



## **Guideline for *gSobaRigpa* Wellness Services**

Local Healing and Spiritual Health Division  
Department of Traditional Medicine Service  
Ministry of Health  
Thimphu

དཔེ་བསྐྱུན་པ།

གཞུས་ལྷགས་མཉམ་བཅོས་དང་ཚོས་འབྲེལ་ཡོད་ཚེན། རྣམ་མཉམ་ཞབས་ཏྲོག་ལས་ཁུངས། གསོ་བ་ཉར་ཞུ་ལག།

ཡིག་རྒྱུ་མེད་ལང་ ༢༩༧། ཀའ་མང་བྱང་ས། འབྲུག་གི་མཉམ་པུག།

བརྒྱན་འཕྲིན་ལང་ ༣༣༤༤༣༤། པས་འཕྲིན་ལང་ ༣༣༤༤༣༧།

པས་དྲུང་།

གཞུས་ལྷགས་མཉམ་བཅོས་དང་ཚོས་འབྲེལ་ཡོད་ཚེན། རྣམ་མཉམ་ཞབས་ཏྲོག་ལས་ཁུངས། གསོ་བ་ཉར་ཞུ་ལག།

པས་ཟེངས་དང་པ། ༢༠༡༧

**Publisher**

Local Healing and Spiritual Health Division  
Department of Traditional Medicine Services  
Ministry of Health, Thimphu, Bhutan  
PO Box: 297  
PABX: +9752338834, Fax No. 338837  
[www.health.gov.bt](http://www.health.gov.bt)

© Local Healing and Spiritual Health Division, DoTMS, MoH

1<sup>st</sup> Edition 2017

**Layout & Design:** Tshering Wangchuk, MZD, DoTMS, MoH

**Printed at:** Tshangpa Printing Press, Thimphu

**ISBN: 978-99980-30-01-5**

## TABLE OF CONTENT

Title	Page No.
Foreword	i
Acknowledgement	ii
Acronym	iii-iv
1. Background	1-2
2. Policy Framework	3
3. Wellness Concept	4
4. Scope of Wellness Services	5
5. Types of wellness services	
5.1. <i>Dutsi Ngalum (Five Elixir Herbal Mixture)</i>	5-6
5.2. <i>Dhotso</i> (Hot Stone Bath)	6
5.3. <i>Lum</i> (Traditional Bath)	6
5.4. <i>Num Lum</i> (Oil Bath)	6
5.5. <i>Menchhu</i> (Medicinal Water Bath)	7
5.6. <i>Numtshuk</i> (Heated Oil Compression)	7
5.7. <i>Chinglum</i> (Herbal Compression Pack)	7
5.8. <i>Jukpa</i> (Traditional Massage)	8
5.9. <i>Driduk</i> (Aromatherapy)	
6. Food and Diet	8
7. <i>Zheney</i> (Meditation)	8
8. Roles and Responsibilities	
8.1. <i>Drungtsho</i>	8-9
8.2. <i>Menpa</i>	9
8.3. <i>gSobaRigpa</i> Wellness Therapist	9-10
8.4. MoH	10
8.5. DoTMS, MoH	10
8.6. MSPCL	11
8.7. FoTM	11
8.8. TCB	11
8.9. HARAB	11-12
8.10. Hotels with WS/Wellness standalone Centers	12
8.11. MoLHR	12
8.12. MoEA	
9. Monitoring of the Wellness Services	12-13

10. Initiation of Wellness Services and use of products	13
11. Establishment procedure for wellness services	13
11.1. Application for Establishment	13
11.2. Provisional Approval	13-14
11.3. Technical Authorization	14-15
11.4. New or Additional Services	15
11.5. Renewal of Technical Authorization	15
11.6. Change of ownership, location, name of the centre, technical employees and replacement of TA	15-16
11.7. Fee	16
12. Annexure	17-22

## ACRONYM AND ABBREVIATION

BMHC	Bhutan Medical and Health Council
DoTMS	Department of Traditional Medicine Services
DRA	Drug Regulatory of Bhutan
EMTD	Essential Medicine and Technology Division
FoTM	Faculty of Traditional Medicine
HARAB	Hotel and Restaurant Association of Bhutan
KGUMSB	Khesar Gyalpo University of Bhutan
LHSHD	Local Healing and Spiritual Health Division
MoH	Ministry of Health
MoLHR	Ministry of Labor and Human Resource
MSPCL	Menjong Sorig Pharmaceutical Corporation Limited
MoEA	Ministry of Economic Affairs
MZD	Menzerigpa and Zhibjuk Division
NTMH	National Traditional Medicine Hospital
PPD	Policy and Planning Division
SOP	Standard Operating Procedure
TCB	Tourism Council of Bhutan
THCD	Traditional Health Care Division
TM	Traditional Medicine

## ACKNOWLEDGEMENT

The following Agencies have participated in the Development of this document.

