



PRESS RELEASE

Launch of Integrated Service Center (ISC) and Public Service Contact Center (PSCC - Toll Free # 1199)

Thimphu,
June 10, 2025

The government, as part of its strategic efforts to enhance public service delivery, has established the Integrated Service Center (ISC) and the enhanced 1199 Public Service Contact Center (PSCC), under the Public Service Delivery Division, Prime Minister's Office. These initiatives, aligns with the "Whole-of-Government" approach to service delivery, aims to break down institutional silos, remove bureaucratic barriers, and bring public services closer to the people in a seamless, inclusive, and integrated manner. They mark a significant step forward in building a more responsive, faster, efficient, and citizen-friendly public service ecosystem.

Integrated Service Center (ISC)

"Bringing Government Services under One Location"

The ISC has been established to transform and streamline public service delivery by consolidating multiple government services under a single roof. As a "one-stop" platform, it eliminates the need for citizens to visit various offices or navigate different systems, offering a more convenient and user-friendly experience. At the ISC, users can submit applications, track progress, follow up on requests, and receive different forms of services. From the initial application to final delivery, every step of the service process is supported and assisted with clarity and care. The ISC is also committed to inclusivity and accessibility, providing assistance to both walk-in and online users.

The ISC currently provides access to over 56 government services, covering areas such as civil registration, trade and transport permits, business licensing, and forestry-related services. Upholding the "No Wrong Door" principle, the ISC ensures that all visitors receive end-to-end assistance, regardless of whether the requested



service is formally listed. Referrals to other agencies are made only in rare cases requiring specialized expertise or complex processing.

Additional public services will continue to be onboarded over time. Core public services are provided free of charge, while nominal fees apply to ancillary services like printing and photocopying, in line with existing Community Center practices. This inclusive and citizen-centric approach reflects the Royal Government of Bhutan's commitment to making public services more accessible, coordinated, and responsive.

While ISC will serve as the citizen-facing front end support, the respective agencies continue to manage backend processes, including verifications and approvals. Continuous coordination between ISC and service providers will be in place to ensure consistent procedures and efficient service delivery.

To enhance service accessibility, the ISC model will be scaled down to the local level by upgrading existing Community Centers in Gewogs. The ISC will be managed by the Public Service Delivery Division (PSDD) under the Prime Minister's Office, which oversees operations, service onboarding, stakeholder coordination, capacity building, and performance management. The current team comprises five trained Service Executives with prior Community Center experience, equipped to deliver efficient, citizen-focused services.

Public Service Contact Center (PSCC – Toll Free # 1199)

"Your Nationwide Helpline for Public Services"

The PSCC, accessible via the toll-free number **1199**, complements the ISC by serving as a centralized and reliable point of contact for accurate and timely information on public services. As a multi-channel support hub, the PSCC offers flexible engagement options through voice calls, email, and official social media platforms, accommodating diverse user needs and preferences. It provides real-time assistance for a wide range of public service-related inquiries, including support with form submissions, service navigation, application tracking, and resolving issues. Upholding the government's commitment to inclusive, citizen-centered service delivery, the PSCC ensures that no one is left behind regardless of geographic location, digital literacy, or familiarity with government processes. Every query is



treated with equal importance and addressed professionally, eliminating the need for personal contacts within agencies and reinforcing equitable access for all.

Whether a citizen has a general inquiry, requires assistance with a specific service, or is unsure which agency to approach, the PSCC will serve as the citizen's first-contact point. The current PSCC team comprises eight trained Call Executives, equipped to deliver timely, accurate, and citizen-focused information and support across all available channels.

Way Forward

The ISC and the 1199 PSCC will serve as cornerstones of Bhutan's public service transformation, advancing a more responsive, efficient, and citizen-centric government. As these platforms continue to evolve, more public services will be progressively onboarded to expand their reach and impact. Robust service monitoring, nationwide awareness campaigns, and ongoing coordination with stakeholders will ensure that both the ISC and PSCC remain dynamic, inclusive, and aligned with the evolving needs of citizens.

For more information, please contact:

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