

# BEST PRACTICE

## BUILDING FOR THE FUTURE: BHUTAN POST'S SUSTAINABLE INFRASTRUCTURE MODEL



At the APPU Postal Business Forum 2024, Bhutan Post was honored with the Sustainable Development in the Postal Sector Award for its visionary Gelephu Building Project. This recognition highlights how postal infrastructure can be leveraged not only to improve services but also to promote broader national development and sustainability goals.

**Highlights:** The project features a mixed-use design combining postal operations, commercial space, and a 3-star hotel — creating jobs and stimulating local business. It also incorporates eco-friendly materials, energy-saving systems, and water conservation technologies that reflect Bhutan's commitment to green development.

Bhutan Post's Gelephu Building Project stands as a remarkable example of how postal infrastructure can drive sustainable development while fostering economic growth. Completed in May 2024, this multi-purpose building is the largest real estate venture undertaken by Bhutan Post and exemplifies the alignment of public infrastructure with environmental responsibility, regional development, and service enhancement.

Strategically located in the southern business hub of Gelephu, the five-story structure (B+G+4) was envisioned not only as a postal facility but also as a commercial and tourism catalyst. Designed with a basement for parking, the ground and first floors house retail spaces, while the upper floors are dedicated to a 3-star hotel. This mixed-use approach optimizes land use, stimulates local commerce, and supports Bhutan's vision of establishing Gelephu as a "Mindfulness City".

The project integrates several sustainable building practices including the use of energy-efficient systems, eco-friendly materials, and water-saving technologies. These efforts ensure operational efficiency and contribute to Bhutan's broader environmental commitments. During construction, the project created local employment opportunities, and once operational, it will continue to generate jobs in retail, hospitality, and logistics, reinforcing the socio-economic fabric of the region.

From a postal service perspective, the facility includes dedicated spaces for mail sorting and dispatch, streamlining operations and enhancing service quality, especially for southern Bhutan and connections to Southeast Asia. By improving infrastructure and logistics capacity, Bhutan Post is better positioned to support regional trade, tourism, and cross-border mail exchange.

The initiative also demonstrates effective stakeholder coordination. Bhutan Post worked closely with government agencies, community leaders, and potential tenants to ensure that the facility meets shared needs and complements regional planning efforts. The project has already received positive feedback from both the public and private sectors for its contribution to local development.

In a time when postal operators face increasing pressure to diversify revenue streams and operate sustainably, Bhutan Post's Gelephu Building Project offers a forward-looking model. It successfully bridges infrastructure investment with national priorities — creating a blueprint for other postal administrations aiming to contribute meaningfully to their country's development while enhancing core postal services.