1. Tourism Council of Bhutan
2. Ministry of Labor and Human Resource
3. Hotel and Restaurant Association of Bhutan
4. Trade & Industry, Ministry of Economic Affairs
5. Bhutan Medical and Health Council
6. Thromde Office, Thimphu
7. Faculty of Traditional Medicine, KGUMSB

### **Core Group**

1. Tandin Chogyel, Dy. CPO, LSHSD, DoTMS
2. *Drungtsho* Dorji Nidup, NTMH, DoTMS
3. Sherab Tenzin, MSPCL, Thimphu
4. Samten , MSPCL, Thimphu
5. *Drungtsho* Sangay Wangdi, Dy. Dean, FoTM, KGUMSB
6. Tshering Wangdi, Planning Officer, PPD, Ministry of Health
7. Chimi Yuden. Tourism Council of Bhutan, Thimphu
8. Deki, Tourism Corporation of Bhutan, Thimphu

### **Reviewers**

1. Kuenga Tshering, Director General, DoTMS
2. Sonam Dorji, Registrar General, BMHC
3. Yangchen Chhoedon, Chief Program Officer, THCD, DoTMS
4. *Drungtsho* Tendrel Wangdi, Dean, FoTM, KGUMSB
5. Dechen Chopel, Chief Program Officer, EMTD, MoH
6. Tshering Nidup, Legal Officer, Ministry of Health
7. Jigme Thinley, MoLHR, Thimphu
8. Lachi Maya, Neopany, HARAB, Thimphu
9. Tshering Wangchuk, MZD, DoTMS, MoH, Thimphu
10. Wangchuk Dorji, Department of Industry, MoEA, Thimphu
11. *Drungtsho* Deki Chhoden, NTMH, DoTMS, MoH

### **Secretariat**

1. Sonam Lhundrup, APO, LSHSD, DoTMS, MoH, Thimphu
2. Sonam Dorji, APO, LSHSD, DoTMS, MoH, Thimphu
3. Tshering Wangchuk, MZD, DoTMS, MoH, Thimphu



དཔལ་ལྷན་འབྲུག་གཞུང་། ROYAL GOVERNMENT OF BHUTAN

གསོ་བརྟན་ལག།

ཐེམ་སྤྱ།

MINISTRY OF HEALTH

THIMPHU: BHUTAN

P.O. BOX: 726



སློབ་པོ། MINISTER

## FOREWORD

The Global Health and Wellness Industry is rapidly expanding and gaining market value. Spa and Wellness Tourism is a substantial component of the Health and Wellness. The Spa and Wellness Tourism sector in Bhutan is generally perceived to be relatively underdeveloped in comparison to destinations of other countries in the world. In Bhutan, only limited ranges of informal Traditional/Herbal treatments were offered without proper standard and guidelines.

Bhutan is known as the land of medicinal herbs and it was synonymously called “*Menjong Druk Ghi Gelkhap*,” The farsighted leadership of our Monarchs and the wise policies of the successive governments, *gSobaRigpa*, the Traditional Medicine System has flourished as an important part of cultural and medical heritage.

The serene and pure natural environment complimented by the rich medicinal herbs, minerals and medical tradition of *gSobaRigpa*, the ancient science of Healing with all its practices and products makes the country potential for developing the Health and Wellness tourism industry. Therefore, Royal Government of Bhutan, has envisaged to promote the country to become a centre for health and Wellness tourism focusing on niche areas; the National Health Policy also directs towards making Bhutanese *gSobaRigpa* the centre of excellence in providing quality Traditional Medicine services including Wellness Centres that are recognizable at an international level.

Spa and Wellness Tourism would not only diversify the economic development but also creates employment opportunities for the citizen, particularly the youths and promote the uniqueness of the culture and heritage that will be exposed at the global wellness destination. The government in its endeavour to promote Health and Wellness Tourism will initiate range of services with the use of indigenous products based on Bhutanese *gSobaRigpa* and FoTM, KGUMSB, will offer the training course.

Spa and Wellness Services defined in this guideline would provide opportunity for all the stakeholders to exercise their responsibility and contribute to promoting the *gSobaRigpa* Spa and Wellness Service. Towards this, the Ministry of Health is pleased to endorse the Guideline for *gSobaRigpa* Wellness Service to initiate and standardize the services in the country in collaboration with Tourism Council of Bhutan and other relevant stakeholders.

I am hopeful that we will see our commitment bear outcomes by promoting and standardizing the *gSobaRigpa* Wellness Services, diversifying the economic development and reaching to the global Wellness destination.

