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ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION
Excellence in Service



Managing for Excellence System Launched...

The Royal Civil Service Commission identified 5 Key reform areas, and enhancing service delivery through proper Performance Management System (PMS) reforms was one of the key reform areas. The new Performance Management System was renamed as Managing for Excellence (MaX) with three objectives of 1. Ensuring alignment of individual's performance activities to agency's objectives; 2. Holding accountability in contributing and achieving the targets; and 3. Differentiation in assessing performance.

As a part of instituting the new reform on MaX, a MaX Online System was developed to enable the civil servants to submit their Performance Appraisal through the online system. This system in addition to ensuring easy access for monitoring the Individual Work Plan; will also ensure discipline in planning and evaluation of performance targets and competency behaviours within the stipulated schedules with enhanced accountability to both the managers and employees.

During the initial phase of rolling out the Online system, which starts from February till June 2017, the agencies will have the option to make online submission of Performance Appraisal for the Fiscal year July 2016 - June 2017 or submit offline to their respective agencies. However, from the next fiscal year July 2017-June 2018, it will be made mandatory for all the civil servants to submit their Performance Appraisal through the online system. For those civil servants in schools, whose performance cycle is as per calendar year, will have the option to do online or offline for 2017, and will be made compulsory from January 2018 onwards.

There are three user perspectives; Chief of Division, Employees and HR Officers. The Chief of Division shall have the right to view, edit, approve and evaluate the Performance Appraisal of the employees under his/her division. The Executives will only have viewing rights on the performance scores and the O-category civil servants are not included for MaX online system. The HR Officer in the agencies will be focal officers in familiarising the online system to the civil servants in their agencies and provide necessary guidance in knowing the system processes.

The MaX online system is developed with the financial assistance from the Austrian Development Cooperation (ADC) under the project titled "Institutionalization of Performance Management System and Leadership Development Program"