6) from 2021 till graduation in 2023.

Member of boards of international organizations that promote the development of carbon markets- Climate Action Data Trust and Climate Market Club.

First Bhutanese to represent the Asia Pacific group in the Clean Development Mechanism's (CDM) Executive Board.

Co-facilitates global carbon (Article 6.4) negotiations under the Paris Agreement from 2022 and also the CDM Trust Fund Review.

High-Level Taskforce member of ICIMOD from Bhutan to guide ICIMOD engagements in regional member countries.



NEW EXECUTIVE
SPOTLIGHT

Elevating Bhutan's Brand in Sustainable Tourism Excellence



DAMCHO RINZIN
DIRECTOR



AUGUST 1
2024 -

DEPARTMENT OF TOURISM
MINISTRY OF INDUSTRY, COMMERCE AND EMPLOYMENT

Strategic Focus Areas

Promote Bhutan as the destination for Unique experience with the Industry and local community.

Expand the Bhutan Believe marketing reach in 3-5 potential key source markets by December 2024.
Initiate at least 3 new partnership.

Improve operational efficiency for tourism services by Q4 2024.

Launch reward programs to create attractive tourist destination.

Implement 3-4 motivational programs for employees by the end of the year.

Professional Experiences and Achievements

Successfully built a positive image and increased global visibility for Bhutan by featuring in top publications, establishing Bhutan as a leader in sustainable, high-value tourism.

Created the previous tourism brand 'Happiness is a place,' making it one of the most loved and preferred tourism brands through innovative campaigns and promotions.

Secured reputable tourism awards and generated preferred mentions for Bhutan on top platforms by collaborating with relevant partners.



NEW EXECUTIVE SPOTLIGHT

DEPARTMENT OF AGRICULTURE MARKETING & CORPORATIVES
MINISTRY OF AGRICULTURE & LIVESTOCK



TASHI DORJI



DIRECTOR
AUGUST 1
2024 -

Connecting Producers to market

Strategic Focus Areas

Establish new domestic markets and strengthen market efficiency by aggregating demand and aligning supply chains within next 1-2 years.

Strengthen market infrastructures and logistic infrastructures within the 13th plan period.

Enhance exports by 100% and diversify export markets for RNR produces and products by the end of the 13th plan period.

Enhance and diversify post harvest products.

Improve and integrate existing digital platforms for marketing agricultural products domestically and for export within the next 2 years.

Ensure collaboration with key stakeholders to support the agricultural sector's growth and sustainability.

Professional Experiences and Achievements

Instituted and professionalized 1199 Contact Center: Established and enhanced the 1199 Contact Center.

Overseen the integration of 10 services through the Integrated Citizen Services Project.

Lead for National Policy for Persons with Disabilities in Bhutan: Successfully lead the development with stakeholders and securing the approval of policy from the Cabinet of Ministers in 2019.

Founding member and Board Director of the Evaluation Association of Bhutan (EAB) from 2013 to 2021



NEW EXECUTIVE SPOTLIGHT

Digital Transformation for Public Service Efficiency and Economic Growth

DEPARTMENT OF DIGITAL TRANSFORMATION
GOVERNMENT TECHNOLOGY AGENCY



KUENGA ZAM

DIRECTOR

**AUGUST 1
2024 -**



Strategic Focus Areas

Achieve 95% online service accessibility and inclusion by the end of 13 FYP.

Increase user satisfaction on online services from 4.1 to over 4.5 by the end of 13FYP.

Achieve a 10% reduction in government operating expenses by the end of 2029.

Conduct comprehensive reviews of existing processes to identify areas for improvement by Q2 2024.

Implement recommended changes from the process reviews to enhance operational efficiency by Q3 2024.

Professional Experiences and Achievements

Successfully developed and implemented the Zhiyog Electronic System (ZEST), a web-based HR management system.

Streamlined and automated HR manual processes, significantly improving efficiency for the HR fraternity.

Rolled out best practices in software development, including design thinking, DevOps, and Agile methodologies for the IT projects lead by me.

Introduced rigorous code-level evaluation and acceptance, setting new quality assurance standards within the government for the IT projects lead by me.



NEW EXECUTIVE SPOTLIGHT

Strategic Leadership and Vision for Bhutan's Air Transport Sector

DEPARTMENT OF AIR TRANSPORT
MINISTRY OF INFRASTRUCTURE AND TRANSPORT



SITHAR DORJI



DIRECTOR

**APRIL 1
2025 -**

Strategic Focus Areas

Review and update terminal operation manuals, set up information desks, and standardize VVIP handling by 2025.

Develop master plans for Paro and domestic airstrips and upgrade airports for international connectivity by 2029.

Resolve ICAO safety concerns and establish a Safety Management System to ensure regulatory compliance by 2026.

Address skill gaps through re-skilling, up-skilling, and cross-domain training to build a future-ready workforce by 2026.

Implement smart technologies like AI, biometrics, and automation to enhance airport efficiency and passenger experience by 2028.

Professional Experiences and Achievements

Led the development and operationalization of domestic airports (Gelephu, Bumthang, and Yonphula), marking a major milestone in Bhutan's domestic air transport growth.

Architected Bhutan's civil aviation (air transport) policy, laying the foundation for a safe, sustainable, and globally aligned aviation sector.

Spearheaded the Civil Aviation Act, creating a regulatory framework that significantly reduced ICAO audit findings and ensured international compliance.

Played a key role in transitioning Air Traffic Services from IMTART to DoAT at Paro International Airport, enhancing national sovereignty and operational oversight.