A handwritten signature in blue ink, appearing to read 'Tandin Wangchuk', with a stylized flourish at the end.

**(Tandin Wangchuk)**  
**MINISTER**



## 1. Background

Although wellness concept has ancient roots, it has gradually become well-known and universally accepted phenomenon in the modern world. According to history of wellness evolution, the concept of wellness has begun since the 1950s. The writings and leadership of an informal network of physicians and thinkers in the United States have largely shaped the way we conceptualize and talk about wellness today.

The origins of wellness, however, are much older than even ancient history. Aspects of the wellness concept are firmly rooted in several intellectual, religious, cultural and medical movements in 19<sup>th</sup> century even in the developed countries. The creeds of wellness can also be trace back to the ancient civilizations of Greece, Rome and Asia. Historical Traditions and Culture have indelibly influenced the modern wellness movement.

Around the world, there is growing interest in changing the way we take care of ourselves – not just our bodies, but also our minds, spirit and social wellbeing. There is a growing impetus for a paradigm shift, a switch from mere reactivity trying to treat or fix our problems to a proactive and holistic approach to addressing and preventing the root causes of our personal and societal ills.

Bhutan in ancient times was known as the Land of Medicinal Plants. It was synonymously called “*Menjong Druk Ghi Gelkhap*,” the “Dragon Land of Medicinal Plants.” It was a land blessed by many enlightened beings in the past notably the all-emanating Guru Rimpoche, later by Zhabdrung Ngawang Namgyal followed by many other great Buddhist Masters who further blessed the land and its people.

The farsighted Leadership of our Monarchs and the wise policies of the successive governments have supported the preservation and promotion of pristine environment and rich culture of Bhutan. The environment and culture are two important pillars of Bhutan’s unique development paradigm, the Gross National Happiness.

The *gSobaRigpa* system of medicine practiced in Bhutan is identified as an important Cultural and Medical Heritage. A medical system has holistic and compassionate approach to health as its core principle. This system gives equal importance to physical, mental and spiritual

aspects of health and well-being in an individual including the relationship with the environment.

The *gSobaRigpa* system identifies two major areas of health, which are the wellness and the treatment aspects. It has very advanced health promotion and prevention practices for the wellness. The system stresses the harmonious relationship between individuals and their environment as all the medicines and health products are derived from natural herbs and other natural resources.

The treatment and medicinal products over the centuries have proven to have minimal side effects. There will be no doubt that this ancient science would benefit anyone who encounters its ancient therapies and practices for the promotion of spiritual, mental and physical health.

The serene and pure natural environment would have a profound spiritual impact on the individuals the moment they step their foot in Bhutan. This will be complimented by the rich medical tradition of *gSobaRigpa*, the ancient science of healing with all its practices and products fit for the divine beings.

This guideline is intended to standardize and enhance the quality of Spa and Wellness Services in the country with correct procedures and techniques for providing Spa and Wellness Service based on the Traditional Medicine *gSobaRigpa* and the spirituality of Buddhist Philosophy.

## **2. Policy Framework**

In line with the following enabling policy environments, the Royal Government of Bhutan has envisaged to promote health tourism through Bhutanese *gSobaRigpa* Wellness Services:

1. *The section 12.1.b and 12.1.c of the National Health Policy, 2011 states that:*

*“Focused efforts will be directed towards making Bhutanese gSoba-Rigpa the center of excellence in providing quality Traditional Medicine services including wellness center that is recognizable at an international level.”*

*“Institute of Traditional medicine in collaboration with tourism council of Bhutan shall encourage and support the Bhutanese Spa and resort industries to institute Spa therapies with Traditional Medicinal practices “gSobaRigpa” and spiritual healing.”*

2. Clause 7.9.4 of the Economic Development Policy 2017 of the Royal Government of Bhutan states that “the Royal Government shall promote the country to become a center for health and wellness tourism focusing on niche areas.”

3. FDI Policy 2010 states that FDIs shall be encouraged in areas that contribute to the following:

- a) Promotion of culturally and spiritually sensitive industries
- b) Investments in services that promote Brand Bhutan

### 3. Wellness Concept

Modern definitions of wellness typically focus on holistic or integrated approaches to health; staying well (or the prevention of sickness); self-responsibility for one’s health and well-being; and the idea that a person’s physical, mental, and spiritual aspects should work in harmony.

These tenets are clearly not new, and in fact have their origins in ancient healing practices and medical traditions that date back thousands of years. The ancient cultures of China, India, Greece, and Rome (among others) had a very sophisticated understanding of how to maintain health, and they tended to emphasize a whole person or harmonious approach to staying well.

