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ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION
Excellence in Service



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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.

