

CIVIL SERVANTS' WELFARE SCHEME ONLINE SYSTEM

HRO's User Manual 2016

ROYAL GOVERNMENT OF BHUTAN ROYAL CIVIL SERVICE COMMISSION

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CSWS manual Version 1

This user manual is for HROs to follow under the CSWS module in CSIS while

- 1. Updating CSWS membership status of regular Bhutanese civil servants;
- 2. Updating the contact number and email address of CSWS members;
- 3. Updating dependent details of the CSWS members;
- 4. Processing claims for CSWS members on the demise of their dependents;
- 5. Processing claims for the primary nominee while claiming for the demise of a CSWS member;
- 6. Processing claims for CSWS members who have superannuated on the demise of their spouse;
- 7. Processing claims for the spouse on the demise of the superannuated CSWS members;
- 8. Processing claims for the nominee on the demise of the CSWS member (existing or superannuated)
- 9. Verifying and processing claims made by the CSWS members thorough their individual CV

The manual only covers the above processes.

Refund process by HRO will not be included in this manual. The HROs are therefore requested to use only *Update*, *Process Claim* and *Claim Verification*.

The HROs are asked to be extra diligent while entering the CID number of the CSWS member and the dependents, as the CID number is the basis for all claims.

Documents required from the CSWS members

CSWS forms

- i. Duly completed Form 3.1/3.2 to update CSWS membership;
- ii. Duly completed Form 3.3 to update the dependents of the CSWS member;
- iii. Duly completed Form 3.5 to process for claims;
- iv. Duly completed Form 3.6 for those who want to opt out of the CSWS;
- v. Duly completed Form 3.7 for those who have voluntarily resigned, availed ERS or de-linked from the Civil Service and have not made any claims.

Other documents

- i. Birth certificate to register children;
- ii. Other documents can be health card and family tree;
- iii. Legal Adoption paper to register legally adopted children;
- iv. Marriage Certificate to update spouse;
- v. CID copies of all parents and spouse;
- vi. CID number for children above 1 year of age;
- vii. Death certificate/statement from the Gup or Hospital certifying death to make claims

Documents for common dependents

i. No objection letter from other CSWS member(s) with whom the dependent is common

Definition

Authorized Claimant: This is an authorized person who will collect the admissible semso grant on behalf of the Primary Nominee/Nominee in the event of the CSWS member's demise. The authorization will have to come from the Primary Nominee/Nominee. Authorization by other dependents will not be accepted.

Common Dependent: A dependent who has been declared as dependent by more than one CSWS member.

Nominee: This is for CSWS members who do not have any dependents. The nominee can make the claim in the event of demise of the CSWS member. However the nominee is not covered by the scheme and the CSWS member will not be able to make the claim for the nominee.

Primary Nominee: A Primary Nominee is selected from the list of dependents by the CSWS member who will make the claim in the event of the CSWS member's demise.

Process Flow



Overview of the Tri-Party Relationship

Membership Process Flow



Dependent Update Process Flow





Logging in to CSWS

The HRO will have to login in CSIS using their normal CSIS username and password.

Enter your user If	D and password to login
User ID :	and password to login.
Password :	
	Log In Forgot Password

Once you are logged in you will see CSWS as a separate module just like HRDD and HRMD as shown below:



[Note: The HRO to only use Update Member/Dependent and Process Claim by HRO]

Chapter 1: Update member/dependent

This tab is to be used for updating CSWS membership status and to update the dependents of the members.

The following will appear once you click on Update member/dependent

CID :	Search	
	CID :	CID : Search

1.1 Update CSWS membership status

After you enter the EID number of the civil servant, the following will appear

Employee ID :	CID :	Search	
MEMBER DETAILS			
Name :			Employee ID :
Position Title & Level :			Gender :
Agency :			e CID No :
Email :			Contact No :
CSWS Membership Select	* Email ID:	Contact No:	

Step 1

The HRO will have to select whether the civil servant is a registered CSWS Member or has opted out by selecting *In* or *Opt out* under CSWS Membership (shown by the arrow).