Today, the concept of wellness appears to be coming full-circle, with modern iterations of ancient practices such as Ayurveda, *gSobaRigpa*, Acupuncture, Yoga, Meditation etc are growing increasingly popular around the world and becoming central components of wellness-oriented approaches to health.

Wellness is an active process through which people become aware of, and make choices toward, a more successful existence (*Dr. Bill Hettler late -1970s*); one of the most widely recognized and applied models of wellness, with seven interdependent dimensions.

- **Physical** (the combination of good exercise and eating habits)
- **Spiritual** (our search for meaning and purpose in human existence)
- **Intellectual** (one’s creative, stimulating mental activities)
- **Social** (contributing to one’s environment and community)
- **Emotional** (awareness and acceptance of one’s feelings)
- **Occupational** (personal satisfaction and enrichment in one’s life through work)

- **Environmental** (capability to live in a clean and safe environment that is not detrimental to health)

#### **4. Scope of Wellness Service**

In general, coexistence of Spa and Wellness are inevitable as they supplement and complement each other in preventing diseases and promoting health. Spas Services are already providing wellness, even if they do not recognize it or claim it.

The Tradition of Spa as a place for healing, renewal, relaxation, detoxification and feeling well, positions the spa service as one of the most logical parts to help lead the wellness movement. Wellness also provides an opportunity to reshape the image of Spa, to regroup after the global recession, and to position Spa as an investment or an essential element in maintaining a healthy lifestyle.

The scope of this Guideline for *gSobaRigpa* Wellness Services is focused on the services and products based on *gSobaRigpa* system of the Traditional Medicine. The types of Spa service will include *Dutsi Ngalum* (Five Elixir Mixture-Bath) not limiting to *Chhulum* (Five Elixir Herbal Bath), *Langlum* (Five Elixir Herbal Steam Bath), *Langduk* (Five Elixir Herbal Steam Application), *Dhotso* (Hot Stone Bath) *Numtshuk* (Heated Oil Compression), *Chinglum* (Herbal Compression Pack), *Jukpa* (Massage), *Driduk* (Aromatherapy) and with other services such as modification of diets and *Zheney* (Meditation based on Buddhist Philosophy) and *Luejong* (Physical Exercise).

#### **5. Types of Wellness Services**

##### **5.1. *Dutsi Ngalum* (Five Elixir Herbal Mixture-Bath)**

The water-based health promoting treatments is combination of Five Herbs, one of the most important combinations in *gSobaRigpa* for prevention, restoration and promotion of health and wellbeing, practiced for thousands of years. Among the many different herbal preparations, this is the most widely used one because of its effectiveness. It is prepared from five principal herbs that are provided through following therapies:

5.1.1. *Chhulum* (Five Elixir Herbal Bath)

5.1.2. *Langlum* (Five Elixir Herbal Steam Bath)

5.1.3. *Langduk* (Five Elixir Herbal Steam Application)

5.2. *Dhotso* (Hot Stone Bath)

This is a highly regarded bath unique to Bhutan and practiced from time immemorial. The bath can be made from either *Menchhu* (Medicinal Water) or plain water with mineral stones. The bath is based on the belief, that certain plants and stones that have special properties will heal and rejuvenate the body and the mind. The stone baths are classified in following different ways.

### 5.3. *Lum* (Traditional Bath)

#### 5.3.1. ***Bashakai Lum* (Justicia Adhatoda Bath)**

Traditional bath taken to balance the inflammation related to blood and it help in fever since it has cooling property.

#### 5.3.2. ***Shudag Lum* (Acorus Calamus Bath)**

Traditional Bath, that's provided with *Shudag*, which restores the energies.

### 5.4. *Num Lum* (Oil Bath)

Traditional Oil Bath are provided in many ways using *Lum* (Oil) as follows

#### 5.4.1. ***Doenshing Num Lum* (Pine needle Oil Bath)**

*Doenshing Num Lum* (Pine needle oil bath) is provided with pine needle oil and medicinal stone.

#### 5.4.2. ***Khempa Num Lum* (Artemisia Oil Bath)**

*Khempa Num Lum* (Artemisia oil bath) is provided using Artemisia oil with plain water.

### 5.5. *Menchhu* (Medicinal water Bath)

Minerals or hot springs are also known as geothermal waters and often used for treatments, as well as for revitalizing and relaxing the mind and body. This bath can be offered preferably in a wooden bathtub as follows.

