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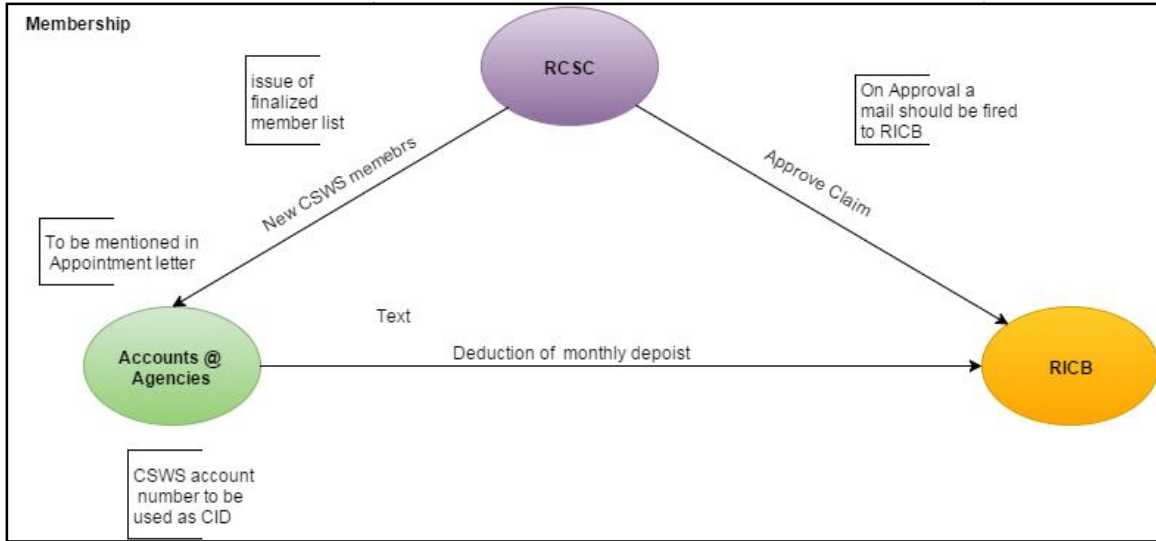
Common Dependent: A dependent who has been declared as dependent by more than one CSWS member.

