

## FAQs on Druk Gyalpo's Relief Kidu (DGRK): 50% loan interest payment support

No#	Questions	Answers
<b>A. Monetary Measures</b>		
1	What are the objectives of the Druk Gyalpo's Relief Kidu (DGRK)?	The objective of DGRK is to provide credit and/or temporary debt relief to individuals and businesses that are facing financial difficulties because of the COVID-19 pandemic.
2	Eligible accounts for DGRK?	All loan accounts as of 10 <sup>th</sup> April 2020 including NPA accounts are eligible.
3	Who are not eligible?	The following are not eligible for interest payment support: <ol style="list-style-type: none"> <li>1. Loan to Financial Institutes;</li> <li>2. Loan to Government;</li> <li>3. Credit Card loans;</li> <li>4. Staff incentive loans; and</li> <li>5. Loans sanctioned after 10 April 2020.</li> </ol>
4	For what period is DGRK provided?	It is provided for 15 months, w.e.f. April 2021 to June 2022.
5	What information is required while applying for DGRK?	<p>Individuals &amp; Sole Proprietorship Businesses need the following information to successfully register:</p> <ul style="list-style-type: none"> <li>➤ Citizenship Identity Number;</li> <li>➤ Date of Birth (as reflected in CID);</li> <li>➤ Mobile Number; and</li> <li>➤ Email address.</li> </ul> <p>Applicants currently residing outside Bhutan must provide a valid email address during the registration – an OTP to enable login into the system will be sent to the email address provided.</p> <p>Companies &amp; Partnership Firms can register through an authorized person who will need the following information:</p> <ul style="list-style-type: none"> <li>➤ Citizenship Identity Number;</li> <li>➤ Date of Birth (as reflected in CID);</li> <li>➤ Designation;</li> <li>➤ Mobile Number;</li> <li>➤ Business Email address; and</li> <li>➤ Authorization Letter.</li> </ul> <p>In addition, the following business information must be provided:</p> <ul style="list-style-type: none"> <li>➤ Name of Business Entity;</li> </ul>

		<ul style="list-style-type: none"> <li>➤ Business License Number;</li> <li>➤ TPN Number; and</li> <li>➤ Loan Account Number.</li> </ul>
6	How do I apply for DGRK?	<p>The application should be lodged online through Druk Gyalpo's Relief Kidu website at <a href="https://royalkidu.bt/">https://royalkidu.bt/</a>. The link can also be accessed through the BoB website.</p> <p>Successful lodgement of application entails two steps:</p> <p>Step 1: Registration –Individual/company should select the borrower type and fill in the required information and submit it.</p> <p>Step 2: Application–After successful registration, you will be directed to the login page from where you can proceed with the application after successful verification of OTP(One Time Password) which will be sent to your registered mobile number/email address.</p>
7	Who should apply online?	<p>All individuals/companies (both seeking/not seeking support) should apply online through Druk Gyalpo's Relief Kidu website.</p> <p>However, borrowers who are functionally illiterate and not able to lodge online applications must visit our nearest branch office. Our Branch officers will assist them to fill up the kidu application form and lodge an online application on their behalf.</p>
8	Where will the OTP for Company and borrower residing overseas send to?	<p>The OTP for Companies and borrowers residing overseas will be sent to their registered email addresses.</p> <p>The OTP must be entered within 15 minutes to successfully log in.</p>
9	Is it mandatory to provide the details of all deposit/loan accounts across all FIs?	<p>Yes, you should provide the details of all deposit/loan accounts both operational and non-operational for successful lodgement of your application.</p> <p>Prior to processing your application, ensure you have the details of all deposit/loan account (Name of the FIs and loan account no.) as you will have to fill in manually. Incorrect/incomplete disclosure will fail application submission.</p>
10	Is submission of Saving Account/Current Account/ Fixed Deposit/ Recurring Deposit detail a qualifying parameter?	<p>No, it is not a qualifying parameter but a mandatory parameter for successful application.</p>

11	Are borrowers who have sought deferment eligible for DGRK?	Borrowers who have deferred their loan repayment in Phase II whose loan has been sanctioned or disbursed within 10 <sup>th</sup> April 2020 are eligible for 50% interest payment support.
12	Are borrowers receiving a rebate of 1% required to service full EMI from April - June 2021?	50% interest payment from DGRK can be considered a part of the EMI. The borrowers will have to service the shortfall amount (50% interest + the principal amount).
13	What is the deadline for application?	Applications will be open for 3 months cycle over the next fifteen months.
14	What happens after I submit my application?	After the application is submitted, the applicable interest will be computed by the Financial Service Providers and 50% Interest Payment Support Kidu will be accordingly credited to your loan account(s).
15	After getting kidu, can I still make partial payments now and then?	Yes, any payments/deposits made towards loan account will be accepted anytime.
16	If I deposit now will it get adjusted towards principle?	Any amount deposited will be firstly adjusted towards any overdue amounts, then interest outstanding and then only principal amount.
17	How long is my loan deferred?	Currently till 30 <sup>th</sup> June 2021.
18	Whom do I contact for information?	Email to <a href="mailto:tashi.tenzin@bob.bt">tashi.tenzin@bob.bt</a> / <a href="mailto:sonam.lhakey@bob.bt">sonam.lhakey@bob.bt</a> / <a href="mailto:pema.yangchen@bob.bt">pema.yangchen@bob.bt</a> Or Contact us at toll free no. 1096/1097