#### 5.5.1. *Menchhu* with Medicinal Stones (*Mendoe*)

#### 5.5.2. Plain water with Medicinal Stones (*Mendoe*)

#### 5.5.3. *Menchhu* with any heated stone.

### 5.6. *Numtshuk* (Heated Oil Compression)

This is an oil-based therapy that has intense soothing and calming effects on the body. It is also known as Oil Compression and, very popular form of relaxation therapy. It helps in insomnia, giddiness, and Stress, especially old aged people. It is also effective for skin rejuvenation, anti-anxiety and anti-aging.

## **5.7. Chinglum (Herbal Compression)**

There are two types of Herbal Compression Pack used for relaxation therapies.

### **5.7.1. Tshadhuk (Hot Compression)**

It is performed by packing some hot herbal in a clean cloth (muslin cloth) and it's done on the desired body parts of the clients.

### **5.7.2. Sildhuk (Cold Compression)**

Cold compression therapy is performed by packing some cold herbal in a clean cloth (muslin cloth) and it's done on the desired body parts of the clients.

## **5.8. Jukpa (Traditional Massage)**

Traditional Massage is basically to rub whole body using herbal oil; herbal pack and herbal scrubs. There are many different types of *Jukpa*. The following are some of the popular one:

5.8.1. *Numjuk* (Oil Massage), is a process of applying medicated oil overall body, including the head and feet.

5.8.2. *Womye Jukpa* (Milk Massage), is a process of applying warm milk on entire body to stimulate tissues and blood vessels.

5.8.3. *Dheigu Jukpa* (Paste Massage), is a process of applying herbal paste over the entire body and allowed to dry.

5.8.4. *Drilchayi Jukpa* (Dry Flour Massage), is the process of applying dry flour in scrubbing method on entire body.

5.8.5. *Dhamgi Jukpa* (Red mud massage), is the process of applying paste over the entire body and allowed to dry. It is then removed using a special deep tissue technique, which leaves the muscles and facial revitalized and flexible.

## **5.9. Driduk (Aromatherapy)**

*Dri* means fragrant scent and *duk* means the process of application, which pleases the nose a way that makes you to lick your lips. Aroma in Bhutanese Traditional Medicine has special significance for their health promoting benefits. They are used for anti-aging, maintaining balanced humors; promote longevity with calming and soothing effects. It is believed that certain aromas from certain plants have the power to balance negative energies.

5.9.1. *Dali Num* (*Balusulu*/Rhododendron aroma oil)

5.9.2. *Goned Num* (*Myristica fragrans*)

## **6. Food and Diet**

Depending on one's body constitution of *Lung* (wind) *mKhripa* (Bile) and *Badken* (Phlegm), food and nutritional requirement can be prescribed or recommended, as determined by a trained professional.

## **7. *Zheney* (Meditation)**

Depending on the state of one's mental and spiritual health or for the general promotion of mental spiritual wellbeing, various mediation sessions will be offered by trained professional from *gSobaRigpa*.

## **8. Roles and Responsibilities**

### **8.1. *Drungtsho***

- 8.1.1. Check medical history of the client before undergoing any wellness therapies.
- 8.1.2. Advise the clients on possible wellness therapies and services that will help them as per the health state of the clients including mental health.
- 8.1.3. Provide counseling to the clients on maintaining health and promoting wellbeing.
- 8.1.4. Provide pre and post therapy procedures that may be necessary before and after the Wellness therapies.
- 8.1.5. Provide complete Wellness treatments and therapies

### **8.2. *Menpa***

- 8.2.1. Provide counseling to the clients on health and wellness.
- 8.2.2. Provide Wellness therapies and services to the clients as per SOP.
- 8.2.3. Monitor the clients closely while undergoing the therapies to ensure the safety of the clients.
- 8.2.4. Prepare the therapies and medicinal products.

### **8.3. *gSobaRigpa* Wellness Therapist**

- 8.3.1. Provide consistent professional massage and body treatments in accordance with spa protocols and accepted certification practices.
- 8.3.2. Effectively inform and educate clients about specific wellness concerns.
- 8.3.3. Be flexible with your schedule, supporting the needs of the Wellness.
- 8.3.4. Properly care for equipment and use proper amounts of product to assist with cost controls.
- 8.3.5. Have complete knowledge and understanding of all services and products offered.