The HRO should also select the *Effective Date* of the membership.

[Note for HROs: Irrespective of the day the civil servant becomes a member, the month will be the effective month. Therefore the deduction as well as coverage for the civil servant and his/her dependents will be from the month the civil servant registers as a member]

Step 2

Enter the correct email address and the most recent contact number of the CSWS members and press '*Update*'.

Once the details have been updated, a pop up message "Member details successfully updated" will appear as shown below. A '*Print Letter*' tab will also appear

PDATE FAMILY DETAILS			
Employee ID :	CID :	Search	
MEMBER DETAILS			
Name :			Employee ID :
Position Title & Level :			Gender :
Agency :			e CID No :
Email :			Contact No :
CSWS Membership	Email ID:	Contact No:	
Effective Date :			Update Print Letter

Step 3

The HRO will have to select '*Print Letter*' and enter your Agency in the *Agency Name* and press '*Preview*'

mployee ID :	CID :	Search	
MEMBER DETAILS			
Name :			Employee ID :
Position Title & Level :			Gender :
Agency :			e CID No :
Fmail			Contact No :
CSWS Membership In \$	Email ID:	Contact No:	
Effective Date :			Distant Distant
Effective Date :			opoate Print Letter
Agenc	y Name:		Preview Cancel

Agency Letter Head will appear here	
To, The Head, Account Section.	
Subject : Commencement of CSWS Membership Contribution	
Dear Sir/Madam,	
We would like to notify that the following employee is enrolled as CSWS member w.e.f 11 Nov 2015	
Name : EID : CID :	
Position Title, Position Level :	
Kindly start monthly CSWS deduction of Nu. 200.00 starting from the month of Nov 2015	
Thank you	
(HRO)	
Cc: 1.Individual Civil Servant 2.WS,RCSC 3.CSWS,RICBL,Thimphu 4.Personal file	
Print Completed Back	

This is the standard CSWS membership confirmation letter, which the SHRO will have to print, sign and send to the relevant officials such as Accounts for monthly deduction, RICBL and RCSC for new member information and the individual civil servant for confirmation of CSWS membership. The HRO will not to change anything in the letter. nce this is completed, click on "*Completed*" and this will take the HRO to the dependents page, which is in Section 1.3

1.2 Update information for confirmed CSWS membership

For those confirmed members, the HRO will have to enter the most recent contact number and correct email address and update to be able to edit/add dependents.

Imployee ID :	200307350	CID :	Search
MEMBER DETAILS			
Name :			Employee ID :
Position Title & Le	vel :		Gender :
Agency :			CID No :
Email :			Contact No :
* Please update	Membership Effective D	ate, Contact No and Email	ID below.!
CSWS Membe	rship		
In ‡	Email ID:	Cor	ntact No:
	1 Nov 2015		Update Print Letter

1.3 Update List of Dependents

The list of dependents will appear only after information has been updated for the CSWS member and will show as given below

If no primary nominee has been declared, there will be a reminder '*Please declare a primary nominee*'.

Relationship	Name	CID No.	Date Of Birth	Dependent	Primary Nominee	Claim Status	Action
Father				0	0	Not Claimed	Edit
Mother				9	0	Not Claimed	Edit

The HRO will also have to update the primary nominee¹ of the CSWS member from among his/her dependents.

As shown above, the HRO has two options *Edit* and *Add New*.

The *Edit* tab is to be used for to update information about already existing dependents while *Add New* is for adding new dependents.

