

SERVICE DELIVERY STANDARDS



**BHUTAN MEDICAL AND HEALTH COUNCIL
ROYAL GOVERNMENT OF BHUTAN**

APRIL 2021

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1. Introduction

The Bhutan Medical & Health Council (BMHC) is an autonomous government body that regulates the medical and health professionals and related matters. The BMHC was established in 2002 under the Ministry of Health as per the Bhutan Medical & Health Council Act 2002 passed by the National Assembly of Bhutan on 24th July 2002. The BMHC was later de-linked from the Ministry of Health in January, 2017.

The objective of this Service Delivery Standards is to create awareness among our clients and general public on the services provided by the Bhutan Medical and Health Council Secretariat towards promoting efficiency and transparency in the provision of services. We value all our clients and we are obliged to provide efficient public services. Please provide your valuable feedback and comments to enable us to serve you better.

“Efficiency of services cannot be gauged without a service standard. It also ensures transparency and accountability of service providers. It is important for all clients to understand and fulfill their obligations.”

Anti-Corruption Commission, Bhutan

2. Vision

Excellence in regulation of education, qualification and practice of medical and health professionals.

3. Mission

- a. Strengthen public health safety through effective enforcement of policies, regulations and standards.
- b. Enhance the competencies by setting the high standards for medical education and continuous professional development.
- c. Promote professionalism and good clinical practice among medical and health professionals.
- d. Foster public trust and confidence in the medical and health professionals.

4. Mandates

- a. License/register the Universities/Institutes/Colleges for training of medical and health professionals.
- b. Recognize/accredited Universities/Institutes/Colleges outside the country for training of medical and health professionals.
- c. Review and validate curriculum for new programs.
- d. Register medical and health professionals who are trained within and outside the country.
- e. Inspect and monitor premises (universities/colleges/institutes) where medical and health professionals are trained.
- f. Inspect and monitor government and private healthcare centers.
- g. Maintain registry of all medical and health professionals and list of recognized training Institutes.
- h. Promote continuing professional Development.
- i. Receive and investigate grievances related to medical and health professionals.
- j. Develop/frame plans, policies, regulations, standards and guidelines.
- k. Monitor competencies and skills of medical and health professionals.
- l. Liaise with international and national agencies/institutes.
- m. Create awareness on rules, regulations, standards and guidelines

5. Services/Sections

- a. Registration and Licensing Services
- b. Education and Professional Services
- c. Administration, finance and HR Services
- d. Legal Services
- e. ICT Services

6. Types of Services

- a. Recognition and registration of training institutes in the country.
- b. Recognition of medical and health qualification that leads to registration.
- c. Monitoring and awarding of credits for the Continuing Medical Education (CME) of medical and health professionals.
- d. Reciprocal recognition of qualifications awarded by foreign medical and health Institutions.
- e. Receive and investigate complaints/grievances against medical and health professionals.
- f. Issue Certificate of Good Standing for medical and health professionals.