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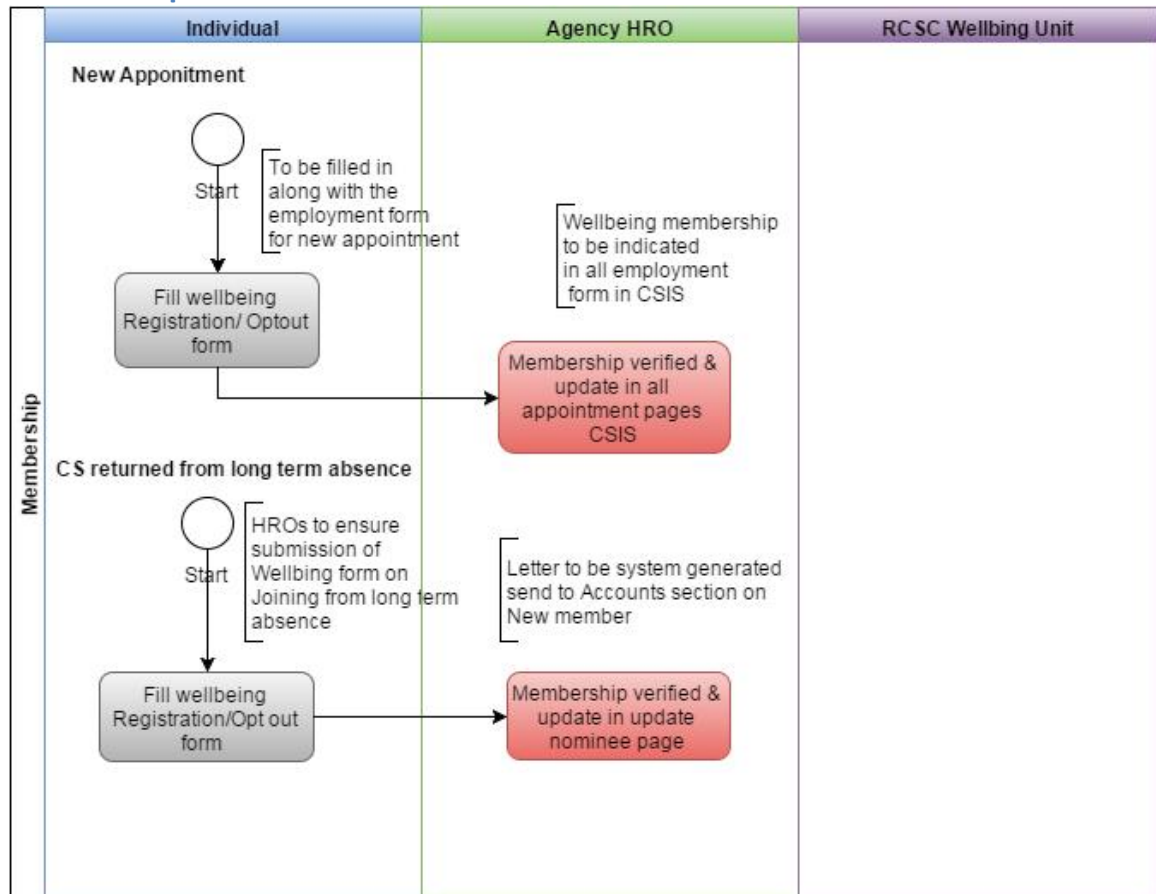
Primary Nominee: A Primary Nominee is selected from the list of dependents by the CSWS member who will make the claim in the event of the CSWS member's demise.
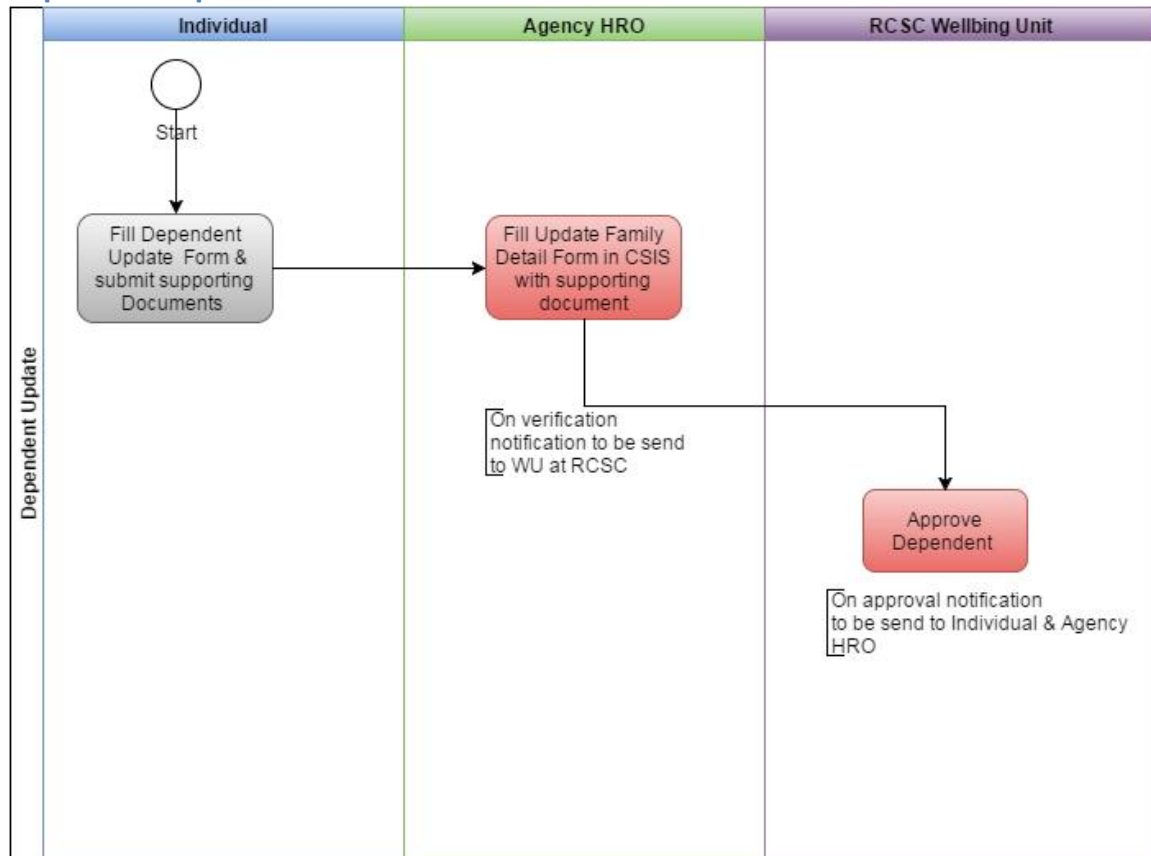
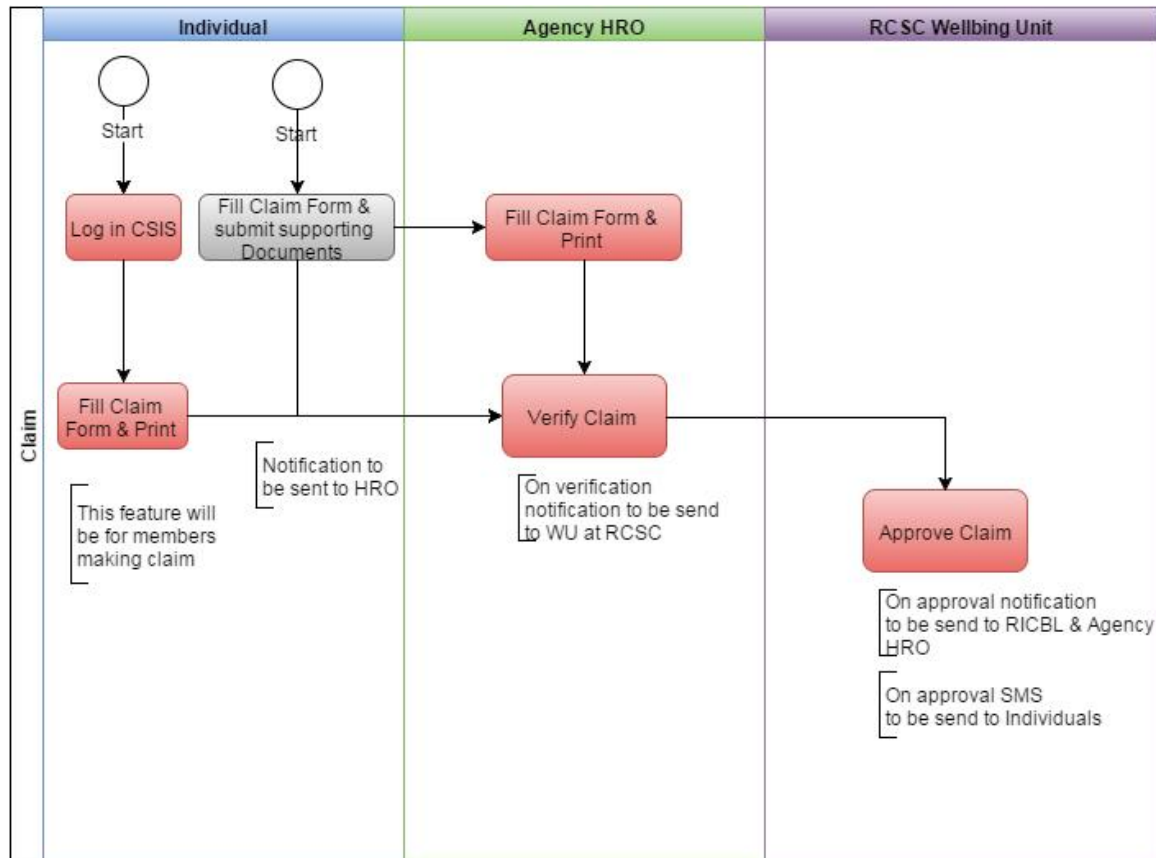## Process Flow

