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ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION
Excellence in Service



RCSC/ESMD/NOTIFICATION/18/2021/0688

August 30, 2021

Notification

The Royal Civil Service Commission would like to inform that the online Leadership Feedback System (LFS) for the year 2020-2021 is now open. All the eligible civil servants are required to fill in the LFS by **September 30, 2021**.

In our efforts to continuously improve and enhance our systems based on the feedback received from our civil servants, the following enhancements of LFS have been carried out:

A. Rationalizing and streamlining LFS Provider and Recipient/Inter-Agency Feedback process

1. Recipient¹

- a. All P2 Officiating, P1 Managers, and EX3/2/1.
- b. ES3/2/1 (only if s/he is the head of institute/centers).
- c. Principals and Vice Principals.

2. Provider

- a. Mandatory for all PMC civil servants.
- b. Optional for SSC civil servants.
- c. Inter-Agency Feedback between Dzongdag and Secretary, MoHCA.
- d. Non-civil Service head of the executive.

B. Advocacy video on LFS developed:

In order to enhance awareness among civil servants on providing and receiving professional feedback, an advocacy video has been developed. This video addresses the frequently asked questions by the providers and recipients of feedback on the purpose of such a system, expected benefits and how it will help individuals and organizations by capitalizing on providing and receiving feedback. This video can be viewed on RCSC page and LFS page.

C. Improving the framing of Feedback:

It has come to the Commission's notice that at the implementation level, issues from both the parties arise in terms of the interpretation and acceptance of feedback provided. Therefore, to

¹ Note:

- Above officials currently on LTT, Secondment, and EOL are not eligible recipients.
- Supervisory and Support Category even if s/he is the officiating head, shall not receive feedback



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better frame the feedback, a consolidated result of the LFS informing their highest rated area and lowest rated area with recommendation on how to capitalize on their strength and work on their weakness will be auto-emailed.

Given the criticality of LFS to enhance accountability of leadership, all eligible civil servants shall fill in the LFS by the given deadline and failure to comply will be consequential for future HR actions. Please also refer to Section 12.6.3 of the BCSR 2018 for protocol on providing feedback and for further clarifications, contact the Executive and Specialist Management Division at emd@rcsc.gov.bt or call us at 322491 (Extn: 123/132)

(Karma Hamu Dorjee)

Chairperson

Copy to:

1. Hon'ble Cabinet Secretary, Cabinet Secretariat.
2. Hon'ble Secretary, all Ministries.
3. Dzongdag, all Dzongkhags.
4. Heads, all Autonomous Agencies.
5. CHRO/Dy. CHRO/Sr. HRO/HRO/Asst. HRO, all Ministries, Agencies, and Dzongkhag for necessary action.