



དཔལ་ལྷན་འབྲུག་གཞུང་།

རྒྱལ་ཞུང་གི་གཞི་རྒྱུ་ལྷན་ཆེན་གས།

ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION



Excellence in Service

RCSC/PPD-41/2014/2036

17 December, 2014

All Heads of Agencies,

Dasho/Madam/Sir,

The Royal Civil Service Commission (RCSC) is pleased to roll out 'Civil Service Welfare' services on the 17th of December in commemoration of the year long 60th Birth Anniversary Celebration of His Majesty the 4th King, Jigme Singye Wangchuck.

His Majesty, the King has always stressed the importance of civil service as a bedrock of democracy and that democracy succeeds if the civil service is strong and vice versa. The need for a strong civil service is felt necessary now more than ever as we nurture our nascent democracy. To this end, the RCSC has initiated some reforms and 'Civil Service Welfare' is one small attempt to improve civil service. Of the three programs originally planned under 'Civil Service Welfare' the RCSC is going ahead with only two programs, Civil Service Support Desk (CSSD) and Exit Management (EM) that are simple and practical. The programs will be very effective in reaching out to the civil servants across the entire civil service. The first program viz. CSSD would form the basis of welfare as it intends to learn and understand the grievances of the civil servants and address them to the extent possible. This program will provide the platform for civil servants to voice concerns and raise issues on things that affect them since these would in turn have adverse affect on the performance of the civil service. The other program, Exit Management (EM), will help plan their retirement and take them through the process of retirement with grace and dignity. This program also attempts to engage the superannuated civil servants meaningfully by using their services wherever and whenever possible, (the finalized program papers after taking in feedback are attached herewith for your reference).

As communicated earlier, the Human Resource Officers (HRO) of the agencies are expected to play a major role in facilitating the two programs in the respective agencies. In fact the success of the two programs hinge on the dedication and hard work of the HROs. The role of the RCSC, with respect to CSSD, becomes visible only after issues reach here while the role of RCSC in EM is basically facilitation, monitoring and oversight where required. This is a deliberate design to facilitate better services by engaging our able HROs in the Agencies. The RCSC as the parent agency of the HROs will however remain accountable for delivering such services satisfactorily.



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As Heads of Agencies, the RCSC solicits your full co-operation in the implementation of the two programs that are expected to make a mark in the way our civil service operates from now onwards. This initiative is critical in elevating the profile of the Bhutanese civil service as a caring organization. Among others, our hope is that it will help to attract and retain the best and brightest in the Bhutanese civil service, particularly those who respond to public service as a calling and not just employment since we cannot compete on pay and emoluments alone.

Therefore, the HROs in your Agencies may be directed to accept tasks arising from the launch of the program with immediate effect. The terms of reference (ToR) of the HROs with respect to each program is enclosed herewith for your perusal and reference. Since this is a new program for all of us, we can expect a lot of queries. We will try to resolve them together as we go along.

Your kind co-operation in this initiative will go a long way in making our civil service a great place to work, a place where you can serve, with passion, the higher purpose of King and Country to your full potential.

Thank you for your kind cooperation and continued support.

Yours sincerely,

(Karma Tshiteem)

Chairperson

Royal Civil Service Commission