Relationship	Name CID No.	Date Of Birth	Dependent	Primary Nominee	Claim Status	Action
Father			0	0	Not Claimed	Edit
Mother			9	G	Not Claimed	Edit
		E	DIT FAMILY DETAILS		1	Add New
telationship : •	Father	•)	Name : •			
00B : *] 🕅	CID :			
Country : *	Bhutan	*)	Occupation : *	Farmer		¢
ustification :			🔄 Is Primary	Nominee 🛛 🗍 Is Depe	endent	
pload Document : *	Choose File	no file selected	CID			

The HRO can change the name, CID number and date of birth of the dependent of the CSWS member if it has been wrongly reflected but the HRO will have to upload supporting documents as well as provide justification for why changes have been made.

Once changes have been made and relevant documents uploaded, the HRO will have to '*Save*' the information. Once saved, the following popup message will appear. Approval for any change will have to be given by the CSWS Admin at the RCSC. Only after approval has been given by the CSWS Admin will the HRO be able process any claims.

¹The CSWS member must nominate a "Primary Nominee" from among his/her list of dependents who will make the claim in the event of demise of the CSWS member. No other dependent will be allowed to make the claim for the demise of the CSWS member



Add New

The first step is to enter the CID number or registration number in the birth certificate of the new dependent.

CID is required for all dependents above one year of age and Registration number in the birth certificate is required to register children below one year of age.

Once the HRO enters the CID or the registration number, the HRO should proceed with 'Search'

Relationship	Name	CID No.	Date Of Birth	Dependent	Primary Nominee	Claim Status	Action
Father					0	Not Claimed	Edit
Mother					0	Not Claimed	Edit
							444 10
							Add Ne
rch							Add Ne
•ch							Add N

This process is to check for common dependents. If the new dependent is already in the CSIS as a dependent declared by another CSWS member, the same details would appear. The HRO will only have to change the "Relationship" to the CSWS member. All other details will not be editable.

Else the HRO should add the details of the new dependent. The HRO will not be able to proceed if the CID or the Registration number in the birth certificate is not entered.

						Add New
Search						
	CID :	888889999999		Search	Cancel	
		AD	D FAMILY DETAILS			
Relationship : *	Select	\$	Name : *		Zangmo	
DOB : *	04 May 1955		CID :		83888999999	
Country : *	Bhutan	\$	Occupation : *		House Wife	\$
Is Primary Nominee	Is Dependent		Justification :			
	Upload Document : *	Choose File no file	selected	Select	\$	
		Sav	e Cancel			

[Note: The details given above are just test data and does not belong to any CSWS member. This is just to illustrate that details for common dependents will automatically be filled and the only change allowed will be '*Relationship*']

Chapter 2 Process Claim by HRO

Enter the EID number of the civil servant

SEARCH EMPLOYEE		
Employee ID :	CID :	Search

If the civil servant is not a member of CSWS, this following message will appear. In such a case, the HRO will have to follow the steps specified in Chapter 1 to update CSWS membership.

	The Employee is not a CSWS member/Opted out from CSWS Membership!	
SEARCH EMPLOYEE		
Employee ID :	CID : Search	

However, if only membership is updated but no primary nominee has been declared, the HRO will not be able to process the claim as the following pop-up message will appear



Once membership and dependents have been up dated, the following will appear to claim for the demise of the CSWS member or dependent

Employee ID :	CID :	Search	
MEMBER DETAIS			
Name : Position Title & Level : Agency : Email :		EID No : Gender : CID No : Contact No :	
CSWS Membership In \$			

The HRO will have to select whether the CSWS claim is made for the Member or the Dependents.

