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ROYAL GOVERNMENT OF BHUTAN
ROYAL CIVIL SERVICE COMMISSION
Excellence in Service



March 30, 2023

Press Release
Integration of ePEMS and ZEST

To enhance efficiency, transparency and effectiveness of operations and improve the quality of services provided to civil servants and citizens, the Royal Civil Service Commission in collaboration with the Ministry of Finance is pleased to announce the launch of an integrated HR and payroll system.

The Integration of Zhiyog Electronic System (ZEST) and Electronic Public Expenditure Management System (e-PEMS) aim to provide civil service organizations and individual civil servants seamless and streamlined services. The integration of HR and payroll systems marks a significant milestone in the digitalisation efforts in the civil service, offering a host of benefits, namely:

- a) Informed decision making: Integration of HR and payroll data will help organizations generate accurate and comprehensive real time reports that provide insights into workforce metrics and facilitate accurate data-based decisions.
- b) Efficient and effectiveness of HR and Finance functions: The integration of HR and payroll processes can help reduce duplicating functions, freeing up HR and finance professionals to focus on more strategic initiatives. *Many data fields once entered at HR level are now auto-fetched at the payroll level, thereby preventing errors and duplications in functions.*
- c) Intelligent feature with inbuilt validation: With intelligent features, the system ensures compliance of HR and payroll processes within the applicable regulations.
- d) Improved service delivery: Integration with NPPF and RICBL systems will make service delivery for availing pension and GIS services seamless without having to visit these agencies in person to submit documents for processing retirement benefits, etc.
- e) Self service portal: The integrated system allows employees to easily access their payroll and HR data, reducing the need for requests for information to the HR or Accounts.

The RCSC has recognized the importance of embracing digitization and has launched several initiatives over and above the integration of payroll and HR data aimed at modernizing their operations and enhancing the quality of services provided to civil servants and citizens. Following are some recent initiatives:

- 1) *Zhiyog Recruitment System*: ZRS has automated the job application and selection process to the civil service, standardizing and securing the process throughout the civil service agency. This has increased accessibility to information on job vacancies for citizens,



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made recruitment management transparent and uniform, with real time data for HR professionals.

- 2) *Zhiyog Records*: The RCSC has also initiated Zhiyog Records, wherein it is digitizing all personal files of civil servants currently housed in hard copy at RCSC. Digital personal files will enhance efficiency in managing and accessing information and records real time from any location. Once completed, this opens up the possibility for flexi-working, reducing time and cost of accessing records for HR auditors and HR staff. It will also resolve issues related to the physical storing of records like need for large storage space, disaster-risks, security and access issues.