- 8.3.6. Uphold the standards of sanitation and sterilization as directed by law and the spa's policies and procedures.
- 8.3.7. Perform prep work, properly clean and restock room as required.
- 8.3.8. Communicate with the management on any occurrences involving staff or guests in the spa that require attention.
- 8.3.9. Actively promote the spa, treatments, services and retail, as well as programs, promotions and/or discounts available.
- 8.3.10. Handle clients' questions and concerns professionally and courteously.
- 8.3.11. Provide accurate, appropriate and immediate responses to all requests by clients.
- 8.3.12. Possess the ability to work without direct supervision.
- 8.3.13. Maintain a positive attitude and contribute toward a quality work environment.
- 8.3.14. Regularly attend, participate in and support training and staff meetings for the spa.
- 8.3.15. Assist in all areas of Wellness operation as requested by management.
- 8.3.16. Communicate to management any and all occurrences involving staff or guests in the Wellness that require attention.
- 8.3.17. Ensure quality service as per TM SOP.
- 8.3.18. Maintain proper records of the clients and services offered.
- 8.3.19. Submit report as per required formats as and when asked by DoTMS and TCB.
- 8.3.20. Be on time on your shift, prompt with each appointment and perform services within the appropriate time allotted for the service.

#### **8.4. Ministry of Health**

- 8.4.1. Provide policy directives and clearance upon the receipt of technical clearance from DoTMS and TCB

#### **8.5. Department of Traditional Medicine Services, MoH**

- 8.5.1. Review application for establishment and provide technical clearance.
- 8.5.2. Provide technical support and guidance.
- 8.5.3. Coordinate, review and update the guidelines as and when deemed necessary.



- 8.5.4. Monitor the standards and quality of service in collaboration with TCB and relevant stakeholders.
- 8.5.5. Facilitate in capacity building of the service providers.
- 8.5.6. Develop and update information and education materials.
- 8.5.7. Develop, review and update service standards.
- 8.5.8. Conduct research on Spa and Wellness.

#### **8.6. Menjong Sorig Pharmaceutical Corporation Limited**

- 8.6.1. Product specification (Herb/Oil).
- 8.6.2. Ensure timely and quality supply of products Spa and Wellness products.

#### **8.7. Faculty of Traditional Medicine, KGUMSB**

- 8.7.1. Develop curriculum for wellness training.
- 8.7.2. Develop faculty capacity for wellness.
- 8.7.3. Provide training and other short term courses for wellness.
- 8.7.4. Organize workshops and seminars on wellness.
- 8.7.5. Facilitate in establishing institutional linkages for wellness.
- 8.7.6. Facilitate the production of new formularies for wellness products.
- 8.7.7. Conduct research and studies on wellness area.
- 8.7.8. Explore funds for wellness related activities.

#### **8.8. Tourism Council of Bhutan**

- 8.8.1. Forward the Spa and Wellness related application/drawing to MoH for technical clearance.
- 8.8.2. Assist DoTMS in monitoring the standard & quality of service.
- 8.8.3. Promotion of wellness facilities and services.
- 8.8.4. Provide feedback on the wellness services and products.

#### **8.9. Hotel and Restaurant Association of Bhutan**

- 8.9.1. Create awareness on *gSobaRigpa* wellness including licensing requirement.
- 8.9.2. Educate hotels and restaurants on the importance of *gSobaRigpa* wellness.
- 8.9.3. Promote and Market Spa and Wellness Services and products.
- 8.9.4. Support and coordinate intensive trainings with financial support from the Government.

#### **8.10. Hotels with Wellness Service /Wellness stand-alone Centers**

- 8.10.1. Should obtain a separate license for wellness services.

- 8.10.2. Should abide by the rules and regulation.
- 8.10.3. Ensure the facilities required are as per regulation.
- 8.10.4. Make sure all the procedures are according to the service standard guideline.
- 8.10.5. Maintain proper records on the wellness services
- 8.10.6. Provide feedback on the products and wellness professionals.
- 8.10.7. Develop and meet minimum requirement of code of conducts for both service providers and clients.
- 8.10.8. Provide fund for training the Traditional Wellness Therapist.

### **8.11. Ministry of Labor and Human Resource**

- 8.11.1. Promote *gSobaRigpa* wellness concept through awareness and sale and employment program.
- 8.11.2. Ensure wellness training institute license be issued upon production of technical clearance from DoTMS, MoH
- 8.11.3. Ensure curriculum is developed as per national competency framework.
- 8.11.4. Ensure wellness trainings are conducted as per standards and curriculum.
- 8.11.5. Ensure all infrastructures are in place as per standard.
- 8.11.6. Help in developing curriculum as per national competency framework.

### **8.12. Ministry of Economic Affairs**

- 8.12.1. Issues and renew business license upon production of technical clearance from relevant agencies.
- 8.12.2. Mandate separate license for wellness services.

## **9. Monitoring of the Wellness Services**

The *gSobaRigpa* based Spa and Wellness Services are equivalent to any other spa and wellness practice in hotels and stand-alone centers. It needs to follow certain ethics and code of conduct. The strict standard procedure and monitoring should be applied, while providing services as it is connected with human body and life. The concern leading Agencies will develop competent monitoring system for periodic monitoring of the services.