7. Service Delivery Standard

Sl. No.	Types of Service	Document required	Turnaround Time	Description of procedures
1	New registration of medical and health Professionals. - Full Registration Certificate	1. Application form for full Registration 2. Refer checklist for full registration.	3 working days.	1. Download application form for full registration from www.bmhc.gov.bt 2. Apply to Registration & Licensing Services with following fee structure: a. Certificate level Nu. 500/- b. Diploma level Nu. 700/- c. Degree/Master level Nu.1000/- 3. Document verification 4. Sit for a competency exam, if required. 5. Briefing by Registrar and issue of Certificate
2	New Registration of Medical and Health Professionals. - Temporary Registration Certificates For contract employee (expatriate)	1. Application form for temporary registration certificate 2. Refer checklist for temporary registration.	3 working days.	1. Download application form for temporary registration from www.bmhc.gov.bt 2. Apply to Registration & Licensing Services with following fee structure a. Certificate level Nu. 500/- b. Diploma level Nu. 1000/- c. Degree/Master level Nu. 5000/- 3. Document verification 4. Issue of Certificate by Registrar
3	New Registration of Medical and Health Professionals. - Provisional Registration Certificate For Internship program	1. Application form for Provisional Registration certificate 2. Refer checklist for provisional registration.	3 working days.	1. Download application form for Provisional Registration Certificate from www.bmhc.gov.bt 2. Apply to Registration & Licensing Services with following fee structure a. Certificate level Nu. 250/- b. Diploma level Nu. 500/- c. Degree/Master level Nu. 700/- 3. Document verification 4. Issue of Certificate by Registrar
4	Additional Qualification Certificate	1. Application form for Provisional Registration Certificate. 2. Refer checklist for additional qualification.	3 working days.	1. Download application form for additional qualification registration from www.bmhc.gov.bt 2. Apply to Registration & Licensing Services with following fee structure a. Certificate level Nu. 200/- b. Diploma level Nu. 400/- c. Degree/Master level Nu. 600/-

				<ol style="list-style-type: none"> 3. Document verification 4. Issue of Certificate by Registrar
5	Renewal of Registration Certificate	<ol style="list-style-type: none"> 1. Application form for renewable 2. Citizenship Identity Card if expired. 3. Recent Passport if not submitted in initial registration 	3 working days	<ol style="list-style-type: none"> 1. Download renewal application form from www.bmhc.gov.bt 2. Apply to Registration & Licensing Services with following fee structure <ol style="list-style-type: none"> a. Certificate level Nu 200/- b. Diploma level Nu 500/- c. Degree/Master level Nu 500/- 3. Document verification 4. Issue of Certificate by Registrar
6	Certificate of Good standing	<ol style="list-style-type: none"> 1. Application form for Certificate of Good Standing 2. No objection certificate from current working agency (if there is any allegations or investigation pending) 	5 working days	<ol style="list-style-type: none"> 1. Download application form for Good Standing certificate from www.bmhc.gov.bt 2. Apply to Registration & Licensing Services with fee of Nu 1000/- 3. Verification of Records. 4. Issuance of Certificate by Registrar
7	Online approval of Continuing Medical Education (CME) of medical and health professional	<ol style="list-style-type: none"> 1. Upload Agenda as per the online CME application format. 	3 working days	<ol style="list-style-type: none"> 1. Online CME application www.bmhc.gov.bt 2. Assess & approved by Registration & Licensing Services
9	Update of credits for the CME of medical and health professionals in HPMS	<ol style="list-style-type: none"> 1. List of participation along with approved CME ID. 	3 working days	<ol style="list-style-type: none"> 1. Submit signed list of participation along with BMHC Number 2. Verify the online CME approval and assign for data entry.
10	Receive and investigate complaints/grievances against medical and health professionals	<ol style="list-style-type: none"> 1. Filled Appendix –III: Template for Filing of Complaints or formal written complaint, addressing to the President, BMHC or to the Registrar. 2. Online complaint registration 	Response within 3 working days	<ol style="list-style-type: none"> 1. Visit www.bmhc.gov.bt 2. Download form 3. Fill up complaint form 4. Submit to the President, BMHC (Hon’ble Health Minister) or emailed to Registrar, BMHC.
11	Recognition of in-service training program for medical and health education	<ol style="list-style-type: none"> 1. Application form for approval of new medical and health education programs 	4 months	<ol style="list-style-type: none"> 1. Visit www.bmhc.gov.bt and download Form 2. Submit the program proposal

	(short courses less than 6 months)	2. Refer Guideline for Recognition of In-Service Training Programs		3. Payment of Nu. 25000/- after approval.
12	Application for establishment of new medical & health institution	1. Expression of Interest application	3 working days	1. Download form from www.bmhc.gov.bt 2. Submit the proposal

PLEASE CONTACT US

For any queries, feedback or complaints please contact us at the following:

1. Website: www.bmhc.gov.bt
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