2.1 Claim for Dependent of a CSWS member

Claim for dependents can only be made by the CSWS member and the admissible semso grant will only be debited to the CSWS member's account

The HRO will have to select '*Claim for dependent*' after which the list of dependents will be visible.

imployee ID :	201101007	7	CID :		Search		
MEMBER DETAIS	9						
Name :	6				EID No	1 6	
Position Title & Level :					Gender	i.	
Agency :					CID No	10	
Email :					Contact	No :	
CSWS Memb	ership In	•					
Claim For Me	mber OC	aim For Depender	nt				
Claim For Me EPENDENT DET Relationship	mber OCI	aim For Depender	DOB	Dependent	Primary Nominee	Claim Status	Action
Claim For Me EPENDENT DET Relationship Father	amber ©Cl AILS Name	aim For Depender	DOB	Dependent	Primary Nominee	Claim Status Not Claimed	Action Process Claim
Claim For Me DEPENDENT DET Relationship Father Mother	amber •Cl AILS Name	aim For Depender	nt DOB	Dependent	Primary Nominee	Claim Status Not Claimed Not Claimed	Action Process Claim Process Claim

Claim for Primary Nominee with more than one dependent

If the claim is for the primary nominee (PN), the following pop-up message will appear.



This means that the HRO will have to select a new PN from among the list of dependents. Only after the new PN has been updated will the HRO be able to process the claim for the former PN.

The HRO should click on '*Process Claim*' to continue whereby the details of the dependent will appear as below

Relationship	Name	CID No.	DOB	Dependent	Primary	Claim Status	Action
Father Mother				1	×	Not Claimed Not Claimed	Process Claim Process Claim
			DECEASED	DETAILS	>		
ime: S	(e. 6)	CID No:	-	***(*	Date Of	Birth: 3	
alationship:		t) Certificate Les	ued By : Select	•	Date Of	Death :	
Ver	fied Death Certificate	Upload Death	Certificate: Onese file	no file selected			
			CLAIMANT	DETAILS			
aimant Name:			c	laimant CID :	-		
aimant Type :	Member			lobile No :		_	
wik Nama -	808	1 .		ank Branch Name :	-	1	
non int No :				must -	35000.00		
NAMES AND L					33000.00		
aim Date :	1		Save	Cancel			
	/			-			
	/						
	•						
	10.00						
11000	3600 100131	IC I					

The Name, CID number, Date of birth and Relationship will not be editable.

The HRO will to verify the death certificate and upload this document. The HRO will also have to select who issued the certificate or the letter and enter the date of death. The RCSC will only accept certificate from the hospital or letter from the Gup.

5			DECEASED DETAILS	
Name:		CID No:		Date Of Birth:
Relationship:	Spouse 🔻	Certificate Issued By :	Select 🔻	Date Of Death :
	Verified Death Certificate	Upload Death Certificate:	Choose File No file chosen	

Claimant Details

Please note that since only the CSWS member will be able to claim for his/her dependents, the *Claimant Name, Claimant CID, Claimant Type* will not be editable. The *Amount* (admissible semso grant) will not be editable also.

The HRO will only be able to enter the bank account number, Bank Branch Name and Claim Date.

CLAIMANT DETAILS						
Claimant Name:			Claimant CID :			
Claimant Type:	Member		Mobile No :	123		
Bank Name :	BOB	¥	Bank Branch Name :			
Claimant Account No:			Amount :	35000.00		
Claim Date :						
			Save Ca	ncel		

The HRO will have to '*Save*' this information after which the claim will go to the CSWS Admin at the RCSC for approval. If all documents have been submitted, the following pop-up message will be shown

		Sav	ved! Successfully sent for approval to RCSC	
SEARCH EMPLOYE	E			
Employee ID :	8903030	CID :	Search	

While this is under process, no other HROs will be able to make the claim for this dependent, as the following will be reflected under the 'Claim Status'

Oclaim For Mer	mber 💽 Clair	n For Dependent					
Relationship	Name	CID No.	DOB	Dependent	Primary Nominee	Claim Status	Action
Father	1			J	•	Not Claimed	Process Claim
Mother				1	Ô	Under Process	Process Claim

Once the RCSC approves the claim, a letter will be sent to RICBL for the deposit of money to the specified account number of the CSWS member.

Once claim has been made, no more claims can be made on this dependent. The following will be shown.

