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ཀྲུལ་གཞུང་གི་གཡོག་ལྷན་ཚོགས།  
ROYAL GOVERNMENT OF BHUTAN  
ROYAL CIVIL SERVICE COMMISSION  
*Excellence in Service*



RCSC/EMD/COM/1/2016 /807

August 26, 2016

## NOTIFICATION

Feedback is essential to make improvements, whether individual or institutional. Everyone can benefit from feedback but it is especially important for people in positions of leadership who need it most but seldom receive it.

As a part of succession planning and leadership development reform, the Royal Civil Service Commission has developed an online feedback system. The feedback system is based on the Leadership Capability Framework which describes the five areas of capability (Direction, Delivery, Engagement, Drive and Communication) that Leaders in civil service must possess, and the corresponding behaviours that they should exhibit. With this system, the civil servants will now have an opportunity to provide feedback on those in leadership and managerial position (P1 to EX1). Since the feedback sought is on specific observable behaviours related to the Leadership Capability Framework, it is expected to be a marked improvement on the current system. It should be easy to provide feedback and for the recipient, identify clearly the areas for improvement. More importantly, bias will be minimized as feedback will now be sought from all civil servants in S&S Category and above, and include also, peers and superiors feedback.

There will be three types of feedback provided.

### 1. Feedback on Supervisor

Civil Servants in position level S5 and above are required to provide feedback on your immediate supervisor and corresponding manager. For e.g. An Accounts Asst. can provide feedback to Chief Accounts Officer. S/he can also provide feedback to Secretary of the Ministry.

### 2. Feedback on Peer

Civil Servants in position level P1 and above are required to provide feedback on your peer. For e.g. for a P1 level officer, another P1 level officer will be your peer. In Ministries, All directors and director General will be each other's peer).

### 3. Feedback on Subordinate

Civil Servants in Executive positions are also required to provide feedback on their subordinates holding managerial and leadership positions. For e.g. Secretary will be required to provide feedback on all directors and division chiefs. Likewise, a director will be required to provide feedback on his/her relevant chief.





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**To Note.**

1. All civil servants who are in position level S5 and above are required to provide feedback for the financial year July 2015 to June 2016
2. Civil Servants in professional and management category will have to provide feedback on 84 behavioural indicators and Civil Servants in Supervisory and Support Category will have to provide feedback on 60 behavioural indicator
3. The deadline for providing feedback for the financial year 2015- 2016 is **November 30, 2016.**
4. Please visit [lfs.rcsc.gov.bt/](https://lfs.rcsc.gov.bt/) to login and provide feedback.
5. Please visit [www.rcsc.gov.bt/en/tutorial-for-lfs/](https://www.rcsc.gov.bt/en/tutorial-for-lfs/) to find the video tutorial on providing feedback.

For any clarification, contact Tashi Chozom/ Louise Monger/ Tshering Penjor at [emd@rcsc.gov.bt](mailto:emd@rcsc.gov.bt) or 322491/322956 (ext. 123/132)

**This is in line with the decision of the 75<sup>th</sup> Commission Meeting held on August 23, 2016.**

Lhamo

Officiating Director

CC:

1. Secretary, all Ministry
2. Head of all autonomous agencies
3. Dzongdag, 20 Dzongkhag
4. CHRO/DCHRO/SHRO/HRO/Asst.HRO, all Ministries, Agencies and Dzongkhag