- MoH, TCB and HRAB will jointly monitor the quality of services annually.
- A standard checklist will be used for monitoring the standards of the services.

## **10. Initiation of Wellness Services and use of Products**

- 10.1. The hotels and standalone wellness centers should use only products of MSPCL or the products approved by other competent authority (e.g. DRA, MoAF etc.)
- 10.2. The products with sustainable raw materials sourcing and environment friendly technologies shall be encouraged.
- 10.3. Wellness services in the hotels and standalone centers will be gradually introduced based on the availability or supply of products from MSPCL.

## **11. Establishment procedure for wellness services**

### **11.1. Application for Establishment**

- 11.1.1. An application for an approval to establish and operate *gSobaRigpa* Spa and Wellness Centres shall be submitted with all the required documents (as per Form I) to the Department of Traditional Medicine Services, Ministry of Health.
- 11.1.2. Upon receipt of the proposal, the Department of Traditional Medicine Services and TCB shall constitute a committee to review the proposal.

### **11.2. Provisional Approval**

- 11.2.1. The Department of Traditional Medicine Services shall issue Provisional Approval in Form II with a validity of one year.
- 11.2.2. The Provisional Approval shall be only for establishment of the *gSobaRigpa* Spa and Wellness Centre and not for provision of services.
- 11.2.3. Upon receipt of the Provisional Approval, the proprietor or management shall put in place all the necessary components as per the standards of the services.
- 11.2.4. The business/trade licence shall be issued by the Department of Trade only upon the submission of Provisional Approval.
- 11.2.5. All Hotels, Resorts and Stand alone Centres should obtain license for establishment and operation of *gSobaRigpa* Wellness services.

### **11.3. Technical Authorization (TA)**

- 11.3.1. Upon completion of establishment of the Spa and Wellness Centre and the type of services going to be operational, the proprietor/management shall inform in writing to the Department of Traditional Medicine Services along with Form

III, based on the standards within the validity period of Provisional Approval.

- 11.3.2. The Department of Traditional Medicine Services shall review the final documents submitted as per Form IV within two weeks from the date of receipt of the final and complete documents.
- 11.3.3. The Department of Traditional Medicine Services shall conduct inspection of the Spa and Wellness Centre for physical verification.
- 11.3.4. As per the inspection, report proprietor/management shall submit Corrective Action and Preventive Action (CAPA), if required.
- 11.3.5. The Department of Traditional Medicine Services shall issue approval of the Technical Authorization within 21 working days from the date of final physical verification.
- 11.3.6. Service specific Technical Authorisation shall be issued for each types of service as per Form IV.
- 11.3.7. The TA shall be valid for a period of one year.
- 11.3.8. The trade license shall be for the establishment of the Spa and Wellness Centre but it can be operated only upon receipt of TA.

#### **11.4. New or Additional Services**

Any proposal for new or additional services shall be a new application.

#### **11.5. Renewal of Technical Authorization (TA)**

- 11.5.1. TA shall apply only for existing authorized services.
- 11.5.2. An application for renewal of Technical Authorization shall be made (as per Form III with all the required documents) at least 30 days before the date of expiry of validity period of the TA to the DoTMS.
- 11.5.3. The DoTMS shall conduct inspection of the centre to verify whether the centre has complied with all the required terms and conditions for approved services.
- 11.5.4. After the expiry of the Technical Authorisation a grace period of 30 days shall be granted, after which the renewal shall be processed with a daily fine of Nu. 100 for further 60 days.
- 11.5.5. Non-renewal of technical authorisation within a period of 90 days from the date of expiry shall result in cancellation of Technical Authorization.

- 11.5.6. Irrespective of the date of renewal, the validity of the Authorisation shall be considered from the actual date of expiry.
- 11.5.7. The DoTMS shall review the renewal application and grant the renewal as in Form IV.
- 11.5.8. Technical Authorization shall not be renewed unless all the requirements are fulfilled.

**11.6. Change of ownership, location, name of the centre, technical employees and replacement of technical authorization**

Where authorisation holder wishes to change the ownership of the TA or the location of the centre, name of the centre, technical employee of the centre, and replacement of TA, the holder shall do so by informing DoTMS as per Form V along with all the required documents.

**11.7. Fee**

- 11.7.1. An application fee of Nu.300 (Ngultrum Three Hundred) shall be levied for every new establishment and renewal of the wellness services.
- 11.7.2. An application fee of Nu.500 (Ngultrum Five Hundred) shall be levied for the Change of ownership, location, name of the centre, technical employees and replacement of technical authorization.