Overview of the Tri-Party Relationship

Membership Process Flow

Dependent Update Process Flow

Individual	Agency HRO	RCSC Wellbing Unit

Dependent Update

Start

Fill Dependent Update Form & submit supporting Documents

Fill Update Family Detail Form in CSIS with supporting document

On verification notification to be send to WU at RCSC

Approve Dependent

On approval notification to be send to Individual & Agency HRO

Claim Process Flow

Logging in to CSWS

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

1.1 Update CSWS membership status

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

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

Step 3
The HRO will have to select '*Print Letter*' and enter your Agency in the *Agency Name* and press '*Preview*'

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.

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*'.

The HRO will also have to update the primary nominee[1] 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.

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 pop-up 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.

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[1]The 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

Updated! Please wait for approval by CSWS Admin
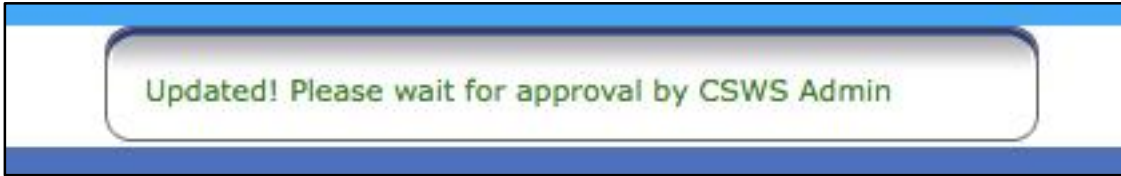
Add New

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*'

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.