Oclaim For M	ember 💽 Claim	For Dependent					
EPENDENT DET	Name	CID No.	DOB	Dependent	Primary	Claim Status	Action
Father				1	Nominee	Not Claimed	Process Claim
Mother				1	Ŏ C	Claimed	Process Claim

Claim for Primary Nominee (only dependent)

In the event the CSWS member has only one dependent and he/she wants to claim for the demise of the dependent, the CSWS member will have to update a '*Nominee*' before being able to claim for the dependent.

The following pop-up message will appear

Please update	Primary Nominee before you claim for this	
dependent.!		

The HRO will have to go to the 'Update' tab to update a '*Nominee*'. To add a nominee, please follow the process mentioned in Section 1.3 of Chapter 1. The '*Nominee*' will neither be a Dependent nor a Primary Nominee.

		For minor below	one year keep CID blan	c and search.		
	CID :	65738365769		Search	Carcel	
		J	ADD FAMILY DETAILS			
Relationship : *	Ncminee	\$	Name : *		Karma Karma	
DCE : *	08 jul 1981		CID :		55738365769	
Country : *	Bhutan	\$	Occupation : *		Business	ŧ
Just fication :	Nominee update					

The details of the *Nominee* will be sent to the RCSC for approval.

Saved!	Please wait for approval by CSWS Admin	
_		

The following will appear under 'List of Dependents'.

Relationship	Name	CID No.	Date Of Birth	Dependent	Primary Nominee	Claim Status	Action
Mother				1	۲	Not Claimed	Edit
Nominee	Nominee nominee	1345927454	01 Jun 1988			Not Claimed	Edit

Once a 'Nominee' is declared, the HRO will have to '*Edit*' the details of the Primary Nominee and unselect '*Primary Nominee*' and '*Save*'.

telationship	Name	CID No.	Date Of Birth	Dependent	Primary Nominee	Claim Status	Action
lother				1	0	Not Claimed	Edit
lominee	Nominee nominee	1345927454	01 Jun 1988		0	Not Claimed	Edit

The HRO will now be able to process the claim for the dependent. Please follow the steps in Section 2.1 of this chapter.

2.2 Claim for Common Dependent

If the claim is for a common dependent, the following will appear.

Relationship	Name	CID No.	DOB	Depandent	Primary Nominee	Claim Status	Action
ather				Ø	8	Not Claimed	Process Claim
other				2	5	Not Claimed	Process Claim
MBERS OF COM	MON DEPENDENT						
MBERS OF COM	IMON DEPENDENT). Employee No	Working Agency	Contact No Email ID	Relatio	onship	Upload Noc
MBERS OF COM	IMON DEPENDENT). Employee No	Werking Agency	Contact No Email ID	Relatio	onship	Upload Noc
IBERS OF COM OC From Na	IMON DEPENDENT me CID Na). Employee No	Working Agency	Contact No Email ID	Relatio	onship Choose File	Upload Noc
IBERS OF COM OC From Na	IMON DEPENDENT me CID Na). Employee No	Working Agency	Contact No Email ID	Relatio	onship Choose File	Upload Noc no file selected

The HRO will have to upload the NOC from other CSWS members with whom the dependent is common. Without obtaining the NOC, the HRO will not be able to process the claim.

The NOC will have to be uploaded by the HRO making the claim. The details of the other CSWS member(s) will be provided. Thus the HRO making the claim should obtain the NOC from the other CSWS members. Once the NOC has been uploaded, the same process for claim should be followed.

2.3 Claim for CSWS member

Enter the EID of the civil servant

SEARCH EMPLOYEE					
Employee ID :	CID :	Search			

In the even the civil servant has not been registered as CSWS member, please follow the steps mentioned in Section 1.1 under Chapter 1.

If the civil servant is registered as a member, the details of the CSWS member will be shown

Prior to claiming for the member the HRO will have to first separate the deceased member from CSIS. Else the HRO will not be allowed to process claim for the CSWS member.

