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ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION
Excellence in Service



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Re-organisation of the Civil Service Agencies

The Royal Civil Service Commission (RCSC) has been working closely with our executives to accelerate efforts to transform the Civil Service. We will be reorganising Civil Service agencies and increasing our use of technology so that we can better serve the public.

The restructuring exercise is being guided by broad strategies which aim to a) Establish and strengthen Ministries as the foundational structure of governance for a more effective role in policy setting and enforcement; b) Reposition Ministries and agencies strategically with allied mandates and common objectives for greater synergy and collaboration; c) Leverage technology for improved service delivery and productivity; d) Cluster common services to provide support functions such as finance, HR, procurement etc., for optimal HR utilisation; and e) Outsource services wherever feasible, for cost efficiency.

As a result of this reorganisation, some positions will be made redundant. Some jobs will become bigger and more complex as more will be expected in anticipating citizens' needs and demand for higher service delivery standards. At the same time, we are also overhauling our personnel management and remuneration systems to ensure that civil servants will be incentivised to better serve citizens and supervisors will manage their staff and other resources under their charge better. Civil servants who do not perform should expect to exit.

We will be implementing the reorganisation of Civil Service agencies as soon as possible. Given the extensive changes, we expect the implementation to be in phases and to complete the main aspects of this round of reorganisation by the end of 2023.