[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

> Please update your dependent for a primary nominee!

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

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

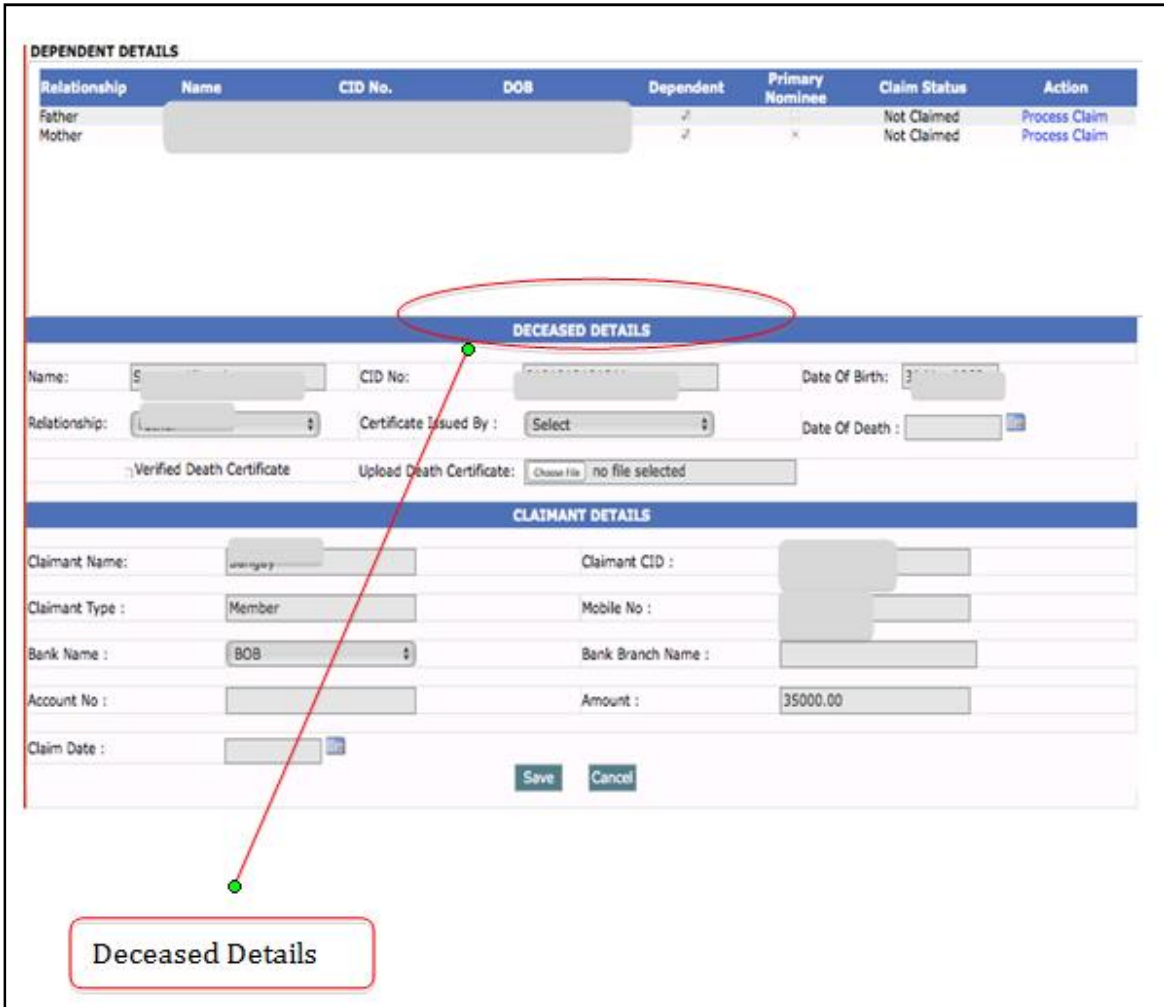The HRO will have to select 'Claim for dependent' after which the list of dependents will be visible.

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.

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

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

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.

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.

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

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'*

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.

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

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.

