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ROYAL GOVERNMENT OF BHUTAN
Ministry of Agriculture & Livestock
Department of Agricultural Marketing & Cooperatives
Tashichhodzong, Thimphu: Bhutan

Terms of Reference (ToR)

Operation of Organic Product Outlet and Organic Product Aggregation Centre at Kaja Throm, Thimphu

A. Background

The Department of Agricultural Marketing and Cooperatives (DAMC), Ministry of Agriculture and Livestock (MoAL) is establishing Organic Product Outlet at Kaja Throm, Thimphu. The Organic Product Outlet stalls are located on the ground floor of the Kaja Throm and an Aggregation Centre is the old Telecom Office at vegetable market.

The Outlet and the Aggregation Centre is aimed at promoting Bhutanese organic products, enhancing market access for organic farmers and creating a reliable platform for consumers to access fresh and genuine organic products.

B. Objectives

The objectives of operating the Organic Product Outlet are to:

- 1) Provide a consistent and accessible market for organic farmers and producer groups.
- 2) Promote and sell certified organic products (LOAS and other international organic certification systems).
- 3) Increase consumer awareness on certified Bhutanese organic products.
- 4) Ensure traceability, authenticity, and quality of organic products sold through the outlet.

C. Scope of Work

1. The Operator shall:

- 1) Manage the day-to-day operation of the Organic Product Outlet, including staffing, sales, inventory, and cleanliness.
- 2) Employ knowledgeable and trained staff to manage the outlet.
- 3) Ensure that all products sold at the outlet are certified (LOAS, BFDA Third-Party or by any international certifying body authorized to operate in Bhutan) and sourced from within Bhutan.
- 4) Establish a transparent system for operation including procurement, sales and account management.
- 5) Maintain proper documentation and traceability of all products received and sold.
- 6) Display pricing of the products at the counter.
- 7) Bear the cost of utilities, staffing, and minor maintenance.
- 8) Maintain standard hygiene and food safety protocols at the outlet.
- 9) Sell organic products through online platforms or through delivery systems.
- 10) Sell bio-inputs such as organic fertilizers.



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2. The DAMC shall:

- 1) Facilitate linkage between the operator and organic producer groups and individuals across the country.
- 2) Monitor compliance with terms and conditions and provide guidance to improve management of the outlet..
- 3) Support promotional campaigns when feasible.
- 4) Provide initial infrastructure and basic equipment as per assessment and fund availability.

D. Eligibility Criteria for Operator

Interested must:

- 1) Be a registered Farmers' Group/Cooperative, CSO, SoE or private entity engaged in organic or agricultural trade with business license.
- 2) Have demonstrated experience in managing agri-business, marketing, or retail outlets.
- 3) Commit to promoting local and certified organic products.
- 4) Agree to pay the prescribed monthly rent for the Outlet and the Aggregation Centre.

E. Duration

- 1) The initial operation agreement shall be for one (1) year, subject to renewal based on performance review and compliance with the ToR by the DAMC.

F. Reporting and Monitoring

- 1) The Operator shall submit a quarterly report detailing sales, inventory, suppliers, and feedback as per the format issued by DAMC.
- 2) DAMC shall conduct quarterly monitoring to assess compliance with organic marketing principles and outlet management standards.

G. Termination

- 1) The agreement may be terminated by either party with 30 days' written notice in case of non-performance, breach of terms, or any activity deemed detrimental to the promotion of organic agriculture and non-adherence to the ToR.

END