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ལས་གཞི་ལྷན་ཁག་

**Royal Government of Bhutan  
MINISTRY OF LABOUR AND HUMAN RESOURCES**



DoL/LRD/02/2012-13 922

April 9, 2013

To : The Regional Director,  
Regional Employment and Labour Office  
Phuntsholing/Gelephu/Samdru jongkhar/Trashigang

From : Chief Labour Administrator, Ministry of Labour and Human Resources

As authorized by Section 24 of the Labour and Employment Act, 2007 I hereby delegate to the Regional Directors, Regional Employment and Labour Offices the authority to mediate and negotiate any labour dispute that arises under the respective RELOs.

Prior to registering any dispute, it must be ascertained that the complainant has completed the internal grievance procedure and has exhausted all means to address his or her grievances other than referring to the court of law. If foreign workers are involved the case should be routed through the Foreign Workers Recruitment Agents.

At the time of mediation, it must be ensured that both the parties are present or represented by an authorized representative(s). If resolved, the mediation must be recorded in a mediation agreement, a sample of which has been attached for reference. If the dispute remains unresolved, the dispute must be forwarded to the Chief Labour Administrator for resolution along with a justified report of its non-resolution. However, the parties must be given the option to either allow the case to be forwarded to the CLA or refer the case to the Court of Law by them.

The Department of Labour is hereby instructed to provide all technical assistance to build the capacity of the regional offices to enable them to perform the task diligently. An officer from each RELO should be identified as the focal person.

RELOs must deal with the cases in strict confidentiality and any information in the form of documentary or recordings must not be made public without the written consent of the disputing parties.

A Guideline on Dispute Resolution Procedure is attached. Kindly note that other than mediation, appointment of conciliators and arbitrators are prerogatives of the CLA unless any of the RELO officials are appointed as conciliators or arbitrators.

  
CHIEF LABOUR ADMINISTRATOR