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

Saved! Please wait for approval by CSWS Admin
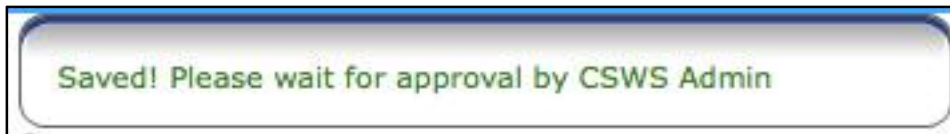
The following will appear under '*List of Dependents*'.

Relationship	Name	CID No.	Date Of Birth	Dependent	Primary Nominee	Claim Status	Action
Mother				✓	⊙	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*'.

LIST OF DEPENDENTS

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

Add New

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.

DEPENDENT DETAILS

Relationship	Name	CID No.	DOB	Dependent	Primary Nominee	Claim Status	Action
Father				☑	◯	Not Claimed	Process Claim
Mother				☑	◯	Not Claimed	Process Claim

MEMBERS OF COMMON DEPENDENT

NOC From	Name	CID No.	Employee No	Working Agency	Contact No	Email ID	Relationship	Upload Noc
☐								Choose File 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

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.
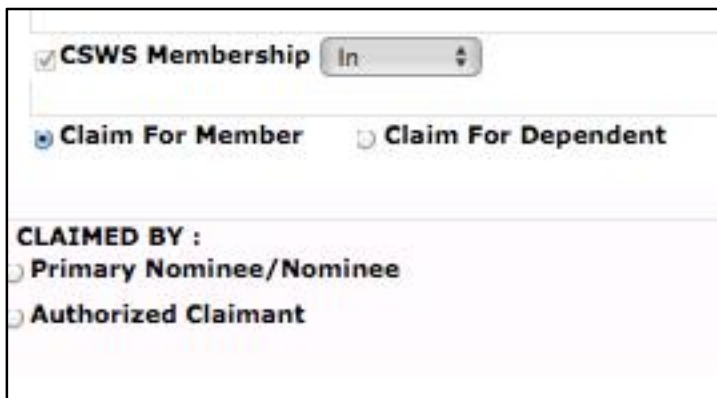

Once separated from the CSIS, the HRO will have to select 'Claim for Member' whereby the following option will be provided: to be claimed either by *Primary Nominee/Nominee* or *Authorized Claimant*

2.3.1 Claim by Primary Nominee/Nominee

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

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

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

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

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

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.

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.

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.

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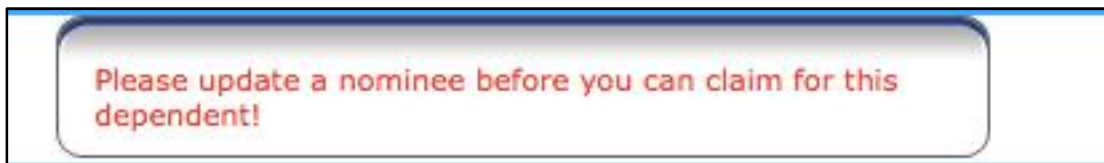
To add a 'Nominee', the HRO will have to go to the 'Update Member/Dependents' tab and go to Add New.

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

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

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.

REJECTED DEPENDENT'S MEMBER DETAILS

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/Edit

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

EDIT FAMILY DETAILS

Relationship : *		Name : *	
DOB : *		CID :	
Country : *		Occupation : *	
Justification :		☐ Is Primary Nominee ☐ Is Dependent	
Upload Document : *	Choose File no file selected	CID	

Save   Delete   Cancel

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

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*'

Type	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
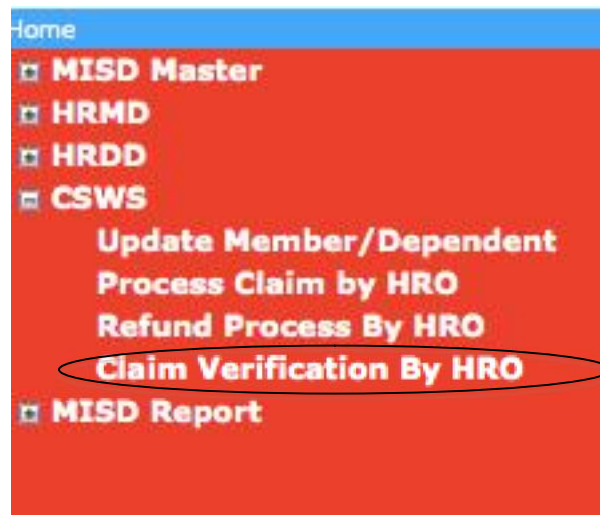
The details of the CSWS member will be visible then

MEMBER DETAILS

Employee Name	Employee CID	Employee No	Working Agency Name	Action
				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.

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