SEARCH EMPLOYEE		
Employee ID :	CID : Search	
MEMBER DETAIS		
Name : Position Title & Level : Agency : Email :		EID No : Gender : CID No : Contact No :
CSWS Membership In 🗘		
Claim For Member Claim For De	p <mark>end</mark> ent	

Once separated from the CSIS, the HRO will have to select 'Claim for Member' whereby the following option will be provided: to be claimed either by Primary Nominee/Nominee or Authorized Claimant

CSWS Membership	In 🗘
Claim For Member	O Claim For Dependent
CLAIMED BY :	
Primary Nominee/Nor	minee

2.3.1 Claim by Primary Nominee/Nominee

Once the HRO clicks on PN/N, the details of the PN will appear.

CLAIMED BY : Primary Nominee Authorized Claim PRIMARY NOMINE	e/Nominee lant E/NOMINEE DETA	11.5					
Relationship	Name	CID No.	DOB	Dependent	Primary Nominee	Claim Status	Action
				Ø	9	Not Claimed	Process Claim

The HRO will have to 'Process Claim' whereby the following will appear.

Relationship	Name	CID No.	DOB	Dependent	Primary Nominee	Claim Status	Action
Mother					a.	Not Claimed	Process Claim
			(DECEASED DETAILS		_	
ime:	¥ 7		CID No:		Date Of Birth	10jun 1985	
lationship:	elf	\$	Certificate Issued By :	Select \$	Date Of Death :		
۵V	erifed Death Certifcat	e	Upload Death Certificate:	Choose File no file selected			
			(CLAIMANT DETAILS			
aimant Name:				Claimant CID :	7		
aimant Type :	Prin	mary Nominee/Nomi	inee	Hobile No :			
ink Name :	BC	DB	\$	Bank Branch Name :			

Deceased details

The deceased details will be of the CSWS member. It will be auto filled. The HRO will be able to change only details of the death.

Claimant Details

The details of the Primary Nominee will be shown here and the HRO will only have to fill in the Bank name, Bank Branch Name, Bank Account number and date of claim.

The following message will appear meaning that the claim has been sent to the RCSC for approval

	Saved Successfully sent for approval to RCSC
SEARCH EMPLOYEE	
Employee ID :	CID : Search

No double claim for the CSWS member will be allowed and no claims will be allowed for dependents of the late member unless dependent is a CSWS.

The following message will appear if a second claim is made for a CSWS

	Claim is already made for this member!
SEARCH EMPLOYEE	
Employee ID : CID :	Search

member who has passed away.

2.3.2 Claim by Authorized Claimant

Once the HRO selects 'Authorized Claimant', the first information to be displayed will be the details of the Primary Nominee. This means that the authorization will have to come from the PN and not other dependents

CLAIMED BY : Primary Nominee/ Authorized Claiman PRIMARY NOMINEE/	Nominee nt /NOMINEE DET/	AILS					
Relationship	Name	CED No.	DOB	Dependent	Primary Nominee	Claim Status	Action
				3	3	Not Claimed	Process Claim

Once the HRO proceeds to '*Process Claim*', the following page will appear wherein the HRO will have to update the details of the death certificate and verify the certificate.

Relationship	Name	CID No.	DOB	Dependent	Primary Nomine	a Claim Sta	atus Action
				(u)	8	Not Claim	red Process Claim
				DECEASED DETAILS			
ne:			CID No:			Date Of Birth	
/tionship:	Self	\$	Certificate Issued By :	Select	\$	Date Of Death :	
E	erified Death Ce	rtificate	Upload Death Certificate	Choose File no file selecte	ed		
				CLAIMANT DETAILS			
mant Name:				Claimant (CID		
mant Type :		Authorized Claiman		Mabile No	:		
īγ		Uverified Authoriza	tion From PN/Nominae	Reationsh	ip To PN :		
k Nam <mark>e</mark> :		BOB	\$	Bank Bran	ch Name		
ount No :				Amount :	7	5000.00	
m Date :							

PRIMARY NOMINEE/NOMINEE DETAILS

Deceased Details

The deceased details will be of the CSWS member. It will be auto filled. The HRO will be able to input details of the death.

Claimant Details

Under here the details of the Claimant will have to be provided starting from the name of the candidate, CID number, mobile number and relation of the claimant to the Primary Nominee/Nominee. The bank details of the Authorized Claimant will also have to be provided. The *Amount* (admissible semso grant) will be generated by the system.

The HRO will have to get the authorization letter from the Primary Nominee/Nominee, verify the authorization letter and then upload it.

Once saved, the RCSC will review the claim.

Once the RCSC approves the claim, a letter will be sent to RICBL for the deposit of money to the specified account number of the Authorized Claimant.

2.3.3 Claim by nominee

If the CSWS member has no dependents, he/she can nominate a Nominee who will claim the admissible semso payout in the event the CSWS member dies.

2.4 Claim for superannuated civil servant

All HRO will be allowed to process claims for superannuated civil servants. The following will appear when the HRO claims for a superannuated member or on behalf of the superannuated member.

EMBER DETAIS	
ame : istion Title & Level : gency : mail :	EID No : Gendar : CID No Contact No :
Is SuperAnuated Superanuation Date : 19 Jan 2016	
CSWS Membership In \$	

The superannuation details will appear.

The claim for the superannuated CSWS Member and his/her spouse will be exactly as specified in Section 2.1, 2.2 and 2.3 of this chapter.

Update Member/Dependents

However the HRO will only be allowed to update the details of the spouse of the superannuated civil servant. Although details of other dependents will be displayed, no updates/claims will be allowed to be made as given below. Claim can only be made against the superannuated CSWS member and his/her spouse.

UPDATE FAMILY D	ETAILS							1		
Employee ID :		CID :	Search							
MEMBER DETAIL	S									
Name : Position Title & Lav Agency : Bmail : @Is SuperAnuated	vel : d				Employee ID : Gender : CID No : Contact No :					
CSWS Member Effective Cate : 1	ship In ‡ 1 Nov 2015 ENTS	Emai II	Contact No Up	date Print Letter						
Relationship	Name	CID No.	Date Of Birth	Dependent	Primary Nominee	Claim Status	Action			
Father Mother					0	Not Claimed Not Claimed	Edit Edit	aims	nnot be	ade
Spouse					9	Not Claimed	Edit	Ĵ	са	£

Process Claim by HRO

While claiming for the spouse of the superannuated civil servant, the HRO will have to update "Nominee' before claim can be processed for the spouse as given below.



To add a '*Nominee*', the HRO will have to go to the 'Update Member/Dependents' tab and go to *Add New*.

The only relationship that can be added is 'Nominee' as shown below

Relationship : *	Nominee	÷	Name : *		
DOB : *			CID :		
Country : *	Bhutan	\$	Occupation : *	Select	\$
ustification :					
Ipload Document : *	Choose File no file sele	ted	ID	\$	

Once the details of the Nominee is saved, the information will be sent to the CSWS Admin at RCSC for approval.

Saved! Please wait for approval by CSWS Admin	

Only after the approval from RCSC will claim for the spouse of the superannuated member be allowed.

Chapter 3 Rejected dependent and claims

3.1 Rejected dependent

The RCSC may reject dependents for the below mentioned reasons. The list is not exhaustive

- i. Incorrectly reflected name;
- ii. Incorrectly reflected CID number;
- iii. Incorrectly reflected date of birth;
- iv. Wrong document uploaded;

If the CSWS Admin detects incorrect information, the Dependent will be rejected. The following message will appear when the HRO logs into Update Member/Dependent under CSWS module.

Employee No	CID No	Employee Name Working Agency Name		Remarks	Rejected On	
			rtment	Rejected for Dependent issue/Wrong CID/Wrong name	24 May 2016	Select/Edil

The Reason for rejection will also be seen by the HRO. The HRO can edit the incorrectly entered information about the dependent by selecting selects '*Select/Edit*' and 'Save', after which it will be re-submitted to RCSC for approval

DOB : *		
DOB : *		CTD .
Country : *		Occupation : *
Justification :		📄 Is Primary Nominee 🛛 🗍 Is Dependent
Upload Document : * Choose File no	o file selected	CID +

3.2 Rejected Claims

There will be two types of rejected claims, rejected claims due to incorrect information and claims that are fraudulent.

The RCSC may reject claims for the below mentioned reasons. The list is not exhaustive

- i. Incorrectly reflected bank details
- ii. Wrong document uploaded

3.2.1 Rejected claims due to incorrect information

If the claim is rejected the following will be seen in the HRO's page as soon as the HRO presses the '*Process Claim by HRO*' tab under CSWS module

picyee No	Employee CID No Emplo	yee Name Working Agency Name	Remarks	Claim Status	
				Rejected By RCSC	View
				t Rejected By RCSC	View
				Rejected By RCSC	View

Under '*Remarks*'the justification from the RCSC on why the claim was rejected will appear. Rejection due to incorrect information can be viewed, edited, saved and re-submitted.

If no other issues arise, the claim will be approved by the RCSC.

3.2.2 Rejected claims due to fraudulent claims

If the claim is rejected due to fraudulent claims, the following will be seen in the HRO's page as soon as the HRO presses the '*Process Claim by HRO*' tab under CSWS module. The difference from the previous rejection is that the HRO will not be able to edit this claim nor will further claims be allowed on this claim.

Note: In the event of fraudulent claims the CSWS membership of the civil servant will be terminated and any admissible semso grant

made to the CSWS member will have to be reimbursed in double the amount.

Chapter 4 Claim Verification by HRO

Clam Verification by HRO happens when the claim is being processed by the individual through CSIS. The claim sent by Individuals thorough online needs to be verified before it is forwarded to CSWS Admin.

Once the HRO logs into CSIS, any details for the CSWS will be visible as given below.

For the Claim verification by HRO, the following will be visible as '*New* claim for verification'

Туре	Agency From	Notification	No.
Claim		New claim for verification	1
Promotion		Update Joining Details (P1 & Below)	2

The HRO should then click on 'Claim Verification by HRO' to proceed further



The details of the CSWS member will be visible then

MEMBER DETAILS							
Employee Name	Employee CID	Employee No	Working Agency Name				Action
				1	11	6 1 1	Select

The HRO will have to Click on '*Select*' where by the details of the claim will be shown as given below:

	CLAIM DETAILS						
ClaimFor	Claimant Type	Name	CID No.	Download Claim Form	Download Death Certificate	Claim Status	Action
				109032_ClaimForm.JPG	109032_DeathCertificate.JPG	Under Process	View

The HRO will have to download the *Claim Form* and the *Death Certificate* to verify the two documents. The HRO will have to complete the Claim Form by signing on it and getting the sign of the Head of the Agency. This process is the same as the current practice.

Once the claim has been verified and the HRO and the Head of the Agency has signed the form, the HRO can click '*View*', where by the following will be seen and the HRO will have to either Verify or Reject the claims. Once Verified the details will be forwarded to CSWS Admin for approval.

		D	ECEASED DETAILS		
Relationship :		•	Name :		
DOB :			CID :		
eath Certificate Issued By :	Hospital	\$	Date of Death :		
	Verified Death Certif	icate			
		c	LAIMANT DETAILS		
Claimant Type :			Claimant Name :		
ID No :			Mobile No :	65643850	
ank Name :	BNB	\$	Bank Branch Name :	Thimphu	
nount	35000.00		Account No :	65783634	
aim Date :	16 Jun 2016				
			Rejection Remarks :		
			Verify Reject		

ROYAL CIVIL SERVICE COMMISSION

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