FORM - I

APPLICATION FOR ESTABLISHMENT

I/we.....of.....hereby applies for the grant of a provisional technical authorization to establish gSobaRigpa Spa and Wellness Services, and I/we have attached the following documents:

- a. Business plan
- b. Location of the proposed site with pictorial presentation or sketch map of the proposed 'gSobaRigpa Spa and Wellness' plan,
- c. Memorandum of Association or Article of Incorporations of the firm including organizational chart, if it is a joint venture or affiliated.
- d. Graphic Layout of the premise detailing on the intended services.
- e. Description of the layout of the premise where applicable.
- f. List of key technical personnel along with their qualification.
- g. List of gSobaRigpa Spa Services intended to be established.
- h. List of equipment to be used for gSobaRigpa Spa Services.
- i. Waste management plan
- j. Environmental clearance certificate,
- k. Copy of Citizenship Identity Card/Resident Permit No.
- l. Location Clearance from the Dzongkha/Drungkhag/Thromdoe for the establishment

The Center is expected to be operation w.e.f. ....

Application fee Paid: Nu.....in words.....

Receipt no..... (Attach copy)

**Declaration (please tick the boxes)**

I, hereby declare that the documents submitted above/all information provided is true to my knowledge and will be liable for any consequences if any information provided is found false or misleading.

If my application is granted, I shall abide by the relevant Acts, Regulations and Guidelines of the country.

Thanking you,

Signature of applicant:

Name & address

Contact no:

**FORM-II**

**PROVISIONAL APPROVAL**

APPROVAL NO.:

This is to certify that: Mr./Mrs./Miss..... (Name of holder of provisional approval) holding CID/Passport No.: ..... is granted a provisional technical authorization to set-up: .....gSobaRigpa Spa and Wellness Services to be known as: ..... to be situated at: .....

This provisional approval is valid from:

...../...../..... to ...../...../.....

Application fee Paid: Nu.....In words.....

Receipt no..... (*Attach copy*)

Seal of DoTMS

Director General/Director  
DoTMS  
Place  
Date:

**FORM - III**

**APPLICATION FOR TECHNICAL AUTHORIZATION  
(NEW/RENEWAL)**

I/we .....of.....hereby apply for technical authorization for the *gSobaRigpa Spa and Wellness Services*, and I have attached the following final documents:

- a) *Description of the layout of the services in the Center,*
- b) *List of key technical personnel along with their qualification and BMHC registration certificate,*
- c) *List of gSobaRigpa Spa and Wellness Services submitted for approval,*
- d) *List of equipment.*
- e) *List of specific SOPs*
- f) *Copy of provisional approval and trade license,*

The Center is expected to be operation with effect from.....  
Application fee Paid: Nu..... in words.....  
Receipt no..... (*Attach copy*)

**Declaration (please tick the boxes)**

I, hereby declare that the documents submitted above/all information provided is true to my knowledge and will be liable for any consequences if any information provided is found false or misleading.

If my application is granted, I shall abide by the relevant Acts, Regulations and Guidelines of the country.

Signature of applicant:  
Name & address  
Contact no:



**FORM - IV**  
**TECHNICAL AUTHORIZATION CERTIFICATE**  
**(NEW/RENEWAL)**

**Types of Service**.....

REGISTRATION NO.:

This is to certify that: Mr./Mrs./Miss.....  
 (Name of holder of certificate of registration) holding CID/Passport No.:  
 ..... is granted a certificate of registration to operate:  
 ..... ( *gSobaRigpa* Spa and  
 Wellness Services) known as: .....  
 situated at: .....

List of Technical Employee:

Sl.#	Name	Designation	Qualification	DoTMS Reg. #

The technical employee listed under this certificate shall be accountable to relevant Acts, Regulations and Guidelines of the country. Their services shall not be transferrable or provide additional references to other centers without prior approval of DoTMS, MoH.

This Technical Authorization certificate is valid from: ..... Day of .....  
 ...../...../..... to ...../...../.....

Application fee Paid: Nu..... In words.....

Receipt no..... (*Attach copy*)

Seal of DoTMS

Director General/Director  
 DoTMS  
 Place  
 Date:

**FORM - V**

**APPLICATION FOR CHANGE OF OWNERSHIP/NAME OF  
HEALTHCARE SERVICES/NAME OF TECHNICAL EMPLOYEE  
/LOCATION**

I/we .....of.....apply  
for the change of ownership/name of *gSobaRigpa* Spa and Wellness  
Services/name of technical employee/location for the following *gSobaRigpa*  
Spa and Wellness Services.

<b>Sl. No.</b>	<b>Existing Names</b>	<b>Proposed/New Names</b>

Application fee Paid: Nu..... In words.....

Receipt no..... (*Attach copy*)

Signature of applicant:  
Name & address  
Contact no: