



# **BHUTAN CIVIL SERVICE RULES AND REGULATIONS**

**2023**

**ROYAL CIVIL SERVICE COMMISSION**

**ROYAL GOVERNMENT OF BHUTAN**

*Excellence in Service*

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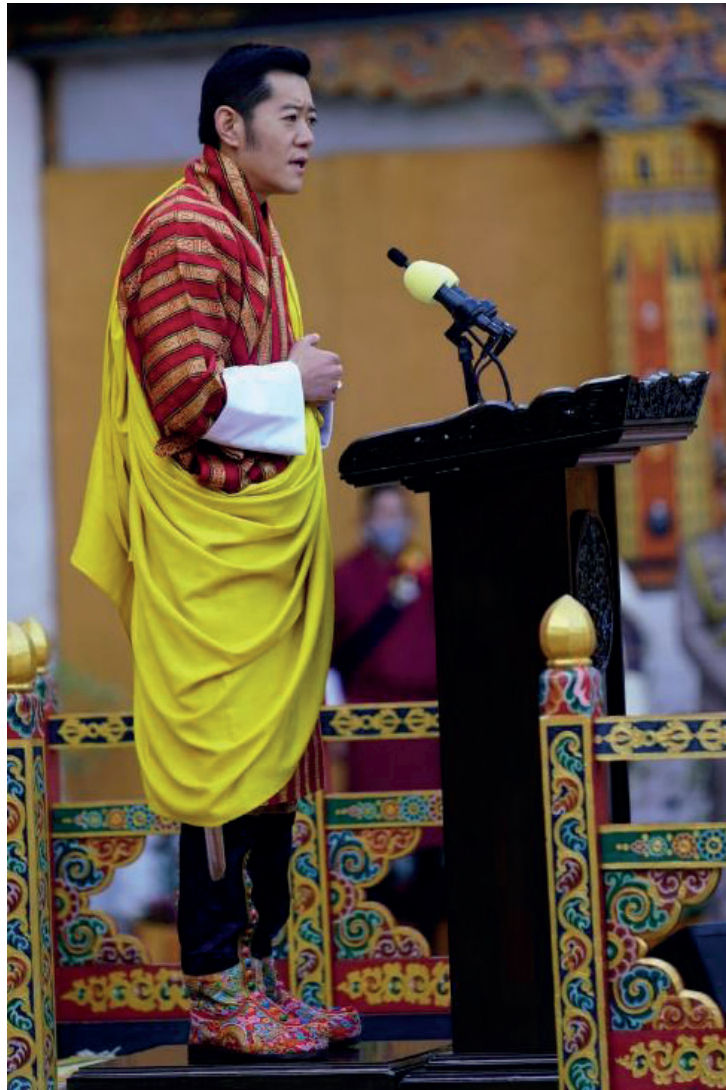
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“As one of the most important institutions of our state, there is an urgent need for the civil service to re-examine itself so that it is able to shoulder the responsibilities bestowed by the Constitution, live up to the trust and confidence reposed by the Throne, and meet the hopes and aspirations placed by our government and people. To promote good governance and social justice, civil servants must be professional, uphold the highest standards of ethics and integrity, and exhibit qualities of adroitness and compassion.”

His Majesty the King  
(English translation of the Royal Kasha on Civil Service,  
granted on 17th December, 2020)

## **Editions of the Bhutan Civil Service Rules and Regulations**

*1st Edition: Civil Service Rules 1990 (Black Book)*

*2nd Edition: Civil Service Rules 1998*

*3rd Edition: Bhutan Civil Service Rules and Regulations 2002*

*4th Edition: Bhutan Civil Service Rules and Regulations 2006*

*5th Edition: Bhutan Civil Service Rules and Regulations 2010*

*6th Edition: Bhutan Civil Service Rules and Regulations 2012*

*7th Edition: Bhutan Civil Service Rules and Regulations 2018*

*8th Edition: Bhutan Civil Service Rules and Regulations 2023*

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 Royal Government of Bhutan  
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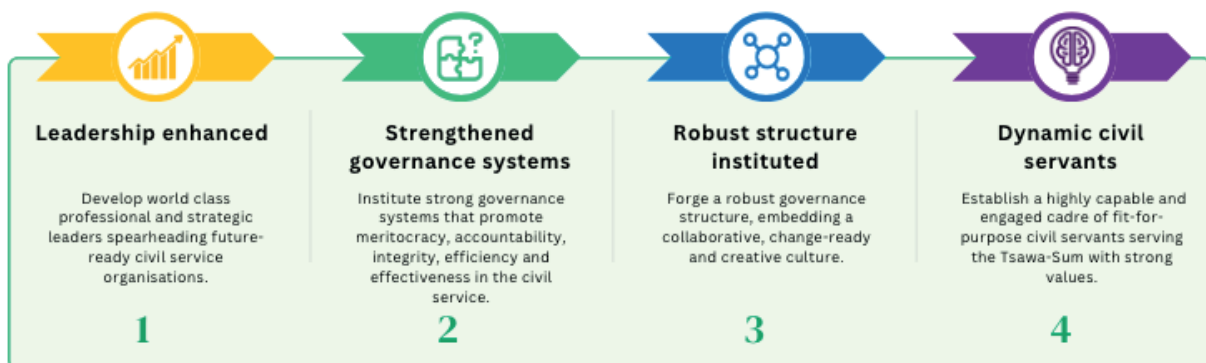
## FOREWORD

The Royal Civil Service Commission was established in 1982 by His Majesty the Fourth Druk Gyalpo through a Royal Charter. With the mandate of being the Central Personnel Agency of the RGoB, the Bhutan Civil Service Rules (BCSR) was first published in 1990 by RCSC and commonly referred to as the “Black Book”. Following the adoption of the Constitution of the Kingdom of Bhutan in 2008, the status of RCSC was elevated as a Constitutional body “to promote an independent and apolitical civil service that will discharge its public duties in an efficient, transparent and accountable manner.”

Since then, there have been seven editions of the BCSR, the last one being the BCSR 2018. Each edition has seen the BCSR growing in size and scope, reflecting the growth and complexity of HR functions over the years. The BCSR has been the reference HR rule book for almost all public sector agencies adopting it with varying degrees of customisation, reflecting the pioneering nature of the BCSR in professionalising HR management.

The Royal Kasho on Civil Service Reform of 17 December, 2020, directed on “*fundamentally restructuring the civil service so that it has a renewed vision for the twenty-first century. In order to realise the vision, the civil service has to be grounded as a robust organisation that is apolitical, meritorious, innovative, resilient, and driven by a culture of research and state-of-the-art technology, enabling legislations and indeed the highest ethical standards of its leaders and personnel.*”

Reflecting on the Royal Kasho, the Commission reviewed and refined its strategies into four key outcomes namely:





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Following the Royal Kasho, the restructuring exercise of the civil service was conducted with the Executive Transformation Team culminating in the Civil Service Reform Act of 2022 and the Civil Service Transformation Initiatives Report of 2022.

Subsequently, the revision of the BCSR 2018 was initiated in the backdrop of the Civil Service Reforms. The objective of revising the BCSR 2018 is to ensure the currency of the CS Rules in the context of the dynamic and evolving changes occurring in the public sector and to incorporate the notifications and rule amendments issued in the last 4 and half years.

The work to revise the BCSR began formally with a series of meetings with agencies across the country in April and May 2023 wherein the members of the Commission met with civil servants to raise awareness of the Civil Service reforms and to seek feedback on the BCSR 2018. Over 4,000 civil servants participated in these meetings.

The first draft of the BCSR 2023 was shared with the civil servants in September which was followed by consultation meetings in all agencies including Local Government administrations. A total of 2700 civil servants participated in this round of consultations on the draft BCSR including comments also being received via the online platform. Furthermore, starting October 2023, civil servants were given the opportunity to provide their views on the BCSR through the online link on the RCSC's website.

Aligned to the provisions in the CSAB 2010 and CS Reform Act 2022, the HR policies and processes in the BCSR 2023 have been modified to provide significant delegation of HR matters to the Agencies for operational efficiency and to enhance meritocracy, transparency and professionalism in HR processes. It is expected that this will provide greater clarity of policies and processes not only for administrators and supervisors but also to individual civil servants facilitating better understanding of the HR system within which they are expected to operate and function.

The key policy changes in the BCSR 2023 are as follows:

1. Opening select Executive positions to Civil Servants in Specialist category and non-civil servants to compete for the position.
2. Providing career progression for Senior Supervisory Category beyond SS1 subject to meeting the criteria.
3. Enhancing the retirement age for all Position Categories.





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4. Extending the tenure of Government Secretaries beyond five years based on performance.
5. Removing the ceiling/quota to sit for the Preliminary and Main Examinations for graduates aspiring to join the civil service.
6. Providing an opportunity to liquidate administrative penalty based on performance.
7. Decentralising management of short term training including setting of criteria for maintaining training gap to Agencies.
8. Introducing Annual Leave
9. Disallowing prefixing or suffixing of any form of leave to extra-ordinary Leave.
10. Protecting contract staff's seniority if they successfully pass the BCSE and enter the civil service as regular staff in their own Super Structure .
11. Enhancing provisions for contract staff such as increased contract duration, access to short term ex-country training and medical escort leave.
12. Delinking the Managing for Excellence (MaX) bell curve from the Government Performance Management System's performance ratings and with a uniform bell curve for all agencies (excluding schools).
13. Introducing two areas of assessment, Performance and Potential with fast tracking for stellar performers starting at the entry level position, if they receive outstanding rating in both the areas of assessment.
14. Introducing two areas of assessment for Specialists, Performance and Competency and being eligible for promotion with two "Outstanding" ratings in performance and minimum of "Very Good" in Competency including fulfilling other general requirements.
15. Allowing re-entry into the civil service for separated civil servants based on vacancy and requirement for their specific competencies.
16. Introducing obligation to serve at least 6 months after availing short term training before resigning.
17. Extending facilities for civil servants undergoing in-country continuing education to those undergoing Bachelor's and Master's degree.
18. Delegating approval for in-country full time Master's degree and mixed mode Master's degree for teachers to the Ministry of Education and Skills Development (MoESD). Similarly approval for pursuing a full time Bachelor's degree delegated to Working Agencies.
19. Introducing a new requirement of minimum performance rating of "Good" or "Meeting Expectation" to be eligible to pursue long term studies.
20. Lifting of penalty for withdrawal/failing Bachelor's degree program.
21. Rationalising the recruitment procedures with Turn Around Time (TAT) reduced from 35 days to 23 days.



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22. Revamping the management of Medical Leave with the requirement of HRC approval for medical leave over 14 days and requirement for production of medical certificate for any medical leave availed for more than three months.
23. Payment of retirement benefits at one position level lower for staff who voluntarily resign without serving minimum duration of six months after being promoted.
24. Rationalising secondment term to three years.
25. Streamlining the investigation process with TAT reduced from 45 days to 30 days.
26. Disallowing Extraordinary Leave (EoL) for staff who have pending court cases related to official function.
27. Introducing the requirement to serve a minimum of two years after appointment through lateral transfer in order to be eligible for another lateral transfer. Further, transfer benefits will be eligible only after completing five years of service in the same place of posting.
28. Removing requirement of production of vehicle registration documents for civil servants to be eligible for mileage as per Position Level.
29. Changing the administrative penalty of increment withdrawal to increment deduction
30. Streamlining and incorporation of the Rules of Administrative Disciplinary Action (RADA) as a Schedule in the BCSR.

The Commission also took this opportunity to considerably slim down the size of BCSR from 27 Chapters consisting of 482 pages to 19 Chapters with 267 pages. This was effected by removing the bulky procedural aspects to the HR manual for use by HR personnel, while maintaining only the key policy provisions in the BCSR. This should make BCSR 2023 more user friendly for civil servants.

The RCSC would like to urge all civil servants to be fluent with the BCSR and adhere to its provisions and ensure that all actions are executed in line with it, and without fear, favour or prejudice. With the launching of the BCSR 2023, RCSC on behalf of all civil servants, pledges to serve our King, Country and People to the best of our ability so that we can secure the national goals of Prosperity, People and Progress.

(Karma Hamu Dorjee)  
Chairperson

Dated: 17 December, 2023

**BHUTAN CIVIL SERVICE  
RULES AND REGULATIONS  
2023**

**CHAPTER 1  
PRELIMINARY**



## CHAPTER 1: PRELIMINARY

In pursuance of Article 26 of the Constitution of the Kingdom of Bhutan, the Royal Charter of the Royal Civil Service Commission 1982, the Civil Service Act of Bhutan 2010 and Civil Service Reform Act 2022, the Royal Civil Service Commission, hereafter referred to as the RCSC, has revised Bhutan Civil Service Rules and Regulations 2018 and promulgated the Bhutan Civil Service Rules and Regulations 2023.

### 1.1. Title

This Rule shall be known as the Bhutan Civil Service Rules and Regulations 2023, hereafter referred to as the BCSR 2023.

### 1.2. Extent and Commencement

1.2.1. The Rule shall extend to the employees of all Agencies within the Civil Service, including Contract Personnel, General Service Personnel (GSP), Elementary Service Personnel (ESP), and Pre-Service Candidates.

1.2.2. The Rule shall come into effect on 17 December 2023.

### 1.3. Purpose

The purpose of the Rule shall be to ensure parity, consistency, and uniformity for the effective administration of the Civil Service.

### 1.4. Rule of Construction

In the Rule, unless the context indicates otherwise, the singular shall include the plural and the masculine gender shall include the feminine gender and vice versa.

### 1.5. Supersession

All existing rules, regulations, notifications, and circulars in force concerning the subjects, which are covered by the BCSR 2023, shall deem to have been superseded from the effective date of the Rule, with the exception of undertakings already signed for Long-term Training (LTT) and contract agreement in which case service and financial obligation shall be as per the Undertaking signed.

### 1.6. Supplementary Order/Manual/Guidelines

The RCSC shall issue HR Manuals, Guidelines, and Notification consistent with the Rules as may be necessary from time to time.

## **1.7. Authority for Amendment and Interpretation**

The authority for amendment and interpretation of any provision under the BCSR 2023 shall vest with the RCSC and its interpretation shall be final and binding

## Calendar of Activities on Consultations on Draft BCSR 2023

3 April - 7 June, 2023	<b>Preliminary stakeholder consultation</b>	<p>As part of the Civil Service Reform sensitization workshop, the Commission met with civil servants in all Central Agencies, Autonomous Agencies, Dzongkhags and Thromde Administration to identify priority areas and invite inputs prior to commencement of BCSR revision.</p>
1 April, 2023	<b>Commencement of BCSR revision</b>	<p>To commence work on the BCSR revision, the BCSR Review Committee was formed with the issuance of office order.</p>
15 April - 30 April, 2023	<b>Planning and Target Setting</b>	<p>The BCSR Review Committee developed the Guidelines for the BCSR revision containing the principles, objectives and key deliverables. Further, for targeted work a detailed work plan with division of responsibility matrix amongst the review team with a clear timeline was developed and presented to the Commission.</p>
1 May - 30 June, 2023	<b>Development of Zero Draft BCSR 2023</b>	<p>The review of the BCSR commenced with review of all notifications, amendments carried out from 2018 till 2023, feedback received from the Civil Service reform and webinars. Thorough discussions were carried out on each chapter at the Division level and then at the Review Committee level.</p>
July - August, 2023	<b>Deliberation in the Commission &amp; Development of 1st Draft BCSR 2023</b>	<p>The review team made a chapter wise presentation on the proposed changes along with the rationale for deliberation in the Commission. As a result, the 1st draft of the BCSR was developed for consultation.</p>
27 September - 18 October, 2023	<b>Stakeholder Consultation</b>	<p>The Commission carried out consultations with civil servants in all 20 Dzongkhags, four Thromdes, Ministries and Autonomous Agencies to raise awareness about the proposed changes and gather feedback on the draft proposal. The consultation was carried out as follows:</p> <p>Dasho Karma Hamu Dorjee (Hon'ble Chairperson)</p> <ul style="list-style-type: none"> <li>› Local Government (Samste, Phuntsoling, Chukha, Wangdue Phodrang, Punakha)</li> <li>› Central agencies (MoAL, MoFAET, HMS, Gyalsung, Royal Privy Council, Secretariat of His Majesty The Fourth Druk Gyalpo, Cabinet Secretariat)</li> </ul> <p>Dasho Lhendup Wangchu (Hon'ble Commissioner)</p> <ul style="list-style-type: none"> <li>› Local Government (Bumthang, Trongsa, Zhemgang)</li> <li>› Central Agencies (MoHA , CSOA, Dratshang Lhentshög, MoENR, RAA, NSB)</li> </ul>

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Dasho Dhanapati Mishra (Hon'ble Commissioner)

- › Local Government (Lhuntse, Mongar)
- › Central Agencies (MoESD, Regulatory bodies, MoICE, Regulatory bodies, RIM, National Assembly)

Dasho Tshering Yangden (Hon'ble Commissioner)

- › Local Government (Haa, Gasa)
- › Central Agencies (MoH, Regulatory bodies, NMS)

Dasho Ugyen Tshewang (Hon'ble Commissioner)

- › Local Government (Pema Gatshel, Samdrup Jongkhar Thromde, Trashigang, Trashi Yangtse, Paro, Thimphu Dzongkhag, Thimphu Thromde)
- › Central Agencies (MoIT, MoF, NLCS, NC)

Sonam Pelden Thaye (Director)

- › Local Government (Dagana, Tsirang, Sarpang, Gelephu Thromde)
- › Central Agencies (OAG, CB & GNH studies, GovTech, RCSC, The PEMA Secretariat)

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11 October, 2023

**Draft BCSR uploaded on website**

Simultaneously, the 1st draft BCSR was uploaded on the RCSC Website along with a google form to invite comment and feedback.

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3 - 8 November, 2023

**Bilateral Consultation and Meetings**

- › Bilateral consultation with the Ministry of Finance and Royal Audit Authority was held to discuss relevant chapters with financial implication and audit issues.
- › Draft BCSR 2023 was shared with the Office of the Attorney General and received feedback and suggested changes in the draft.

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October-November, 2023

**Development of Final Draft BCSR 2023 and translation**

The Commission conducted detailed discussions on each chapter of the draft BCSR 2023 and the consolidated feedback and comments and as a result the final draft of the BCSR 2023 was developed.

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17 December, 2023

**Launch of Bhutan Civil Service Rules and Regulations (BCSR) 2023**

Coinciding with the 116th National Day Celebration, the Bhutan Civil Service Rules and Regulations 2023 was launched on 17th December 2023.

Following the launch, the HR Conference is scheduled on 22 - 23 December in Tsirang where all HROs will be familiarized with BCSR 2023 to ensure uniform understanding and application.

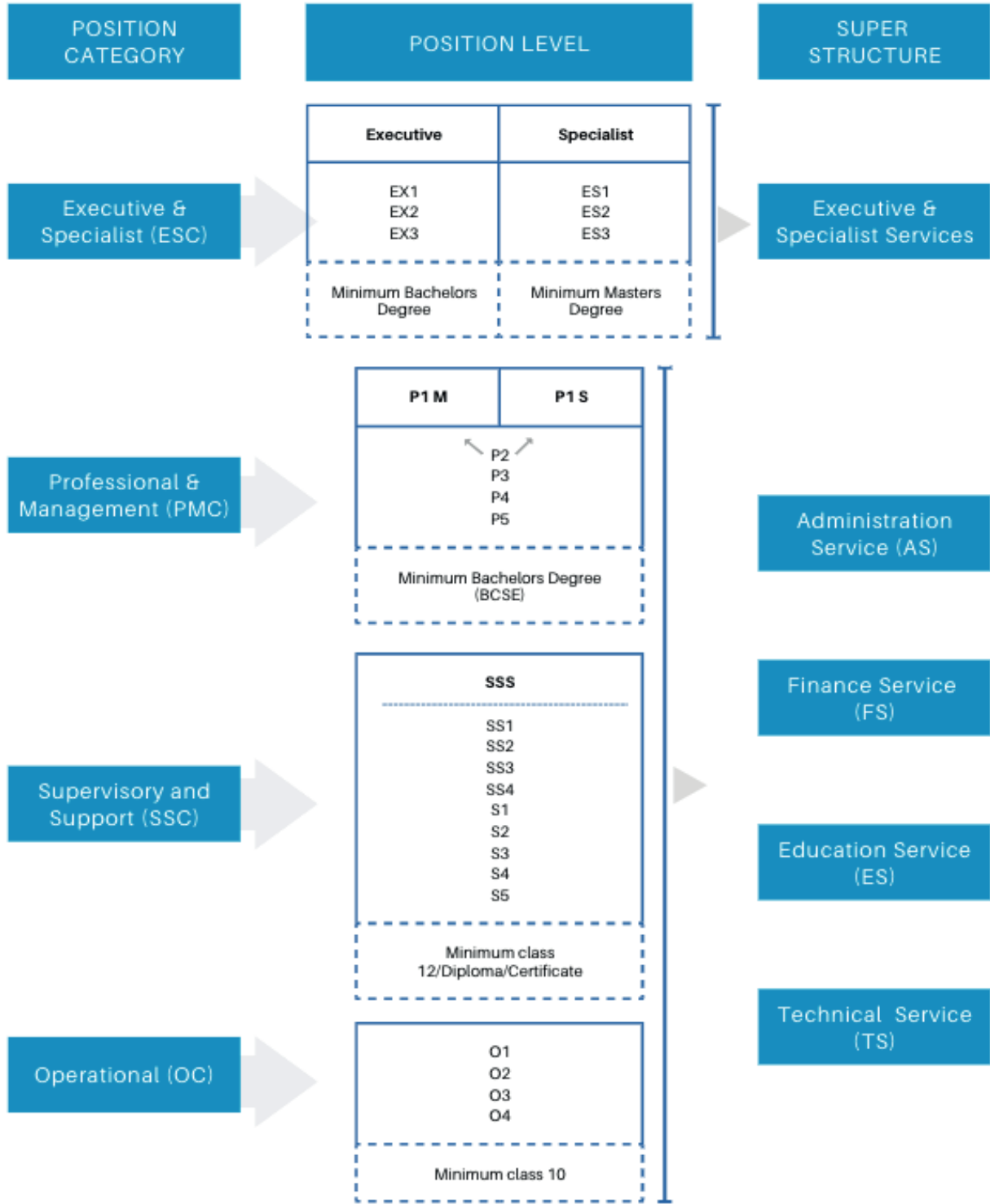
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**BHUTAN CIVIL SERVICE  
RULES AND REGULATIONS  
2023**

**CHAPTER 2  
CIVIL SERVICE  
STRUCTURE**

# CIVIL SERVICE STRUCTURE



## CHAPTER 2: CIVIL SERVICE STRUCTURE

### 2.1. Policy

- 2.1.1. Provide a framework for the Civil Service to function efficiently and effectively in the delivery of public service.
- 2.1.2. Ensure proper classification of Civil Service by Position Category, Position Levels, Major Occupational Groups (MOG), and Sub-Groups (SG) aligned to the Super Structure.
- 2.1.3. Delineate a clear career path and hierarchy.

### 2.2. Civil Service Structure

- 2.2.1. The Civil Service structure encompasses position categories, hierarchy, position levels, and Super Structure.
- 2.2.2. Position Categories

The definition of each Position Category is as outlined below:

#### 2.2.2.1. Executive and Specialist Category (ESC)


##### i. Executive (EX)

The/An Executive's scope of authority and impact is significant both within and outside of the Government. These positions entail the authority to make decisions and to develop, influence, or otherwise affect policy. Responsibility and accountability are primarily focused at the strategic level, with an appropriate tactical overview and action. Executive positions have the ability to negotiate the scope of an entire Agency's responsibilities and can define the goals and objectives of their Departments or Agencies.

A Secretary to the Government is the highest position in the Civil Service.

##### ii. Specialist (ES)

Specialists are recognised experts in their fields. These positions are responsible for conducting research, analysis, and tasks that demand top-level expertise. Their work can have a significant impact on organisational and/or national policies and processes.



All Specialists shall report to a management executive. Additionally, Specialists may serve as technical advisors, strategic partners, and, as appropriate, may head technical centres, programmes, or projects.

2.2.2.2. Professional and Management Category (PMC)

The work-scope of the PMC extends beyond day-to-day issues and activities, towards influencing larger-range outcomes. It plays a crucial role in providing input on major policy issues and decisions, with a primary focus on determining tactical-level issues and/or decisions. Its decision-making scope operated within broad guidelines established within existing policies. The category relies on precedent but may require undertaking original thinking and planning tasks. It implements decisions as determined by the EX/ES, and it also takes part in developing and recommending changes in policies and procedures. Furthermore, the PMC is responsible for supervising work, conducting performance appraisals, and initiating disciplinary actions for the Supervisory and Support, and Operational Categories.

Position Level P2 shall serve as the deciding point for a civil servant on his future career ladder. Individuals at this level shall decide whether to continue service in his field of specialisation/profession or move to a management position.

2.2.2.3. Supervisory and Support Category (SSC)

Responsibilities for this category comprise supervising and supporting employees, which involves scheduling and assigning work, providing training, and making decisions that impact daily job functions. It implements day-to-day decisions determined by the ESC/PMC. Its decision-making scope is within defined guidelines established by existing policies. It can conduct performance appraisals of direct reporting employees and has input into disciplinary actions.

2.2.2.4. Operational Category (OC)

The responsibilities of this category may include initial public contact, responding to and routing phone calls to appropriate respondents, chauffeuring, sorting of mails, typing, and using computers and other office equipment to input information/data and prepare reports. Overall, the staff in this category are required to comply with set objectives, methodology, and specific task assignments.

### 2.2.3. Position Levels

A Position Level is a rank within the Position Category based on the approved job evaluation of each position, and each Position Level will have a corresponding salary range. There are 22 Position Levels, which are grouped into the following four Position Categories:

Section	Position Category	Position Level
2.2.3.1	Executive & Specialist	3 (EX1-EX3)/(ES1-ES3)
2.2.3.2	Professional & Management	5 (P1-P5)
2.2.3.3	Supervisory & Support	10 (SSS-S5)
2.2.3.4	Operational	4 (O1-O4)

- 2.2.4. All positions shall be aligned with one of these Position Categories based on their overall functional responsibilities and associated Position Level and shall fall within one of the MOGs and SGs, as well as Super Structures.
- 2.2.5. The qualifications stated in Section 2.2.1 represent the minimum requirements for entry into a specific Position Category.
- 2.2.6. The PMC shall progress up to the P2 position and, thereafter, follow the Y concept (Section 2.2.1 or 2.2.2) to advance to the P1 level and further into EX/ES positions. Progression to a P1 management and EX position shall be through Open Competition, while progression to P1 specialist and ES positions shall be based on the fulfilment of relevant specialist promotion criteria.
- 2.2.7. The SSC shall progress to the Senior Supervisor (SS) level up to SS1, irrespective of the entry level, provided all promotion criteria are met. In-service SSC civil servants may move to the PMC if selected through the Bhutan Civil Service Examination (BCSE). The SS1 may be promoted to a Supervisory and Support Specialist (SSS) based on the fulfilment of criteria set by the RCSC.
- 2.2.8. The OC shall progress up to the O1 level, provided promotion criteria are fulfilled. In-service OC civil servants may move to higher-level categories, to the PMC if selected through BCSE, and to the SSC if selected through Open Competition.

## 2.3. Super Structure

- 2.3.1. Super Structure serves as the guiding framework and principle for movement of civil servants within their professional areas. There are five Super Structure groups:
  - 2.3.1.1. Executive & Specialist Service;
  - 2.3.1.2. Administration Service;

- 2.3.1.3. Finance Service;
- 2.3.1.4. Education Service; and
- 2.3.1.5. Technical Service.

2.3.2. The MOG, SG and positions are listed in Schedule 2/A for the Super Structure. The classification of civil servants under the Super Structure shall be guided by the Position Directory.

## **2.4. Major Occupational Groups and Sub-Groups**

2.4.1. MOG is a major division of the Occupational Structure which embraces a group of associated occupations. Civil Service positions shall be grouped into MOG where each group represents a broad occupational category. These shall be further classified into SG based on the similarities in the nature of jobs performed by the positions within each MOG. Every position shall be codified using four levels viz. Super Structure, MOG, SG, and Position Level.

2.4.2. There shall be 19 MOG subject to revision by the RCSC.

## **2.5. Job Description**

2.5.1. A Job Description (JD) is a statement of duties and responsibilities, with an outline of their relative importance of a position which will help clarify accountabilities, determine the qualification and skill requirements, and define relationships of the position with other positions.

2.5.2. A JD shall contain the following details:

- 2.5.2.1. Job identification;
- 2.5.2.2. Job purpose, duties and responsibilities;
- 2.5.2.3. Minimum qualifications and experiences;
- 2.5.2.4. Complexity of work;
- 2.5.2.5. Nature, scope and effect of work;
- 2.5.2.6. Instructions and guidelines available;
- 2.5.2.7. Work relationships;
- 2.5.2.8. Supervisory/Management responsibilities (if any); and
- 2.5.2.9. Job environment.

2.5.3. There shall be two kinds of JD: RCSC shall develop a generic JD and relevant agencies shall be accountable to develop a specific JD.

## **2.6. Position Directory**

2.6.1. There shall be a Position Directory generated from Zhiyog Electronic System (ZES) showing all the position titles and levels, position hierarchy including

broad-banded and non broad-banded positions, minimum qualification, and entry level within SGs of the entire respective MOG and Super Structure groups.

- 2.6.2. All civil servants shall use the assigned position titles prescribed in the Position Directory only.
- 2.6.3. Any change in the Position Directory shall require approval of the RCSC and shall be the main reference for recruitment, transfer, training and promotion.
- 2.6.4. Addition of position in the Position Directory on need basis shall be incorporated after completing the required processes of: job identification, job description, job analysis and evaluation, and approval.

## **2.7. Organisational Structure**

- 2.7.1. RCSC shall conduct Organisational Development Exercise (ODE) to review agencies' mandates and capacities.
- 2.7.2. As provided in Section 29 of the CSAB 2010, the Commission as per the decision of the Lhengye Zhungtshog shall create, abolish, upgrade or alter organisational structures in the Civil Service, including names in consultation with Agencies concerned, except for Legislature, Judiciary and Constitutional Bodies.
- 2.7.3. Agencification (creation, abolishment and upgradation of organisational structures), shall be guided by the principles of Ministries as the foundation; Ministries working together for common national goals; and Optimization of processes and resources. Based on these principles, agencification shall be as follows:
  - 2.7.3.1. An agency with only regulatory functions affiliated to a Ministry/ sector will be administratively under a ministry to ensure coordination in policy and regulatory functions, except for Constitutional Offices and Special Offices.
  - 2.7.3.2. All ministries and agencies with similar mandates will work together for common national goals within the cluster of Governance, Economic, Security, and Social.
  - 2.7.3.3. The agency may cluster common services or outsource services to private parties including individuals, whenever it is cost effective.
- 2.7.4. Agencies shall consult the RCSC on any changes being proposed on the organisational structure including change of names.

- 2.7.5. The Legislature and Constitutional Bodies shall carry out organisational changes in consultation with the RCSC.

## **2.8. Staffing Pattern and Strength**

- 2.8.1. The RCSC in consultation with the Agency concerned shall determine staffing patterns and strengths as per the staffing framework in the HR Manual.

## **2.9. Delegation of Authority**

- 2.9.1. The RCSC shall be the final authority for all the HR actions. However, the RCSC shall delegate authority to agencies to empower Parent and/or working agencies and to further enhance clarity and streamline specific HR roles to avoid duplications.
- 2.9.2. The RCSC may designate appropriate Agencies as Parent Agency, based on Parent Agency Framework for HR functions. The roles and responsibilities of the parent and working agencies shall be as per the HR Manual.
- 2.9.3. The Parent Agency for the various services/SGs are as provided in Schedule 2/B.

## **2.10. Human Resource Committee (HRC)**

- 2.10.1. Agencies shall institute an HRC to oversee and execute HR actions in accordance with the guidelines outlined in HR Manual.
- 2.10.2. The HRC shall be the highest decision making body for HR actions in the Agency, except for the ESC. However, HRC may delegate any HR functions to the HR Division/Services.
- 2.10.3. HRC shall have a minimum of five members including the Chairperson. Further, the RCSC reserves the rights to participate in the HRC, if necessary.
- 2.10.4. All members shall exercise transparent, accountable and responsible leadership and judgement in directing the HR actions.
- 2.10.5. The HRC shall establish prudent and effective control on HR resources.



## 2.10.6. Composition of the HRC

2.10.6.1. The composition of HRC at various levels shall be as follows:

Agency	HRC Composition
1. Ministry	a. Chairperson: Secretary b. Members: i. All Directors/Director Generals; ii. A Specialist*; iii. Chief Planning Officer; iv. Other relevant officers as determined by the Chairperson of the HRC; and v. HR Officer –Member Secretary.
2. Constitutional Offices	a. Chairperson: Head of Constitutional Office b. Members: i. Director(s); ii. Other relevant officials as determined by the Chairperson of the HRC; and iii. HR Officer - Member Secretary. However, the Head of the Constitutional Office may delegate Chairpersonship of the HRC to a Commissioner/Director/Deputy Auditor General.
3. Autonomous Agency	a. Chairperson: Head of the Agency/Executive Secretary for Thromdes. b. Members: i. All Division Chiefs/Service Heads; ii. A Specialist (if the Agency has one); iii. Other relevant officials as determined by the Chairperson of the HRC; and iv. HRO- Member Secretary
4. Dzongkhag	a. Chairperson: Dzongdag b. Members: i. Dzongrab; ii. Planning Officer; iii. Relevant Sector Heads as determined by the Chairperson of the HRC; and iv. HR Officer - Member Secretary.

\* *In agencies which have more than two specialists, the Chairperson of the HRC shall decide on the representative.*

\*\* *The HRC shall strive for a balanced gender representation wherever possible*

2.10.6.2. Agencies which do not meet the composition requirement specified in Section 2.10.6.1 shall form HRC/Selection Committee with the relevant staff with prior approval from the RCSC.



### **2.11. Delegation of Authority to Agency**

The RCSC may delegate its functions in writing to an Agency including its secretariat from time to time as may be deemed appropriate.

**SUPER STRUCTURE GROUPING**

	Major Occupational Groups
	Sub Groups

Administration Service- Position with Single Entry		
Administration and Support Services Group	Architectural, Engineering and Land Services Group	Trade, Industry and Tourism Services Group
Administration Services	Land Services	Industries Services
Asst. Admin. Officer	Asst. Dzongkhag Land Registrar	Asst. Industries Officer
Asst. Record Officer	Asst. Land Registrar	Intellectual Property Services
Dispatcher III	Land Record Asst. V	Asst. Intellectual Property Officer
Driver III	Foreign Services Group	Economic and Marketing Services
Drungpa	Consular Services	Marketing Asst. V
Dzongrab	Asst. Consul Officer	Tourism Services
Geog Admin. Officer II	Embassy, Missions & Secretariat Services	Asst. Tourism Officer
Receptionist III	Asst. Desk Officer	Tourism operations Asst. II
Record Asst. III	Attache V	Trade Services
Telephone Operator II	Third Secretary	Asst. Trade Officer
Chef	Protocol Services	Information Communication and Technology Services Group
Palace Services	Asst. Protocol Officer	Media Services
Changap II	Human Resource Services Group	Asst. Information and Media Officer
Chauffeur	Civil Registration & Census Services	Information and Media Technical Associate II
Chayok III	Asst. Civil Registration and Census Officer	Transportation and Aviation Services Group
Chipon	Civil Registration Asst. III	Aviation Safety Services
Norpen	HR Management & Development Services	Asst. Fire and Rescue Officer
Norzi	Asst. Employment Officer	Asst. Security Officer
Palace Caretaker	Asst. HR Officer	Security Asst. II
Palace Yogmo	Asst. Labour officer	
Royal Tailor	Immigration Services	Land Transport Services
Solyok	Asst. Immigration Inspector III	Asst. Registration and Licensing Officer
Sr. Solyok II	Asst. Immigration Officer	Asst. Transport Development Officer
Syce	Industrial Relations Services	Asst. Transport Officer
Property and Management Services	Asst. Inspector III	

<b>Administration Service- Position with Single Entry</b>	
Asst. Estate Manager	Planning and Research Services Group
Asst. Manager	Planning Services
Valet IV	Asst. Planning Officer
Secretarial Services	Research Services
Admin. Asst. III	Asst. Research Officer
Personal Asst. III	Research Asst. II
Personal Secretary II	

<b>Education Service- Position with Single Entry</b>	<b>Finance Service- Position with Single Entry</b>
Education and Training Services Group	Administration and Support Services Group
Education Management & Administration Services	Property and Management Services
Principal/Vice Principal	Asst. Procurement Officer
Registrar	Store Asst.
Education Support Services	Finance and Audit Services Group
Curriculum Developer	Finance, Accounting & Budgets Services
Dzongkhag /Thromde Education Officer	Accounts Asst. V
Education Monitoring Officer	Asst. Accounts Officer
Examination and Assessment Officer	Asst. Budget Officer
Subject Coordinator	Asstt. Finance Officer
Training Developer	Budget Asst. V
Matron/Warden	Internal Audit Services
Child Caregiver	Asst. Internal Auditor
ECCD Facilitator	Revenue Services
Teaching Services	Asst. Customs Officer
Cluster Lead Teacher II	Asst. Revenue Officer
School Lead Teacher III	Asst. Tax Officer
Teacher III	Revenue/Customs/Tax Inspector II
Training/Tertiary Teaching Services	
Lecturer	
Instructor	
Vocational Education & Management Services	
Principal/Vice Principal (Vocational)	
Sports and Youth Services Group	
Counselling Services	
Asst. Counselor	
Sports Services	
Asst. Sports Coordinator/Sports Coach V	
National Coach II	

Technical Service- Position with Single Entry		
Agriculture and Livestock Services Group	Architectural, Engineering and Land Services Group	Medical and Health Services Group
Agriculture Production Services	Architectural Services	Emergency Medical Services
Agriculture Officer	Architect	Asst. Emergency Medical Responder I
Agriculture Supervisor II	Interior Designer III	Asst. Emergency Medical Response Officer
Agriculture Regulatory Services	Sr. Draftsperson	Medical and Dental Services
Asst. Regulatory and Quarantine Officer	Engineering Services	General Duty Dental Surgeon
Regulatory and Quarantine Inspector II	Asst. Road Inspector	General Duty Medical Officer
Biodiversity Services	Engineer	Medical Technical Services
Biodiversity Officer	Jr. Engineer	Audiologist
Biodiversity Supervisor II	Licensing Officer	Dental Hygienist
Biodiversity Technician V	Standards and Code Officer	Dental Technician
Taxonomist	Tariff Officer	Dental Technologist
Dairy Development Services	Farm Mechanization Services	Dental Therapist
Dairy Officer	Agriculture Engineer	ENT Technician
Dairy Supervisor II	Jr. Agriculture Engineer	EPI Technician
Extension Services	Geographic Information System Services	Malaria Technician
Dzongkhag Agriculture Officer	GIS Asst. V	Medical Transcriptionist
Dzongkhag Livestock Officer	GIS Officer	Ophthalmic Technician
Extension Officer	GIS Technician II	Ophthalmic Technologist
Extension Supervisor II	Geology and Mines Services	Optometrist
Feed & Fodder Development Services	Despatch Inspector V	Ortho Technician
Feed and Fodder Officer	Drilling Engineer	Ortho Technologist
Feed and Fodder Supervisor II	Engineer (Mining)	OT Technician
Floriculture and Amenity Landscape Services	Geologist	OT Technologist
Dzongkhag Beautification Officer	Geology Asst. VI	Renal Dialysis Technologist
Horticulture Development Services	Mineral Prospector V	Nursing Services
Horticulture Officer	Mines Inspector V	Asst. Nurse III
Horticulture Supervisor II	Heritage Sites Conservation Services	Clinical Nurse IV
Livestock Health Services	Asst. Archaeologist	Staff Nurse III
Livestock Health Supervisor II	Conservation Architect	Ward Asst. I

Technical Service- Position with Single Entry		
Vet. Officer	Conservation Architect Assistant III	Pharmaceutical Services
Livestock Production Services	Conservation Engineer	Asst. Drug Inspector
Livestock Production Officer	Map Production Services	Pharmacist
Livestock Production Supervisor II	Map Production Officer	Pharmacy Technician II
Livestock Services	Map Production Technician	Regulatory Officer
Livestock Supervisor II	Meteorology/Hydrology Services	Physiotherapy & Rehabilitation Services
Mushroom Development Services	Meteorology/Hydrology Officer	Asst. Occupational Therapist
Mushroom officer	Meteorology/Hydrology Technician III	Physiotherapist
Mushroom Supervisor II	Sanitary Services	Physiotherapy Aide V
Plant Protection Services	Sanitary Inspector V	Physiotherapy Technician II
Floriculture Asst. III	Survey Engineering Services	Public Health Services
Plant Protection Officer	Land Inspector IV	Asst. Clinical Officer
Plant Protection Supervisor II	Survey Associate IV	Health Officer
Post Production Services	Survey Engineer	Basic Health Worker
Post Production Officer	Surveyor IV	Asst. Dietician
Post Production Supervisor II	Technical Support Services	Asst. Clinical Counselor
Soil Fertility & Plant Nutrition Services	Basic Operator	Asstt. Nutritionist
Soil Fertility and Plant Nutrition Officer	Technician	Entomologist
Soil Fertility and Plant Nutrition Supervisor II	Urban Development Control Services	Epidemiologist
Soil Survey & Land Evaluation Services	Building Inspector II	Health Asst. II
Land Management Officer	Development Regulatory Officer	Medical Record Officer
Land Management Supervisor II	Urban Planing Services	Medical Record Technician II
Soil Survey and Land Eval. Officer	Urban Planner	
Soil Survey and Land Evaluation Supervisor II	Urban Planner Asst.V	Radiology & Technical Services
Administration & Support Services Group	Planning and Research Services Group	Radio Technologist
Administration Services	Statistical Services	X-Ray Technician II
Asst. DT Secretary	Statistical Investigator Asst.	Traditional Medicine Services
Committee Secretary IV	Statistical Officer	Drungtsho

Technical Service- Position with Single Entry		
Arts, Culture and Literary Services Group	Legal and Legislative Services Group	Menpa III
Arts & Culture Services	Integrity & Promotion Services	Laboratory and Technical Services Group
Asst. Cultural Officer	Integrity Promotion Asst. II	Analytical Services
Asst. Driglop	Legal Services	Asst. Chemist
Chadri Supervisor III	Attorney	Diagnostic Services
Sr. Artisan V	Legal Asst. III	Laboratory Officer
Literary and Translation Services	Legal Officer	Laboratory Support Services
Asst. Dzongkha Coordinator	Legislative Service	Asst. Laboratory Technician I
Asst. Language Dev. Officer	Legislative Officer	Laboratory Asst. II
Forestry and Environment Protection Services Group	Transportation and Aviation Services Group	Library, Archives and Museum Services Group
Environment Services	Aviation Communication & Navigation Services	Archives & Cultural Properties Services
Asst. Environment Officer	Air Traffic Controller II	Asst. Archivist
Environment Qlty. Std. Tech IV	Asst. Air Traffic Control Officer	Asst. Conservator
Forestry Services	Asst. AIS Officer	Asst. Cultural Property Record Officer
Asst. Forester	Asst. Aviation Meteorology Officer	Asst. Curator
Forestry Officer	Aviation Meteorology Asst.	Conservation Asst. VI
Forest Ranger	Communication Asst. (Operator) II	Fumigator V
Information Communication and Technology Services Group	Communication/Navi. Officer	Museum Asst. VI
Development Communication Services	Aviation Safety Services	Library Services
Communication Officer	Aerodrome Officer	Asst. Librarian
Communication Supervisor II	Airworthiness Officer	Library Asst. III
Sr. Communication Technician V	Fire and Rescue Crew IV	
ICT Services	Asst. Flight Safety Officer	
Asst. ICT Officer	Fire and Rescue Foreman I	
Data Assistant VI	Land Transport Services	
ICT Technical Associate II	Motor Vehicle Inspector I	

Super Structure- Position with Multiple Entry			
Administration Service (AS)	Finance Service (FS)	Technical Service	Education Service
Administration and Support Services Group	Administration and Support Services Group	Administration and Support Services Group	Administration and Support Services Group
Program Services	Program Services	Program Services	Program Services
Asst. Program Officer	Asst. Program Officer	Asst. Program Officer	Asst. Program Officer
Secondment Services	Secondment Services	Secondment Services	Secondment Services
On Secondment V	On Secondment V	On Secondment V	On Secondment V
Legal and Legislative Services Group	Legal and Legislative Services Group	Legal and Legislative Services Group	Legal and Legislative Services Group
Integrity & Promotion Services	Integrity & Promotion Services	Integrity & Promotion Services	Integrity & Promotion Services
Asst. Complaints Management Officer	Asst. Complaints Management Officer	Asst. Complaints Management Officer	Asst. Complaints Management Officer
Asst. Integrity Promotion Officer	Asst. Integrity Promotion Officer	Asst. Integrity Promotion Officer	Asst. Integrity Promotion Officer
Asst. Technical Surveillance and Intelligence Officer	Asst. Technical Surveillance and Intelligence Officer	Asst. Technical Surveillance and Intelligence Officer	Asst. Technical Surveillance and Intelligence Officer
Registration Services	Registration Services		
Asst. Registrar of Companies*	Asst. Registrar of Companies*		
Finance and Audit Services Group	Finance and Audit Services Group	Finance and Audit Services Group	
Audit Services	Audit Services	Audit Services	
Asst. Audit Officer	Asst. Audit Officer	Asst. Audit Officer	
Auditor II	Auditor II	Auditor II	
Trade, Industry and Tourism Services Group		Trade, Industry and Tourism Services Group	
Economic and Marketing Services		Economic and Marketing Services	
Asst. Economic Development and Marketing Officer		Asst. Economic Development and Marketing Officer	

**Note**

1. Only the entry position has been classified. However, the same Super Structure group shall apply to the other positions of the same career (P5 to P1;S5 to SS1/SSS; O4 to O1).
2. Super Structure group for each position is reflected in the Position Directory.
3. HRO to use as a reference to check the eligibility for Transfer and Open Competition.
4. Schedule 2/A is subject to change as per requirement of RCSC.



## THE PARENT AGENCY SYSTEM

1. A civil servant working in a Dzongkhag/Thromde shall be under the respective Parent Agency as follows:

- 1.1. Civil servants working under Dzongkhag/Dungkhag/Thromde headquarters:

Services/Sub-Group	Parent Agency
Agriculture and Livestock Services	Ministry of Agriculture and Livestock
Education Support Services	Ministry of Education and Skills Development
Revenue Services	Ministry of Finance
Finance, Accounting and Budget Services	
Internal Audit Services	
Property and Procurement Management Services (Procurement and Store only)	
Public Health Services (except Health Officer)	National Medical Services
Civil Registration and Census Services	Ministry of Home Affairs
Arts and Culture Services	
Administration Services (pool staff)	Ministry of Home Affairs/Thromde concerned
ICT Services	Government Technology Agency (GovTech)
Engineering Services	Ministry of Infrastructure and Transport
Urban Planning Services	
Urban Development Control Services	
Technical Support Services	Cabinet Secretariat
Planning Services	
HR Management and Development Services (excluding Employment Officers and Labour Officers)	Royal Civil Service Commission
Secretarial Services	
Land Services	National Land Commission
Survey Engineering Services	
Legal Services	Office of Attorney General
Environment Services	Ministry of Energy and Natural Resources
Forestry Services	
Statistical Services	National Statistics Bureau

- 1.2. Civil servants working in the Field Offices/positions under the Dzongkhag/Thromde Administration, except those mentioned below in Sl. No. 2

Field Office/Positions	Parent Agency
Schools	Ministry of Education and Skills Development
Hospitals/BHUs	National Medical Services
Health Officers	Ministry of Health
RNR Centres/Extension Offices	Ministry of Agriculture and Livestock
Veterinary Hospitals	
Geog Administration Officers	Ministry of Home Affairs
Accounts Assistants	Ministry of Finance

1.3. Similar to civil servants working in the Dzongkhag/Thromde/Field Offices/ establishments, civil servants working in the following shall belong to a particular Parent Agency, except those mentioned under SL. No. 2

- National Centres
- Regional Offices
- Research Institutes
- Training Institutes
- Tertiary Institutes

2. In addition to the above, the following shall be the Parent Agencies for selected cross-sector services of all Ministries and Autonomous Agencies:

Services/Sub-Group	Parent Agency
Finance, Accounting and Budget Services	Ministry of Finance
Internal Audit Services	
Property and Procurement Management Services (Procurement and Store only)	
ICT Services	Government Technology Agency (GovTech)
Legal Services Legislative Services	Office of Attorney General
Survey Engineering Services and Land Services	National Land Commission
HR Management and Development Services (excluding Employment Officers and Labour Officers) Secretarial Services	Royal Civil Service Commission
Planning Services	Cabinet Secretariat
Statistical Services	National Statistics Bureau
Literary and Translation Services	Ministry of Home Affairs

**Note:**

*For those positions not specified above, their Working Agency shall be the Parent Agency.*

**BHUTAN CIVIL SERVICE  
RULES AND REGULATIONS  
2023**

**CHAPTER 3  
CIVIL SERVICE  
VALUES AND  
CONDUCT**



## CHAPTER 3: CIVIL SERVICE VALUES AND CONDUCT

### 3.1. Policy

- 3.1.1. Promote a neutral, apolitical, efficient, effective, transparent and accountable Civil Service.
- 3.1.2. Be guided by the values of the State.
- 3.1.3. Establish the desired standard of SMART (Sincerity, Mindfulness, Astuteness, Resilience, and Timelessness) qualities amongst the civil servants.
- 3.1.4. Promote and maintain trust and respect for Civil Service.

### 3.2. Civil Service Core Values and Code of Conduct

- 3.2.1. A civil servant shall maintain and uphold the highest standard of, amongst others, integrity, honesty, fortitude, selflessness, loyalty, the right attitude, right aptitude, patriotism, professionalism and be apolitical in service of the *Tsa-Wa-Sum*.
- 3.2.2. The Civil Service Values and Conduct shall form part of the terms of employment for all civil servants who shall read, understand and sign the commitment to abide by all provisions of the Constitution, CSAB 2010, BCSR and Manual/Guidelines as per Form 3/1.
- 3.2.3. A civil servant shall undertake courses on Civil Service Values and Conduct and Integrity Test, as and when made available.
- 3.2.4. A civil servant shall not speak and act in a way that is not in conformity to the Civil Service values of integrity, professionalism, honesty, impartiality, accountability, loyalty, and leadership.
- 3.2.5. A civil servant must respect court summons, respond to their Agency's Disciplinary Committee or Administrative Tribunal or other Appellate Authority and provide information when required. He should not avoid these obligations, except in emergencies, and must not tamper with case-related records or information.
- 3.2.6. A civil servant shall subscribe and promote the values of *Tha Damtsi* and *Ley Jumdrej* while serving the *Tsa-Wa-Sum*.
- 3.2.7. Integrity means putting the obligations of public service above one's personal interest while performing the duty.

3.2.7.1. A civil servant SHALL:

- i. Execute official duties with unwavering commitment to public service, placing obligations above personal interests.
- ii. Uphold justice, treat the public with fairness, and act in a manner that maintains public confidence.
- iii. Demonstrate transparency, diligence, and loyalty in all official actions; and
- iv. Stay informed of Gift rule and not directly or indirectly solicit or accept gifts, benefits or donations (for self or family members) from prohibited sources, that could affect the objectivity of his decisions, or extend unethical favors to anyone based on gifts.

3.2.7.2. A civil servant SHALL NOT:

- i. Engage in personal propaganda during official duty, refrain from making unwarranted claims, or indulge in any form of disruptive self-promotion.
- ii. Engage in patronage, nepotism, favoritism, or malicious intent
- iii. Harbor resentment toward deserved admonishment, misuse public resources for personal purposes, criticize the Agency or the Royal Government, or allow any external influences (any obligation to individual or organization) that may compromise the execution of official duties.

3.2.8. Honesty means being truthful and trustworthy.

3.2.8.1. A civil servant SHALL:

- i. Declare personal interests and resolve conflicts in the public's best interest.
- ii. Provide information that is true, complete, and transparent.
- iii. Communicate openly and effectively with clients, and offer comprehensive advice, feedback to superiors, peers, and subordinates; and

- iv. Promptly acknowledge and rectify their mistakes, giving due acknowledgment for the work performed by others, including subordinates.

3.2.8.2. A civil servant SHALL NOT:

- i. Engage in deception, manipulation of information, or evasion of responsibility.
- ii. Make decisions without proper authorization; and
- iii. Make fictitious claims or incur expenses such as travel and subsistence payments, unnecessarily either by themselves or by staff reporting to them.

3.2.9. Fortitude means being strong and courageous in carrying out duties.

3.2.9.1. A civil servant SHALL:

- i. Make right decisions while carrying out duties.
- ii. Communicate and provide feedback if what his superiors/colleagues/subordinates do or say is professionally or morally unacceptable; and
- iii. Provide forthright and impartial advice, without fear or favour, in a constructive manner that facilitates the achievement of agency objectives.

3.2.9.2. A civil servant SHALL NOT:

- i. Fear consequences for being honest and sincere in his duties;
- ii. Change his position or stand upon unfair pressure; and
- iii. Lose focus of his Agency's mandates, and his duties and responsibilities.

3.2.10. Selflessness means giving priority to the nation's interests and his official duty

3.2.10.1. A civil servant SHALL:

- i. Always prioritise the public interest in decision-making and put official obligations before personal interests.

- ii. Be courteous, cooperative, and a team player, considering the needs and aspirations of colleagues; and
- iii. As a head of the agency or supervisor, be considerate of staff needs to the extent possible.

3.2.10.2. A civil servant SHALL NOT:

- i. Be influenced by ulterior motives while carrying out duties; and
- ii. Intentionally disadvantage a colleague for one's own benefits.

3.2.11. Loyalty means being true, loyal and faithful to the *Tsa- Wa-Sum* at all times.

3.2.11.1. A civil servant SHALL:

- i. Diligently defend and implement the policies and programs of the Royal Government and his Agency.
- ii. Actively work towards achieving the objectives of their Agency; and
- iii. Exercise economy and prudence in the utilisation of Agency and public resources.

3.2.11.2. A civil servant SHALL NOT:

- i. Criticise publicly the policies, programmes, and actions of the Royal Government and his own Agency;
- ii. Engage in corruption as defined by the relevant Authority; and
- iii. Obstruct the success of his Agency, steal or vandalise office properties, or engage in embezzlement.

3.2.12. Right attitude means having a positive way of thinking and perception.

3.2.12.1. A civil servant SHALL:

- i. Maintain a positive attitude and foster effective interpersonal relationships.



- ii. Embrace feedback, promote self-improvement, and support colleagues' growth.
- iii. Demonstrate motivation, diligence, and accountability.
- iv. Show respect to seniors, peers, and subordinates, promote organisational harmony and value and respect contributions of everyone in the organisation; and
- v. Always recognize that, as a civil 'servant,' he is paid to serve and must provide services with the right mindset and follow established procedures.

3.2.12.2. A civil servant SHALL NOT:

- i. Resent accountability or be intolerant of disagreements.
- ii. Think he is doing his clients a favour by doing his job; and
- iii. Ignore instructions and established norms and guidelines.

3.2.13. Patriotism means love for one's country and serving its interests with heart and mind.

3.2.13.1. A civil servant SHALL:

- i. Serve the *Tsa-Wa-Sum* with a commitment to strengthening peace, prosperity, and happiness.
- ii. Act as a Goodwill Ambassador of the country while on study/ training or otherwise abroad bringing back knowledge and skills to benefit the agency and nation; and
- iii. Be willing to volunteer to serve the nation in times of need.

3.2.13.2. A civil servant SHALL NOT:

- i. Engage in any thought or action that would undermine peace, security and sovereignty of the nation; and
- ii. Express views or involve in activity that would tarnish the image of the country.

3.2.14. Professional excellence means possessing the right attitude and aptitude supported by strong values.

3.2.14.1. A civil servant SHALL:

- i. Serve with competence, efficiency, timeliness, and truthfulness; and uphold ethical and responsible conduct.
- ii. Maintain an acceptable standard of behaviour, and earn the respect of all stakeholders.
- iii. Demonstrate creativity, productivity, and continuous self-improvement in their work.
- iv. Foster support, cooperation, and effective communication within and beyond his own Agency while striving to minimise resource wastage at both the Agency and national levels.
- v. Uphold *Driglam Namzha*, official decorum and refrain from conduct that affects one's performance of official duties and/or tarnishes the Civil Service's image, or endangers safety of other people.
- vi. Maintain consistent punctuality and regular attendance at work while setting an example through their exemplary conduct and behaviour consistently.
- vii. Respect and undergo a medical test, drug test and treatment plan prescribed by the competent authority/Agency.
- viii. Lead and manage human resources effectively and responsibly, ensuring efficient and ethical utilisation of personnel.
- ix. Use their position and resources to fulfil the mandates of their agency, aligning actions with the agency's goals and objectives.
- x. Be a role model within and outside his Agency and respect the public interest in decision-making
- xi. Declare Conflict of Interest.
- xii. Be economical and result-oriented, and continuously seek to enhance services.
- xiii. Uphold ethical principles associated with their duties and be accountable for decisions and actions, ensuring decisions are made based on merit of each case.

- xiv. Give all his expertise and feedback including grievances in-house or to relevant authority implementing the policies; and
- xv. Provide the required information necessary to keep the public informed on key government policies and decisions as per established protocol of the respective Agencies for sharing information with the media and public.

3.2.14.2. A civil servant SHALL NOT:

- i. Engage in unethical behaviour and substandard skills while carrying out duty;
- ii. Discriminate or favour his clients while performing duty or intentionally delay a service or ignore a client.
- iii. Indulge in gambling or imbibing intoxicating substances like consuming drugs, alcoholic drinks or any other substance that could compromise personal integrity, work performance, normal behaviour or safety of others.
- iv. Engage in individual or group altercation in public, related to official duty or otherwise.
- v. Engage in any actions that falsely diminish the honour, reputation, and dignity of fellow civil servants or clients, including insulting, disclosing personal aspects in public, criticising, humiliating, resorting to unreasonable arguments, or violence during duty.
- vi. Misuse human resources (such as assigning personal tasks to subordinates or influencing clients and staff for personal gains) and government properties and adhere to established rules and legal requirements for responsible resource management.
- vii. Engage in proselytisation.
- viii. Remain apathetic, unproductive and leave tasks incomplete.
- ix. Influence others with negative views about the job and make them ineffective; and
- x. De-motivate his subordinates by withholding important information about the Agency's objectives, priorities and decisions.

3.2.15. A civil servant shall be apolitical, non-partisan and not stand for election under electoral laws of the Kingdom. Any communication relayed by a civil servant in support or opposition of a Political Party or a Candidate shall be treated as political advertising and direct violation of Civil Service Values and Conduct, if so alleged and proven.

3.2.15.1. A civil servant SHALL:

- i. Remain and uphold the political neutrality of the Civil Service at all times.
- ii. Provide forthright and impartial advice to the Government.
- iii. Speak truth to power.
- iv. Discharge official duties without fear and favour.
- v. Institute fair and transparent systems with proper documentation to ensure that decision making is not politicised; and
- vi. Provide correct information to the Royal Government.

3.2.15.2. A civil servant SHALL NOT:

- i. Be a candidate for any election conducted under the electoral laws of the Kingdom of Bhutan or hold any paid or unpaid post in any political party.
- ii. Canvass for a political party or a candidate in an election conducted under the electoral laws of the Kingdom.
- iii. Attend political party meetings and support or carry out any activities related to such parties, including use of social media to advertise contents pertaining to elections, political positions or in any way can be understood to be in support or against a Candidate or Party contesting elections.
- iv. Express any opinion on Politics/Political Parties either explicitly or implicitly.
- v. Perform or neglect his duty based on his political view.
- vi. Impose or influence another person's or group's political views.

- vii. Indulge in any communication via telephonic means including individual or bulk SMS or the internet including social media, personal or official, individual or entity, textual or graphics that pertains to elections, political views or positions, or in any way can be understood to be in support or against a Candidate or Party contesting elections; and
- viii. Make contributions or fund any election campaign in favour of or against a candidate or a political party.

3.2.16. A civil servant shall maintain confidentiality of official information and decisions. In particular, a civil servant shall refrain from unauthorised communication of information, which shall be detrimental to the smooth and efficient functioning of the Royal Government and the prestige, territorial integrity, national security and stability of the Kingdom as a sovereign and independent nation.

3.2.16.1. A civil servant SHALL:

- i. Uphold the duty of confidentiality at all times, as per established norms, and be open with immediate official colleagues about decisions and actions as appropriate.
- ii. Maintain confidentiality of information discovered in the course of duty, both while in service and after separation.
- iii. Maintain the confidentiality of information critical to the nation's security and recognize the importance of not disclosing certain information to protect the broader national interest.
- iv. Realise that the security and sovereignty of the nation are of utmost priority for every Bhutanese; and
- v. Ensure he has the necessary authority to disclose important official information.

3.2.16.2. A civil servant SHALL NOT:

- i. Disclose critical information to an inappropriate person or audience/platform/forum.
- ii. Share information with anyone including his family until it is made public by the authority concerned or an authorised person; and

- iii. Not use official information for personal gain or to incite disorder in the community or nation.

3.2.17. A civil servant shall not accept titles or decorations from foreign States or Organisations without the approval of the Royal Government.

3.2.17.1. A civil servant SHALL:

- i. Judge, rationalise, analyse and convince himself that such title or decoration does not have any negative implication to his Agency and the nation.
- ii. Be sure that it is not in conflict with his official duties and responsibilities; and
- iii. Communicate to the Royal Government or any appropriate authority, and obtain prior approval.

3.2.17.2. A civil servant SHALL NOT:

- i. Accept title or decoration that may not be in the interest of his agency and the nation.
- ii. Seek or accept a title or decoration that may entail conflict of interest; and
- iii. Accept a title or decoration without prior approval of the Royal Government or an appropriate authority

3.2.18. A civil servant shall not engage in sexual harassment. Sexual harassment means an “unwelcome verbal, visual, or physical conduct of a sexual nature that affects working conditions or creates a hostile work environment”.

3.2.18.1. A civil servant SHALL:

- i. Avoid and discourage using words and gestures that may be sexually offensive or suggest sexual interest.
- ii. Communicate and provide feedback if what his superiors and colleagues/subordinates do or say is professionally or morally unacceptable; and
- iii. Report to appropriate authority without fear or prejudice if the situation does not improve.

- iv. Maintain confidentiality of identity and ensure protection of the informant.

3.2.18.2. A civil servant SHALL NOT:

- i. Pass lewd remarks to his clients and colleagues.
- ii. Engage in physical gestures or activities that may suggest sexual interests; and
- iii. Use his position to gain or force sexual favour.

### 3.3. Private Trade and Employment


3.3.1. A civil servant shall not engage in private trade and employment and commercial activities.

3.3.1.1. A civil servant SHALL:

- i. Annually declare the business/trade of his spouse/dependents to the Agency where the civil servant is employed through the Asset Declaration system; and
- ii. Refrain from participation in the Tender Committee if there is a conflict of interest by way of participation of his spouse/dependant(s) or close relative/associates in the bid or the civil servant concerned has a direct interest in any of the parties competing in the bid.

3.3.1.2. A civil servant SHALL NOT:

- i. Become a member of the Board of Directors of a private company/public companies, institutes, NGO, Religious Organisation and CSO, etc. without prior approval of the Commission.
- ii. Be allowed to participate in the supply of goods and services by the spouse or dependents of the civil servant to the Agency where he is employed or has authority over it.
- iii. Become a member of the Editorial Board of any newspaper and other media and multimedia platforms.
- iv. Carry out consultancy services.

- 
- v. Be allowed to participate as a resource person/guest lecturer without prior approval of the immediate Supervisor.
  - vi. Act or produce movies and engage in other commercial entertainments.
  - vii. Hold majority shares of any company; and
  - viii. Communicate any information to the bidders, except those officially required.

### **3.4. Scope of Civil Service Values and Conduct**

- 3.4.1. Civil Service Values and Conduct detailed in this Chapter is not exhaustive or limited to it.

### **3.5. Accountability**

- 3.5.1. A civil servant concerned shall be accountable and liable for administrative actions for breach of Civil Service Values and Code of Conduct as prescribed in this Rule.
- 3.5.2. A civil servant in managerial and supervisory role shall be accountable to provide necessary leadership and control over his subordinates, amongst others, to ensure that there is no corruption or serious official misconduct amongst his subordinates.
- 3.5.3. A civil servant, particularly in a managerial and supervisory role, shall be liable for supervisory accountability in the event serious corruption or official misconduct charges are brought against his subordinates, for the lack of his supervision and reporting to authority.





Royal Civil Service Commission  
Royal Government of Bhutan

**COMMITMENT TO THE CIVIL SERVICE  
VALUES AND CODE OF CONDUCT**

1. I have received and read the Civil Service Values and Code of Conduct and I understand:
  - a. The standards and policies contained in the Civil Service Values and Code and that there may be additional policies or laws.
  - b. that I can obtain clarification on any aspect of the Values and Code from the relevant officer (C/HROs)/authority (RCSC); and
  
2. I understand and agree that:
  - a. This Code forms part of my terms of my employment in the Civil Service and I shall comply with the Values and Code at all times.
  - b. In the event I violate any of the values and Code of Conduct, my agency may take disciplinary actions against me, up to and including termination of my employment.

Employee Name: .....

Employee ID No.: .....

Signature: .....

Date: .....

**Note:**

- i. Please sign and return this form to the Human Resource Service/Division of your Agency.
- ii. HRS/D to file a copy in the personal file of the civil servant concerned and send a copy to the RCSC.



Royal Civil Service Commission  
Royal Government of Bhutan

**DECLARATION OF CONFLICT OF INTEREST**

I,..... (name), bearing CID/EID No: .....,

(Position Title).....(Agency).....

as per the provisions of Chapter 3 of the BCSR 2023, I declare that in serving as a member

of.....(Committee) in.....(Agency):

- I do not have or anticipate any Conflict of Interest. I shall notify the Agency concerned immediately in the event such interests arise in the course of or before discharging my duty;

OR

- I do have Conflict of Interest in view of the following reason(s):

• Family Member:.....

• Close Relative: .....

• Close Friend: .....

• In-Laws:.....

• Enemy: .....

• Others: .....

I hereby confirm that the above information is true to the best of my knowledge. In the event the above declaration is found to be incorrect, I shall be liable for administrative/ legal action.

Date: .....

Place: .....

Signature: .....

**BHUTAN CIVIL SERVICE  
RULES AND REGULATIONS  
2023**

CHAPTER 4  
**RECRUITMENT, SELECTION  
AND APPOINTMENT  
- *REGULAR AND CONTRACT***



## CHAPTER 4: RECRUITMENT, SELECTION AND APPOINTMENT - REGULAR AND CONTRACT

### 4.1. Policy

- 4.1.1. Provide equal opportunity for employment and career advancement through recruitment, selection and appointment in the Civil Service on the basis of merit, qualification, competency and a fair and open competitive selection process.
- 4.1.2. Recruit the most qualified and capable candidate with the right attitude for the right job to ensure professionalism in the Civil Service.
- 4.1.3. Allow flexible HR management for the following:
  - 4.1.3.1. Time-bound projects and programmes;
  - 4.1.3.2. Meeting short term and urgent HR requirements in the Civil Service;
  - 4.1.3.3. Regular positions where there are deployment or other challenges resulting from ad-hoc policy changes;
  - 4.1.3.4. Assess/experiment new positions to validate requirements;
  - 4.1.3.5. Positions which may become redundant or irrelevant in the future; and
  - 4.1.3.6. Recruitment of expatriates to be considered only when Bhutanese citizens with requisite qualification, experience, and skills are not available.
- 4.1.4. Maintain a small, compact and efficient Civil Service.

### 4.2. Types of Employment

- 4.2.1. Recruitment shall be conducted for four types of employment as follows:
  - 4.2.1.1. Regular
  - 4.2.1.2. Contract
  - 4.2.1.3. General and Elementary Services
  - 4.2.1.4. International Volunteers

**4.3. Regular Recruitment**

4.3.1. Strategy

- 4.3.1.1. Determine existing as well as emerging vacant positions in the Civil Service through a periodic ODE and five year staffing plan supported by annual recruitment plan.
- 4.3.1.2. Recruit university graduates through competitive examinations conducted in accordance with Chapter 5 for appointments into PMC.
- 4.3.1.3. Regular appointments into the Civil Service for all positions under the PMC category shall generally take place with effect from 1st January of each year.
- 4.3.1.4. Regular appointments for SSC and OC shall take place year round provided it is in accordance with the approved staffing pattern and available vacancies in the agencies.

4.3.2. Authority

4.3.2.1. The authority for recruitment, selection and appointment into the Civil Service including the delegated authority based on the position category shall be as follows:

Sl. No.	Position Category	Authority
i.	PMC	RCSC
ii.	SSC	Agencies
iii.	OC	Agencies

4.3.3. Eligibility

- 4.3.3.1. A candidate is eligible for recruitment, selection and appointment as regular employee, if the candidate:
- i. Is a Bhutanese citizen;
  - ii. Meet the minimum qualification requirements specified for the particular position as per the Position Directory and Job Description;
  - iii. Have attained at least 18 years of age and is not more than 40 years on the date of appointment for pre-service candidates; and

- iv. For in-service, they shall meet the minimum qualification required and have no service obligation to their Agency.

#### 4.3.4. Disqualification

- 4.3.4.1. A candidate shall not be eligible for recruitment, selection and appointment if the candidate has:
  - i. The academic qualification which is availed through distance education or is not full time on campus course meeting the requirement of minimum contact hours;
  - ii. Been convicted of a criminal offence or is under investigation or prosecution for a criminal offence;
  - iii. Been superannuated, terminated or compulsorily retired from employment.
  - iv. Been adjudged medically unfit by a competent RGoB medical doctor for employment
  - v. Intentionally provided false information in the application for employment or used fraudulent practices in the recruitment examination;
  - vi. Furnished fake/forged testimonials/documents;
  - vii. Failed to furnish testimonials as required under the Civil Service Rules;
  - viii. Participated in politics and had not completed the minimum 'cooling off period' of one year; and
  - ix. Been separated on Early Retirement Scheme (ERS).

#### 4.3.5. Recruitment Planning Process

- 4.3.5.1. The recruitment planning process shall be aligned to the Five Year Plan (FYP).
- 4.3.5.2. The RCSC in consultation with the Agency shall determine the staffing pattern and strength required for the Agency as per procedures in the HR Manual.

- 4.3.5.3. For positions that are parented, the Working Agency shall consult with the Parent Agency concerned prior to initiating the annual recruitment.
- 4.3.6. Selection
- 4.3.6.1. The selection of candidates shall be based on the fair and competitive selection process by a selection panel as empanelled by the Agency.
- 4.3.6.2. The procedures for vacancy announcement, document requirement, shortlisting process and selection shall be as prescribed in the HR Manual.
- 4.3.7. Appointment
- 4.3.7.1. The RCSC shall appoint university graduates selected through the competitive examination in the PMC positions as per the BCSE guidelines upon completion of the pre-service training programme of the RCSC.
- 4.3.7.2. The Agency shall appoint the successful candidates in the SSC and OC category as per the procedures prescribed in the HR Manual.
- 4.3.7.3. A selected candidate before the appointment into the Civil Service shall be required to undergo mandatory drug tests. Failing to produce a negative drug test result shall lead to disqualification for appointment into the Civil Service. The vacancy shall be offered to the next qualified candidate in order of merit.
- 4.3.7.4. The Agency as per the delegation of authority shall submit the details of selected candidates as required through the online system.
- 4.3.7.5. If in-service candidates selected involve inter-Agency transfer/ Change in MOG/Change in Super Structure, the authority to approve and issue the inter-Agency transfer order shall be as per Section 13.3 for which, the following documents shall be submitted to the RCSC:
- i. No Objection Certificate from Parent Agency endorsed by the HRC; and
  - ii. Valid Audit Clearance.
- 4.3.7.6. Agencies shall allot Employee Identity (EID) number upon completion of the recruitment process.



4.3.7.7. In the event the selected candidate withdraws his candidature or a similar vacancy arises in the same Agency within a period of three months from the endorsement of the result by the HRC, the post may be offered to the next candidate in order of merit of the selection result subject to fulfilling the predetermined minimum cut-off percentage.

4.3.7.8. A civil servant shall be eligible for transfer only after serving a minimum of three years, including probation period, from the date of initial appointment as per Section 13.4.5.1.

#### 4.3.8. Probation

4.3.8.1. A candidate selected for appointment shall initially be placed on probation for a period of one year before his appointment to regular service is confirmed.

4.3.8.2. The probation period shall not be considered as part of active service for the purpose of promotion and long-term study leave.

4.3.8.3. A civil servant on probation shall be eligible for STT as per Section 7.6.2.

4.3.8.4. A civil servant on probation shall be entitled to leave as per Chapter 8.

4.3.8.5. An in-service candidate shall not be required to serve probation provided the service of the candidate has been regularised upon completion of one-year probation in the earlier position.

4.3.8.6. The probation period may be extended if the probationer fails to meet the required standards and falls below performance expectations.

#### 4.3.9. Orientation

4.3.9.1. A new employee shall undergo an onboarding process which the Agency shall conduct as per Section 7.4.2 and 7.4.3.

#### 4.3.10. Service Obligation

4.3.10.1. A candidate appointed through the BCSE shall have a minimum service obligation of four years of active service including probation or completion of pre-service training obligation whichever is higher.

4.3.10.2. A candidate appointed in the SSC and OC shall have a minimum service obligation of two years of active service including probation provided there are no other service obligations.

4.3.10.3. A civil servant resigning before fulfilling the obligation as per Section 4.3.10.1 or 4.3.10.2 shall forfeit his retirement benefits, except Provident Fund and Group Insurance Scheme benefits.

#### **4.4. Contract Recruitment**

##### **4.4.1. Category**

Contract service shall be categorised as:

##### **4.4.1.1. Regular Contract**

- i. The recruitment of employees under this category shall be against the approved staff strength to address the shortage of adequately skilled/trained human resources based on the following conditions:
  - a. There is a critical need for the specific qualification, skills, and experience in that position category;
  - b. The appointment at the Professional & Management Category shall be at one position level lower to the entry position for applicants with none or limited relevant work experience. However, an appointment at Supervisory & Support Category and Operational Category shall be at the entry position;
  - c. The employee shall be eligible for 30 percent contract allowance; and
  - d. Pay and benefits shall be as provided in Schedule 4/A.

##### **4.4.1.2. Consolidated Contract**

- i. The recruitment of employee under this category shall be against the approved strength for positions based on the following conditions:
  - a. There is an urgent requirement to fill vacancies in a particular position category;

- b. The appointment at the PMC shall be at one level lower to the entry position. However, an appointment at Supervisory & Support Category and the Operational Category shall be at the corresponding entry position level;
- c. The employee shall not be eligible for contract allowance; and
- d. Pay and benefits shall be as provided in Section Schedule 4/A.

#### 4.4.1.3. Time-bound project-based contract

- i. The recruitment, selection, appointment, and extension of an employee under this category shall be based on the following conditions:
  - a. There is a need for the specific qualification, skills, and experience;
  - b. The position level, remuneration, and other benefits shall be as decided by a steering committee of the project; and
  - c. Shall be recruited at the approved position level commensurate with job requirements.
- ii. For donor funded or other time bound projects, they shall follow their service terms and conditions, if any.
- iii. In the absence of service terms and conditions in the project documents, contract employees shall be governed by the Rule.

#### 4.4.1.4. Special Contract

- i. The recruitment of employee under this category shall be against the approved staff strength for highly specialised knowledge and skills with special pay package based on the following conditions:
  - a. There is a critical need and urgency of the specific qualification, skills, and experience;

- b. There is an acute shortage of such highly skilled human resource in the market;
- c. The appointment may not follow the existing pay structure and the monthly remuneration to be paid shall be recommended by RCSC and approved by RGoB;
- d. The employee shall not be eligible for contract allowance; and
- e. A contract agreement shall be developed and executed based on an individual contract between the employing Agency and the employee. The Agency concerned shall develop a separate contract agreement with specific terms and conditions, which shall be submitted along with the employee requisition for the RCSC's approval.

#### 4.4.2. Authority

4.4.2.1. The authority for approval of recruitment, selection and appointment into the Civil Service on contract are as follows:

Sl. No.	Contract Type	Authority
i	Regular Contract	RCSC
ii	Consolidated Contract for PMC and above	RCSC
iii	Consolidated Contract for SSC and below	Agency
iv	Time-bound project-based contract	Agency
v	Special Contract	RCSC

#### 4.4.3. Eligibility

A candidate applying for the post shall:

- 4.4.3.1. Meet all the minimum qualification requirements specified for the particular position as per the Position Directory and Job Description;
- 4.4.3.2. Have attained at least 18 years of age on the date of appointment; and
- 4.4.3.3. Not superannuate as per the superannuation age of the position category during the contract period.

#### 4.4.4. Disqualification

- 4.4.4.1. A candidate applying for the post shall not be eligible for recruitment, selection and appointment as determined by the disqualification in Section 4.3.4.1.
- 4.4.4.2. Notwithstanding Section 4.3.4.1, candidates who have been separated on ERS are eligible.

#### 4.4.5. General Terms

A contract employee shall:

- 4.4.5.1. Initially, be appointed for a maximum period of three years;
- 4.4.5.2. Be appointed for a contract term aligned to coincide with the end of the academic session in the case of Teaching Profession;
- 4.4.5.3. Abide by the Civil Service Values and Conduct;
- 4.4.5.4. Abide by the terms and conditions specified in the agreement and the Rule;
- 4.4.5.5. Intra-agency transfer may be considered for contract employees without any cost to the Government. In the case of inter-agency transfer, it may be considered after serving a minimum of five years without any cost to the Government.
- 4.4.5.6. Not be placed on probation;
- 4.4.5.7. Not be eligible for extraordinary leave; and
- 4.4.5.8. Be subject to Performance Appraisal by the agency.

#### 4.4.6. Recruitment, Selection and Appointment Procedure

- 4.4.6.1. The recruitment, selection and Appointment procedures shall follow the HR Manual.

#### 4.4.7. Extension and Renewal

- 4.4.7.1. The Agency may extend or renew the contract, subject to the agreement of both the employer and employee, for periods of up to three years at a time, not beyond the age of superannuation.

4.4.7.2. In the case of teaching profession, the extension shall be granted to coincide with the end of the academic session.

4.4.7.3. The criteria for contract extension and renewal shall be based on the following:

- i. Minimum performance and potential of Good/Meeting expectation and above with exception for one PME per contract term;
- ii. Leadership Feedback of good and above for those in management positions;
- iii. Availability of vacancy; and
- iv. Clean service history which shall not contain any record of indiscipline, adverse report, misdemeanour, financial dishonesty, or any act that is considered as a violation of the Civil Service Values and Conduct and Administrative Discipline.

#### 4.4.8. Termination of Contract

4.4.8.1. A contract employee shall be liable to be removed from service at any time when the Agency finds his services are no longer required.

4.4.8.2. A minimum of three months' notice shall be issued by the party intending to terminate the contract before the expiry of the term. In the event of failure to serve the notice in advance of the required period, the defaulting party shall pay to the other the gross pay for the prescribed notice period, pro-rated on a monthly basis.

4.4.8.3. However, based on public interest, HRC may withhold premature contract termination up to a maximum period of six months from the notified date.

#### 4.4.9. Other Appointments

The Agency shall be the authority responsible for recruitment, selection, appointment, and extension of:

4.4.9.1. Temporary employees including field attachment of university graduates for approved, specific and time-bound activities up to a maximum of six months. However, such recruitments shall be subject to availability of approved budget and HRC's approval.

4.4.9.2. Local recruits working in Embassies/Missions/Consulate Offices as per the approved positions under the terms and conditions approved by MoFAET.

#### 4.4.10. Remuneration, Benefits and Training

##### 4.4.10.1. Remuneration

- i. The Agency shall during the employment period, pay to the contract employee, pay and allowances as per the Pay Fixation specified in Part-II of Form 4/2.
- ii. The Civil Service promotion rules shall not apply to the contract employees. However, the agencies may consider revision of the terms and conditions for payment of a higher salary or assignment of a higher position level when the contract is renewed after a minimum period of five years of service based on performance. Contract upgradation shall be delayed by one year for every performance rating of “Partially Meeting Expectation”.
- iii. Annual increment shall be given to regular contract employees following the pay scale structure. The employees under consolidated contract and the special contract shall not be eligible for annual increment.
- iv. As and when the Civil Service pay is revised, remuneration of contract employees shall also be revised accordingly, where admissible, as per the prevailing financial rule.
- v. For the purpose of payment of salary, in the event of the death of an employee, salary shall be paid for the whole month.

##### 4.4.10.2. Training

- i. Be eligible for profession related in-country and ex-country STT. However, for ex-country STT, the programme shall be skills based or leading to greater specialisation and the candidates shall have at least 6 months minimum service after the end of the course (prior to the contract end date).
- ii. The HRC shall ensure that only relevant employees are nominated for the training.
- iii. HRC shall rationalise on the frequency of the employee’s training.

- iv. DSA and related expenses shall be payable as per the existing financial rules.

#### 4.4.10.3. Leave

A contract employee shall be eligible for the following categories of leave except for EOL and Study Leave.

- i. Casual Leave, Bereavement Leave and Paternity Leave shall be as per the relevant sections in Chapter 8 of the Rule.
- ii. Maternity Leave
  - a. The employee shall be eligible for Maternity Leave as per Section 8.7 of the Rule if the employee has served a minimum of 12 months of service.
  - b. However, if the employee has not completed 12 months of service before applying for the leave, she shall be eligible for three months of Maternity Leave.
  - c. New appointees who are within the maternity period (3 months) shall be eligible for the balance Maternity Leave, calculated from the date of delivery of child(ren).
- iii. Annual Leave
  - a. The employee shall be eligible for Annual leave of 21 working days in a year provided the contract term is one year or more. However, employees recruited for less than one year will be eligible for Casual leave of 10 working days.
- iv. Medical Leave
  - a. The employee, who has been certified as incapable of performing duties due to illness or injury shall be granted Medical Leave up to a period of one month on production of a medical certificate from a certified medical doctor in Bhutan per contract term. The HRC may grant extension based on medical reports but such extension shall not exceed 30 days inclusive of weekends and public holidays per contract term.



- b. The employee on Medical Leave shall be entitled to Gross Pay. However, medical leave beyond one month shall be leave without pay per contract term.
  - c. If the Medical Leave exceeds two months at a time, the employer shall terminate the contract without notice whereby the employee shall be paid gratuity for the completed years of satisfactory service and repatriation benefits.
- v. Medical Escort Leave
- a. The employee shall be granted Medical Escort Leave for a maximum period of one month to escort direct dependents. The HRC may grant extension based on medical reports but such extension shall not exceed 30 days inclusive of weekends and public holidays per contract term. The leave beyond one month shall be leave without pay per contract term.
  - b. The employee on Leave shall be entitled to Gross Pay. However, leave beyond one month shall be leave without pay per contract term.
- vi. Difficult Area Allowance, Professional Allowance, Uniform Allowance, and Radiation Allowance shall be paid to the contract employees as per Chapter 9.
- vii. Housing Allowances
- a. The employee shall be eligible for house rent allowance, where admissible, as per the prevailing financial rules.
  - b. However, if Government accommodation is provided, house rent shall be deducted as per the prevailing rules.
- viii. Medical Facility
- a. Medical treatment for a contract civil servant and his family members shall be provided by the Government as per the medical treatment rules.

- ix. Pension, Provident Fund and Insurance Scheme
  - a. Pension, Provident Fund and Government Employee Group Insurance Scheme shall be in accordance with relevant laws and regulations of the RGoB.
- x. Compensation
  - a. In the event of death, injury, or illness attributable to the performance of service under the terms of the contract, the employee shall be entitled only to compensation payable under Government Employee Group Insurance Scheme admissible for the Position Level.
- xi. Deduction
  - a. Tax deducted at source for Personal Income Tax (PIT) and other statutory deductions shall be made according to the prevailing rules.

#### 4.4.10.4. Terminal Benefit

- i. Gratuity
  - a. A contract employee shall be entitled to receive one month's last basic pay as gratuity for every completed year of contract service. For the teaching profession, every completed academic year shall be considered for the purpose of calculating gratuity.
  - b. In the event the employee initiates and terminates the contract before the expiry of the contract term, three month's notice should be given to the employer to avail the gratuity for the completed year of contract service.
  - c. In the event the employer terminates the contract, the gratuity shall be paid for the completed year of contract service. However, when the employee's contract is terminated by the employer on the grounds of non-performance or misconduct or breach of contract terms and conditions, he shall not be eligible for gratuity.
  - d. In the event of the employee's death while in service, the gratuity shall be payable to the nominee(s) of the employee for the completed year of contract service.

ii. Repatriation Benefits

- a. The following repatriation benefits shall be payable to the employee only once during the entire Civil Service period, irrespective of changing the status or terms of appointment:
  1. Transfer grant according to the prevailing rules;
  2. Travel allowance of an amount equal to the last basic pay; and
  3. Transport charge of personal effects pegged to a position as per prevailing rules.
- b. Repatriation benefit shall, however, not be permissible on the following conditions:
  1. When the employee's contract is terminated by the employer on grounds of non-performance or misconduct or breach of contract terms and conditions; or
  2. When the employee initiates and terminates the contract before the expiry of the initial contract term; and
  3. When the service status has changed from contract to regular Civil Service. The exception shall be if the employee is required to travel to his new place of posting. The benefits shall be as specified under Section 9.11.

4.4.10.5. Mode of Payment

Remuneration, allowances and all other entitlements under the Rule shall be payable in Ngultrums except those working in Embassies, Missions, Consulate Offices and other RGoB establishments abroad.

**4.5. General and Elementary Service**

4.5.1. Strategy

- 4.5.1.1. Endeavour to outsource these services to private parties including individuals, whenever it is cost effective, in order to minimise the

appointment of General Service Personnel (GSP) and Elementary Service Personnel (ESP) and gradually replace such appointments based on the approval of the RCSC.

- 4.5.1.2. The Agency shall seek RCSC's approval to outsource the services provided by GSP/ESP.
- 4.5.1.3. GSP and ESP shall be recruited to meet the current requirement of semi-skilled and low skilled service personnel in the Government.
- 4.5.1.4. The appointment of GSP/ESP shall be from the local community to the extent possible.
- 4.5.1.5. Prior approval shall be sought from the RCSC in the event there is a need to recruit non-Bhutanese in exceptional cases.

#### 4.5.2. General Rule

- 4.5.2.1. The positions under the GSP/ESP against which appointments shall be made are given in Schedule 4/B and 4/C which may be revised from time to time.
- 4.5.2.2. GSP/ESP are not considered as Contract employees and their reference in this rule will be made explicitly as GSP/ESP.
- 4.5.2.3. Recruitment of GSP/ESP shall be as per the standard prescribed by the RCSC and shall not be part of the Civil Service.

#### 4.5.3. Authority

- 4.5.3.1. The appointment of GSP/ESP shall be made by the agency concerned based on the standards and numbers approved by RCSC.
- 4.5.3.2. The standards for new positions of GSP/ESP shall be reviewed by the RCSC as and when need arises.
- 4.5.3.3. The appointment of GSP/ESP in the regional/field offices may be delegated by the HRC to the appropriate Recruitment and Selection Committee headed by the Head of the regional/field offices. However, HR Division/Services shall provide all technical backstopping and maintain proper records.

#### 4.5.4. Recruitment and Selection Procedures

- 4.5.4.1. The Recruitment and Selection Committee shall observe the Civil Service Values and Conduct as enshrined in the Rule including declaration of “Conflict of Interest” as per Form 3/2.
- 4.5.4.2. The recruitment and selection of the GSP and ESP shall be in compliance with the HR Manual.

#### 4.5.5. General Terms of Appointment

- 4.5.5.1. A candidate shall be a Bhutanese citizen.
- 4.5.5.2. A candidate shall have attained a minimum age of 18 years and is not more than 50 years at the time of recruitment.
- 4.5.5.3. Physical fitness of the candidate shall be taken into account.
- 4.5.5.4. A selected candidate shall submit a drug test report prior to appointment. If the selected candidate fails the drug test, the position shall be offered to the next candidate in order of merit ranking.
- 4.5.5.5. Initially be appointed for a maximum period of three years.
- 4.5.5.6. A GSP/ESP shall sign an agreement with the agency specifying the terms and conditions at the time of appointment as per Form 4/1.
- 4.5.5.7. Performance appraisal of GSP/ESP shall be done on the agreed core competencies only.
- 4.5.5.8. A GSP/ESP shall not be eligible for transfer. However, transfer may be facilitated after serving a minimum of five years within the Ministry/ Dzongkhag/Thromde but without any cost to the Government;
- 4.5.5.9. A GSP/ESP shall not be employed beyond 57 years of age.
- 4.5.5.10. A GSP/ESP shall be governed by Chapter 3 on Civil Service Values and Conduct of the BCSR.
- 4.5.5.11. The Appellate Authority to review the decisions taken by the Disciplinary Committee shall be the RCSC.

- 4.5.5.12. Disciplinary cases after establishing, beyond reasonable doubt by the Agencies, the need for criminal prosecution in the court of law shall be forwarded to the court of law through the Office of the Attorney General.

## 4.6. Remuneration and Benefits

A GSP/ESP shall be eligible for the following remuneration and benefits only.

### 4.6.5.1. Remuneration

- i. The remuneration of a GSP/ESP shall be fixed at the minimum pay scale and shall be entitled to annual increment.
- ii. A GSP/ESP appointed under the Rule shall not be admissible for contract allowance.
- iii. A GSP/ESP shall be paid High Altitude allowance and Difficulty Allowance, as determined by the Government.
- iv. For the purpose of payment of salary, in the event of the death of an employee, remuneration shall be paid for the whole month.

### 4.6.5.2. Leave and Travel

- i. A GSP/ESP appointed under the provisions of the Rule shall be eligible for Leave as per Section 4.4.10.3.
- ii. A GSP/ESP shall be eligible for TA and DA as admissible to OC.

### 4.6.5.3. Medical Facility

The Government as per rules prescribed by the Ministry of Health shall provide medical treatment.

### 4.6.5.4. Housing

The GSP employee shall be eligible for house rent allowance, where admissible, as per the prevailing financial rules. However, if Government accommodation is provided, house rent shall be deducted as per the prevailing rules.

4.6.5.5. Training

GSP/ESP shall be eligible for mandatory job related in-country STT. However, they shall not be eligible for LTT and ex-country training/travel.

4.6.5.6. Pension, Provident Fund and Insurance

Pension, Provident Fund and Insurance of a GSP/ESP, shall be, in accordance with relevant laws and regulations.

4.6.5.7. Deduction

All statutory deductions shall be made in accordance with the relevant laws.

4.6.5.8. Gratuity

A GSP/ESP on separation from service shall be entitled for gratuity as follows:

- i. A GSP/ESP shall be entitled to receive one month's last basic pay as gratuity for every completed year of service;
- ii. In the event, the GSP/ESP initiates and terminates the contract before the expiry of the contract term, one month's notice should be given to the employer to avail the gratuity for the completed year of service;
- iii. In the event, the employer terminates the contract, the gratuity shall be paid for the completed year of service. However, when the employee's contract is terminated by the employer on grounds of non-performance or misconduct or breach of contract terms and conditions, he shall not be eligible for gratuity; and
- iv. In the event of the employee's death while in service, the gratuity shall be payable to the nominee(s) of the employee for the completed year of service.

4.6.5.9. Extension

- i. Extension of service for GSP/ESP shall be granted by the recruiting Agency as per HR Manual.

- ii. A GSP/ESP's service may be extended with the consent of both the Agency and the employee concerned for terms not exceeding three years at a time.
- iii. Extension shall be granted only to those having clean service history, which shall not contain any record of indiscipline, adverse report, misdemeanour, financial dishonesty, or any act that is considered as violation of the Civil Service Values and Conduct and Administrative Discipline.
- iv. Performance shall be the main criterion for extension.

#### 4.6.5.10. Termination of Service

- i. A minimum of one month's notice shall be issued by the party intending to terminate the service before expiry of the term. Gross pay of the employee concerned for the period of the stipulated notice period shall be paid by the defaulting party in the event of failure to give the required period of notice in addition to Section 4.4.10.4 (i) (b)
- ii. However, based on Public Interest, HRC may withhold premature contract termination by the GSP/ESP up to a maximum period of six months from the notified date.
- iii. The service of a GSP/ESP shall be terminated without any notice and payment of gratuity thereof, if the employee is found guilty of an administrative offence by the Disciplinary Committee.
- iv. A GSP/ESP shall be removed at any time if his service is not required and/or when the services are decided to be outsourced.

## 4.7. International Volunteers

### 4.7.1. General Terms

- 4.7.1.1. Recruit International volunteers in areas where requisite specialisation is scarce.
- 4.7.1.2. The RCSC shall determine the recruitment, and placement of International volunteers in the Agencies as per the International Volunteer Programme guidelines.



- 4.7.1.3. The RCSC/RGoB Agencies will execute the international MoU on volunteer programmes signed by the RGoB in coordination with the relevant volunteer office.
- 4.7.1.4. The RCSC may act as the coordinator for volunteer Programmes that do not have a designated office in Bhutan.
- 4.7.1.5. However, the RCSC shall be the final authority for approval/recruitment/extension/change of volunteer assignments in consultation with the volunteer coordinating Agencies.

#### **4.8. Accountability**

- 4.8.1. An appointment which does not conform to the Rule shall be treated as unauthorised, and hence it shall be revoked by the Agency/RCSC.
- 4.8.2. The authority responsible for the violations shall be accountable and liable for administrative actions.

**PAY AND BENEFITS OF THE EMPLOYEE ON CONTRACT**

<b>Pay and Benefits</b>	<b>Regular Contract</b>	<b>Consolidated Contract</b>	<b>ESP/GSP</b>
Contract Allowance	30 percent on Monthly Basic Pay (Minimum Pay + Increment)	Not permissible	Not permissible
Pay	As per the pay scale of the approved position level	Pay consolidated at the starting pay of the approved position level	As per the pay scale approved by the Government
Annual Increment	Permissible	Not permissible	Permissible
Leave	As per schedule 8/A		
House Rent Allowance	Permissible	Permissible	Permissible
TA & DA	Permissible	Permissible	Eligible as admissible to OC
Difficult Area Allowance	Permissible	Permissible	Permissible
Professional Allowance	Permissible	Permissible	Not Permissible
Uniform Allowance	Permissible	Permissible	
Radiation Allowance	Permissible	Permissible	
Training	Permissible	Permissible	Relevant in-country STT only
Gratuity	Permissible	Permissible	Permissible
Repatriation Benefit	Permissible	Permissible	Not Permissible

## POSTS UNDER GENERAL SERVICE

Sl. No.	Position Title	Agencies
1	Wet Cleaner	Hospitals
2	Ward Boy	Hospitals (minimum qualification: Class VIII)
3	Washer-man	Hospitals/Schools with boarding facilities
4	Mahout	National Parks
5	Boatman	National Parks
6	Cook/Baker	Institutes/Hospitals/Schools
7	Blaster	Department of Roads/Dzongkhags
8	Khangnyer	Dzongkhags
9	Banga Dungmi	Dzongkhags
10	Tringti Dungmi	Dzongkhags
11	Jhali Phumi	Dzongkhags
12	Survey Field Assistants	Agencies

## POSTS UNDER ELEMENTARY SERVICES

Sl. No.	Position Title
1	Cleaner (Wet/Dry)
2	Waiter/Waitress
3	Security Guard (normal)
4	Caretaker(Risup/Misup/Chunyer/Night Guard/Guest House/Nursery)
5	Syce
6	Farm Labourer/Attendant
7	Helper/Assistant: a. Silt; b. Store/Meteorology/Gauge and Discharge; c. Lab Utility; and d. Quarantine.
8	Animal/Fishery Attendant
9	Custom/Excise Constable
10	Gardener
11	Game Watcher
12	Handy Boy
13	Pasture Attendant
14	Blacksmith
15	Ghasi
16	Caregiver



Royal Civil Service Commission  
Royal Government of Bhutan

**CIVIL SERVICE EMPLOYMENT APPLICATION FORM**

**(Fill in BLOCK letters)**

1. Full Name: ..... Sex: M..... F.....  
Religion: .....
2. Village/Thromde: ..... Gewog: ..... Dzongkhag: .....  
Thram No: ..... House No: .....
3. Date of Birth (DD/MM/YYYY): .....  
Nationality: .....  
Citizenship ID No: .....
4. Post Applied for: .....
5. Email Address: .....
6. Mobile No: .....
7. Declaration:.....

Sl. No.	Particulars	Yes	No
i	I have been convicted of a criminal offence/corruption charges or is under criminal offence/corruption charges;		
ii	I have been terminated or compulsorily retired from employment.		
iii	I have been adjudged medically unfit for employment by a competent medical doctor;		
iv	I have intentionally provided false information in the application for employment or used fraudulent practices in the recruitment examination;		
v	I have furnished fake/forged testimonials/documents;		
vi	I have failed to furnish testimonials as required under the BCSR;		

vii	I have participated in politics (If Yes, move to Sl. No. viii, If No, move to Sl. No. ix)		
viii	I have completed the minimum 'cooling off period' of one year;		
ix	I have been otherwise disqualified by the Government for appointment in the Civil Service; and		
x	I have obligation to my former Agency.		

8. Academic Qualification: (please start with the Institute last attended)

Name of Institute	Subjects	Level of Qualification	Aggregate %	Start Date	End Date	Country

9. Marks obtained in percentage in the BCSE (if relevant):

- Exam category: .....
- Aggregate %: .....
- Position/Ranking: .....

10. Training:

Name of Institute	Field of Study	Duration	Start Date	End Date	Country

Employment History (if applicable):

Organisation	Position Held	Period		Appt. Status	Place Served	Reason for Change
		From	To			
Past Employment						

Present Employment: (attach No Objection Certificate)						

11. Declaration: I hereby declare that the information given herein is true and complete to the best of my knowledge. In the event of detection of false or misleading information, I understand that the RCSC shall withdraw/terminate my service without any recourse; confiscate all my transcripts/testimonials; debar from seeking employment in the Civil Service; and prosecute in the court of law for legal actions. I also undertake to abide by all the Rules and Regulations.
  
12. Oath of Allegiance: I pledge to serve *Tsa-Wa-Sum* with *Lue-Nga-Yi-Sum*.

Date:.....

Signature of Applicant: .....  
(Affix Legal Stamp)

**Note 1:**

*This form should be accompanied by the following documents:*

- i. Copy of valid citizenship identity card;*
- ii. Copies of academic transcripts and certificate(s);*
- iii. Copies of relevant training certificate(s);*
- iv. Medical fitness certificate;*
- v. Passport size photograph;*
- vi. No objection certificate, if employed;*
- vii. Ensure that online security clearance certificate is valid;*
- viii. Copies of certificate(s) on extra-curricular activities; and*
- ix. Any other documents specified in the vacancy announcement.*

**Note 2:**

*All original documents should be produced at the time of the interview.*

For use by the recruiting Agency

Verified by: .....

Agency: .....

Name: .....

Position Title: .....

EID No: .....

Signature: .....





Royal Civil Service Commission  
Royal Government of Bhutan

**AGREEMENT ON SERVICE TERMS  
AND CONDITIONS FOR CONTRACT EMPLOYEES**

**PART I: GENERAL CONDITIONS**

1. Agreement

THIS AGREEMENT is executed on ..... (DD/MM/YYYY) between (the RCSC/Agency), Royal Government of Bhutan, hereinafter called “the employer” and Mr/ Ms....., hereinafter called “the employee”.

WHEREAS the employer desires to engage the services of the contract employee on the terms and conditions hereinafter set forth; and

WHEREAS the contract employee is ready and willing to accept this engagement of service with the Government of Bhutan on these terms and conditions.

2. Nature of Service

The employer shall employ the employee on ..... contract and he shall serve the employer as ..... or in such other capacity/place/department as the employer may from time to time require.

3. Duration of Agreement

The employment hereunder shall be for a total period of ..... months commencing from the day ..... month ..... year ..... (hereinafter referred to as the contract period), subject to premature termination as hereinafter provided.

4. Documents

Upon joining duty in the organisation concerned, the contract employee shall send a copy of his joining report through the controlling officer concerned to the employer.

An expatriate contract employee shall produce a certificate issued by the police/local authority of the area of his home address, certifying that he is a bonafide inhabitant of that locality, or a letter from an Embassy of the country of which he is a national certifying/verifying the nationality of the individual concerned or a valid passport.

The contract employee shall sign an oath of adherence to the Civil Service Values and Conduct and confidentiality in the prescribed format.

## 5. Duty

The contract employee shall devote exclusively to duties or to such other duties as the employer shall reasonably assign to him and shall personally attend thereto at all times by day or by night (including Sundays and public holidays, if necessary) except in the case of illness or accident in which case the employee shall forthwith notify the employer of such illness or accident and shall furnish such evidence as it may require.

The contract employee shall promptly and faithfully obey, observe and comply with all lawful orders, instructions and directions of the employer and observe all the rules and regulations and instructions in force for and in respect of the Government of Bhutan's property and management thereof.

## 6. Civil Service Values and Conduct

The employee shall be bound by the Civil Service Values and Conduct prescribed in Chapter 3 of the BCSR and in particular shall:

- 6.1 At all times during the continuance of this Agreement use the best endeavours to promote the interest and welfare of the employer; and
- 6.2 Respect all the Bhutanese spiritual, traditional and cultural values and practices. Accordingly, the employee shall conduct at all times in accordance with the BCSR.

## 7. Remuneration and Allowance

- 7.1 The employer shall during the employment period, pay to the contract employee the pay and allowances specified in Part-II which shall be payable monthly in arrears on the last working day of every calendar month.

## 8. Leave

- 8.1 A contract employee shall be eligible for all the following categories of leaves except EOL and the Study Leave as specified in Schedule 8/A.
  - 8.1.1 Casual Leave, Bereavement Leave, Paternity Leave, Medical Escort Leave shall be as per the Chapter 8 of the Rule.
  - 8.1.2 Maternity Leave: The employee shall be eligible for Maternity Leave as per Section 8.7 of the Rule if the employee has served a minimum of 12 months of service. However, if the employee has not completed 12 months of service before applying for the leave, she shall be eligible for three months of Maternity Leave.

- 8.1.3 Annual Leave: The contract employee shall be entitled to 21 working days of annual leave. Such leave may be taken at any point during the fiscal year and shall not be eligible for monetary compensation or carryover to the subsequent year.

In an academic year, a civil servant in the Teaching Profession shall be entitled full paid vacation aligned to the school vacation cycle, therefore shall not be entitled to Annual Leave.

- 8.1.4 Medical Leave: The employee, who has been certified as incapable of performing duties due to illness or injury shall be granted Medical Leave up to a period of one month on production of a medical certificate from a certified medical doctor in Bhutan per contract term. The HRC may grant extension based on medical reports but such extension shall not exceed 30 days inclusive of weekends and public holidays per contract term.

The employee on Medical Leave shall be entitled to Gross Pay. However, medical leave beyond one month shall be leave without pay per contract term.

If the Medical Leave exceeds two months at a time, the employer shall terminate the contract without notice whereby the employee shall be paid gratuity for the completed years of satisfactory service and repatriation benefits.

- 8.1.5 Medical Escort Leave: The employee shall be granted the Medical Escort Leave for a maximum period of one month to escort direct dependents. The HRC may grant extension based on medical reports but such extension shall not exceed 30 days inclusive of weekends and public holidays per contract term. The leave beyond one month shall be leave without pay per contract term.

The employee on Leave shall be entitled to Gross Pay. However, leave beyond one month shall be leave without pay per contract term.

9. Difficult Area Allowance, Professional Allowance, Uniform Allowance, and Radiation Allowance shall be paid to the contract employees as per Chapter 9 of BCSR 2023.
10. Training: The employee shall be eligible for profession relevant STT.
11. Medical Facility

A contract employee and the family members shall be provided medical treatment by the Government as per the prevailing medical treatment rules.

## 12. Housing

The employee shall be eligible for house rent allowance, where admissible, as per the prevailing financial rules. However, if Government accommodation is provided, house rent shall be deducted as per the prevailing rules.

## 13. Pension, Provident Fund, and Insurance Scheme

Pension, Provident Fund, Government Employee Group Insurance Scheme shall be, in accordance with relevant laws and regulations.

## 14. Compensation

In the event of death, injury, or illness attributable to the performance of service under the terms of this Agreement, the employee shall be entitled only to compensation payable under Government Employee Group Insurance Scheme admissible for the grade of his post.

## 15. Deduction

Personal Income Tax and other statutory deductions shall be deducted according to the prevailing rules.

## 16. Terminal Benefit

### 16.1 Gratuity

A contract employee shall be entitled to receive one month's last basic as gratuity for every completed year of contract service. However, for the teaching profession, every completed academic year shall be considered for the purpose of calculating gratuity.

In the event the employee initiates and terminates the contract before the expiry of the contract term, three month's notice should be given to the employer to avail the gratuity for the every completed year of contract service.

In the event the employer terminates the contract, the gratuity shall be paid for the completed year of contract service. However, when the employee's contract is terminated by the employer on ground of non-performance or misconduct or breach of contract terms and conditions, he shall not be eligible for gratuity.

In the event of the employee's death while in service, the gratuity shall be payable to the nominee(s) of the employee for the completed year of contract service.

## 16.2 Repatriation Benefit

16.2.1 The following repatriation benefits shall be payable to the employee only once during the entire Civil Service period, irrespective of changing the status or terms of appointment:

- i. Transfer grant according to the prevailing rules;
- ii. Travel Allowance of an amount equal to the last basic pay that the employee is entitled to at the time of repatriation; and
- iii. Transport charge of personal effects as per the prevailing rules.

16.2.2 However, repatriation benefit shall not be permissible on the following conditions:

- i. When the employee's contract is terminated by the employer on ground of non-performance or misconduct or breach of contract terms and conditions;
- ii. When the employee initiates and terminates the contract before expiry of the initial contract term; and
- iii. When the service status is changed from contract to regular or regular to contract, except if required to travel to a new place of posting which should be as per Section 9.11 of the BCSR 2023.

## 17. Mode of Payment

Remuneration and allowances and all other entitlements under the agreement shall be payable only in Ngultrum.

## 18. Rights and Obligations of the Employee

19.1 The rights and obligations of the contract employee are strictly limited to the terms and conditions of this Agreement. Accordingly, the contract employee shall not be entitled to any benefit, payment, subsidy, compensation or entitlement, except as expressly provided in this agreement.

19.2 The employee shall be solely liable for claims by third parties arising from the employee's own negligent acts or commissions in the course of performing this agreement, and under no circumstances shall the Government of Bhutan be held liable for such claims by third parties.

- 19.3 The title rights, copyrights, and all other rights of whatever nature in any material produced under the provision of this agreement by the employee shall be vested exclusively with the Government of Bhutan.
- 19.4 The employee shall not, at any time during the continuance of his employment hereunder, acquire or attempt to acquire any option or concession in Bhutan for him or any other person.
- 19.5 The employee shall not draw, accept or endorse any bill on behalf of the employer or in any way pledge the credit of the employer except so far as he may have been authorised by the employer either generally or in any particular case.

## 20. Unpublished Information

- 20.1 The contract employee shall not communicate to any person, Government, or other Agency of the Government of Bhutan any unpublished information made known to the employee by reason of his association with the Government of Bhutan except as required by this assignment or upon written authorisation by the Government of Bhutan.
- 20.2 The contract employee shall not advertise or publicise his association with the Government of Bhutan under this agreement. Nor shall the name, letterhead, emblem, or official seal of the Government of Bhutan be used for business or professional purposes or otherwise without the prior written approval of the Government of Bhutan. Such materials intended for official use by employees of the Government of Bhutan should not be permitted to come into the possession of persons who might make unauthorised use of them, and shall not be used for personal purposes. The provision shall survive the expiration or termination of this agreement.

## 21. Confidentiality and Non-competition

The Government of Bhutan requires, and the contract employee agrees that, during the term of the employment and at any time thereafter, the contract employee shall retain in confidence and not divulge or make available without the Government of Bhutan's advance written consent to any person, firm, corporation, or entity other than the Government of Bhutan or its designee, any information whatsoever. This includes the written embodiments of the services for the Government of Bhutan, in reports, studies, or the like, acquired or developed during the term of employment, which relates to or concerns the business or operation of the Government of Bhutan or of its clients or customers.

## 22. Renewal of Contract

Not less than six months before the date of which the contract employee's residential

service in Bhutan under this Agreement is due to expire, he shall inform the employer in writing whether he desires to remain and continue in the service of the employer, who shall thereupon consider whether to re-engage the contract employee, provided that any such re-engagement shall be upon such conditions, including the duration of the new contract, as shall be agreed upon between the employer and employee.

The criteria for contract extension and renewal shall be based on Performance Rating, Availability of vacancy and Clean service record.

Any notice to be given hereunder shall be given in writing and be delivered or sent by registered post to the employer, and any complaint or application of the employee shall in the first instance be addressed to the head of the office of the employing Department/ Agency.

### 23. Termination of Contract

A contract employee shall not be indispensable to the Government of Bhutan and hence shall be liable to be removed from service at any time when the Government finds his services redundant or in violation of any of these provisions.

A minimum of three months' notice shall be issued by the party intending to terminate the contract before expiry of the term. In the event of failure to serve the notice in advance of the required period, the defaulting party shall pay to the other, the gross pay of the employee for the stipulated notice period, pro-rated on a monthly basis.

The required notice period should also be given to avail gratuity.

Notwithstanding the above clauses in the interest of the Public, HRC may withhold a voluntary resignation up to a maximum period of six months from the notified date.

### 24. Clearance Certificate

The contract employee shall be paid his retirement benefits upon completion of his assignment under this agreement upon production of a clearance certificate from the Royal Audit Authority and the employing Agency concerned.

.....  
Seal and Signature of Employer

.....  
Signature of Employee

**Note:**

*Employer and Employee to sign on all pages of this document*

**PART II: PAY FIXATION**

- 1. Position Title: ..... Position Level:.....
- 2. Agency:.....
- 3. Period of Contract
  - a. Initial appointment: from ..... to ..... (DD/MM/YYYY)
  - b. Renewal/Extension: from ..... to ..... (DD/MM/YYYY)
- 4. Contract Type (tick the relevant one): Regular ..... Consolidated ..... Special .....
- 5. Emolument
  - a. Basic Pay: Nu. ....[Nu. (in words) only]
  - b. Contract Allowance on monthly basic pay : (if eligible) Nu. ....
  - c. Annual Increment: (if eligible) Nu. ....
- 6. Other allowance (if entitled)
  - a. Professional allowance: Nu. .... per month
  - b. House rent allowance: Nu. .... per month
  - c. Uniform allowance: Nu. .... per month
  - d. Radiation allowance: Nu. .... per month
  - e. Difficulty area allowance: Nu. .... per month
  - f. Other allowances (specify)
    - .....
    - .....
    - ..... : Nu. .... per month



- 7. Gross Income (5+6) : Nu. .... per month
- 8. Deductions: All deductions such as Personal Income Tax, Health Contribution, House rent (if a Government house is allotted) shall be levied as per the prevailing rules.

.....  
Seal and Signature of Employer

.....  
Signature of Employee



**PART III: MISCELLANEOUS**

**Laws**

The Agreement shall be construed according to and be governed by the laws of the Kingdom of Bhutan.

**Appeal**

Any appeal due to breach of any of the terms and conditions under this agreement by either employer or employee shall have recourse to a legal action/arbitration in a court of law in the Kingdom of Bhutan only.

IN WITNESS WHEREOF, I, .....(employer) on behalf of the Agency and I,..... (employee), have hereto set our hands this day and year.

SIGNED by the contract employee .....

DD/MM/YYYY  
(Affix Legal Stamp)

In the presence of  
SIGNED for and on behalf of the Agency:.....

DD/MM/YYYY

In the presence of .....

**BHUTAN CIVIL SERVICE  
RULES AND REGULATIONS  
2023**

**CHAPTER 5**

**BHUTAN CIVIL SERVICE  
EXAMINATION FOR  
RECRUITMENT OF  
UNIVERSITY GRADUATES**



## CHAPTER 5: BHUTAN CIVIL SERVICE EXAMINATION FOR RECRUITMENT OF UNIVERSITY GRADUATES

### 5.1. Policy

- 5.1.1. Establish a fair, transparent, and merit-based examination system for the recruitment of university graduates in the Civil Service to select the best and the brightest.

### 5.2. Strategy

- 5.2.1. Ensure a rigorous, credible and merit based examination system called the Bhutan Civil Service Examination (BCSE).
- 5.2.2. This applies to all Bhutanese citizens who aspire to join the Civil Service as regular in the PMC positions.

### 5.3. Stages of Examination

- 5.3.1. Stage I: Preliminary Examination (PE):
  - 5.3.1.1. The objective of PE shall be to shortlist candidates for the ME by ensuring minimum standard required of a candidate.
  - 5.3.1.2. PE papers shall be common to all candidates.
  - 5.3.1.3. PE shall consist of objective type questions to test English and Dzongkha communication skills, logic and analytical, problem solving and data interpretation abilities, and general awareness/current affairs of the candidates.
  - 5.3.1.4. Candidates who achieve the minimum cut off marks as decided by the RCSC, shall be eligible to sit for the Main Examination (ME).
  - 5.3.1.5. Marks obtained in the PE shall not be carried forward to the ME and shall be valid only for that particular year/examination.
  - 5.3.1.6. The RCSC may waive the requirement of PE for categories of profession that are accredited and certified by a competent body to practise that profession, and when there are critical shortages of such profession.

### 5.3.2. Stage II: Main Examination

5.3.2.1. The objective of the ME shall be to test the candidate's core competencies and subject/general knowledge for final selection.

5.3.2.2. Candidates appearing the ME shall be grouped as per the following:

- i. Administrative Category;
- ii. Finance Category;
- iii. PGDE Category;
- iv. Technical Category;
- v. Dzongkha Category; and
- vi. B.Ed Category.

5.3.2.3. ME shall consist of three parts with the weight assigned against each part as follows:

<b>Examination Category</b>	<b>Administrative/ Finance/Education (PGDE)/Technical/ Dzongkha</b>	<b>Education (B.Ed)</b>
Part I: Academic Achievement	10%	20%
Part II: Written Examination	70%	60%
Part III: Viva Voce	20%	20%

5.3.2.4. The RCSC shall review weightage for the three parts of the examination periodically.

### 5.3.3. Part I. Academic Achievement

5.3.3.1. Academic achievement shall be assessed based on the marks obtained in the Bachelor's Degree from a higher education Institution recognised by the relevant competent authority. A candidate shall be required to produce both Class X and Class XII academic transcripts as documentary evidence if eligible as per Section 5.4.4.

5.3.3.2. A candidate having more than one Degree shall have the option to choose any one of the Degrees to be considered for the assessment while applying for the administrative category examination. However, for other categories of examination, the most relevant degree shall be considered for assessment where necessary.

5.3.3.3. In the case of a candidate whose result is based on a letter grading system, the grades shall be converted to percentage as per the conversion table given in Schedule 5/A if the conversion value is not specified in the transcripts issued by the university.

5.3.4. Part II. Written Examination (WE)

5.3.4.1. The WE papers shall be as follows:

Categories	Administrative/ Finance/ Education (PGDE)	Dzongkha	Technical	B.Ed
Paper I	Dzongkha	Dzongkha Language & General Knowledge	Language and General Knowledge	Dzongkha Language
Paper II	English & General Knowledge	English Language & Current Affairs	General Subject Knowledge (Common to subject groups)	English Language
Paper III	Bhutan and its (i) Socio-Political Institutions and (ii) Socio-Economic Development (Common paper for all Categories)	Buddhist Studies	Subject Specialisation paper (For specific position)	Teacher Aptitude Test

5.3.4.2. The weightage for the WE which carries 60%-70% of the ME shall be as follows:

Categories	Administrative/Finance/ Education (PGDE)/ Technical/Dzongkha	Education (B.Ed)
Paper I	15%	15%
Paper II	15%	15%
Paper III	40%	30%

5.3.4.3. The RCSC shall review the examination papers, and its weightage from time to time.

### 5.3.5. Part III. Viva Voce

- 5.3.5.1. Viva Voce shall be conducted in both Dzongkha and English languages by committee members appointed by the RCSC. The RCSC may review the composition of the interview panel from time to time.
- 5.3.5.2. The assessment shall be based on a total of 100 marks and each Interview Committee Member shall assess individually, except in areas where documentary evidence is required, in which case marking for that particular area shall be based on consensus.
- 5.3.5.3. The parameters for the viva voce (Interview Form) shall be reviewed by the RCSC periodically.

## 5.4. Eligibility

- 5.4.1. Be a Bhutanese citizen;
- 5.4.2. Have attained at least 18 years and not be older than 35 years for pre- service and 45 years for in-service candidates, as on the last date of online registration;
- 5.4.3. Have a minimum of Bachelor's Degree (full time on campus course meeting the requirement of the minimum contact hours) for a minimum duration of three years from an Institute recognised by the competent authorities in the relevant field. Candidates from Shedras who are awarded equivalent Bachelor's/Master's Degree in two years;
- 5.4.4. Have a minimum of two-year Bachelor's Degree acquired by candidates with a minimum of Class X and a Certificate or Diploma of two years or more, if duly validated by competent authorities empowered by an Act of the Parliament.
- 5.4.5. Meet the following qualification and subject requirements:

Category	Minimum qualification required
Administrative Service	Minimum of a Bachelor's Degree
Finance Service	Minimum of a Bachelor's Degree in relevant field: Commerce Economics Finance Accountancy Business Administration Business Management



Category	Minimum qualification required
Education Service	Minimum of a Bachelor's/Master's Degree with at least one relevant subject prescribed for the Bhutanese School Syllabus or Higher Educational Institute programmes and has obtained the minimum qualifying marks in the Bachelor's Degree and relevant subject Bachelor of Education (B.Ed)
Technical Service	Minimum of a Bachelor's Degree in relevant field Minimum of a Bachelor's Degree in Law with a PGDNL for law graduates

## 5.5. Disqualification

5.5.1. A candidate shall not be eligible to appear for BCSE if he has:

- 5.5.1.1. Been convicted of a criminal offence or is under investigation or prosecution for a criminal charge;
- 5.5.1.2. Been terminated or compulsorily retired from employment;
- 5.5.1.3. Been separated on ERS;
- 5.5.1.4. Been adjudged by a competent medical authority as mentally unsound;
- 5.5.1.5. Intentionally given false statements or used fraudulent practices in academic/BCSE;
- 5.5.1.6. Used fake/forged documents;
- 5.5.1.7. Failed to furnish testimonials as required under the Civil Service Rules; and
- 5.5.1.8. Participated in politics and not completed the required "cooling off" period of one year.

## 5.6. Authority

- 5.6.1. The RCSC shall be responsible for overall administration, coordination and management of BCSE.
- 5.6.2. The RCSC shall prescribe general standards and guidelines for the PE and ME.
- 5.6.3. The RCSC may liaise with relevant Council/Accreditation Agencies which are empowered by the Act of Parliament, to recruit university graduates for the PMC.

- 5.6.4. The RCSC shall call upon any entity or official from the relevant agencies in the Government to assist the Commission in the preparation and smooth conduct of BCSE, including facilities, and security personnel if required.
- 5.6.5. Any misconduct that breaches the confidentiality, credibility and legitimacy of the examination shall be liable for administrative and legal action by the RCSC.
- 5.6.6. Any breach of rules during the examination by a candidate shall be reported in writing to the RCSC by the Chief Invigilator. Such a candidate shall be liable for disciplinary/ legal action by the RCSC.

### **5.7. Setting Questions and Evaluating Answer Papers**

- 5.7.1. The RCSC shall appoint qualified officials/persons as resource persons to set the question papers as well as to evaluate the answer papers referring to the question item bank.
- 5.7.2. The RCSC shall adopt relevant technologies or methodologies to carry out assessment of the answer sheets/papers as the RCSC may deem appropriate.
- 5.7.3. The evaluation of answer sheets/papers shall be on the basis of alternate numbers, without disclosing the identity of the candidate by name and actual registration number.
- 5.7.4. The setting of question papers and evaluation of answer papers shall be conducted in strict secrecy. Any breach of the confidentiality of these processes by any official/person involved shall result in disciplinary/legal action as per the Undertaking executed with the RCSC.
- 5.7.5. The question setters, invigilators, evaluators and interview committee members and others so appointed shall be paid an honorarium.
- 5.7.6. The question setters, evaluators and interview committee members shall declare Conflict of Interest in the prescribed format given at Form 3/2.

### **5.8. Declaration of Result**

- 5.8.1. The RCSC shall publicly declare the results of the PE within one month, and the ME result with the rank in order of merit within 45 days from the date of the examination as per their registration number.
- 5.8.2. The RCSC shall provide opportunity for appeal, after charging an administrative fee for each paper for review within five working days from the date of declaration of the result. The revaluation of answer papers shall not be permitted, except for the recounting. The outcome of the appeal shall be delivered within seven working days from the last date for submission of appeal.

- 5.8.3. The RCSC shall preserve all records of the examination results. However, the answer script and other documents shall be preserved only for one year.
- 5.8.4. The RCSC shall not declare a candidate's result if he has not appeared in all three examination papers of WE, and Viva Voce.

## **5.9. Selection and Placement**

- 5.9.1. To be eligible for selection, a candidate shall be required to obtain at least 50% mark in the BCSE ME.
- 5.9.2. Placement of qualified candidates shall be based on merit ranking of the BCSE result, and availability of the vacancy, except for candidates who have received King's Scholarship and in-service candidate from/to a Constitution Office as decided in consultation with the office concerned.
- 5.9.3. A selected candidate before the appointment into the Civil Service shall be required to undergo mandatory drug tests.
- 5.9.4. Failure to produce a negative drug test result shall lead to disqualification for appointment and the BCSE result shall remain cancelled for that particular year, but be eligible to appear for the BCSE in the following year. The vacancy shall be offered to the next qualified candidate in the order of merit.
- 5.9.5. If a selected candidate withdraws his candidature before the start of the Post Graduate Diploma (PGD) Course, or within one month from the date of appointment for direct appointees, the RCSC shall offer the vacancy to the next standby candidate.
- 5.9.6. The placement of all qualified PGD candidates shall be based on merit ranking calculated on the aggregate percentage of the marks obtained in the BCSE (50%) and PGD course (50%) considering subject relevancy for teacher candidates.
- 5.9.7. For in-service (regular) candidates selected through the BCSE, Position Level and seniority shall be protected. However, for in-service (contract) candidates selected through the BCSE, their Position Level shall be protected or be appointed in the entry Position Level, whichever is higher if selected in the same super structure only. To be eligible for protection of their seniority, in-service (contract) employees must have served for a minimum of one year and fulfil the conditions specified below:
  - 5.9.7.1. If served only for one year and the performance score is PME, the candidate will be appointed at the entry position level.

- 5.9.7.2. If the candidate has served for more than one year and has a performance score of PME, their promotion to the higher level will be delayed by one year for every PME score.
- 5.9.8. In case there are tie-ranks in the final result of the ME for a single vacancy or the last vacancy available, a candidate with higher score in the Written Examination will be selected for the vacant position and subsequently by the Viva Voce score if there is a need to further break the tie in the WE scores.
- 5.9.9. An administrative fee of Nu. 5,000 shall be charged to those candidates who withdraw between the time period of signing the confirmation and before the oath taking ceremony to cover the administrative cost incurred for conducting the selection and placement.

#### **5.10. Post Graduate Diploma Course for candidates selected through the BCSE**

- 5.10.1. The RCSC shall be the authority to:
  - 5.10.1.1. Approve/discontinue any in-country PGD courses, and enforce any obligations for the PGD course.
  - 5.10.1.2. Approve, monitor and enforce all obligations arising from the PGD course for pre-service candidates.

#### **5.11. Entitlement for Remuneration and Leave**

- 5.11.1. All remuneration to the PG trainees shall be based on the approved rates by the Ministry of Finance (MoF) and paid by the Institutes.
- 5.11.2. For the in-country pre-service training, the TA/DA shall be as per the approved rates of MoF and paid by the Institutes.
- 5.11.3. For the in-country pre-service training, the TA/DA while on a field trip, shall be paid by the Institute concerned to the candidates at the rates determined by the Government.
- 5.11.4. Annual vacation and holidays shall be granted as per the schedule of the Institute.
- 5.11.5. In-service 'Graduate Selected through BCSE' required to undergo a pre-service PGD course shall be eligible for LTT only after serving two years of active service in the current position excluding probation period.
- 5.11.6. An in-service candidate shall not be eligible to receive his regular remuneration and benefits, but only the entitlements for the PG trainee as approved by MoF.

## **5.12. Pre-departure Procedure, Repetition, Extension and Withdrawal.**

- 5.12.1. A candidate selected for PGD courses shall attend a pre-departure briefing which will be conducted by competent authority of the RGoB/RCSC before the commencement of the course and shall sign the Legal Undertaking.
- 5.12.2. No candidate shall be allowed to defer/discontinue the course without the prior approval of the RCSC. A candidate seeking to defer/discontinue the course shall seek approval from the RCSC through the Institute concerned.
- 5.12.3. A candidate shall not be allowed to repeat/terminate or extend training for reasons within his control.
- 5.12.4. Notwithstanding Section 5.12.3 a candidate who is unsuccessful in completing the course may continue and complete the course but at his own expense. However, his appointment shall be along with the next cohort based on merit, irrespective of the course completion date.

## **5.13. Obligation**

- 5.13.1. A PGD candidate shall be liable to pay back the expenditure (including tuition fee waivers, bursaries, concession and quota, stipend and other expenditure) incurred to the RGoB as per the Undertaking signed if:
  - 5.13.1.1. Candidate discontinues the course within his control;
  - 5.13.1.2. Fails to serve two times the duration of the course;
  - 5.13.1.3. Does not report to RCSC upon completion of the PGD course;
  - 5.13.1.4. If the PGD candidate fails to pay financial obligations, the guarantor shall be liable to make the payment to the RGoB. Failure to do so will result in legal action as per the section 19.11.1 and being taken in accordance with the Undertaking and the laws of the country.
- 5.13.2. On successful completion of the PGD course, the candidate shall be appointed against a vacant position and be assigned appropriate Position Title as per the vacancy announcement.

## **5.14. Oath of Allegiance**

- 5.14.1. A candidate selected for an appointment shall execute an Oath of Allegiance.

**ACADEMIC CONVERSION TABLE**

<b>Grading</b>	<b>Marks in %</b>
A+	80
A	75
A-	70
B+	65
B	60
B-	55
C+	50
C	45
C-	40
D	35

**BHUTAN CIVIL SERVICE  
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**CHAPTER 6  
UNDERGRADUATE (UG)  
SCHOLARSHIP**





## CHAPTER 6: UNDERGRADUATE (UG) SCHOLARSHIP

### 6.1. Policy

- 6.1.1. To attract and develop outstanding talent for the Civil Service.
- 6.1.2. To cater to the needs for various HR professional requirements in the Civil Service.

### 6.2. Strategy

- 6.2.1. Adopt a fair, transparent; and merit-based system for selection of UG scholarships.
- 6.2.2. Institute programmes to nurture talent and inculcate values and ethos of the Civil Service for scholarship awardees.
- 6.2.3. In collaboration with the relevant Agencies, forecast and determine the professional requirements in the Civil Service, including prioritising field of studies.
- 6.2.4. The total number of UG scholarship slots and estimated budget outlay shall be determined on a five-year basis, aligned with the plan period and implemented annually.
- 6.2.5. Approved slots and field of studies shall be announced through mass media, the RCSC's website, and social media handles.

### 6.3. Types of Scholarship

- 6.3.1. There shall be two categories of scholarships:
  - 6.3.1.1. Kings' Scholarships (KS)
  - 6.3.1.2. Other UG Scholarships

### 6.4. Eligibility Criteria

- 6.4.1. Be a Bhutanese citizen.
- 6.4.2. Completed Class XII.
- 6.4.3. Possess a good academic performance in Bhutan Higher Secondary Education Certificate (BHSEC), or its equivalent as determined by the RCSC.

6.4.4. Any other criteria as determined by the RCSC .

## **6.5. Disqualifications**

6.5.1. Been adjudged by a competent medical authority as mentally incapacitated.

6.5.2. Intentionally gave false statements or used fraudulent practices in academic/ Civil Service examinations.

6.5.3. Used fake/forged documents.

6.5.4. Failed to furnish testimonials as required under the Civil Service Rules.

## **6.6. Selection and Award of Scholarships**

6.6.1. Selection criteria of candidates under the King's Scholarships (KS) shall be on the following criteria:

6.6.1.1. Academic performance of BHSEC/overseas results, a minimum score of 81% and above as detailed in the guidelines.

6.6.1.2. A minimum of 81% in psychometric tests.

6.6.1.3. Submission of a short video clip and written tests on a given topic.

6.6.1.4. Viva voce (Interview Rubrics/Interview framework), as outlined in the UG scholarship guidelines .

6.6.2. Selection criteria of candidates for other UG scholarships shall be as outlined in the guideline.

6.6.3. A candidate for scholarship shall be required to undergo mandatory drug tests. Failing to produce a negative drug test result shall lead to disqualification for the selection process.

## **6.7. UG Scholarship Entitlement**

6.7.1. Tuition fees shall be paid by the RGoB as per the approved rates of the respective colleges/universities of the countries;

6.7.2. Stipend and any other allowances and entitlements shall be at the rates approved by the RGoB;

6.7.3. Internship stipend for (MBBS/BDS) candidates shall be released only upon commencement of the internship period and after submission of the letter of enrolment for internship programme from relevant authorities;

- 6.7.4. In-country internship shall be granted only upon production of relevant registration certification from Bhutan Qualifications and Professionals Certification Authority (BQPCA);
- 6.7.5. KS awardees shall be entitled to round trip economy class air tickets which is the most direct and economical route (between the home country and place of their studies (at the time of commencement and completion of the courses) and they will be also entitled to additional round trip air tickets to attend the annual Semester Break Programme (SMBP) held in country.
- 6.7.6. Except for KS awardees, all other awardees shall be entitled to one round trip to travel back to the country.

## **6.8. Pre-departure Procedures and Signing of Undertaking**

- 6.8.1. The awardee and guarantor shall attend the pre-departure briefings conducted by the RCSC prior to the commencement of the course;
- 6.8.2. The awardee and guarantor shall sign the Undertaking during the pre-departure briefings in the presence of the dealing officers;
- 6.8.3. Candidates selected for overseas higher studies shall sign the ex-country undertaking and KS Undertaking, while those selected for studies at Government-approved private colleges shall sign the In-country undertaking form.
- 6.8.4. Assistance to Privately Enrolled Medical Students (APEMS) candidates shall sign the same legal undertaking as that of the full ex-country scholarship candidates;
- 6.8.5. Upon joining the institutes, awardees shall be required to submit course-joining reports as per the guidelines.

## **6.9. Course Extension, Repetition and Termination**

- 6.9.1. A candidate is not allowed to extend the duration except for reasons beyond individual control and with prior approval from RCSC.
- 6.9.2. A candidate must seek prior approval from RCSC for extension of course for reasons beyond their control, supported by relevant documents.
- 6.9.3. Approval for extension of study shall not be granted to undertake an additional or different course.
- 6.9.4. Course extension, except beyond individual control, shall be added to the service obligation period.

- 6.9.5. A candidate who is unsuccessful in completing the course shall continue and complete the course at his own expense after receiving approval of the RCSC.
- 6.9.6. A candidate discontinuing the course shall be liable to pay back the estimated or actual cost scholarship whichever is higher, to the RGoB as per the Undertaking signed.
- 6.9.7. The study and scholarship shall be terminated if the Undertaking clauses are violated.

#### **6.10. Requirement and Obligation**

- 6.10.1. A candidate shall be required to submit a semester/annual progress report to the RCSC for record and reference.
- 6.10.2. A candidate shall report to the RCSC with course completion evidence (academic certificate/transcript) within 21 days after the completion of the course.
- 6.10.3. Failure to report within a stipulated period shall be considered as “failed” and be liable for refund of obligations as per the Undertaking.
- 6.10.4. A candidate shall appear for the upcoming BCSE or the subsequent BCSE exams if unsuccessful until the candidate is appointed into a regular Civil Service or candidate’s service obligation is waived off by the RCSC.
- 6.10.5. The RCSC shall have the right to recruit UG scholarship candidates who fail to sit for BCSE or who do not get selected through BCSE on contract as per Chapter 4 until the completion of training obligations.

#### **6.11. Pre-departure Procedure**

- 6.11.1. A candidate selected for a UG scholarship shall attend pre-departure briefing (PDB) and sign an Undertaking with the RCSC.
- 6.11.2. The Undertaking or specific clauses of the Undertaking may be revised depending on the cost of scholarship, the criticality of specialisation and scholarship announcement.

#### **6.12. Obligation**

- 6.12.1. KS Awardees shall be required to serve in their respective earmarked ministries/agencies for a minimum duration of three times of the course duration upon selection and appointment in the civil service or be liable to pay an amount equivalent to three times the estimated or actual cost scholarship whichever is higher.

- 6.12.2. Other UG scholarship awardees shall be required to serve a minimum duration (including extension if approved) of two times of the course duration for candidates under regional countries and three times for scholarships in ex-country upon selection and appointment in the civil service.
- 6.12.3. In the event, the awardee fail to serve section 6.12.2, he shall be liable to pay an amount equal to two times/ three times the estimated or actual cost of scholarship (including tuition fee waivers, bursaries, concession and quota, stipend and other expenditure) or as per the undertaking, whichever is higher and will be dealt as per the section 19.11.1.

### **6.13. Placement**

- 6.13.1. Scholarship awardees under KS will be mandatorily placed in the earmarked agency by the RCSC upon successful completion of the BCSE.
- 6.13.2. Scholarship awardees under other scholarship categories shall be placed as per the merit ranking of the BCSE as per Chapter 5.

### **6.14. Approving Authority**

- 6.14.1. The RCSC shall be the authority to approve, monitor, and enforce all obligations arising from the ex-country UG scholarships earmarked for the Civil Service.



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**CHAPTER 7  
IN-SERVICE HUMAN  
RESOURCE DEVELOPMENT**





## CHAPTER 7: IN-SERVICE HUMAN RESOURCE DEVELOPMENT

### 7.1. Policy

- 7.1.1. Professionalise the Civil Service with required competencies aligned to profession to provide a high standard of citizen-centric services consistent with strategic objectives of the organisation.
- 7.1.2. Reduce the need for technical assistance from expatriates for specialised functions and services.
- 7.1.3. Institute a learning culture with civil servants equipped with the relevant knowledge, values, attitude and skills.

### 7.2. Strategy

- 7.2.1. Ensure Human Resource Development (HRD) programmes are implemented through demand-driven, a merit based and transparent system.
- 7.2.2. A variety of HRD strategies and programmes shall be implemented to enhance civil servants' competency. These shall include mentoring and coaching, on-the-job training, in-class training, blended learning, specialisation, job shadowing, stretch assignments and e-learning.
- 7.2.3. HRD needs of Agencies and civil servants shall be assessed through the following exercises:
  - 7.2.3.1. Five Year Strategic HRD Plan; and
  - 7.2.3.2. Annual Priority Exercise.
- 7.2.4. Introduce relevant and timely HRD interventions as a shared responsibility, through:
  - 7.2.4.1. RCSC initiated competency development;
  - 7.2.4.2. Agency initiated competency development;
  - 7.2.4.3. Supervisor supported professional development; and
  - 7.2.4.4. Individuals initiated self-development.
- 7.2.5. HRD interventions shall be guided by the following frameworks and implemented through a Five Year Strategic HRD Plan and Annual Priority Exercise:
  - 7.2.5.1. Leadership Capability Framework (LCF) for leadership and management training led by the RCSC; and

- 7.2.5.2. Competency Based Framework (CBF) for domain training led by respective agencies but coordinated through parent agencies.
- 7.2.6. These frameworks shall undergo periodic review to align with the strategic focus areas of the country.

### **7.3. Categories of HRD Programmes**

7.3.1. HRD programmes, availed by civil servants in their official capacity or as representatives of their Agency, irrespective of the funding source, shall be categorised based on their duration as outlined below:

7.3.1.1. HRD programmes of six months and below are defined as Short Term Training (STT); and

7.3.1.2. HRD programmes above six months are defined as Long Term Training (LTT).

7.3.2. Types of STT shall be as follows:

7.3.2.1. In-country or ex-country in-class Training/Certificate/Diploma course

7.3.2.2. Ex-country Attachment/Internship/Counterpart training

7.3.2.3. Ex-country Study Tour/Institutional visit

7.3.2.4. Ex-country Inspection/Procurement visit

7.3.2.5. Ex-country Workshop/Conference/Seminar/Symposium/ Forum/ Meeting

7.3.2.6. Ex-country Negotiation for Conventions/International representation

7.3.2.7. Any other ex-country official travels including participation as a Resource Person.

7.3.3. Types of LTT shall be as follows:

7.3.3.1. Sub-specialisation/Super specialisation

7.3.3.2. Ph.D

7.3.3.3. Specialisation/Fellowship/Residency

7.3.3.4. Master's degree

7.3.3.5. Non-degree Fellowship/Attachment/Counterpart/Internship

7.3.3.6. PG Diploma/PG Certificate

7.3.3.7. Bachelor's degree

7.3.3.8. Diploma

7.3.3.9. Certificate

7.3.3.10. Other forms of capacity development as determined by the RCSC

## 7.4. General rules

- 7.4.1. Learning management dashboard shall be used to enable:
  - 7.4.1.1. Individual civil servants to track relevant HRD requirements aligned to their CBF & LCF, and initiate continuous self-learning and development; and
  - 7.4.1.2. Supervisors to play a positive role in supporting civil servants' development journeys through planned HRD interventions.
- 7.4.2. New recruits in PMC shall be provided with onboarding programme as follows:
  - 7.4.2.1. A Civil Service-wide onboarding programme aligned with the LCF, irrespective of super structure, led by RCSC in collaboration with relevant institutions in the country;
  - 7.4.2.2. Onboarding programme aligned with the CBF, for Administration Service and Finance Service, led by RCSC in collaboration with relevant institutions in the country; and
  - 7.4.2.3. An agency-level Induction programme tailored to the specific agency's mandate, profession, and sector roles, led by the respective parent agencies.
- 7.4.3. New recruits in SSC and below shall be provided with an onboarding programme by their respective agencies in coordination with parent agencies aligned to the decentralisation of authority for recruitment.
- 7.4.4. Agency shall ensure effective succession planning and minimal disruption to service delivery while implementing HRD programmes.
- 7.4.5. The performance of a civil servant undergoing LTT shall be monitored and assessed for the purpose of HR actions.
- 7.4.6. A civil servant shall be eligible to avail study leave for LTT as per Section 8.11.
- 7.4.7. For positions that are parented, the Working Agency shall consult with the Parent Agency concerned prior to initiating LTT proposal.
- 7.4.8. A civil servant attending STT shall be relieved from office after completing due process and hence shall not take any form of leave to attend STT.
- 7.4.9. The Agency shall carry out monitoring and evaluation periodically to evaluate the impact of the HRD programmes on performance of the candidate and office.

- 7.4.10. Completion of HRD programmes shall not entail automatic enhancement of Position Level.
- 7.4.11. Service and position protection shall be ensured for civil servants on all HRD programmes. However, the position shall not be protected while pursuing a Bachelor's degree.
- 7.4.12. All STT and LTT programmes shall be processed through ZEST to uphold the principles of transparency, ensure due process, and record the data.
- 7.4.13. All multilateral and bilateral STT/LTT scholarship offers shall be routed through the RCSC.
- 7.4.14. MoFAET is responsible for high-level official delegations representing the country on regional and international issues led by the Head of Government and/or representatives approved by him and/or Head of Constitutional Offices. The Ministry shall issue guidelines on the eligibility criteria and procedures for processing nominations for such cases to ensure uniformity in application.

## 7.5. Training Gap Requirement for Availing HRD Programmes

- 7.5.1. Training gap is a minimum duration required to be maintained between two STT/LTT programmes as prescribed in Section 7.5.2, to avoid disruption to service delivery, ensure succession planning, rationalise the frequency and to provide equitable access to HRD programmes for all eligible civil servants.
- 7.5.2. Minimum training gap requirements shall be as follows:

Sl. No.	Category	Requirements	Remarks
i	STT to STT	Agencies to draw up the guidelines for requirement of minimum training gap and criteria, which must be approved by the RCSC.	Not applicable to in-country STT
ii	LTT to STT		
iii	STT to LTT	6 months	
iv	LTT to LTT	Need to complete LTT obligation	

## 7.6. Short-Term Training

- 7.6.1. Approving Authority for STT
  - 7.6.1.1. The Agency shall be vested with the authority to approve and implement STT, irrespective of the source of funding. However, for STT requiring fund support under RGOB and its affiliated projects, the agency shall secure approval for funding from RCSC and the MoF, prior to implementation of the STT.

7.6.1.2. STT for all positions shall be implemented as per the HR Manual.

#### 7.6.2. Eligibility for STT

A civil servant shall be eligible for STT when:

7.6.2.1. He is a regular civil servant. However, civil servants on probation shall be eligible for ex-country STT provided it is skills based or leads to greater specialisation.

7.6.2.2. Eligibility for contract employees to avail STT shall be as per Section 4.4.10.2;

7.6.2.3. The programme is relevant to his work and his position level;

7.6.2.4. He has completed training gap requirement as per Section 7.5.2;

7.6.2.5. He has at least six months to serve before superannuation at the time of commencement of the course.

7.6.2.6. He has not been selected for another training programme that is pending implementation.

7.6.2.7. He is not on secondment or EOL.

#### 7.6.3. Requirement during and after completion of STT

7.6.3.1. As a nominee of the RGoB, a candidate on STT shall adhere to the Civil Service Values and Conduct at all times.

7.6.3.2. A candidate on completion of the approved course shall return to Bhutan and report to the Agency immediately with the following:

- i. Training/Briefing Report and Feedback Schedule 7/A; and
- ii. Certificate (if applicable).

7.6.3.3. A civil servant shall serve a minimum of six months from the conclusion of their last STT, prior to resigning from the service or for availing EoL. Failure to comply with this requirement will render the candidate liable to pay one month's gross pay for every remaining month of STT obligation.

## 7.7. Long Term Training

### 7.7.1. Modes of LTT

Sl. No.	Modes of LTT	Description
1	Full-Time	A full-time LTT is one which meets the requirement of minimum contact hours on campus; is recognised by a competent authority; and allows one to be relieved from office for the entire duration of study leave
2	Mixed Mode	Mixed mode course is an arrangement for availing in-country award bearing programmes approved for Teaching Profession under MoESD, by attending the course during the winter/summer breaks. Exceptions to pursue such modes of study shall be made for special/strategic programmes determined by RCSC.
3	In-country Continuing Education	In-country Continuing Education, is an arrangement to enable the civil servants to upgrade their qualification to Class X, Class XII, Bachelor's Degree and Masters Degree level by attending classes after office hours from in-country institutes.

### 7.7.2. LTT Funding Types

Sl. No.	Funding Type	Description
1	RGoB funded (partial or full) scholarship	Where the civil servant receives the following from the RGoB during the study period: <ol style="list-style-type: none"> <li>Employment-related financial costs; and</li> <li>Scholarship-related financial costs (full or partial).</li> </ol>
2	Private funded/ Open scholarship	Where the candidate receives the following from the RGoB during the study period: <ol style="list-style-type: none"> <li>Employment-related financial costs.</li> </ol>

**Note:**

*Refer to the definition section for specific details regarding Scholarship-related financial costs and Employment-related financial costs.*

### 7.7.3. Approving authority for LTT

Sl. No.	LTT Mode and Type/Level	Approving Authority
	Full-Time In-country LTT (Master's Degree for teaching professions)	MoESD
	Full-Time Bachelor's degree	Working Agency
	Full-Time other types of LTTs	RCSC
	Mixed-Mode In-country LTT for the teaching profession	MoESD

Sl. No.	LTT Mode and Type/Level	Approving Authority
	In-country Continuing Education to attend classes after office (Class X & XII, Bachelor Degree & Masters Degree)	Working Agency

**Note:**

*Agency shall process LTT as per the HR Manual.*

7.7.4. Eligibility for LTT

A civil servant shall:

- 7.7.4.1. Be a Bhutanese citizen and a regular civil servant.
- 7.7.4.2. Avail studies that are relevant to his work and his position level and leads to greater specialisation. However, he will be allowed to pursue Bachelor's degree irrespective of relevance of the course as per Section 8.11.2 and upon completion of study, shall be placed on the waiting list if there is no vacant position as per Section 13.5.
- 7.7.4.3. Be 45 years of age or below at the time of commencement of the LTT. However, for scholarships administered by RCSC/Agency, a civil servant shall be 45 years of age or below at the time of the application deadline.
- 7.7.4.4. Not be allowed to pursue more than one LTT of the same level/degree. Exceptions shall be made for mandatory/special/strategic programmes determined by the RCSC.
- 7.7.4.5. Meet the training gap requirement as per Section 7.5.2.
- 7.7.4.6. Not be on Secondment, EOL, Maternity Leave, Medical Escort Leave or Medical Leave.
- 7.7.4.7. Have successfully cleared the drug test.
- 7.7.4.8. Have a minimum performance rating of 'Good' or 'Meeting Expectation' for the recent performance evaluation cycle.
- 7.7.4.9. Have served a minimum of two years of active service excluding the probation period, at the time of commencement of the course for civil servants selected through BCSE. Exceptions shall be made for critical services for pursuing specialisation programmes as prioritised by the RCSC.

- 7.7.4.10. Have served a minimum of four years of active service excluding the probation period, at the time of commencement of the course for all categories besides those covered under Section 7.7.4.9.
- 7.7.4.11. Have a Bachelor's degree and be selected through BCSE or in PMC level with Bachelor's degree to be eligible for pursuing postgraduate degree.
- 7.7.4.12. Have successfully completed Class XII for pursuing Bachelor's degree and Diploma.
- 7.7.4.13. Avail a maximum of three in-service LTT (if required) in the entire service period.
- 7.7.4.14. Produce a fitness certificate from the medical board if he had discontinued a training programme on medical grounds.

#### 7.7.5. Pre-departure procedure for LTT

- 7.7.5.1. A civil servant whose study leave is approved shall attend PDB and sign an Undertaking with the relevant Agencies as per the approving authority specified in Section 7.7.3.
- 7.7.5.2. The standard Undertaking or specific clauses of the Undertaking may be revised depending on the cost of scholarship, the criticality of specialisation and scholarship announcement.
- 7.7.5.3. In the event a candidate has left for LTT without completing the pre-departure requirements, his promotion shall be delayed by double the approved duration of the course from the due date of his promotion and his guarantor shall ensure that a signed Undertaking by the candidate is submitted within a month failing which the candidate shall be compulsorily retired.

#### 7.7.6. Requirement during and after completion of LTT

- 7.7.6.1. A civil servant on completion of approved course shall return to Bhutan and report in person to the relevant Agencies as per the approving authority specified in Section 7.7.3 within 21 days (including weekends and government holidays) from the course end date as per the LoA or any other superseding documents issued.
- 7.7.6.2. A civil servant after completion of LTT shall not avail any other form of leave before completing the reporting requirements as stated in Section 7.7.6.1.



- 7.7.6.3. A civil servant when reporting to the RCSC shall submit the following which shall be maintained in their Personal File:
- i. Training Report and Feedback Form in Schedule 7/D;
  - ii. Completion Certificate and/or Consolidated academic certificate Transcripts; and
  - iii. Thesis/research copy with a synopsis of the research and consent letter to share with the relevant Agency (if research-based).
- 7.7.6.4. The Agency shall carry out regular monitoring of the civil servants on LTT and plan for their re-deployment upon their return from studies.
- 7.7.6.5. The Agency shall ensure the timely return of the civil servants upon completion of LTT, failing which Agency shall initiate appropriate administrative action as per the Undertaking.

#### 7.7.7. LTT Obligation

- 7.7.7.1. Service Obligation: A civil servant availing LTT shall be required to serve for a specified duration to ensure return on investment. The stipulated duration will be based on the number of progressive LTTs availed, as prescribed in Section 7.7.7.6 or as stated in the Undertaking, whichever is higher.
- 7.7.7.2. Financial Obligation: In the event a civil servant does not fulfil his service obligation, he shall be liable for financial obligation to the RGoB based on the funding types as prescribed in Section 7.7.7.6 or as stated in the Undertaking, whichever is higher.
- 7.7.7.3. The corresponding multiplier for each progressive number of LTT, for the purpose of calculating the LTT obligation, shall be as follows:
- i. For the 1st Progressive LTT : x 2
  - ii. For the 2nd Progressive LTT: x 3
  - iii. For the 3rd Progressive LTT: x 4
- 7.7.7.4. A civil servant, who has availed pre-service scholarship as earmarked candidate for Civil Service, will have to complete his obligations for the pre-service and in-service LTTs sequentially as per the Undertakings signed, when separating from the service.

7.7.7.5. The candidate or guarantor must fulfil the financial obligation within 90 days from the issuance of the office order for repayment. Failure to do so will result in legal actions as per the section 19.11.1 and being taken in accordance with the Undertaking and the laws of the country.

7.7.7.6. Specific LTT obligation shall be as follows:

Sl. No.	Progressive No. of LTT	Service Obligation	Financial Obligation (RGoB funded-partial or full scholarship)	Financial Obligation (Private funded/Open scholarship)
i	1st LTT /2nd/3rd	2/3/4 times the approved duration of course*	2/3/4 times: - Employment related financial cost incurred; and - Total estimated or actual scholarship related financial cost, whichever is higher.	2/3/4 times: - Employment related financial cost incurred
ii		For Mixed Mode courses as defined in Section 7.7.1 (ii), a. Service obligation shall be based on actual duration on campus/absence from the Office for studies verified against the attendance sheet. b. Financial obligation shall be to refund the tuition fee, stipend/DSA, TA/DA, mileage and any other expenses incurred (2/3/4 times the progressive No. of LTT)		
iii		For Continuing Education as defined in Section 7.7.1 (iii), there shall not be any LTT obligation.		
iv		For a Bachelor's Degree, there shall not be any LTT obligation.		
v		For withdrawal from LTT with reasons beyond the candidate's control, there shall not be any LTT obligation.		

\* *In addition to the Letter of Award, course extension approval letters (if any) and the Reporting Letters (after completing the LTT) must be verified to determine the course duration.*

7.7.7.7. A civil servant shall have service obligation to his agency/position as per Section 13.4.5.2 to be eligible for transfer.

7.7.7.8. A civil servant after returning from LTT shall be required to complete LTT service obligation to be eligible for EOL.

- 7.7.7.9. The period of LTT shall not be considered as active service for the purpose of liquidating service obligations.
- 7.7.7.10. In case of the demise of a civil servant during the study period or before completing the service obligation, the financial obligation shall be treated null and void.
- 7.7.7.11. In the event the Undertaking is lost/damaged, training obligation and penalty as per BCSR 2023 shall be applied based on circumstantial evidence as per the Evidence Act of Bhutan 2005.
- 7.7.8. Penalty for failing to complete the LTT or deviating from the LTT Undertaking.
- 7.7.8.1. In addition to study obligations, penalties shall be imposed on a civil servant failing to complete the LTT or deviating from the Undertaking, as follows:

Sl. No.	Issues	Penalties and HR actions
i	a. Fails the course; or b. Withdrawal with reason within candidate's control	☒ Promotion to be delayed by double the approved duration of the course from the due date of his promotion.
ii	Withdrawal with reason found to be beyond candidate's control	☒ No penalty.
iii	Incomplete Course	☒ Not eligible for positive HR actions such as secondment, promotion, EOL and STT/LTT until evidence of successful completion of course is submitted. Subsequently, LTT status shall be reflected as "Reported but Pending Completion" in ZES. ☒ LTT status shall be updated as 'Completed' or 'Failed' based on the course completion evidence submitted.

Sl. No.	Issues	Penalties and HR actions
iv	Change of Course/ Institute without RCSC approval	<ul style="list-style-type: none"> <li>☒ Cancel the Study Leave for dishonouring the LoA and the candidate to report to relevant Agencies as per the approving authority specified in Section 7.7.3 within a stipulated time.</li> <li>☒ Promotion to be delayed by equal to the approved duration of the course from the due date of his promotion.</li> </ul>
v	Late reporting (Failure to report as per Section 7.7.6.1)	Compulsory retirement from the service.
vi	Separation before completing the LTT obligation	Financial obligation shall be imposed as per Section 7.7.7. for violating the Undertaking.
vii	Separation during study leave	
viii	Any other violations of the Undertaking	Penalty shall be imposed as per the Chapter 19.
ix	For Mixed mode courses in Section 7.7.1 (ii), penalty for withdrawal with reason found to be within his control, incomplete/failing the course and separation during and after completing LTT with study obligation, shall be to refund the tuition fee, stipend/DSA, TA/DA, mileage and any other expenses incurred (2/3/4 times the progressive no. of LTT availed).	
		In the event the candidate fails to refund the financial obligations within the stipulated period, his promotion shall be delayed by one year from the due date of his promotion.
x	For a Bachelor's degree, there shall not be any penalty for withdrawal/incomplete/failed course and separation during LTT.	
xi	Irrespective of the outcome of study, LTT will be counted as 1st/2nd/3rd LTT once the course has commenced except for In-country Continuing Education.	

7.7.8.2. Penalties may be reviewed and liquidated based on annual performance score as per Section 10.7.21.

#### 7.7.9. Selection Procedures for LTT Scholarship

7.7.9.1. Any LTT with financial implication on RGoB (including partial funding) or scholarship support provided in terms of slots, shall be advertised to uphold meritocracy and transparency.

7.7.9.2. LTT scholarships shall be administered as per the HR Manual.

## **7.8. Financial Provisions for RGoB-funded STT/LTT**

- 7.8.1. A civil servant undergoing ex-country STT shall be entitled to DSA or stipend depending on the duration of the course as follows:
- 7.8.1.1. If the duration of STT is 30 days or less, a civil servant shall be entitled to full DSA for the first 15 days and 50% DSA for the balance 15 days; and
  - 7.8.1.2. If the duration of STT is more than 30 days, a civil servant shall be entitled to stipend only for the entire duration.
- 7.8.2. A civil servant undergoing in-country STT shall be entitled to DA or stipend depending on the duration of the course as follows:
- 7.8.2.1. If the duration of STT is 30 days or less, a civil servant shall be entitled to DA; and
  - 7.8.2.2. A civil servant undergoing STT for a duration of more than 30 days shall be paid stipend for the entire duration.
- 7.8.3. Admissibility of employment related and scholarship related allowances for STT beyond 30 days and LTT, shall be as per the following, paid at the rates determined by the Government scholarship:
- 7.8.3.1. Chapter 9 and Financial Rules & Regulations for Employment related remunerations, benefits and allowances.
  - 7.8.3.2. HR Manual, Scholarship Announcement and Financial Rules & Regulations for Scholarship related financial provisions.
- 7.8.4. The travel time from the home country to destination shall be excluded for the purpose of calculating the total number of days for STT/LTT. However, for programmes with more than one venue/destinations, the travel time between two or more venues/destinations shall be included in the STT/LTT duration.
- 7.8.5. DSA for halt in transit or enforced halt or for processing visa shall be as prescribed in Section 14.4.
- 7.8.6. A civil servant shall be reimbursed visa fee, official passport fee and airport tax on production of original receipts, provided it was accounted for in the approved budget.

7.8.7. A civil servant shall be covered by medical insurance while on training. In the event the medical insurance scheme does not cover emergency medical treatments, such expenditure shall be borne by the RGoB on production of original receipts as per the Policy/Guidelines of RGoB.

7.8.8. The funding Agency shall bear all transaction costs including the difference in exchange rates.

## **7.9. Accountability**

7.9.1. Any implemented HRD programmes which do not conform to the Rule shall be treated as unauthorised, and hence it shall be revoked by the HRC of the Agency/RCSC.

7.9.2. The HRC of the Agency shall be made primarily accountable in the event the HRD program does not conform to the Rule while the individual civil servant shall be required to refund the expenditure incurred on his training based on circumstances in addition to being liable for administrative actions.

7.9.3. Agency shall maintain up-to-date records of HRD programmes implemented and update the same in ZEST.



Royal Civil Service Commission  
Royal Government of Bhutan

**TRAINING REPORT & FEEDBACK FORM (for STT)**

.....

..... (address to the respective working agency)

Sir/Madam,

As per the Letter of Award No.....dated .....,  
the undersigned has successfully completed the STT as detailed below:

Name of the Course: .....

Institute & Country: .....

Start & End Date:.....

Duration: .....

Funding Agency: .....

I hereby, would like to report as on ..... (DD)(MM)(YYYY).

Please find the following as attachment:

- 1. Training report

Training Report shall include the following:

- a. Describe courses/subjects covered during the training); and
- b. Propose how the knowledge and skills gained from the course can be utilised to further improve the effective delivery of services of your Agency.

- 2. Certificate, if applicable
- 3. Feedback on Institute and course  
Feedback shall be on the following:

- a. Relevance and application/practicality of the course
- b. Rigour of the course

- c. Quality of the Institute
- d. Quality of the resource person
- e. If you would recommend the institute and the course
- f. Any other observations or recommendations

Thanking you  
Yours faithfully,

Signature: .....

Name: .....

EID No.: .....

Position Title : .....

Agency:.....





Royal Civil Service Commission  
Royal Government of Bhutan

**LTT STUDY LEAVE APPLICATION FORM**

**I. Particulars of the candidate:**

- a. Name: .....
- b. Employee ID No.: .....
- c. Position Title & Level: .....
- d. Department/Division/Sector: .....

**II. Details of proposed LTT as per Confirmation of Enrolment Letter/Acceptance letter from Institute:**

- a. Course Title: .....
- b. Institute: .....
  - i. City: .....
  - ii. Country: .....
- c. Commencement Date: .....
- d. End date/Duration: .....
- e. Source of Funding: .....

**III. Supporting documents for training (please tick/fill in where relevant):**

- { } Valid Security Clearance Certificate  
Reference No..... Date .....
- { } Valid Audit Clearance Certificate  
Reference No..... Date .....

{ } Medical Fitness Certificate issued by a competent RGoB medical doctor

Reference No..... Date .....

- { } Letter of confirmation of enrolment (CoE)/Acceptance from the Institute;
- { } Course content and schedule from the Institute;
- { } Assurance of funding (if private/self-funding, open scholarship or University scholarship);
- { } Field visits work plan (for research based LTT under RGoB/Donor funding requiring thesis/field visits);
- { } English Language Proficiency Certificate (if required); and
- { } Any other document that may be required as per the scholarship announcement:

{ } .....

{ } .....

{ } .....

**IV. I assure that I (please tick to assure):**

- { } Have checked my CV in ZEST and is correct;
- { } Shall properly hand over my work and ensure service delivery is not interrupted during my absence;
- { } Shall submit Course/Institute Joining Report (Schedule 7/C) as required by BCSR;
- { } Shall submit periodic semester/academic report;
- { } Shall return immediately and report to the relevant Agencies as per the approving authority specified in Section 7.7.3 with:
  - { } Training Report & Feedback Form as per Schedule 7/D;
  - { } Evidence of successful completion of training i.e. Certificate/Consolidated transcript from the Institute; and
  - { } Thesis/Research copy with consent letter to share with relevant Agency (if research-based).
- { } Shall upon joining the office make an independent study as to how best I can contribute to my agency and make a presentation to share learnings, achievements, and recommendations.

Date: .....

(Signature of the Candidate) .....

**Note:**

*Agency shall process the application after verifying the information in ZEST, therefore, the candidate should check their CV in ZEST and assure its correctness.*

*For PhD, the field of specialisation must have been approved in principle by the RCSC, prior to proposing study leave.*



Royal Civil Service Commission  
Royal Government of Bhutan

**COURSE/INSTITUTE  
JOINING REPORT FORM (for LTT)**

.....

..... (address to the agency based on approving authority)

Ref: Letter of Award No: .....

Dated: .....

Sir/Madam,

I have joined the Institute on ..... as per details below:

1. Course title: .....
2. Institute: .....
3. No. of semesters per year: .....
4. Course contents: (list all, if the space provided is not sufficient, use a separate sheet)

.....  
.....

.....  
(Signature of Candidate)

.....  
Course Supervisor/Head of Institute  
(Signature with official seal)

Name:.....

EID No.:.....

Name: .....

Position Title:.....

Phone no.: .....

e-mail: .....

e-mail: .....

-----

*(This section to be completed by candidate only if the funding is from RGoB)*

I have opened the following bank account for payments of stipend and allowance.

Complete Address of the Bank: .....

Bank Account No.: .....

BSB No. *(if applicable)* : .....

Swift Code: .....

-----





Royal Civil Service Commission  
Royal Government of Bhutan

**TRAINING REPORT & FEEDBACK FORM (for LTT)**

.....

..... (address to the agency based on approving authority)

Sir/Madam,

As per the Letter of Award No. ....dated .....,  
the undersigned has successfully completed the LTT. I hereby, would like to report to the RCSC  
on ..... (DD/MM/YYYY). I have completed the LTT as detailed below:

LTT level: .....

Mode of Study: .....

No. of progressive LTT: .....

Name of the Course: .....

Institute & Country: .....

Start & End Date:.....

Duration: .....

Funding Agency:.....

Please find the following as attachment:

1. Training report  
Training Report shall include the following:
  - a. Describe courses/subjects covered during the training); and
  - b. Propose how the knowledge and skills gained from the course can be utilised to further improve the effective delivery of services of your Agency.
2. Consolidated Academic Transcript and Course Completion Certificate;

- 3. Thesis/Research copy with consent letter to share with the relevant Agency (if research-based); and
- 4. Feedback on the Institute and the course. Feedback shall be on the following:
  - a. Rigour of the course
  - b. Quality of the Institute
  - c. Quality of the faculty
  - d. If you would recommend the institute and the course
  - e. Any other observations or recommendations

Thanking you  
Yours faithfully,

Signature: .....

Name: .....

EID No.: .....

Position Title: .....

Agency: .....

**BHUTAN CIVIL SERVICE  
RULES AND REGULATIONS  
2023**

**CHAPTER 8  
LEAVE**





## CHAPTER 8: LEAVE

### 8.1. Policy

Leave shall be granted to:

- 8.1.1. A civil servant to be away from duty for genuine reasons without having to leave the job permanently;
- 8.1.2. Facilitate periodic rejuvenation and work-life balance.

### 8.2. Category of Leave

A civil servant shall be entitled to the following categories of leave:

- 8.2.1. Annual Leave;
- 8.2.2. Casual Leave;
- 8.2.3. Bereavement Leave;
- 8.2.4. Maternity Leave;
- 8.2.5. Paternity Leave;
- 8.2.6. Medical Leave;
- 8.2.7. Medical Escort Leave;
- 8.2.8. Study Leave;
- 8.2.9. Extraordinary Leave; and
- 8.2.10. Preparatory Leave (on Transfer/LTT/Superannuation).

### 8.3. General Rule

- 8.3.1. A civil servant shall not claim leave as a matter of right except for Maternity Leave, Paternity Leave and Bereavement Leave.
- 8.3.2. Agencies may determine their own internal leave policies to limit disruption to service delivery.
- 8.3.3. A civil servant, even on leave, shall be considered on duty at any time in a day and can be called on duty by the appropriate authority at any time of a day according to exigencies of service.
- 8.3.4. Except in the case of sudden illness or unforeseen circumstances, no civil servant shall remain absent from duty or leave the station without prior permission from the immediate superior.
- 8.3.5. The management in consultation with the staff shall plan to leave well in advance.

- 8.3.6. Submission of application for leave by a civil servant shall not imply that the leave is approved until a written order or recorded acknowledgement is passed to that effect by the competent authority.
- 8.3.7. If a civil servant fails to return to duty upon expiry of the leave, the Agency shall discontinue payment of salary until appropriate disciplinary action is taken.
- 8.3.8. All Leaves shall be appropriately recorded and accounted for in the formats given in the service book.
- 8.3.9. A civil servant, during probation, shall be eligible only for Casual Leave, Medical Leave, Medical Escort Leave, Bereavement Leave, Paternity Leave and Maternity Leave.
- 8.3.10. A civil servant shall be eligible for authorised leave of absence (actual dates of travel and scheduled programme) to participate in Open Selection/Interview, to appear BCSE, Open Competition/LTT but shall not be entitled to TA/DA.
- 8.3.11. Leave shall be availed as per format provided in Form 8/A.

#### **8.4. Annual Leave**

- 8.4.1. All civil servants other than those in teaching professions and on probation shall be granted annual leave to take scheduled time off to support the well-being and work-life balance of civil servants. It also accommodates for short-term absences required for addressing personal matters such as illness or urgent needs, providing a flexible approach to employee time off.
- 8.4.2. A civil servant on probation period shall not be entitled to Annual Leave
- 8.4.3. A civil servant shall be admissible for 21 working days of Annual Leave in a fiscal year.
- 8.4.4. For civil servants who work half day on Saturdays, Annual Leave availed on Saturday shall be treated as half-a-day annual Leave.
- 8.4.5. A civil servant shall be allowed to avail Annual Leave while on tour with the approval of the competent authority, but DA shall not be admissible for the days of Annual Leave.
- 8.4.6. Annual Leave account shall be maintained in respect of every civil servant except those in the teaching profession and other civil servants on probation.
- 8.4.7. Annual leave may be taken at any point during the fiscal year and shall not be eligible for monetary compensation or carryover to the subsequent year.

- 8.4.8. A civil servant shall seek the approval of his immediate supervisor to avail Annual Leave.

## **8.5. Casual Leave**

- 8.5.1. A civil servant in the teaching profession and other civil servants on probation shall be granted Casual Leave on account of illness, or urgent personal affairs and shall be considered on duty for all purposes.
- 8.5.2. Casual Leave shall be admissible for a maximum of 10 working days during a financial year.
- 8.5.3. Casual Leave may be granted even for half-a-day.
- 8.5.4. For civil servants who work half a day on Saturdays, their Casual Leave availed on Saturday shall be treated as half-a-day Casual Leave.
- 8.5.5. A civil servant shall be allowed to avail Casual Leave while on tour with the approval of the competent authority, but DA shall not be admissible for the days of Casual Leave.
- 8.5.6. Allowed to be availed by a fresh appointee joining service in the course of a financial year, proportionately calculated on a monthly basis.
- 8.5.7. A record of Casual Leave shall be maintained in respect of civil servants in the teaching profession and other civil servants on probation.
- 8.5.8. Casual leave may be taken at any point during the fiscal year and shall not be eligible for monetary compensation or carryover to the subsequent year.
- 8.5.9. A civil servant shall seek the approval of his immediate supervisor to avail Casual Leave.

## **8.6. Bereavement Leave**

- 8.6.1. In the event of death of a family member, parents, siblings and spouse's parents, Bereavement Leave of 21 days, including weekends and holidays, shall be provided to a civil servant for each incident, calculated from the day of the incident.
- 8.6.2. Bereavement Leave shall be granted by the immediate supervisor of the applicant.

## 8.7. Maternity Leave

- 8.7.1. Maternity Leave of six months shall be admissible to a civil servant and be uniform for all births including twins, caesarean and premature births.
- 8.7.2. Maternity Leave shall be admissible during miscarriage for a maximum period of one month on the production of a medical certificate.
- 8.7.3. In case of the demise of the child during birth or within three months from birth, the mother shall be eligible for three months of Maternity Leave including 21 days of Bereavement Leave, whichever is more. However, in case of the demise of the child after three months from birth, the mother shall be eligible only for 21 days of Bereavement Leave and shall resume her office after completion of the Bereavement Leave.
- 8.7.4. The Maternity Leave shall commence from the date of delivery of the child(ren).
- 8.7.5. Government holidays and weekly off days (Saturdays and Sundays) within the period of the Maternity Leave sanctioned to a civil servant shall be counted in the calculation of Maternity Leave.
- 8.7.6. To facilitate baby feeding, a mother with a baby(ies) up to 24 months may be allowed to extend lunch time from 12 noon to 2 pm. In case of those providing direct services such as teaching and medical professions, the management shall ensure that services are not affected as a result of such arrangement.
- 8.7.7. Agency shall facilitate and make appropriate arrangements for a feeding mother, where normal working time is not followed.
- 8.7.8. Maternity Leave as per Section 8.7.1 shall be granted for a legally adopted newborn baby until the baby is six months old.
- 8.7.9. Maternity Leave shall be counted as part of active service for all HR actions including for the purpose of calculating promotion, training and retirement benefits.
- 8.7.10. A civil servant availing the Maternity Leave shall be eligible for gross pay. However, allowances attached to professional practice, if any shall cease to be paid as per Section 9.10.1.3 from the date the Maternity Leave commences.
- 8.7.11. Notwithstanding Section 8.7.10. civil servants in the teaching profession shall be eligible for the allowance attached to professional practice while on Maternity Leave as per Section 9.10.1.1.
- 8.7.12. Civil servants who become parents during the period of Study Leave or EOL, shall not be eligible for Maternity Leave. However, on rejoining service, they

will be eligible for the balance Maternity Leave if their child has not attained six months.

- 8.7.13. A civil servant, during probation, shall be eligible for Maternity Leave.
- 8.7.14. New female appointees shall be eligible for maternity leave if childbirth has taken place within the six months prior to their official appointment. The maternity leave period of six months shall be determined from the date of childbirth.
- 8.7.15. Maternity Leave shall be granted by the respective controlling officer on production of the medical certificate, for every childbirth .

## **8.8. Paternity Leave**

- 8.8.1. For each childbirth, a male civil servant parent shall be granted Paternity Leave of 10 working days, commencing from the date of childbirth.
- 8.8.2. The Paternity Leave entitlement for a legally adopted infant shall conform to the principles articulated in Section 8.8.1.
- 8.8.3. In case of the demise of the mother during delivery or within six months from birth of the child, the father shall be eligible for six months or the remaining months of the Maternity Leave as extraordinary Paternity Leave until the child is six months old.
- 8.8.4. Civil servants who become parents during the period of their Study Leave or EOL shall not be eligible for Paternity Leave.
- 8.8.5. Paternity Leave shall be granted by the immediate controlling officer of the applicant.

## **8.9. Medical Leave**

- 8.9.1. A civil servant, who has been certified as incapable of performing duties due to illness or injury shall be granted Medical Leave on production of a medical certificate issued by a medical authority in Bhutan as detailed below for the commensurate duration:
  - 8.9.1.1. Up to one month: by a Medical Doctor; and
  - 8.9.1.2. If the medical leave extends beyond one month or if an individual repeatedly takes one-month leaves: by the Medical Board of Doctors.
- 8.9.2. A civil servant shall be granted Medical Leave up to a maximum period of 36 months in total.

- 8.9.3. Medical Leave availed for 14 days or more will be counted as part of 36 months and shall be accordingly recorded in the service book and ZEST with the name of the doctor recommending the Medical Leave.
- 8.9.4. A civil servant on Medical Leave shall be entitled to gross pay. However, if the Medical Leave exceeds one month, the civil servant shall only be eligible for basic pay and house rent allowances.
- 8.9.5. A civil servant, who has been granted Medical Leave of three months or more, shall submit a medical certificate issued by the Medical Board of Doctors to either continue his Medical Leave or to rejoin his duty.
- 8.9.6. Medical Leave exceeding 14 days shall be approved by the HRC and for 14 days and less shall be approved by the Head of the Services/Division/Department.
- 8.9.7. Medical Leave of up to three months shall be counted as active service for promotion.

#### **8.10. Medical Escort Leave**

- 8.10.1. A civil servant shall be granted the Medical Escort Leave for a maximum period of one month to escort his direct dependent, per incident. HRC of the Agency may grant an extension based on the medical report but such extension shall not exceed 30 days inclusive of weekends and public holidays.
- 8.10.2. A civil servant on Medical Escort Leave shall be entitled to Gross Pay. However, if the Medical Escort Leave exceeds one month, the civil servant shall only be eligible for basic pay and house rent allowances.
- 8.10.3. Medical Escort Leave shall be sanctioned only by the HRC of the Agency.

#### **8.11. Study Leave**

- 8.11.1. Study Leave shall be granted to a civil servant to enable him to pursue approved LTT as per the approving authority specified in Section 7.7.3 and the Study Leave shall be for the actual duration of the LTT.
- 8.11.2. A civil servant may avail up to a maximum of three in-service LTT (if required) in the entire service period or until he attains 45 years of age, whichever is earlier.
- 8.11.3. A civil servant shall be entitled to Study Leave with pay for the approved course duration except for Bachelor degree which shall be without pay.
- 8.11.4. A civil servant who has been granted Study Leave for any single LTT shall be entitled to gross pay for the first twelve months. When the duration exceeds 12 months, he shall be entitled to 50% of the gross pay for the remaining period.

- 8.11.5. Notwithstanding Section 8.11.4 a civil servant who has been granted Study Leave for any single LTT shall be entitled to the full gross pay for the whole duration of the course when the course is held in a SAARC country.
- 8.11.6. Notwithstanding Section 8.11.4 and Section 8.11.5, allowance of any form shall cease to be paid during Study Leave, except house rent allowance which shall be as per Section 9.9.1.10.
- 8.11.7. The period of Study Leave shall be considered as part of active service for the purpose of retirement benefits.
- 8.11.8. Notwithstanding Section 8.11.4 the period of Study Leave shall be considered as active service or inactive for the purpose of promotion as follows:
  - 8.11.8.1. Study Leave up to 18 months for any single LTT shall be considered as active for the purpose of promotion. However, for a civil servant covered under Schedule 10/B, the entire duration of the course shall be considered as active service for promotion provided the course duration is more than two years; and
  - 8.11.8.2. For a Bachelor's degree program, Study Leave shall not be considered as active service for the purpose of promotion.
- 8.11.9. Civil servants availing Study Leave to pursue mixed-mode LTT shall be considered as part of active service for all purposes provided the time spent at the Institute is not more than 18 months.
- 8.11.10. For In-country Continuing Education as defined in Section 7.7.1 (iii), Study Leave shall apply as follows, however, civil servants shall not be eligible for DSA/ Stipend:
  - 8.11.10.1. Term examination preparation – one week
  - 8.11.10.2. Term examination – as per schedule
  - 8.11.10.3. Final examination preparation – two weeks
  - 8.11.10.4. Final Examinations – as per schedule
- 8.11.11. Service protection shall be ensured for civil servants on Study Leave. However, the position shall not be protected while pursuing a Bachelor's degree.
- 8.11.12. The RCSC shall be the competent authority for granting long-term Study Leave based on the recommendation of the HRC of the Agency, with the exception of in-country and long-term training as per Section 7.7.3.

## 8.12. Extraordinary Leave (EOL)

- 8.12.1. EOL shall be granted to a civil servant up to a maximum period of 24 months including weekends and government holidays in total during the entire service period.
- 8.12.2. Government holidays may be prefixed and/or suffixed to EOL, but Government holidays intervening the period of leave shall be counted in the calculation of EOL.
- 8.12.3. Prefixing and suffixing other forms of leave to EOL shall not be allowed.
- 8.12.4. Eligibility for EOL:
  - 8.12.4.1. A civil servant shall not be eligible for EOL during the probation period;
  - 8.12.4.2. A civil servant shall be eligible for EOL of more than three months, only after rendering a minimum of five years of service including probation period;
  - 8.12.4.3. EOL shall be granted to a civil servant only after fulfilling all conditions of service laid down under Section 7.6.3.3 and 7.7.7.8;
  - 8.12.4.4. A civil servant may not be eligible for EOL if he has a pending court case related to official functions.
- 8.12.5. The total period of EOL availed during the entire service shall be excluded while calculating the number of completed years of service rendered by a civil servant as on the last day of his service for the purpose of gratuity claims.
- 8.12.6. EOL shall not be counted as active service for the purpose of all HR actions, such as promotion, training etc.
- 8.12.7. Remuneration and other benefits of the post held shall not be granted to a civil servant for the days of EOL.
- 8.12.8. Promotion processed prior to availing EOL, and if the approval is received during the period of EOL, the promotion shall be effected only on rejoining the service.
- 8.12.9. A civil servant who has been provided with a government quarter shall vacate it when he leaves for LTT, EOL, and Secondment exceeding 12 months as per Section 9.7.2.



- 8.12.10. A civil servant applying for EOL shall furnish specific reasons in the application along with a completed and signed Undertaking as per Form 8/B, stating the reasons mentioned in the applications are true.
- 8.12.11. A civil servant availing EOL shall be liable for major administrative action if he is found to breach the Undertaking.
- 8.12.12. A civil servant may be granted EOL for the following purposes:
- 8.12.12.1. Family/personal problems, when the attention of the official concerned is genuinely required;
  - 8.12.12.2. Professional Enhancement, getting diverse experience and exposure; and
  - 8.12.12.3. Career break/Sabbatical.
- 8.12.13. A civil servant shall not avail EOL for full-time employment and/or consultancy that conflict with his Civil Service roles and responsibilities or be employed by/ for RGoB works and project.
- 8.12.14. The position of a civil servant shall not be protected while availing EOL beyond six months and Section 13.5. shall apply if displaced on return from EOL.
- 8.12.15. A civil servant failing to join the service after completion of the EOL shall be compulsorily retired.
- 8.12.16. Authority to grant EOL to a civil servant shall be:

Sl. No.	Position Category	Authority
i.	EX/ES (1-3)	RCSC
ii.	EX/ES (2-3) in constitutional office	HRC of the Constitutional Office
iii.	P1-O4	HRC of Agency

### 8.13. Preparatory Leave

- 8.13.1. A civil servant can avail Preparatory Leave in order to prepare for studies, transfer and prior to superannuation.
- 8.13.2. The number of days admissible as Preparatory Leave shall be:
- 8.13.2.1. A civil servant transferred from one duty station to another shall be eligible for five working days of Preparatory Leave provided the new duty station is at least 10 kilometres away from the previous station involving the change of residence. The actual time required for travel shall be allowed in addition to Preparatory Leave;

- 8.13.2.2. A civil servant who has been approved Study Leave as per the approving authority specified in Section 7.7.3 shall be granted five days as Preparatory Leave before the course start date and 21 days to report after the course end date as specified in LoA. Government holidays and weekends (Saturdays and Sundays) within the period of the Preparatory Leave for Study Leave shall be counted in the calculation of Preparatory Leave;
- 8.13.2.3. A civil servant due for superannuation will be freed up of his duties one month before his superannuation date to ensure smooth transition to retirement. The period will be used by the individual to:
- i. Complete handing-taking over responsibility
  - ii. Complete necessary formalities to process retirement benefits; and
  - iii. Prepare for retirement.

8.13.3. Authority to grant Preparatory Leave shall be the HRC of the relevant agency.

#### **8.14. Revocation of Leave**

8.14.1. A competent authority shall have discretionary power to revoke leave based on exigencies of the circumstances.

#### **8.15. Unauthorised Absence**

8.15.1. Unauthorised absence shall not be regularised through grant of leave. For such absence prorated salary shall be deducted and HRC may also take disciplinary action, if required.

8.15.2. However, should the HRC of the Agency be convinced that the civil servant has remained absent due to unavoidable circumstances and deserves regularisation, leave may be granted as per the entitlement of the individual civil servant.

#### **8.16. Accountability**

8.16.1. Leave availed in contravention to the Rule shall be considered illegal and the civil servant concerned shall be liable for administrative actions.

**LEAVE TYPES AND ELIGIBILITY**

Leave Type	Regular CS	Contract	ESP/GSP
Casual Leave*	10 working days	10 working days when the contract term is less than one year	
Annual Leave**	21 working days	21 working days if the contract term is 12 months or more	
Bereavement Leave	21 days		
Maternity Leave	Six months	<input type="checkbox"/> Six months for at least one year of service <input type="checkbox"/> Three months for less than one year of service	
Paternity Leave	10 working days		
Medical Leave	36 months	One month with pay and extendable to another month without pay per contract term (Section 4.4.10.3)	
Medical Escort Leave	Maximum two months (refer Section 8.10.1)		
Study Leave	Eligible as per section 8.11	Not Permissible	
Extraordinary Leave	Maximum two years (refer Section 8.12)	Not Permissible	
Preparatory Leave	For various HR actions like studies, transfer and superannuation	Not Permissible	

\* Only Applicable for CS in the teaching profession and other CS on probation.

\*\*Not applicable for CS on probation period and those in the teaching profession



Royal Civil Service Commission  
Royal Government of Bhutan

**LEAVE REQUEST AND APPROVAL FORM**

Date: .....

To : .....

From: .....

Kindly grant me leave as follows:

Sl. No.	Type of Leave	Select to avail	Duration			Remarks
			Start Date	End Date	Total	
1	Annual Leave					
2	Casual Leave					
3	Maternity Leave					Attach evidence
4	Paternity Leave					Attach evidence
5	Extraordinary Leave					Execute Legal Undertaking
6	Bereavement Leave					Attach evidence
7	Medical Leave					Attach evidence
8	Medical Escort Leave					Attach evidence

\* Submit reasons:

.....

.....  
Signature of Applicant

\* Until today, the ..... (date) of..... (month), ..... (year),  
the applicant has ..... days of earned leave, and ..... days of annual leave remaining.

.....  
Signature  
HR Officer

.....  
Approved  
Signature of Supervisor/Manager

.....  
Not Approved

Approved by: HR Committee meeting No. .... dated ..... for  
(i) medical leave beyond one month, (ii) medical escort leave and (iii) EOL.

.....  
Signature of HR Officer





Royal Civil Service Commission  
Royal Government of Bhutan

**UNDERTAKING**

I, ..... a regular civil servant bearing EID No. ....

serving as ..... in....., hereby accept to avail EOL for a period of.....months with effect from ..... and I hereby undertake to:

1. Use the EOL only for reasons mentioned in my application;
2. Not engage in any other activity, including full-time employment and/or consultancy that conflicts with their civil service roles and responsibilities.
3. Abide by all relevant provisions of the CSAB 2010, BCSR 2023, and other relevant laws and rules of the country; and
4. Accept any disciplinary action if I fail to abide by this undertaking.

I hereby do confirm that I have been briefed on all rules governing my EOL and I have understood them, including the implications and consequences of violating them.

In particular, I understand that if I fail to abide by any one of the above-stated conditions, I shall be liable for legal action by the Government.

Sd/-

Place: ..... (Affix Legal Stamp)

Date: ..... Name: .....

Witness

Name: ..... Present Address: .....

CID No.: ..... Permanent Address: .....

**Caution:**

*This is an important legal document and therefore, should be executed after clearly understanding all the responsibilities, liabilities, and implications.*

**BHUTAN CIVIL SERVICE  
RULES AND REGULATIONS  
2023**

**CHAPTER 9  
REMUNERATION,  
ALLOWANCE AND BENEFITS**





## CHAPTER 9: REMUNERATION, ALLOWANCE AND BENEFITS

### 9.1. Policy

- 9.1.1. Ensure judicious administration of compensation within the Civil Service founded on the principle of equal pay for work of equal value.
- 9.1.2. To attract, retain, and motivate the best and brightest civil servants

### 9.2. Determination of Remuneration, Allowances and Benefits

- 9.2.1. Salary, allowances, benefits and other emoluments of the civil servants shall be determined by the Royal Government as per the Constitution of the Kingdom of Bhutan.

### 9.3. Payment of Remuneration, Allowances and Benefits

- 9.3.1. During the employment, the employer shall pay the salary, allowances, and benefits at the pay scale and rates applicable for the Position Level held by the civil servant. It shall be payable monthly on the last working day of every calendar month.

### 9.4. Pay Scale

- 9.4.1. The Royal Government shall issue a Pay Scale for all Position Levels of the civil servants including the GSP, ESP and Contract Employees from time to time which shall be used for determination and payment of salary of the civil servant.

### 9.5. Pay Fixation

- 9.5.1. On Initial Appointment:
  - 9.5.1.1. The basic pay of a civil servant on initial appointment shall be fixed at the minimum of the pay scale corresponding to the Position Level of appointment. For in-service candidates upgrading to a higher position category, their seniority and Position Level shall be protected and accordingly their pay shall be fixed at the minimum of the scale for the new Position Level or, when the minimum of the pay scale at the new Position Level is less than the pay actually drawn by the in-service candidate in the earlier position level, the pay shall be re-fixed in the same manner as in the case of a promotion.

## 9.5.2. On Promotion

- 9.5.2.1. Upon promotion of a civil servant, the pay shall be fixed at the minimum of the pay scale prescribed for the higher position.
- 9.5.2.2. Where the minimum of the pay scale of the higher Position Level is less than the pay actually drawn by the civil servant in the lower scale or when the difference is less than one annual increment in the higher scale, an amount equal to one annual increment in the higher scale shall be added to the pay drawn by the civil servant.
- 9.5.2.3. When a civil servant is promoted with effect from a date on which the annual increment is to be granted, the annual increment in the lower Position Level shall be released first and the pay shall then be re-fixed in the pay scale of the higher Position Level.
- 9.5.2.4. If a civil servant decides to voluntarily resign after a promotion without serving a minimum of six months, his retirement benefits will be based on the earlier position level. This shall apply to all types of promotion.

## 9.5.3. On Demotion

- 9.5.3.1. The pay of a civil servant on demotion shall be fixed at the minimum of the pay scale for the position he is demoted to.

## 9.5.4. On return from Secondment

- 9.5.4.1. A civil servant, on return from secondment to an Agency outside the Civil Service and projects shall be placed in the same Position Level and pay scale he held immediately before the secondment. The pay in the respective Position Level/pay scale shall be fixed after taking into account the increment that would have been sanctioned to him during the period of secondment.

## 9.5.5. On return from EOL

- 9.5.5.1. A civil servant shall not be entitled to increment during EOL. The pay fixation on return from EOL shall be based on the pay scale held by the official immediately before the EOL.

## 9.6. Annual Increments

- 9.6.1. Annual increment, in the respective pay scale, shall be given to all civil servants.

- 9.6.2. Agency shall sanction the annual increments to their subordinate civil servants.
- 9.6.3. A civil servant shall receive the increment on 1st January or 1st July upon serving a minimum of 12 months.
- 9.6.4. A civil servant who is demoted shall receive the annual increment on 1st January or 1st July upon serving a minimum of 12 months in that position.
- 9.6.5. In the event of separation, increment shall be released and considered for the purpose of gratuity and other benefits if he has completed 12 months of service after the previous increment.

## **9.7. Government Accommodation**

- 9.7.1. Government accommodation shall be provided to civil servants who are entitled to such designated accommodation. If such accommodations are not available, they shall be entitled to lump- sum House Rent Allowance as approved by the Royal Government.
- 9.7.2. A civil servant who has been provided with a government quarter shall vacate it when he leaves for LTT, EOL, and Secondment exceeding 12 months.

## **9.8. Other Benefits**

- 9.8.1. A civil servant may be entitled to certain other benefits as may be decided by the Government.

## **9.9. Allowance**

- 9.9.1. A civil servant shall be entitled to the following allowances as may be determined by the Government from time to time:

- 9.9.1.1. Scarcity Allowance

The Government may provide a Scarcity Allowance to attract and retain professional civil servants in certain skills and occupational groups. It shall be removed as and when the problem is redressed.

- 9.9.1.2. High Altitude Allowance

A High Altitude Allowance based on rates approved by the Royal Government, shall be paid to a civil servant posted to a place which is 10,000 feet and above sea level. The high altitude area/places shall be based on the notification issued by MoHA from time to time.

9.9.1.3. Difficulty Area Allowance

The Difficulty Area Allowance, based on the rates approved by the Royal Government, shall be paid to a civil servant including contract employees as determined by the Royal Government. The difficulty areas/places shall be based on the notification issued by MoHA from time to time.

9.9.1.4. Radiation Allowance

The Radiation Allowance, at the rates approved by the royal government, shall be paid to civil servants at specific service groups as determined by the RCSC.

9.9.1.5. Night Duty Allowance

The Night Duty Allowance shall be provided for health professionals attending night duty for 12 hours as a routine schedule requiring continuous patient care as per the rates approved by the Royal Government.

9.9.1.6. Uniform Allowance

A Uniform Allowance shall be paid to a civil servant who is required to wear a uniform by reason of his profession as determined by the Royal Government, if it is not provided in kind.

9.9.1.7. Salary Based Allowances

All Salary Based Allowances as approved and at the rates determined by the Royal Government shall be paid to the civil servants.

9.9.1.8. Professional Allowance

Professional Allowance for specific professions as determined and at rates approved by the Royal Government shall be paid to the civil servants.

9.9.1.9. Overtime Allowance

Overtime Allowance shall be provided to a civil servant holding a position at the S5 level and below including ESP/GSP, where they are required by the supervisor to work beyond the normal working hours, weekends and Government holidays.

9.9.1.10. House Rent Allowance

House rent allowance shall be paid to civil servants and public servants at the rates approved by the Government.

9.9.1.11. Any other Allowances

A civil servant may be entitled to certain other Allowances as may be approved by the Government.

9.9.1.12. Foreign Allowance (FA)

Foreign service Officers (FSO) on transfer shall be entitled to FA during the period of posting as per the Foreign Service Entitlement Rules.

9.9.1.13. Children's Education Allowance (CEA)

FSO shall be entitled to CEA as per the Foreign Service Entitlement Rules.

9.9.1.14. Home Leave Passage

A FSO and his family shall be eligible for home leave passage as per the Foreign Service Entitlement Rules.

9.9.1.15. Medical Insurance

FSO and their family members on transfer shall be provided medical treatment as per the existing rules of the Government.

9.9.1.16. Furnishing Grant

FSO shall be provided a furnishing grant as per the existing rules of the Government.

## 9.10. Non-admissibility of Professional Allowance

9.10.1. A civil servant drawing allowance(s) attached to professional practices shall not be admissible to draw the allowance(s) while availing the following:

9.10.1.1. Maternity Leave, except when it falls during annual vacation for a civil servant in the teaching profession, Study Leave and STT exceeding one month;

- 9.10.1.2. Medical/Medical Escort Leave exceeding one month;
- 9.10.1.3. Extraordinary Leave;
- 9.10.1.4. Secondment and Officer on Special Assignment (OSA). However, if the civil servants seconded to or transferred on OSA continue their professional practice in the new government Agency, he shall continue to draw professional allowance at the rates approved by the Royal Government. Further, he will also be paid professional allowances if his new job/employment is eligible for the professional allowance; and
- 9.10.1.5. A civil servant drawing allowance(s) attached to professional practices shall cease to draw the same upon transfer to a different profession.

### 9.11. Transfer Benefit

A civil servant who is transferred shall be entitled to the following transfer benefits:

- 9.11.1. Travel expenditure for self (TA/DA-bus fare or mileage) and family (bus fare). If mileage is claimed instead of the bus fare, the family members shall not be eligible to claim the bus fare.
- 9.11.2. Transfer grant equal to one month's basic pay shall be paid by the relieving Agency.
- 9.11.3. The ceiling for the transport charge of personal effects during transfer shall be Nu. 40,000 or at the rates determined by the Government.

Position level	No & type of truck	Rate
EX/ES level and Above	Two	As per the rate prescribed by Bhutan Construction and Transport Authority.
P/SS level	One	-do-
S level and below	One DCM or Equivalent	-do-

- 9.11.4. A civil servant transferred within a distance of 10 kilometres (KM) from the place of posting shall not be entitled to transfer benefits.
- 9.11.5. A civil servant granted transfer on request without fulfilling the conditions as prescribed in Transfer Guideline of the Parent Agency shall not be entitled to transfer benefits.

- 9.11.6. A member officer of the foreign service on transfer shall be entitled to the transfer grant equivalent to one month's basic pay.
- 9.11.7. No transfer grant shall be admissible during the temporary transfers when DSA is admissible as on tour.
- 9.11.8. A member of the foreign service on transfer shall be entitled to the cost of transport charge of personal effects as per the Foreign Service Entitlement Rules.

## 9.12. Retirement Benefits

### 9.12.1. Gratuity

#### 9.12.1.1. Eligibility

- i. A civil servant who is separated from service shall be entitled to receive gratuity after rendering a minimum of 10 years of service, except, those on contract and death cases while in service; and
- ii. A civil servant terminated from service shall not be eligible for gratuity.

#### 9.12.1.2. Amount

- i. The amount of Gratuity payable under the Rule shall be computed based on the last basic pay drawn times every completed year of service.
- ii. However, for fraction of the year, the amount of gratuity payable is calculated as:

Last basic pay (/)365 days\*number of days served (for e.g. 280 days served = basic pay Nu. 12,000/365 days = Nu. 32.87 per day\*280 days = Nu. 9,501.00)

#### 9.12.1.3. Ceiling

The ceiling on the quantum of Gratuity shall be as determined by the Royal Government from time to time.

#### 9.12.1.4. Conditions

Gratuity shall be paid to a civil servant by the Agency only upon production of an Audit Clearance, Tax Clearance and Loan Clearance Certificates confirming that the retiree has no outstanding advances or loans from a financial institution to which the Agency was the guarantor.

#### 9.12.1.5. Recovery

- i. The amount due from a civil servant, if any, at the time of retirement or demise and not recoverable otherwise, shall be recovered from the Gratuity payable to the incumbent, his nominees or other legal heir to whom such payments may be released.
- ii. Any outstanding training obligation as defined at Section 97.36 of the CSAB 2010 and as per Section 7.7.7 of the BCSR shall be recovered from the candidate's gratuity and other retirement benefits payable to him.
- iii. In case of demise of a civil servant, the recovery or penalty against the training service obligation shall be treated null and void.

#### 9.12.1.6. Authority

Gratuity shall be sanctioned to a civil servant by a competent authority to which such powers are delegated in the Financial Manual after completing the required formalities and the sanction shall be accorded in the prescribed form.

### 9.12.2. Pension

9.12.2.1. A civil servant shall be entitled to monthly pension benefits, as per the National Pension and Provident Fund (NPPF) Rules and Regulations.

9.12.2.2. If a civil servant is terminated, he shall not be eligible for the pension benefits but entitled to refund of his contributions made to the pension account.

### 9.12.3. Provident Fund

9.12.3.1. A civil servant who has served for a minimum of one year and retired from service, shall be entitled to the provident fund benefits, both



the employee and employer contributions together with returns thereon credited to pension account as per the NPPF Rules and Regulations.

- 9.12.3.2. A civil servant whose services are terminated shall be entitled only to his contribution together with returns credited thereon to provident fund account.

#### 9.12.4. Monthly Pension and Provident Fund

- 9.12.4.1. The amount of monthly pension benefits and the Provident Fund payable to retired civil servants under the National Pension and the Provident Fund benefits shall be subject to the provisions in the NPPF Rules and Regulations.

#### 9.12.5. Conditions

A copy of the order relieving a civil servant on separation from Civil Service shall be forwarded to the NPPF, which shall form the basis for the NPPF to sanction the pension and provident fund benefits.

- 9.12.5.1. Recovery

The amount accumulated to a member under the NPPF shall not be liable to attachments, garnishments, levy or seizure, except to pay any dues of the member payable to the NPPF or to the employer.

- 9.12.5.2. Authority

Pension and Provident Fund Benefits shall be sanctioned to a retired civil servant by the NPPF in accordance with the NPPF Rules and Regulations.

- 9.12.5.3. Verification of Service

The services of a civil servant claiming gratuity, pension and provident fund benefits under the Rule shall be verified with respect to the service book of the civil servant and certified in the prescribed form by a designated authority.

- 9.12.5.4. Travel Allowance

A civil servant who leaves the service for any reason, other than termination, shall be entitled to Travel Allowance of an amount equal to one month's last basic pay of the civil servant.

#### 9.12.5.5. Transfer Grant

A civil servant who leaves service for a reason other than termination shall be entitled to the transfer grant of one-month basic pay.

#### 9.12.5.6. Transport Charge of Personal Effects

A civil servant, who leaves service for a reason other than termination, shall be entitled to receive transport of personal effects up to Nu. 40,000 or at the rates determined by the Government as per the Section 9.11.3.

#### 9.12.5.7. Group Insurance Scheme

A civil servant who leaves service shall be entitled to the benefit of Employees Group Insurance Scheme.

#### 9.12.5.8. Benefits Payable to the Family

If a civil servant expires while in service including probation period, his family/legal nominee shall be entitled to all retirement benefits.

If a civil servant is required to resign due to illness or disability incurred while in-service, he/his family/legal nominee shall be eligible to process all retirement benefits.

### 9.13. Civil Service Awards

9.13.1. The award is to recognise and reward outstanding achievement and service to the *Tsa-Wa-Sum*.

#### 9.13.2. Eligibility

Civil servants, including Contract employees and GSP/ESP, shall be eligible for dedicated and lifetime service awards.

#### 9.13.3. Categories of award

The Civil Service Awards shall be given in the following two categories:

##### 9.13.3.1. Civil Service Award for Dedicated Service

- i. This Award shall be given to civil servants with clean service records who have served the *Tsa-Wa-Sum* with full dedication and loyalty

- ii. The Award shall be based primarily on the duration served in the Civil Service as follows:

<b>Years of Active Service</b>	<b>Particulars of Award</b>
10 years	Certificate with a Medal (Bronze)
20 years	Certificate with a Medal (Silver)
30 years	Certificate with a Medal (Gold)

9.13.3.2. Civil Service Award for Lifetime Service

- i. This Award for Lifetime Service shall be given to those superannuating civil servants with clean service records, upon completion of the retirement age prescribed in the BCSR.
- ii. The Nomination and distribution of Award shall be as per the HR manual.

**9.14. Accountability**

- 9.14.1. The remuneration and benefits of a civil servant fixed contrary to the provisions in the Rule shall be regarded as irregular and hence liable to be revoked by the RCSC/Agency.
- 9.14.2. The authority responsible shall be held accountable for such lapses and are liable for administrative actions.



**BHUTAN CIVIL SERVICE  
RULES AND REGULATIONS  
2023**

**CHAPTER 10  
PERFORMANCE  
MANAGEMENT AND CAREER  
PROGRESSION**



## CHAPTER 10: PERFORMANCE MANAGEMENT AND CAREER PROGRESSION

### 10.1. Policy

- 10.1.1. Promote professionalism, meritocracy, productivity and competency .
- 10.1.2. Strengthen accountability and alignment to the organisational and national objectives of People, Progress and Prosperity.
- 10.1.3. Reward and motivate potential and competent civil servants by providing equal career advancement opportunities to retain the best and the brightest and manage those who do not perform.
- 10.1.4. Enhance and improve service delivery.

### 10.2. Strategy

- 10.2.1. Institute the process of Work Planning with clear Key Performance Indicators aligned to the organisational objectives.
- 10.2.2. Foster a culture of staff engagement through open communication, support, monitoring and feedback in the Civil Service.
- 10.2.3. Institute a merit based, fair and transparent process for promotion based on Performance and Potential.
- 10.2.4. Promotion shall be based on the Position Directory, and fulfilment of promotion criteria aligned to the competency framework.
- 10.2.5. Performance shall be rewarded through the framework of Performance-Based Incentives.

### 10.3. Managing for Excellence (MaX)

#### 10.3.1. Objectives:

- 10.3.1.1. MaX is a Performance Management System that aims to:
  - i. Enhance Agency's overall performance and productivity to meet National objectives.

- ii. Ensure organisational effectiveness by cascading institutional accountability and alignment through the organisation's hierarchy to the individual civil servant.
- iii. Differentiate performance to reward and recognise those who perform, and manage those who do not meet expectations.

#### 10.3.2. General Rule

- 10.3.2.1. The performance score by the individual supervisors will be moderated at the end of the performance evaluation process.
- 10.3.2.2. Annual Performance Appraisal Cycle shall be as follows:
  - i. January – December: For civil servants in schools; and
  - ii. July – June: For the rest of the civil servants.
- 10.3.2.3. In cases, where an employee has been transferred under a new supervisor, irrespective of the duration served, the employee shall be rated by the new supervisor based on the monitoring reports of the earlier supervisor or in close consultation with the earlier supervisor(s) on the achievement of planned activities and targets set by the employee for the former and current Agency.
- 10.3.2.4. Civil servants holding managerial positions at P1A shall receive feedback based on the Leadership Feedback System (LFS) which RCSC shall reference for HR actions, including promotion. Schedule 10/A has a protocol for providing feedback through the online LFS .
- 10.3.2.5. RCSC shall ensure confidentiality and proper documentation of LFS.
- 10.3.2.6. The respective supervisor shall monitor the overall performance of his employees, make provisions for improvement, and provide feedback and coaching on a continuous basis, which shall be documented in the online system. This shall serve as the Performance Appraisal Report.
- 10.3.2.7. The Performance Appraisal Report shall be used to:
  - i. Recognise good performers and provide appropriate incentives and rewards.
  - ii. Assess potential of a candidate to be promoted to the next higher level position.



- iii. Identify and address development needs of the employees.
- iv. Assess potential of a candidate for HRD investment.
- v. Take other HR actions inter alia, transfer, confirmation of services for the probationers and assigning special tasks.
- vi. Identify and manage poor performers.

### 10.3.3. Managing Poor Performance

10.3.3.1. For employees not meeting the expectation of the position, the respective supervisor shall implement a number of strategies to improve performance.

10.3.3.2. The following strategies shall be utilised:

- i. Support to employees in the form of development, counselling, coaching and implementation of Performance Improvement Plan (PIP).
- ii. Review of current work responsibilities against the job descriptions and annual work plan with the intention to match his competency/skills with the job.
- iii. Disciplinary actions, including compulsory retirement.

10.3.3.3. Supervisor may through due process may exit non performing individuals at any point during the performance cycle.

10.3.4. Every employee shall ensure that his performance dashboard is planned, monitored and updated as per the requirements and definition in the Performance Appraisal Form and MaX Manual.

10.3.5. The procedural aspects of MaX shall be detailed in the MaX Manual.

## 10.4. Career Pathways

The following shall be the career pathways:

- 10.4.1. Promotion to P1 Management, Executive Position and Specialist Track;
- 10.4.2. Broadbanded Promotion; and
- 10.4.3. Meritorious Promotion.

## 10.5. Authority

- 10.5.1. Agency shall have the authority to promote eligible and deserving civil servants up to P1 based on performance, except for the Meritorious Promotion that is out of turn by one year.
- 10.5.2. All Promotion to Executives and Specialist (ES3 and above) categories will be approved by RCSC.

## 10.6. Schedule

- 10.6.1. Scheduled promotion shall normally be approved with effect from 1st January or 1st July.
- 10.6.2. RCSC level promotion proposals shall be submitted to the RCSC by November 15 for January, and May 15 for July promotion.

## 10.7. Criteria for Promotion

- 10.7.1. A civil servant shall not claim promotion as a matter of right.
- 10.7.2. A promotion shall entail a higher degree of responsibility, requiring a higher level of knowledge, skills and ability.
- 10.7.3. The criteria for promotion of a civil servant shall be based on:
  - 10.7.3.1. Availability of post/vacancy;
  - 10.7.3.2. Fair and transparent selection system based on merit. Merit shall be defined in terms of:
    - i. Requisite academic qualification;
    - ii. Relevant training and expertise;
    - iii. Relevant skills and competency;
    - iv. Past and present performance in his jobs reflected in the performance dashboard;
    - v. Relevant experience;
    - vi. Clean service record;
    - vii. Suitability to perform duties and responsibilities of the vacant position.
    - viii. Potential to shoulder higher responsibilities;
    - ix. Not reflected in the negative list of the RAA; and
    - x. No pending investigation/administrative action/court case.
- 10.7.4. Service in rural areas and seniority shall be given due recognition.

10.7.5. Additional qualifications relevant to the nature of duties and responsibilities shall be given due recognition.

10.7.6. In addition to the general promotion criteria, a civil servant shall fulfil the eligibility criteria specified under the 10.7.20.

10.7.7. Fulfilment of the minimum duration requirement as per the category of promotion shall be as follows:

10.7.7.1. First Promotion:

- i. Civil servants irrespective of the entry Position Level shall be eligible for their first promotion only after serving a minimum of five years, including probation period.
- ii. Notwithstanding Section 10.7.7.1.(i), civil servants who have undertaken 18 months PGDE and civil servants in Schedule 10/B shall be promoted after four years of active service including probation period.

10.7.7.2. Second and subsequent broadbanded promotions after serving the duration as indicated below:

<b>Position Category</b>	<b>Minimum Duration</b>
PMC	Four years
SSC	Five years (S1-SS1), (SS1-SSS), Four years (S5-S1)
OC	Four years

10.7.8. All the relevant and valid documents shall be submitted to process promotions.

10.7.9. A civil servant with a Performance rating of “Partially Meeting Expectation” shall serve an additional year over and above the minimum years of active service.

10.7.10. A civil servant with a Performance rating of “Partially Meeting Expectation” for three consecutive years shall be compulsorily retired from service.

10.7.11. Study Leave up to 18 months of any single training shall be counted as part of an active service for promotion. However, the Study Leave for Bachelor’s degree shall not be counted as part of active service for promotion.

10.7.12. For civil servants in Schedule 10/B, the entire duration of the course shall be considered as active service for promotion provided the course duration is more than two years and fulfils the conditions as specified in the Schedule 10/B.

- 10.7.13. Maternity Leave of six months shall be counted as part of active service for promotion.
- 10.7.14. Any other form of leave up to three months at a time, except EOL, shall be counted as part of active service for promotion.
- 10.7.15. Even if a civil servant has fulfilled eligibility criteria, his promotion shall not be processed/approved during his absence from duty and availing Medical Leave beyond three months, EOL and LTT or when LTT status in ZEst is 'Reported but pending Completion'.
- 10.7.16. Notwithstanding Section 10.7.15, a civil servant may be granted promotion while on long term training if he is physically present during the promotion effective date.
- 10.7.17. A civil servant while pursuing LTT under mixed-mode shall be eligible for promotion subject to fulfilling other criteria including his presence in office at the time of affecting the promotion. However, once the course end date has expired, a civil servant shall have to produce a course completion evidence to be eligible for promotion.
- 10.7.18. Promotions shall be approved by the HRC of the Agency concerned as per the delegation of authority under Section 10.5.
- 10.7.19. The RCSC/Agency shall not promote civil servants based only on the completion of the minimum four/five years' criterion without properly assessing their capability, performance and the need of the Agency.
- 10.7.20. Following criteria based on category of Promotion shall apply:

Category of career pathway	Performance score	Potential score	Duration	Remark
Normal Promotion	Recent score Good	Recent score Good	Ref. Section 10.7.7	
Meritorious Promotion	Consecutive three OS	Consecutive three OS	Minimum of three years	Schedule 10/B shall apply for MBBS+BDS

- 10.7.21. The performance score of VG and above may be used to liquidate promotion duration requirements as decided by the HRC of the agency for various penalties as per HR Manual; and
- 10.7.22. If a civil servant decides to voluntarily resign after a promotion without serving a minimum of six months, his retirement benefits will be based on the earlier position level. This shall apply to all types of promotion.

## **10.8. Appeals related to Promotion**

- 10.8.1. Any grievances pertaining to promotion of the incumbent may appeal to the Appellate Authority within 10 working days, calculated upon receipt of formal communication of result.

## **10.9. Handing/Taking Over of Charge**

- 10.9.1. There shall be proper handing/taking over of the charge including Government property, files and records before a civil servant is relieved from the current post on promotion.

## **10.10. Orientation**

- 10.10.1. The Agency concerned shall institute an appropriate orientation programme to ensure that a candidate promoted to a higher position category is properly inducted.

## **10.11. Accountability**

- 10.11.1. A promotion granted without fulfilling the prescribed criteria and/completing the prescribed processes shall be regarded as invalid and shall be revoked by the RCSC.
- 10.11.2. The authority responsible for granting such promotions shall be accountable and liable for administrative actions.

**LFS PROVIDER AND RECIPIENT/INTER-AGENCY FEEDBACK PROCESS:**

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

Recipient	Provider	Remarks
1. All P2 Officiating, P1 Managers, and EX3/2/1.	1. Mandatory for all PMC civil servants.	1. Officials currently on LTT, Secondment, and EOL are not eligible recipients.
2. ES3/2/1 (only if he is the head of institute/ centres).	2. Optional for SSC civil servants.	2. Supervisory and Support Category even if s/he is the officiating head, shall not receive feedback.
3. Principals and Vice Principals.	3. Inter-Agency Feedback between Dzongdag and Secretary, MoHA.	3. Officiating who are in P3 and below are not eligible recipients.
	4. Non-Civil Service head of the executive like minister in the Ministry.	

B. Manager’s accountability to provide feedback to all eligible feedback recipients are indicated below:

Profile/Position Level	Recipient	Remarks
1. Secretary Ministry/ Commission /EX1	1.1. All reportees Executives/P1M	1.1 Supervisor’s feedback
2. Head of Agency/ EX3/2	2.1 All reportees/P1M	2.1 Supervisor’s feedback
3. Head of Department/ Ministry/EX3/2/1	3.1 All reportees/P1M	3.1 Supervisor’s feedback
	3.2 Director/DG within the ministry	3.2 Peer review
	3.3 Secretary	3.3 Subordinate’s feedback
4. Head of Centre/ Division/P1S/ ES/3/2/1/P1M	4.1 Supervisor/ Executives	3.1 Subordinate’s feedback
	4.2 Head of Centre/Division/P1S/ ES/3/2/1/P1M	3.2 Peer review

**SPECIAL PROVISIONS FOR DOCTORS (MBBS/BDS)**

Sl. No.	Provision	Criteria (All must be fulfilled)
1	Meritorious promotion for senior Doctors	<input type="checkbox"/> Seniority lost (MBBS/BDS and Master's Degree) <input type="checkbox"/> Currently practising the profession <input type="checkbox"/> Not applicable for Doctors appointed in P3 and P2 <input type="checkbox"/> Not applicable for Doctors in P1, ES3 and ES2 level <input type="checkbox"/> PE rating of Good <input type="checkbox"/> Duration criteria of three years <input type="checkbox"/> Clean service record
2	Entry level at P3 for Doctors with Masters	<input type="checkbox"/> Seniority lost (MBBS/BDS and Master's Degree) <input type="checkbox"/> Masters in clinical <input type="checkbox"/> Requirement and thus study approved beforehand by MoH/NMS/JDWNRH <input type="checkbox"/> Masters degree has to be three years and above
3	More than two years study to be considered active service for promotion	<input type="checkbox"/> Seniority lost (MBBS/BDS and Master's Degree) <input type="checkbox"/> Masters (clinical) <input type="checkbox"/> Course duration more than two years <input type="checkbox"/> Excludes extension period due to failure of course <input type="checkbox"/> Currently practising the profession <input type="checkbox"/> PE rating based on university performance <input type="checkbox"/> Duration criteria of four years <input type="checkbox"/> Clean service record
4	First promotion: three years + one year probation	<input type="checkbox"/> Seniority lost (MBBS/BDS) <input type="checkbox"/> Course duration is more than five years <input type="checkbox"/> Currently practising the profession <input type="checkbox"/> PE rating of Good <input type="checkbox"/> Clean service record

**Note:**

*Doctors are not allowed to avail the above promotions during study except those undergoing study at KGUMSB*





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CHAPTER 11  
**SENIOR CIVIL  
SERVICE**



## CHAPTER 11: SENIOR CIVIL SERVICE

### 11.1. Policy

- 11.1.1. Enhance performance and accountability for public-trust in Civil Service.
- 11.1.2. Ensure succession planning of Senior Civil Service for smooth and seamless continuity in the event of leadership transition and prepare high potential Executives for key positions.
- 11.1.3. Expand the talent pool by opening select executive positions to suitable individuals or candidates from the private or public sector for cross-fertilisation of ideas and management techniques.
- 11.1.4. Develop and enhance leadership competencies in the Civil Service.

### 11.2. Scope

- 11.2.1. Senior Civil Service shall include Executives and P1 Management.

### 11.3. Strategy

The Senior Civil Service shall be:

- 11.3.1. Selected from the potential pool as determined by the Commission for selection through Open Competition or appointed from the existing Executives to relevant and best fit positions.
- 11.3.2. Given targeted mandatory leadership training for enhancing both domain expertise based on the agency's mandate and leadership competencies aligned to Leadership Capability Framework (LCF).
- 11.3.3. Encouraged to demonstrate a growth mindset and pursue their own learning and development.
- 11.3.4. Closely administered and supported in discharge of duties for optimum performance.

### 11.4. Senior Civil Service Appointment

The RCSC shall recommend the nominees for executive positions or select and appoint executives as per the provisions of the CSAB 2010.

## 11.5. Types of Appointment

- 11.5.1. Appointment of executives by His Majesty The Druk Gyalpo shall be as per the Constitution of the Kingdom of Bhutan, and CSAB 2010.
- 11.5.2. Based on the position title and the position levels, the following executive appointments shall be made:
  - 11.5.2.1. Secretary to the Government: A Secretary to the Government shall be the highest position in the Civil Service.
  - 11.5.2.2. Secretary to the Government; In line with Article 2 Section 19 (p) of the Constitution of the Kingdom of Bhutan, His Majesty The Druk Gyalpo shall appoint the Secretaries to the Government on the recommendation of the Prime Minister who shall obtain nominations from the RCSC on the basis of merit and seniority and in accordance with other relevant rules and regulations.
  - 11.5.2.3. A term of Government Secretary shall initially be for a period of five years, and extendable based on performance, and other criteria as determined by the Commission in consultation with the Government. The recommendation for extension shall be in line with Section 11.5.2.2.
  - 11.5.2.4. In line with Article 2 Section 19(q) of the Constitution of the Kingdom of Bhutan, His Majesty The Druk Gyalpo shall appoint Dzongdags on the recommendation of the Prime Minister who shall obtain nominations from the RCSC.
  - 11.5.2.5. The Lhengye Zhungtshog shall determine and approve the inter-ministry and inter-Dzongkhag transfer of Secretaries to the Government and Dzongdags respectively in the same position level in consultation with the Commission.
  - 11.5.2.6. A candidate for the post of a Secretary to the Government or Dzongdag shall have a minimum of university degree, and other criteria determined by the Commission.
  - 11.5.2.7. Appointment of Secretary General of the two Houses: In line with Article 2 Section 19(n) of the Constitution of the Kingdom of Bhutan, His Majesty The Druk Gyalpo shall appoint Secretary General of the respective Houses on the recommendation from the RCSC.
  - 11.5.2.8. Assignment of Cluster Coordinating Secretaries shall be carried out by the Cabinet on the recommendation from the RCSC.

## **11.6. Appointment of Executives by the RCSC**

- 11.6.1. Besides appointments specified in Section 11.5, the RCSC shall select and appoint all heads of autonomous agencies and departments through an open-competitive selection process.
- 11.6.2. The RCSC shall make a direct appointment to a vacant Executive position when there is a lack of eligible or suitable applicant or whenever necessary.
- 11.6.3. According to Section 53 of the CSAB 2010, the Constitutional Bodies and the RCSC shall appoint Executives at the EX3A level through the selection process outlined by the RCSC.

## **11.7. Selection and Appointment of Executives and P1 Management**

### **11.7.1. Vacancy Announcement**

- 11.7.1.1. Based on the approved vacant position, the position of executives shall be announced by RCSC except for constitutional bodies.
- 11.7.1.2. Based on the approved vacant position, the position of P1M shall be announced by the concerned agency.

### **11.7.2. The announcement shall include the following:**

- 11.7.2.1. Position Level, division/department; and
- 11.7.2.2. Clear and concise job description of the position including the minimum qualification and experience requirements.

### **11.7.3. General eligibility criteria to apply for the position shall include but not limited to:**

- 11.7.3.1. Meet the minimum educational qualifications and experience as prescribed in the Position Directory and Job Description;
- 11.7.3.2. Currently in one Position Level lower than the announced position;
- 11.7.3.3. Completed a minimum of two years of active service in current Position Level at the time of promotion effective date;
- 11.7.3.4. Have served a minimum of two years of active service at the time of promotion effective date for applicants who have been appointed through lateral transfer to their current position;

- 11.7.3.5. Minimum LFS score of level 2 and above;
- 11.7.3.6. Minimum Performance Score of Meeting Expectations and above for Executive Position;
- 11.7.3.7. Minimum Performance and Potential Score of Very Good and above for P1M Position;
- 11.7.3.8. Clean service record and no pending disciplinary action;
- 11.7.3.9. A civil servant shall not be eligible to participate in an Open Competition while on:
  - i. Long-term training;
  - ii. Extended Medical Leave beyond three months;
  - iii. Extraordinary Leave beyond three months; and
  - iv. Secondment
- 11.7.3.10. A few highly technical positions requiring specialised competencies, may also be opened to specialists and non civil servants to apply. If a specialist or a non civil servant is selected and appointed to these positions, their appointment shall be term-based.
- 11.7.4. A candidate appointed and promoted through an open competition shall be required to serve a minimum of two years in that position in the agency.
- 11.7.5. Selection framework
  - 11.7.5.1. In order to check suitability of the candidate to the position, a position relevant situational judgement test shall be administered.
  - 11.7.5.2. If there are more than two applicants, Group Interview shall be used to select the most suitable candidate.
  - 11.7.5.3. If there are two or less applicants, Individual Interviews shall be conducted to select the most suitable candidate.
  - 11.7.5.4. For a candidate to get selected, the majority of the panellists should rate the candidate as "Exceeding Expectation".

## **11.8. Training**

- 11.8.1. Under the Leadership Development Programme, various targeted leadership training will be provided to all Senior Civil Service.

11.8.2. The effort will be to ensure that civil servants in leadership positions have a clear idea of what is expected from them, and receive the necessary training to develop desirable leadership traits as per LCF and domain expertise required for the appointed position.

11.8.3. Training obligation will apply as per Chapter 7.

11.8.4. Performance management of SCS will be implemented in accordance with the MaX manual.

### **11.9. Transfer**

11.9.1. As per Chapter VIII of the CSAB 2010, the RCSC shall administer the transfer of Executives.

11.9.2. The following criteria will be used to determine transfer of Executive:

11.9.2.1. Number of years in current position: The Executives may generally be transferred to a new place of posting within three to five years.

11.9.2.2. Strategic Movement of Executives shall be implemented for seamless succession planning.

### **11.10. Promotion**

11.10.1. As per Section 63, 64, & 65 of Chapter VIII of the CSAB 2010, the RCSC shall administer the promotion of Executives.

11.10.2. All promotions to Executive positions irrespective of duration are considered as meritorious promotions.

11.10.3. Following Executive Promotion Assessment Framework will be used to assess Executives suitability for promotion:

11.10.3.1. Performance Score;

11.10.3.2. Feedback received via LFS;

11.10.3.3. Clean service record;

11.10.3.4. Requirements of position held; and

11.10.3.5. Any other relevant sources and assessment criteria determined by the Commission.

### **11.11. Separation**

Following procedures shall be followed for resignation/retirement of civil servants holding positions listed in the Constitution:

- 11.11.1. Cabinet Secretary: Resignation shall be submitted to the Prime Minister who submits to His Majesty The Druk Gyalpo for final acceptance.
- 11.11.2. Secretary Generals of the two Houses of the Parliament: Resignations shall be submitted to the Speaker of the National Assembly and Chairperson of the National Council respectively, who forward them to the Chairperson of RCSC, who in turn submits to His Majesty The Druk Gyalpo for final acceptance.
- 11.11.3. Ambassadors and Consuls (civil servants only): Resignations shall be submitted to the Foreign Minister, who forwards them to the RCSC Chairperson, who in turn submits to the Prime Minister who submits to His Majesty The Druk Gyalpo for final acceptance.
- 11.11.4. Secretaries to Government: Resignation shall be submitted to the Minister concerned, who forwards to the RCSC Chairperson, who submits to the Prime Minister, who in turn submits to His Majesty The Druk Gyalpo for final acceptance.
- 11.11.5. Dzongdags: Resignation shall be submitted to the Secretary to the Government, Ministry of Home Affairs, who forwards to the RCSC Chairperson, who submits to the Prime Minister and who in turn submits to His Majesty The Druk Gyalpo for final acceptance.
- 11.11.6. For other types of separation, Chapter 15 shall apply.



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CHAPTER 12  
**SPECIALIST**



## CHAPTER 12: SPECIALIST

### 12.1. Policy

- 12.1.1. Retain, reward and motivate professionals to continue in their field of specialisation and create a pool of experts.
- 12.1.2. Provide smooth career progression and capacity enhancement opportunities to the best and the brightest civil servants
- 12.1.3. Ensure optimal utilisation of specialists and build talent pool in the technical areas

### 12.2. Strategy

- 12.2.1. Performance and requirement of a Specialist shall be the basis for promotion.
- 12.2.2. The RCSC shall be highly selective while considering promotion of a civil servant to/within Specialist Positions based on the criticality of requirement of specialisation.
- 12.2.3. Agencies shall identify Areas of Specialisations (AoS) to indicate the requirement of Specialists, and based on it, develop respective Specialist Competency Framework (SCF) to define specialist competencies required for the different Position Levels (P1-ES1).

### 12.3. Promotion

- 12.3.1. Primary and secondary criteria shall be applicable for promotion of Specialists.
- 12.3.2. Primary Criteria

The following will be the Primary Criteria to assess the requirement of Specialists within an Agency:

#### 12.3.2.1. Staffing Strength

- i. Specialist Staffing Matrix shall be used to determine the number of eligible Specialists for an Agency for the five year plan period.
- ii. For medical professionals, teaching services and technical institutes, the promotion of Specialists will be based on

the actual approved staff strength drawn from relevant framework/approved HR Standards.

- iii. Secretariat Services shall not have Specialists. These entities will seek specialised support as and when required from the relevant Parent Agency.
- iv. Specialists staffing shall be based on the approved FYP staffing of the Agency.

#### 12.3.2.2. Area of Specialisation

- i. All Agencies shall submit a list of areas of specialisation for Specialists to the Commission for approval at the beginning of the FYP.
- ii. The promotion of/into Specialist for a particular year should not exceed the planned/indicated number for that year, and should be aligned to AoS.

#### 12.3.3. Secondary Criteria:

The secondary criteria for promotion shall be used to determine the eligibility of potential candidates for specialist positions for promotion into and within specialist positions.

#### 12.3.4. Mandatory Criteria:

- 12.3.4.1. For promotion from ES3 until ES1, a minimum of two “Outstanding” from the last promotion and competency Assessment of VG and above.
- 12.3.4.2. For promotion from P1A to ES3A, a minimum performance rating of “Very Good” for the recent two years and competency Assessment of VG and above.
- 12.3.4.3. In addition to the performance rating, a specialist currently serving as Head of Institute/Centre etc. should score Level 2 and above in LFS score.
- 12.3.4.4. Minimum of Master’s degree or higher in the relevant field for the proposed specialist position.
- 12.3.4.5. For professionals in fields where there are no Masters’ degrees available, the Commission may approve/prescribe other requirements for their promotion.

- 12.3.4.6. Clear Terms of Reference (ToR) should be drawn by the Agencies for individual Specialists. The ToR should indicate significant alignment to the area of specialisations approved for the Agency.
- 12.3.4.7. Evidence of the knowledge and skills required for the higher Position Level as per their SCF.
- 12.3.4.8. Consistent practice in the field.
- 12.3.4.9. Served as a Resource Person/Visiting/Adjunct lecturer, where applicable.
- 12.3.4.10. Professional certification, where applicable.
- 12.3.4.11. Clean service record vetted with RAA and ACC.
- 12.3.4.12. Publications which are peer reviewed. “Peer reviewed” is defined as the vetting of the publication by a “Peer Review Committee ” at National Level. Publications in predatory journals shall not be considered.
- 12.3.4.13. Eligibility as per other relevant documents of the Agency concerned.
- 12.3.4.14. Promotions to and within Specialist positions for medical professionals and teaching services shall be as per specific policy drawn up by the relevant Agency and approved by the RCSC from time to time.

## 12.4. Promotion Modality

### 12.4.1. Authority

Following authority shall apply for Specialist promotion:

Position Level	Authority
ES1	RCSC
ES3-ES2	RCSC/Constitutional Offices
P1 Specialist	Agency

#### 12.4.2. Duration

Following minimum duration shall apply for Specialist promotion:

Position Level	Duration
P2-P1 and P1A-ES3A	4 years
ES3A-ES2A, ES2A-ES1A	6 years
ES3A-ES1A	5 years (Only for Medical Doctors)

12.4.3. The promotion of specialists in Medical and Teaching Services from P1 to ES3, ES3-ES2 and ES2-ES1 shall be submitted to the RCSC with the recommendations from the HRC of the parent agency.

12.4.4. The promotion of specialists from ES3 to ES2 and ES2 to ES1 shall be submitted to the RCSC with the recommendations from the HRC of the concerned authority.

### 12.5. Specialist Profiles

Specialists shall have following options as positions they can hold:

#### 12.5.1. Specialist as the Head (ES3 and above):

12.5.1.1. Programmes/Centres/Institutes/Projects can be headed by a Specialist.

12.5.1.2. Specialists (Head) will be appointed from the existing pool of Specialist ES3 and above through an open competitive selection process.

12.5.1.3. Each tenure shall be for 3 years and to a maximum of two consecutive terms.

12.5.1.4. In the event there are no applicants as per Section 12.5.1.2, the management through the HRC shall appoint the most relevant candidates.

#### 12.5.2. Specialist as Advisor:

12.5.2.1. One advisor per department in Ministries.

12.5.2.2. The Position of Advisor will be opened up for selection through open competition.

12.5.2.3. Every tenure shall be for 3 years and to a maximum of two consecutive terms.

12.5.2.4. In the event there are no applicants as per Section 12.5.2.2., the management through the HRC shall appoint the most relevant candidates.

12.5.3. Specialist Staff:

The specialists who are neither head or advisor shall be reflected as Specialist Staff.

## **12.6. Development of Specialists**

12.6.1. For short-term and long-term training of P1 Specialist and Specialist at ES3-1, Chapter 7 shall apply.

12.6.2. Based on the SSM, SCF to be developed for each Agency which identifies Specialist Competency required at each position level i.e. P1 (S) and ES3-ES1.

12.6.3. Competency Based Framework for the respective MOG/SG shall be used as the foundational document for SCF.

12.6.4. Given the deep expertise required for Specialists to perform their responsibilities, Agencies shall prioritise opportunities for their skills and knowledge development.

12.6.5. Specialists' expertise should be tapped through deployment as resource persons, technical experts, members of technical committees and adjunct professors, wherever possible and relevant.

12.6.6. A civil servant promoted to a specialist position shall comply with the Job Description of the respective positions.

12.6.7. A civil servant in a Management position in P1 and above, shall be eligible to move to his line of profession in a specialist position provided he meets all promotion criteria. However, prior to getting promoted to a higher level, he shall be mapped to an equivalent position before promotion and have secured at least one year as specialists.

12.6.8. Parent Agency can transfer specialists in the Working Agency based on the requirement of their relevant specialisation.

12.6.9. Specialists shall be included as members of HRC and relevant Panellist/ Committees to draw upon their expertise.

### **12.7. Reporting**

All Specialists will report to the Executive of the Agency. However, in Centres/ Programmes/ Institutes/ Projects headed by Specialists, other Specialists irrespective of their position level working in that organisation, if any, shall report to him.



**BHUTAN CIVIL SERVICE  
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**CHAPTER 13  
TRANSFER**



## CHAPTER 13: TRANSFER

### 13.1. Policy

- 13.1.1. Facilitate mobility among the civil servants so that their services are best utilised in the interest of the Government.
- 13.1.2. Diversify the experience and knowledge and develop an appreciation for social, cultural and economic conditions prevailing in the country among the civil servants through the change of post, Agency or place of posting, particularly from central offices to rural areas.
- 13.1.3. To deter the development of vested interests leading to probable corruption, nepotism, patronage, favouritism, and red-tape due to the prolonged stay of an individual in any particular place, Agency or position.

### 13.2. Strategy

- 13.2.1. The HRC of the Parent Agency shall plan transfers in consultation with the Working Agency and execute transfers at regular intervals.
- 13.2.2. The HRC of the Parent Agency shall develop a transfer guideline which is fair, transparent and aligned to the provisions of the BCSR and takes into account the vulnerability of the positions. The transfer guideline shall be endorsed by the Commission.
- 13.2.3. Transfers shall not result in the loss of professionals by an Agency and appointment of such civil servants to positions where their special knowledge and skills are rendered irrelevant.
- 13.2.4. In case the Agencies fail to transfer or justify for not implementing transfer as per their guidelines, the Commission reserves the right to transfer the civil servants unilaterally.

### 13.3. Authority to Transfer

- 13.3.1. The authority to transfer shall be as follows:

Sl. No.	Type of Transfer	Authority
1	Intra and inter agency transfer of executives*	RCSC
2	Transfer with change of Super Structure	RCSC
3	Inter-Agency for parented positions up to P1	Parent Agency
4	Intra/Inter-Major Occupational Group within the Super Structure group up to P1	Agency

\* To be carried out by the RCSC in accordance with Section 52 of CSAB 2010.

13.3.2. Any transfer into and out of Constitutional Offices shall be executed by the Parent Agency in consultation with such offices.

#### **13.4. General Rule**

13.4.1. The HRC of the Parent Agency shall transfer staff based on their transfer guideline that is transparent, fair and aligned to the provisions of the BCSR.

13.4.2. The Parent Agency concerned shall plan transfer in consultation with the Working Agency six months prior to the transfer effective date and execute transfers in line with their transfer guideline.

13.4.3. A change in duties and responsibilities within a Division of an Agency shall not be considered as a transfer under the Rule.

13.4.4. Vacancies which are urgently required to be filled from the in-service pool on lateral transfer shall be announced on the website of the Agency and processed through the online system as per Section 13.6.

13.4.5. A transfer shall take place only within the Super Structure group as per Schedule 2/A of the Rule. A civil servant may be transferred within the Super Structure group with the change in MOG/positions based on the following:

13.4.5.1. Completed a minimum of three years in the new position category or three years in the current position from the initial date of appointment;

13.4.5.2. Completed a minimum duration equal to the LTT period in the same position at the time of the transfer effective date, if any, to apply to another position within or outside an Agency;

13.4.5.3. For Technical Service, transfer shall be allowed within the Super Structure group to the relevant positions requiring the same qualification, skills, abilities and experience; and

13.4.5.4. A civil servant may be considered for transfer to another Super Structure group only as an OSA for a specific time period as per Section 13.7.

13.4.6. A civil servant may be transferred generally after completion of five years of service or as specified under Section 13.4.10.

13.4.7. The RCSC shall coordinate, monitor and affect the inter-Agency transfers, and take possible measures to minimise the inconvenience to the Agency and civil servants resulting from the transfer.

- 13.4.8. Transfer generally shall coincide with the performance planning and evaluation cycle so as to not disadvantage candidates during the planning or evaluation of performance.
- 13.4.9. For civil servants in the education sector, the transfer shall be executed aligned to the school academic calendar unless unavoidable in the interest of public service.
- 13.4.10. A candidate availing transfer on request shall be required to serve a minimum of two years in that position in the Agency.
- 13.4.11. The RCSC shall reserve the right to redeploy and transfer excess staff from one Agency to another.
- 13.4.12. The following MOG/SG have been categorised as vulnerable, within which certain positions are more vulnerable than others and hence shall be subject to transfer as per the guidelines framed by the respective Parent Agency:
- 13.4.12.1. Administration Services, Property and Management Services;
  - 13.4.12.2. Audit Services, Revenue Services, Finance, Accounting and Budget Services, Internal Audit Services;
  - 13.4.12.3. Civil Registration and Census Services, HR Management and Development Services, Immigration Services, Industrial Relations Services, Training Services;
  - 13.4.12.4. Engineering Services, Geology and Mines Services, Land Services, Urban Development Control Services, Forestry Services and Environment Services;
  - 13.4.12.5. Executive Services; and
  - 13.4.12.6. Foreign Services.
- 13.4.13. A civil servant due for superannuation within the next one year shall not be transferred.
- 13.4.14. On initial appointment in the Civil Service, a civil servant shall not be eligible for transfer before serving a minimum of three years including probation period. For in-service candidates, the date of appointment in the new position category/ change in employment status shall be used for calculating three years.
- 13.4.15. If both the spouses are civil servants, their simultaneous transfer to the same location may be facilitated.

13.4.16. In the situation where a transfer may be to a position that is in a lower Position Level than the one currently held, remuneration will be determined on the circumstances of the situation as follows:

13.4.16.1. When a transfer is in the public interest, the employee shall be entitled to maintain his existing salary, even if his Position Title and Position Level change.

13.4.16.2. When a transfer is of the employee's personal choice, remuneration will be based on the new Position Title and Position Level.

13.4.17. The personal file together with the updated service record and the Last Pay Certificate, in respect of a civil servant who is transferred, shall be sent to the Agency to which he is transferred within 15 days from the date he is relieved.

13.4.18. There shall be proper handing/taking over of the charge before a civil servant is relieved on transfer, including Government property, files/records.

### **13.5. Waiting and Interim Transfer List**

13.5.1. The RCSC shall maintain a 'Waiting List' of civil servants with the following provisions:

13.5.1.1. Non-performance;

13.5.1.2. Civil servants displaced for the following reasons:

- i. Completion of secondment term in Agencies outside the Civil Service;
- ii. On completion of EOL, beyond six months; and
- iii. On completion of Bachelor's Degree.

13.5.1.3. Any other circumstances as determined by the RCSC.

13.5.1.4. Placement priority shall be given to a civil servant on the 'Waiting List' who has:

- i. Specialised knowledge and skill, which qualifies him to be in the scarce HR category in the country;
- ii. Aailed RGoB scholarship for further studies prior to being waitlisted;
- iii. Served for 10 years or more prior to being waitlisted;
- iv. Clean record of service prior to being waitlisted; and
- v. Longer productive years left to superannuate.

#### 13.5.1.5. Management procedures

- i. Maximum duration for civil servant on 'Waiting List' shall be six months;
- ii. Within six months, the following options shall be explored:
  - a. Transfer to a suitable vacant position;
  - b. Assign to special time-bound projects and programmes of priorities of RCSC/RGoB; and
  - c. Participate in Open Competition.
- iii. If not placed within the six-month period, following options shall be considered:
  - a. Early Retirement Scheme;
  - b. Voluntary Resignation; and
  - c. Compulsory Retirement.

#### 13.5.1.6. Preclusion

- i. RCSC and the Agency concerned shall make genuine efforts to ensure placement of civil servants in the least time possible; and
- ii. RCSC and the Agency concerned shall ensure proper HR planning and timely actions.

13.5.2. The RCSC shall maintain an "Interim Transfer List" of civil servants with the following provisions:

13.5.2.1. Completion of term/recalled from assignments in Missions/ Embassies/ Consulate Offices;

13.5.2.2. Completion of secondment term in agencies outside Civil Service on Government interest;

13.5.2.3. Closure/ Merger/ Severance/ Rationalisation of Agencies/ Departments/ Divisions;

13.5.2.4. Acquitted from court cases; and

13.5.2.5. Any other special/extraordinary circumstances as determined by the RCSC.

- 13.5.2.6. Agencies shall forward the personal file of the civil servants on waiting list and interim transfer list to the RCSC.

### **13.6. Lateral Transfer**

All vacancies which are required to be urgently filled up from the in-service pool of candidates at the same position level shall be as follows:

- 13.6.1. Announce on the Agency website for a minimum period of two weeks;
- 13.6.2. After having announced for the stipulated time period, even if there is only one eligible applicant, the transfer may be initiated upon fulfilling the requirements as per Section 13.4.5;
- 13.6.3. Candidates will be required to submit for the No Objection Certificate recommended by the working agency and endorsed by HRC of the parent agency;
- 13.6.4. In the event, there are more than one candidate applying for the position, the HRC of the Agency shall select the best candidate through appropriate selection procedures and propose for transfer as per the delegation of the authority;
- 13.6.5. Agency shall have the right of refusal or acceptance of the candidate; and
- 13.6.6. A civil servant shall serve a minimum of two years in the same place of posting after appointment through lateral transfer in order to be eligible for another lateral transfer. However, he shall be eligible for transfer benefits only if he serves a minimum of five years in the same place of posting.

### **13.7. Officer on Special Assignment (OSA)**

OSA is a position created to allow movement of the civil servants outside the Super Structure group under special circumstances as per Schedule 2/A. The following conditions shall apply:

- 13.7.1. A civil servant in PMC (up to P2) and Specialist;
- 13.7.2. A civil servant shall be eligible for OSA twice in the entire Civil Service period, each for a maximum term of three years. However, a gap of three years between two OSA shall be maintained;
- 13.7.3. Served minimum of five years of service;
- 13.7.4. Availability of vacant position in the receiving Agency;



- 13.7.5. The receiving Agency in consultation with the relieving Agency shall identify civil servants for OSA position and submit to RCSC;
- 13.7.6. The OSA shall draw his pay from the receiving Agency;
- 13.7.7. The OSA shall not be eligible for Professional Allowance if they do not practise their profession during the period of assignment;
- 13.7.8. The performance of the OSA shall be evaluated in the receiving Agency;
- 13.7.9. May avail relevant STT and LTT relevant to his profession;
- 13.7.10. On completion of the assignment, the civil servant must return to his previous position; and
- 13.7.11. The RCSC shall be the approving authority.

### **13.8. Foreign Transfer**

#### **13.8.1. Application**

- 13.8.1.1. The following sections under Section 13.7 shall apply to the Foreign Service Officers (FSO) on Deputation/Home-based Staff/Local Recruit who are transferred, appointed or seconded to an Embassy/Mission/Consulate;
- 13.8.1.2. A non-FSO posted outside the country by the Government shall be entitled to allowances and other benefits; and
- 13.8.1.3. Transfer of Foreign Service Officers/Support Staff shall be as per Section 13.8.2.

#### **13.8.2. General Rule for Foreign Transfer**

- 13.8.2.1. Agencies shall consult with the MoFAET prior to post creation in Embassies/Mission/Consulate, which shall be approved by RCSC.
- 13.8.2.2. Selection of civil servants as attachés from agencies for posting to Embassies/Mission/Consulates and other RGoB establishments other than those from the MoFAET shall be through Open Competition conducted by the Parent Agency concerned. Such posting shall be treated as transfers for a maximum of three years and the term shall be non-extendable.

- 13.8.2.3. Procedures for transfer of attachés shall be outlined in the transfer guideline of MoFAET.
- 13.8.2.4. Foreign Service Rules and Regulations shall be approved by RCSC in consultation with the Ministry of Finance and Ministry of Foreign Affairs and External Trade.
- 13.8.2.5. Foreign Service Entitlement Rules shall be jointly approved by the Ministry of Finance, Ministry of Foreign Affairs and External Trade and RCSC.

### **13.9. Transfer Procedures**

- 13.9.1. Agency shall maintain a list of civil servants serving under them indicating the dates due for transfers;
- 13.9.2. The Parent Agency shall work out a mutually agreeable transfer list with the Working Agency six months prior to the transfer effective date;
- 13.9.3. A civil servant who is transferred shall be relieved within 30 days from the date of issue of the transfer order as per Form 14/1a and shall assume the new responsibilities immediately on expiry of the admissible joining time unless otherwise approved by the receiving Agency;
- 13.9.4. A civil servant shall report to the new place of posting within the admissible joining time as per Section 13.11 failing which the relieving Agency shall withhold his salary;
- 13.9.5. The personal service record shall be updated in the ZEST;
- 13.9.6. Transfer order may be cancelled only under special circumstances; and
- 13.9.7. Admissible joining time shall include the actual time required for travel in addition to the preparatory leave.

### **13.10. Secondment**

#### **13.10.1. Strategy**

- 13.10.1.1. Provide civil servants with diverse exposure to different systems to acquire expertise and experiences through Secondment to:
  - i. Time-bound Government executed projects and any public service initiatives of national interest; and

- ii. International/other Organisations based in Bhutan or outside the Country.

13.10.1.2. Fulfil the government's obligations to mega projects and international organisations.

#### 13.10.2. Authority

13.10.2.1. The RCSC shall be the competent authority for approving the secondment of a civil servant.

#### 13.10.3. Eligibility Criteria

13.10.3.1. Has a clean service record with no outstanding dues, audit memos, or administrative penalties, and no pending administrative disciplinary cases against them;

13.10.3.2. Has completed a minimum period of five years of active service including probation;

13.10.3.3. Fulfils the criteria set by the employing organisation and produces document as required;

13.10.3.4. Is applying for Secondment for the first time; and

13.10.3.5. Is not a contract employee.

#### 13.10.4. Selection Procedures

13.10.4.1. Selection procedures for established Secondment Programmes are:

- i. Application/nominations shall be submitted to the RCSC, through the HRC of Agency concerned;
- ii. Application/nominations shall be validated by the RCSC in consultation with the recruiting Agency concerned, and if deemed necessary, the applicants shall be subjected to a selection process;
- iii. The service record and performance evaluation reports in respect of the candidates shall be verified by the RCSC, wherever necessary;
- iv. Applications/nominations shall be considered on merit basis from amongst the eligible candidates;

- v. The final decision on selection of a candidate shall rest with the organisation to which the civil servant will be sent on secondment; and
- vi. The RCSC shall ensure adequate time to the relieving Agency for release of the selected official(s) to take up the post(s).

13.10.4.2. In case of a new programme, the Agency shall seek approval of the RCSC before announcing the post for secondment to International Organisations.

#### 13.10.5. Terms

13.10.5.1. A civil servant selected on secondment shall be posted for a maximum period of three years and it shall not be extendable;

13.10.5.2. A civil servant shall not receive remuneration or benefits from the relieving Agency during the secondment period.

13.10.5.3. The relieving Agency shall not be liable to remit the Pension, Provident Fund and insurance contributions in respect of a civil servant while on secondment. The civil servant concerned shall be responsible for remitting both his own as well as the employer's contributions directly to avail the benefit of continuation of the post retirement benefit schemes.

13.10.5.4. The period of secondment shall be considered for the purpose of promotion. However, the promotion shall be processed and effected only after he re-joins his Agency on reversion from secondment coinciding with the earliest promotion period.

13.10.5.5. The employing organisation shall submit annually the Performance Appraisal Report in respect of the civil servant as per their performance evaluation system to the Agency concerned during the period of secondment;

13.10.5.6. The period of secondment shall be taken into account for the purpose of gratuity at the time of retirement of the incumbent from the Civil Service if he has not drawn the retirement benefits from the Agency for the period of secondment. The civil servant shall submit evidence to this effect;

13.10.5.7. A civil servant while on secondment shall not be eligible for STT/LTT; and

- 13.10.5.8. The period of secondment shall not be considered as active service for the purpose of liquidating service obligations for civil servants who have availed long term studies prior to secondment.

#### 13.10.6. Obligations

- 13.10.6.1. A civil servant, upon return from secondment from the International Organisation outside Bhutan shall serve in the Civil Service double the duration of the secondment period or until superannuation, whichever is earlier;
- 13.10.6.2. A civil servant, upon return from secondment from International Organisations within Bhutan shall be required to serve the Civil Service equivalent to the duration of secondment period or until superannuation, whichever is earlier;
- 13.10.6.3. A civil servant shall submit/disclose the last pay certificate and documents related to repatriation benefits received from the Agency of secondment at the time of reversion and/or separation. Non-submission shall be considered as having received retirement benefits from the Agency and Section 13.10.5.6 shall not apply;
- 13.10.6.4. Should a civil servant fail to rejoin the service on completion of the secondment period, the candidate shall be compulsorily retired from the Civil Service with effect from the date of completion of the approved secondment period; and
- 13.10.6.5. A civil servant failing to complete his obligations, the gratuity shall be deducted on a pro-rata basis for the secondment obligation duration not served. A civil servant on completion of secondment term shall be eligible for LTT, transfer and Open Competition subject to fulfilling other eligibility criteria specified under relevant Chapters.

#### 13.10.7. Return from Secondment

- 13.10.7.1. The organisation that employs a civil servant on secondment may, for valid reasons, revert him to the Agency before expiry of the secondment period. The organisation concerned in such cases shall notify the RCSC of its decision at least three months in advance;
- 13.10.7.2. The relieving Agency shall notify the civil servants on secondment three months prior to the completion of the secondment term;

13.10.7.3. A civil servant, upon return from secondment, may have to serve on the Waiting List/Interim Transfer list in accordance with provisions under Section 13.5.1 and 13.5.2.

13.10.7.4. The RCSC may, for valid reasons, recall a civil servant before expiry of the secondment period with prior notification of three months to the organisation/Agency.

#### 13.10.8. Position and Pay on Return/Resignation

13.10.8.1. The service of a civil servant is protected while on secondment, however, the position of the civil servants shall not be protected. On return, he shall be placed in the same position level with an equivalent position title that he held prior to his secondment subject to the availability of a vacant position.

13.10.8.2. The pay scale of a civil servant resigning while on secondment from the Civil Service shall be as per the LPC received in the Civil Service. If there has been a pay revision, the remuneration shall be fixed at the starting pay of the revised pay scale at the same Position Level held prior to his secondment or his LPC whichever is higher, for the purpose of calculating retirement benefits.

### 13.11. Admissible Joining Time

13.11.1. A civil servant transferred from one duty station to another shall be eligible for five working days of preparatory leave provided the new duty station is at least 10 kilometres (KM) away from the previous station involving change of residence.

13.11.2. The actual time required for travel shall be allowed in addition to the preparatory leave.

### 13.12. Accountability

13.12.1. Non-compliance with the Rule shall be treated as a violation of BCSR and hence, the HRC/Agency shall be accountable.

13.12.2. The civil servants failing to abide by the Transfer Order shall be liable for administrative actions.

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**CHAPTER 14  
TRAVEL**





## CHAPTER 14: TRAVEL

### 14.1. Policy

- 14.1.1. Facilitate civil servants to travel if required by the job.
- 14.1.2. Compensate a civil servant for travel expenses.
- 14.1.3. Manage and rationalise travel based on available resources and encourage pooling of resources.

### 14.2. Procedure

- 14.2.1. Travel shall be undertaken by a civil servant only after obtaining approval from a competent authority.
- 14.2.2. Travel shall be planned for a specific period and the programme shall be submitted while seeking approval.
- 14.2.3. Should a civil servant be unable to follow the approved tour programme due to unavoidable reasons or be required to change it in the interest of the Government, he shall obtain ex-post facto sanction for making changes in the programme immediately on his return to the duty station. However, he shall communicate to the authority and seek approval in principle.
- 14.2.4. All ex-country travel shall require the approval of the HRC.

### 14.3. Authority

- 14.3.1. The Agency shall, depending on the purpose of the travel, have the authority to approve travel of a civil servant. The authority concerned shall exercise prudence in approving the travel programme.

### 14.4. Entitlement

- 14.4.1. In-country travel that can be undertaken within a day's time to return to the place of work will not be eligible for DA.
- 14.4.2. The day of duty shall be calculated from the time of commencement of the journey from the place of posting and the days shall be calculated on the basis of 24 hours of absence from the duty station.
- 14.4.3. Full DA shall be paid only for the first 30 days of continuous halt on duty at one particular place. After 30 days, 50% of the DA shall be paid for a maximum

period of five subsequent months. For continuous stay beyond six months, no DA shall be admissible.

- 14.4.4. In the event a civil servant is required to leave the location of temporary duty prior to completion of the assigned work and returns to the same station to continue the same work within a period of six months from the date of commencement of the tour, the duty shall be considered as continuous and the 50% DA shall be admissible for the remaining period.
- 14.4.5. In the event a civil servant is required to leave the location of temporary duty prior to completion of the assigned work, he shall be entitled to claim full travel benefits for the journey undertaken outside the jurisdiction of the temporary posting.
- 14.4.6. A civil servant who is required to halt in transit for the next flight for travel outside the country shall be paid 50% DSA at rate payable for the country in which he is in transit. However, a civil servant shall not be paid DSA twice for the same day.
- 14.4.7. DSA shall be paid for the actual period of halts required for processing visa and it shall be paid as per the rates prescribed by the Government, provided it was accounted for in the approved budget.
- 14.4.8. The payment of DSA for enforced halts shall be limited to two days for a round trip while on official travel besides halts in transit, irrespective of the source of funding.
- 14.4.9. DSA and related expenses shall not be paid by the Government during a training period when the DSA and other travel expenses are paid by the donors.
- 14.4.10. A civil servant travelling to the place of posting on initial appointment shall not be entitled to claim TA/DA.

## **14.5. Rate of Daily Allowance**

- 14.5.1. A civil servant while on official tour within or outside Bhutan shall be admissible for DA at the rates prescribed by the RGoB.

## **14.6. Mode and Class of Transport**

- 14.6.1. A civil servant, other than Secretaries to the Government or equivalent rank in the Civil Service, travelling to third countries shall not be entitled to travel by business class. However, a civil servant representing the Government for high-level official delegations on regional and international issues as the Head of the delegation shall be entitled to travel by business class.

- 14.6.2. A civil servant required to undertake official travel shall be entitled to travel by the most direct and economic route, including domestic air services.
- 14.6.3. A civil servant shall be entitled to claim travel allowance as follows:
- 14.6.3.1. While on transfer, a public servant shall be entitled to TA as travel expenditure for self (TA/DA-bus fare or mileage) and family (bus fare). If mileage is claimed instead of the bus fare, the family members shall not be eligible to claim the bus fare; On retirement, a public servant shall be entitled to TA as travelling expenditure equivalent to one month basic pay.
  - 14.6.3.2. Mileage claim shall be based on the actual distance covered by a civil servant when he has been authorised to travel using a private vehicle.
  - 14.6.3.3. A civil servant travelling outside the country shall be entitled to claim the mileage for a single to and from journey to the airport and working station.
  - 14.6.3.4. A civil servant shall be eligible for mileage as per Position Level without having to produce vehicle registration documents. However, the Agency shall rationalise travel arrangements wherever possible, for cost effectiveness.
  - 14.6.3.5. Once the tour/training is approved, no separate approval shall be required for travel by the entitled mode/class.
  - 14.6.3.6. All travel expenses for any meetings, seminars, workshops, training, etc. within the country shall be borne by the organising Agency
  - 14.6.3.7. The HRC of the Agency shall approve travel by a class/mode, other than the one entitled, under exceptional circumstances.
- 14.6.4. Submission of Tour Report
- 14.6.4.1. It shall be mandatory for every civil servant to submit a report within a week after his return.
- 14.6.5. The supervisor shall ensure that the purpose of the travel is genuine and that the civil servant has been able to achieve the intended purpose.

## **14.7. Accountability**

- 14.7.1. Travel undertaken not in conformity to the provisions of the Rule shall be considered as unauthorised and hence the expenses incurred shall be recovered from the civil servant concerned.
- 14.7.2. A civil servant who undertakes such travel and the supervisor shall be accountable and liable for disciplinary actions.

**BHUTAN CIVIL SERVICE  
RULES AND REGULATIONS  
2023**

**CHAPTER 15  
SEPARATION**



## CHAPTER 15: SEPARATION

### 15.1. Policy

- 15.1.1. Enable a civil servant to retire with dignity, respect and mutual appreciation upon completion of superannuation age.
- 15.1.2. Promote financial support to civil servants in retirement through post-retirement benefits/schemes.
- 15.1.3. Facilitate civil servants to separate with appropriate separation schemes.
- 15.1.4. Address redundancies of positions as and when they arise.

### 15.2. Types of Separation

- 15.2.1. Superannuation
- 15.2.2. Voluntary Resignation
- 15.2.3. Early Retirement Scheme
- 15.2.4. Special Retirement Scheme
- 15.2.5. Compulsory Retirement
- 15.2.6. Termination
- 15.2.7. Agency Severance

### 15.3. Superannuation

- 15.3.1. A civil servant shall retire from service upon completion of the following superannuation age:

Sl. No.	Position Category	Age of Superannuation
i.	Executive & Specialist Category	63 years
ii.	Professional & Management Category	60 years
iii.	Supervisory & Support Category	
	a. SS4 – SSS	59 years
	b. S5 – S1	57 years
iv.	Operational Category	57 years
v.	GSP/ESP	57 years

- 15.3.2. The Agency shall have the authority to issue separation orders for civil servants of P1 and below upon completion of superannuation age;

- 15.3.3. The date of birth recorded in the service book with the RCSC at the time of the initial appointment of a civil servant shall be the basis to determine the date of retirement;
- 15.3.4. Unless otherwise specifically provided by the Rule, the individual shall superannuate on the day of attaining the superannuating age.. The gratuity and other post retirement benefits shall be computed on a prorated basis;
- 15.3.5. No civil servant shall be retained in regular or contract service beyond the age of superannuation. Agency shall notify the civil servants six months prior to superannuation;
- 15.3.6. An Agency shall issue the Office Order of superannuation for personnel as per the delegation of authority to accept resignation; and
- 15.3.7. A civil servant shall be entitled for one month preparatory leave before superannuation age as per Section 8.13.2.3.

**15.4. Resignation**

- 15.4.1. The authority to accept voluntary resignation submitted by a civil servant shall be vested with the following authorities respectively, based on the Position Category of the civil servant:

Sl. No.	Position Category	Authority
i.	ESC	RCSC
ii.	PMC, SSC, OC and GSP/ESP	HRC of the Agency

- 15.4.2. A civil servant, subject to other rules, on his own may seek voluntary resignation from service after giving notice of at least three months in advance. However, in interest of the Public, HRC may withhold a voluntary resignation up to a maximum period of six months from the notified date;
- 15.4.3. A civil servant who fails to give the prescribed period of notice of resignation shall be liable to pay an amount equal to the gross pay for the prescribed period of notice on a monthly pro rate basis
- 15.4.4. A civil servant shall resign from service prior to standing as a candidate for any election conducted under the electoral laws of the Kingdom or holding any paid or unpaid post in any political party;
- 15.4.5. The authority that recommends and accepts the resignation shall ensure that the resigning civil servant has complied with the conditions of service laid down in the relevant Chapters;



- 15.4.6. A civil servant shall submit resignation to a competent authority, as per the delegation of authority, through the respective Supervisor or Head of the Agency for approval.

### **15.5. Early Retirement Scheme (ERS)**

- 15.5.1. The Commission shall implement ERS to facilitate civil servants to retire early based on the criteria determined by the commission.

### **15.6. Special Retirement Scheme (SRS)**

- 15.6.1. The Commission in consultation with the Government may implement periodic SRS to right-size and address redundancy in order to enhance efficiency and performance in the Civil Service.

### **15.7. Compulsory Retirement**

- 15.7.1. A civil servant shall be compulsorily retired from service with post service benefit if he is convicted by the court of law for a criminal offence of misdemeanour and above for offences not related to discharge of official functions; and
- 15.7.2. RCSC/Agency may compulsorily retire a civil servant on disciplinary grounds in accordance with Section 19.11.

### **15.8. Termination**

- 15.8.1. A civil servant shall be terminated from service if he is convicted by the court of law for a criminal offence of misdemeanour and above for offences related to discharge of official functions; and
- 15.8.2. RCSC/Agency may terminate a civil servant on disciplinary grounds in accordance with Section 19.11.

### **15.9. Agency Severance**

- 15.9.1. The services of a civil servant shall be separated from the Civil Service upon corporatisation/privatisation of his Agency, unless his service is required in the Civil Service.

### **15.10. Retirement Benefits**

- 15.10.1. The retirement benefits shall be as per the section 9.12 of the BCSR.
- 15.10.2. For the purpose of payment of salary in the event of death of the civil servant, the remuneration shall be paid for the entire month

## 15.11. Incidence of Payment

15.11.1. Gratuity and other retirement benefits shall be paid to the retired civil servant.

15.11.1.1. Gratuity and other terminal benefits shall be claimed by a civil servant from the Agency from which he received his last pay.

15.11.1.2. For a civil servant who has served both in a Government Agency and public sector corporation, the gratuity shall be paid for the entire service period.

15.11.1.3. In the event the annual increment is due for a civil servant on the day following the date of retirement, the annual increment shall be released and it shall be considered for the purpose of calculating all retirement benefits.

15.11.1.4. Gratuity and other benefits shall also be payable to the nominee(s) of a civil servant who expires while in Civil Service.

15.11.1.5. Gratuity and other benefits payable to a civil servant who expires without filing the nomination shall be disbursed in accordance with the law of the country.

15.11.1.6. Travel allowance, transfer grant and transport charges of personal effects shall be payable to a civil servant only upon fulfilment of service obligation under Section 4.3.10, unless specified otherwise.

15.11.1.7. A retired civil servant or his nominee shall not be paid gratuity and other benefits if he:

- i. Is under indictment or has charges outstanding against him referred under the rules of the Government for offences related to official functions;
- ii. Wilfully remains outside the Kingdom of Bhutan with the knowledge of the indictment or charges, as the case may be; or
- iii. Fails to appear, testify, or produce a book, paper, record, or other document, relating to the service as an employee, before a Government-appointed authority or a court of law concerning the past or present relationship with a foreign Government/Agency or a matter involving or relating to an interference with or endangerment of, or involving or relating to a plan or attempt to interfere with or endanger the national security or sovereignty of the Kingdom of Bhutan.

## **15.12. Nomination**

- 15.12.1. A civil servant shall submit to the Agency concerned a nomination in the prescribed form conferring on one or more persons the right to receive the retirement benefits that may be due to him in the event of his demise.
- 15.12.2. A civil servant, who desires to nominate more than one person under Section above, shall specify the amount payable to each of the nominees.
- 15.12.3. A civil servant may, at any time, cancel a nomination and submit a fresh one in its place.
- 15.12.4. A civil servant may state in a nomination that in the event of the pre-decease of the nominee, the right conferred upon the nominee shall automatically change to another person or persons, as may be specified in the nomination.
- 15.12.5. A civil servant not having a family at the time of nomination shall file a fresh nomination on acquiring a family and if one fails to comply with this requirement, the benefits shall be paid to the nominees nominated earlier or disbursed in accordance with the law of inheritance, as the case may be.
- 15.12.6. Every nomination made and every notice of cancellation by a civil servant shall, to the extent it is valid, take effect on the date on which it is received by the Agency concerned.

## **15.13. Formality**

- 15.13.1. There shall be a proper handing/taking over of the charge before a civil servant is relieved on retirement, including the Government property, including official passport, files and records.
- 15.13.2. Agency shall ensure that personal files of ESC are handed over to RCSC.
- 15.13.3. Agency concerned shall take the responsibility to immediately process his post retirement benefits upon superannuation or retirement and settle all payments within one month.
- 15.13.4. A civil servant with a clean service record shall be relieved with appreciation and dignity.

## **15.14. Accountability**

- 15.14.1. A separation not carried out in conformity to the provisions of the Rule shall be regarded as illegal. HRC shall be held accountable for such separation.

15.14.2. A civil servant who dishonours the Office Order issued by the competent authority shall be accountable and liable for disciplinary actions.

### **15.15. Commendation**

15.15.1. A civil servant retiring after a minimum of 20 years of clean service record may be awarded an “Expression of Commendation” in appreciation of his service in accordance with delegation of authority.



Royal Civil Service Commission  
Royal Government of Bhutan

**SEPARATION BENEFITS AND  
GRATUITY WORKING SHEET/ APPLICATION FORM**

Agency: .....

- 1 Name:.....
- 2 Position Level & Title:.....
- 3 Nationality: .....
- 4 Permanent Address:.....
- 5 Present Working Agency/Place:.....
- 6 Date of Birth as per service book:.....
- 7 Date of initial appointment in the Civil Service:.....
- 8 Date of Retirement/Superannuation/Termination change of status: .....
- 9 Number of completed years and days in service: .....
- 10 Total years of service rendered to other organisation: .....
- 11 Pay Scale on the date of Separation:.....
- 12 Basic Pay as on the date of retirement : .....
- 13 Amount of Gratuity as per section 9.12.1.:.....
- 14 Amount of Soelra (if any): .....
- 15 Transfer TA: .....
- 16 Transfer Grant: .....
- 17 Transport Charge of Personal Effects: .....

18 Leave at credit (if applicable) : .....

19 Total amount of the claim (Sl. 13+14+15+16+17+18): .....

Name of claimant .....

Dated signature .....

Certified that the above information is correct as per the service book of the retiring employee. It is hereby assured that any outstanding dues of accountability will be adjusted before the payment is released.

The Separation Benefits and gratuity amount may please be released to the account no. mentioned below:

L/C Account No.:.....

Operated by:.....

Place:.....

Verified by: .....

.....  
(Human Resource Officer)

.....  
(Finance Officer)

Approved by:

.....  
(Signature)  
Head of the Agency

Date: .....

Station: .....

**Note:**

*This form should be accompanied by a copy of the retirement order and last pay certificate. The valid Audit Clearance Certificate issued by the Royal Audit Authority which is mandatory should be verified online.*

**BHUTAN CIVIL SERVICE  
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**CHAPTER 16**

**CIVIL SERVICE RECORD AND  
INFORMATION SYSTEM**





## CHAPTER 16: CIVIL SERVICE RECORD AND INFORMATION SYSTEM

### 16.1. Policy

- 16.1.1. Maintain accurate and up-to-date Civil Service information and records.
- 16.1.2. Serve as a repository of Civil Service information and records.
- 16.1.3. Secure and uphold the confidentiality of information in accordance with the Constitution and the CSAB 2010.
- 16.1.4. Promote efficiency, transparency and evidence based decision-making in HR management.

### 16.2. Strategy

- 16.2.1. Ensure that the Zhiyog Electronic System (ZEst) and other supporting systems provide for comprehensive delivery of online HR services and information/data.
- 16.2.2. Adopt standard operational guidelines/manual on the management of HR information.
- 16.2.3. Provide role-based access to all Agencies to the ZEst and other ICT enabled systems for HR management.
- 16.2.4. Archive and digitise Civil Service records at the RCSC and respective Agencies.
- 16.2.5. Ensure adequate information security.

### 16.3. General Rule

- 16.3.1. The RCSC shall maintain records of civil servants in ICT enabled systems and individual Personal Files that may be digitally archived or in hard copies.
- 16.3.2. ZEst shall be the primary source of information related to civil servants.
- 16.3.3. Access to ZEst shall be given based on roles and responsibilities as follows:

Role	ZEst rights
Head of Agency	Report Viewing Rights for the Organisation
HR Officer (Agency)	All HR Process rights in ZEst including reports
HR Assistant (Agency)	All HR process rights in ZEst including reports
HR Officer (RCSC)	All HR Process rights in ZEst including reports

Role	ZEST rights
Legal Officer (RCSC)/Agency HRO	Legal Module
Record Assistant (RCSC)	MISD Records
Administration	Administration management rights
Individual civil servants	Individual's personal details

16.3.4. Information maintained in the ZEST and other HR systems shall be the basis for HR actions.

16.3.5. The Service Book shall be in the format prescribed and approved by the RCSC.

16.3.6. Information contained in the Employment Application Form (Form 4/1) and the Service Book which have been duly signed by the civil servant and verified at the time of his entry into the Civil Service shall be legally binding.

16.3.7. Data in ZEST and changes shall be classified and effected as follows:

Data Classification	Details	Authority to Change
Sensitive Data	<ol style="list-style-type: none"> <li>1. Employee ID</li> <li>2. Name</li> <li>3. Date of birth</li> <li>4. Appointment details</li> <li>5. Promotion details</li> <li>6. Position Level and Position Title</li> <li>7. Major Occupational Group and Sub-group</li> <li>8. LTT and qualification details</li> <li>9. Present Working Agency</li> </ol>	RCSC upon receipt from respective Agencies as per Form 16/1
Non-Sensitive Data	<ol style="list-style-type: none"> <li>1. Contact number</li> <li>2. Address details (permanent address)</li> <li>3. Primary Nominee</li> </ol>	Individual civil servant
	<ol style="list-style-type: none"> <li>1. Working Agency</li> <li>2. CID</li> <li>3. Transfers history</li> <li>4. Family details</li> <li>5. STT</li> </ol>	HR Officer Concerned

16.3.7.1. RCSC shall publish Civil Service Statistics and other information on the Civil Service in the Annual Report and Annual Civil Service Statistics.

16.3.7.2. Process of Information Correction

- i. A civil servant shall submit the request for information correction in the ZEST, with the relevant supporting documents as per Schedule 16/A, clearly indicating the corrections to be made;

- ii. However, for corrections related to the change in PE rating, requests for information correction have to be submitted in the form (Form 16/1).
- iii. HRO of Agencies and RCSC shall verify the information and in accordance with Section 16.3.6 take the necessary action as per the delegation of authority.

16.3.7.3. All Agencies shall maintain hard copy of personal files and service books of all civil servants. For separated civil servants, personal records shall be maintained as per the period prescribed below:

<b>Position Category</b>	<b>No of years</b>
Executive & Specialist Category	15 Years
Professional & Management Category	10 Years
Supervisory & Support and Operational Category	5 Years

16.3.7.4. The Agency shall hand over all the personal files and service books of civil servants in the Executive & Specialist Category upon their separation, to the RCSC.

16.3.7.5. The Agency shall form a committee to dispose of the personal files and service books of the civil servants in Professional & Management Category, Supervisory & Support Category and Operational Category after the completion of the above period.

#### **16.4. Responsibilities of RCSC**

16.4.1. The RCSC shall:

- 16.4.1.1. Be the repository of Civil Service information and records;
- 16.4.1.2. Maintain accurate and up-to-date HR information;
  - i. Ensure adequate information security;
  - ii. Take periodic back-up of all HR information systems maintained at RCSC;
  - iii. Maintain audit trail of the “system access” by users;
  - iv. Maintain active personal files ensuring easy access and effective tracking system;
  - v. Compile and publish Civil Service Annual Statistics;

- vi. Provide technical support and training on HR information systems and record keeping;
- vii. Disseminate information through its Annual Report, Annual Statistics Report and its website; and
- viii. Administer and manage the system users.

## **16.5. Responsibilities of a Civil Servant**

16.5.1. A civil servant shall:

- 16.5.1.1. Ensure that his information in the ZEST is accurate and up-to-date;
- 16.5.1.2. Upon viewing his Curriculum Vitae (CV) in the ZEST, bring to the notice of the HROs for ensuring correction, if any, with valid supporting documents; and
- 16.5.1.3. Ensure that his Primary Nominee details are up-to-date (for CSWS and retirement benefits).

## **16.6. Responsibilities of Agency HRO**

- 16.6.1. Maintain accurate and up-to-date information on all HR actions in the ZEST and Personal File.
- 16.6.2. Use the ZEST for generation of automated HR orders.
- 16.6.3. Make effective use of ZEST and remain accountable for accuracy and integrity of information on all HR matters.
- 16.6.4. Maintain up-to-date Personal Files and Service Books of the civil servants.
- 16.6.5. Ensure that the civil servant at the time of joining the Civil Service truthfully declares his bio-data in Sections 1 and 2 of the Service Book and Employment form which will be maintained and shall remain as legal declaration.
- 16.6.6. Effect the correction of non-sensitive data and forward correction of sensitive data with valid supporting documents to RCSC.
- 16.6.7. Identify focal person(s) to whom access shall be granted based on roles and responsibilities and inform RCSC immediately on any change.
- 16.6.8. Submit all personnel information to the RCSC including hard copy wherever necessary within the specified time.

16.6.9. All HR decisions affected online shall be printed, initialed, and filed in the Personal File for record.

16.6.10. HROs and Assistants (HR) shall not share their individual user ID and password.

16.6.11. HR Division/Services shall submit the creation of a new user to RCSC.

### **16.7. Accountability**

16.7.1. The RCSC, Agency's HROs and the civil servants concerned shall be liable for ensuring up-to-date and accurate HR information and records.

**CHECKLIST OF SUPPORTING DOCUMENTS FOR INFORMATION CORRECTION**

Sl. No.	Type of Changes	Supporting Documents Required
1	Date of Birth*	Service book copy attested with sign and seal of HRO of agency concerned, Academic transcript, CID Card.
2	Appointment/Promotion/Position Levels or Titles/Major Occupation Groups	Appointment/Promotion/Relevant Office Orders.
3	Long-term Training and Qualification	In-service: RCSC Award letter and relevant Training Certificates. Pre-service: Training Certificates.

**Note:**

*Personal File maintained at RCSC shall be used as the primary reference document for the correction of date of birth.*



Royal Civil Service Commission  
Royal Government of Bhutan

**For Agency HRO**

Agency Name: .....

Single Employee: ..... Multiple Employee (Attach list) : .....

Name of Employee: .....

Employment Type (Regular/Contract):.....

Employee ID No: ..... CID No: .....

	Year	PE Rating		Moderation Score	
		Existing rating in ZEST	New rating to be updated	Existing Score in ZEST	New Score to be updated
PE rating to be changed (documents to be enclosed)					

Reason for Change: .....

.....

.....

-----

*I confirmed that the information provided is correct and is verified by the HRC committee of my Agency. If there is any discrepancy in provided information, or if required approval has not been accorded, I shall be held liable.*

Date: .....  
.....  
HRO Name & Signature with official stamp

-----  
Comments from Head of Division/Sector of the employee .....  
.....  
.....

.....  
Sign and Seal of Head of Division/Sector

-----  
LTD/MaX unit, RCSC  
Name and signature of approving official: .....  
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**BHUTAN CIVIL SERVICE  
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**CHAPTER 17  
HUMAN RESOURCE AUDIT**



## **CHAPTER 17: HUMAN RESOURCE AUDIT**

### **17.1. Policy**

- 17.1.1. Promote organisational excellence, enhance service delivery, and embed the culture for continuous improvement in the Civil Service.
- 17.1.2. Enhance optimal use of human resources and streamline HR processes.
- 17.1.3. Ensure compliance and uniform application of the CSAB 2010, BCSR and other relevant laws and regulations across the Civil Service.
- 17.1.4. Ensure compliance to HR standards and practices across all the Civil Service Agencies.

### **17.2. Strategy**

- 17.2.1. Carry out periodic HR Audit across all the Civil Service Agencies as per the HR Audit Manual and ODE.
- 17.2.2. Build capacity of the HR personnel to minimise HR Audit observations and ensure professionalism in the conduct of HR Audit.
- 17.2.3. Create awareness in the working agencies on significant and most recurring HR Audit observations.

### **17.3. General Procedure**

- 17.3.1. Identify gaps, risks, opportunities, and best practices in the HR policies, processes and system.
- 17.3.2. Ensure that recommendations and interventions are implemented and followed up accordingly.

### **17.4. Compliance HR Audit**

- 17.4.1. Compliance HR Audit shall focus on all the decentralised HR actions as per the HR Audit Manual.

### **17.5. Strategic HR Audit**

- 17.5.1. Strategic Audit shall aim to strengthen HR Division/Services by examining cross cutting HR issues.

- 17.5.2. Build the capacity of HR Officers through in-house training and involving them in carrying out strategic HR Auditing.

## **17.6. Responsibilities**

- 17.6.1. The RCSC shall:

- 17.6.1.1. As required by the CSAB 2010, carry out HR Audit in the Civil Service as per HR Audit Manual;
- 17.6.1.2. Conduct special HR Audit as and when required;
- 17.6.1.3. Enhance and update HR Audit Manual, as and when required; and
- 17.6.1.4. Report audit findings in the Annual Report.

- 17.6.2. The Agency shall:

- 17.6.2.1. Provide full cooperation, support and access to all information and records of Agencies to the auditing team.
- 17.6.2.2. Provide feedback to the management and the RCSC on the conduct of HR Audit; and
- 17.6.2.3. Comply with HR Audit findings and implement its recommendations.

- 17.6.3. The HR Audit Team shall:

- 17.6.3.1. Be professional and observe Civil Service Values and Conduct;
- 17.6.3.2. Prepare and present draft HR Audit report to the Agencies;
- 17.6.3.3. Prepare final HR Audit report with recommendations for submission to the Commission; and
- 17.6.3.4. Follow-up on HR Audit reports to ensure that audit recommendations are complied with and implemented.

**BHUTAN CIVIL SERVICE  
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**CHAPTER 18  
WELL-BEING SERVICES**



## CHAPTER 18: WELL-BEING SERVICES

### 18.1. Policy

- 18.1.1. Promote a work environment that is safe, enhances well-being, health and productivity of civil servants.
- 18.1.2. Harness the full potential of civil servants through a system of mentoring, reward and recognition, and grievance redressal;
- 18.1.3. Promote dignity and financial security of a civil servants in his retirement;
- 18.1.4. Facilitate a smooth transition into retirement and promote meaningful post-retirement engagement.

### 18.2. Strategy

- 18.2.1. Provide financial support through the Civil Servants' Welfare Scheme (CSWS).
- 18.2.2. Provide relevant and strategic intervention through counselling and mentoring programmes.
- 18.2.3. Facilitate redressal of problems/grievances of civil servants.
- 18.2.4. Provide relevant platforms to discuss and plan for retirement.
- 18.2.5. Encourage volunteerism amongst civil servants and superannuated civil servants.
- 18.2.6. Facilitate efforts to sustain and enhance well-being of civil servants including promotion of physical and mental health.

### 18.3. Well-being Programmes

- 18.3.1. Civil Service Support Desk
  - 18.3.1.1. The Civil Service Support Desk at the RCSC shall provide support through counselling/ mentoring/ treatment, reskilling and redeployment, grievance redressal and annual health checkup, etc.
  - 18.3.1.2. Protocol for referral to a counselling service:
    - i. A civil servant identified by the Working Agency for referral to RCSC for receiving counselling with follow-up therapy at a

certified centre will be treated as a medical case. The period of absence from work will be considered as a Medical Leave subject to the fulfilment of conditions as per the Civil Service Well-being Manual; and

- ii. A civil servant shall be given an opportunity to undergo rehabilitation programme, failing which, administrative/disciplinary action can be initiated.

### 18.3.2. Civil Service Retirement Services

- 18.3.2.1. A civil servant nearing superannuation shall be provided with one month Preparatory Leave as per Section 8.13.2.3 prior to his separation from the Civil Service.
- 18.3.2.2. The RCSC may provide retirement planning programmes to civil servants with less than five years to superannuation.
- 18.3.2.3. Superannuated civil servants may be invited to serve as members of Boards and Committees, Interview panels, Counseling/Mentoring programmes.
- 18.3.2.4. Government Agencies will facilitate the participation of superannuated civil servants to join National events/functions in their respective localities.
- 18.3.2.5. RCSC/Agency shall make efforts to keep superannuated civil servants abreast of Civil Service and other matters of mutual interest through appropriate platforms.

### 18.3.3. Civil Servants' Welfare Scheme (CSWS)

- 18.3.3.1. There shall be a Fund Management Committee (FMC) under RCSC for sustainable management of the CSWS funds. The FMC shall report to the RCSC.
- 18.3.3.2. CSWS shall be a self-help scheme sustained through individual monthly contributions to assist fellow civil servants in times of need. The scope and coverage of the scheme may be proposed by FMC and endorsed by the RCSC.
- 18.3.3.3. The RCSC shall issue By-laws from time to time for the administration and management of the scheme including contributions/ benefits/refunds as and when proposed by the FMC.



#### 18.3.3.4. General Provisions

- i. Regular civil servants appointed after November 2015 shall become members by default and shall provide the details as required in the Registration Form in the HR Manual.
- ii. A member upon superannuation shall be granted free Lifetime membership certificate to cover:
  - a. *Semso* coverage for the member, and
  - b. One time lump sum payment for referral outside the country.
- iii. The scheme and the benefits thereof revolve around the member through his monthly contribution. Death of the member will automatically void the membership.
- iv. The effective activation of CSWS membership shall be the month of joining the Civil Service.
- v. Claims in respect of spouses shall be admissible only for one individual irrespective of the number of spouses.
- vi. CSWS *semso* payment is a one-time payment for each instance of death and members cannot submit multiple claims for the common dependent. For example, siblings sharing a common parent cannot file multiple claims when that parent passes away.
- vii. In the event of the death of a member who is also the dependent of another member, only one payment, whichever is higher, shall be made.
- viii. A CSWS member availing leave for which they are not entitled to salary shall have the following options:
  - a. To make a lump sum contribution, in advance, for the entire period of the absence to keep the membership active. If death of the member were to occur prior to expiry of contribution coverage period, refund of the excess contribution shall be made along with the admissible *semso* grant; and
  - b. To temporarily discontinue membership for the duration of absence. No risk coverage shall be extended during

the temporary discontinuation period. The membership can be reactivated upon resumption of the office.

- c. The member concerned shall communicate in writing one's intention to the RCSC within one month of availing leave from service if membership is to be kept active.
- ix. Those members who do not have any direct dependents can nominate at least one person as a nominee to receive the admissible *semso* grant upon his demise but the nominee shall not be covered under the scheme.
- x. The claim for superannuated member can be routed through the Agency that he last served or the Agency that is most convenient to the primary nominee's current place of residence or directly through RCSC
- xi. The monthly contribution/payout shall be as per the Civil Service Well-being Manual. However, the contribution/payout amount shall be subject to change as determined by the Commission/FMC to keep up with changing needs and times.
- xii. The process for all claims shall be made as per the CSWS Manual.

#### 18.3.3.5. Dismissal of CSWS membership

CSWS membership shall be discontinued in the event of the following:

- i. Deceitful nominations;
- ii. Fraudulent claim;
- iii. Wilful failure to contribute;
- iv. Termination from the Civil Service;
- v. Compulsory retirement from the Civil Service; and
- vi. Separation as a result of the Agency severance from Civil Service.

#### 18.3.3.6. Closure of the Scheme

In the event of closure of scheme, the RCSC shall:

- i. Refund the balance amount to its members prorated to their contribution, if there are balance funds. However, only the

members who have not made a single claim will be eligible for such a refund;

- ii. Not be liable to account for any residual claims or lawsuit after the closure of the scheme; and
- iii. Notify the members about the closure of the scheme within a reasonable time frame.



**BHUTAN CIVIL SERVICE  
RULES AND REGULATIONS  
2023**

**CHAPTER 19  
ADMINISTRATIVE DISCIPLINE**



## CHAPTER 19: ADMINISTRATIVE DISCIPLINE

### 19.1. Policy

- 19.1.1. Enhance good governance and eradicate corruption through promoting Transparency, Accountability, and Efficiency in the Civil Service.
- 19.1.2. Ensure consistency, predictability, and equity in administrative procedures and action, which are integral to upholding the rule of law.
- 19.1.3. Guide Agencies in their course of action in adjudicating administrative cases involving civil servants and empower the Agency to enforce discipline to lawfully exercise such power against an erring civil servant.
- 19.1.4. Provide speedy, just and cost-effective processes in the dispensation of administrative justice.
- 19.1.5. Ensure that a civil servant observes a standard of behaviour in accordance with the Civil Service Values and Conduct, Rules and Regulations and Laws of the Country.
- 19.1.6. Ensure justice, fairness, and equity in matters pertaining to administrative discipline.
- 19.1.7. Protect a civil servant against intimidation and/or legal action or personal liabilities resulting from the discharge of official duties in accordance with the rules and procedures.

### 19.2. Rights of Civil Servants

Every civil servant subject to disciplinary action shall have the right to:

- 19.2.1. Written reasons for any disciplinary action that is taken against him;
- 19.2.2. Prior and adequate notice of the nature and reasons for the intended disciplinary action;
- 19.2.3. Opportunity to be heard and be placed on record; and
- 19.2.4. To an appeal or review of a disciplinary decision.

### 19.3. Jurisdiction and Authority

- 19.3.1. The Commission shall hear and decide all administrative disciplinary issues and grievances concerning a civil servant on being appealed by individual civil servants as per the provisions of the Rule, except criminal proceedings, which shall be under the jurisdiction of Courts.
- 19.3.2. Completion of a criminal trial or civil suit against a civil servant in a Court of Law shall not preclude the Disciplinary Committee from exercising jurisdiction under the Rule.
- 19.3.3. The RCSC/Agency shall:
  - 19.3.3.1. Enforce all the provisions of the CSAB 2010, BCSR and other laws governing the discipline of a civil servant;
  - 19.3.3.2. Exercise appellate authority where applicable;
  - 19.3.3.3. Summon witnesses and/or the parties concerned with administrative complaints, issue subpoena, and subpoena ducestecum, and take testimony in an investigation or delegate such power to a proper committee or office of the Government or an appropriate and competent civil servant of the Government;
  - 19.3.3.4. Punish or recommend punishment of the witness in case of a civil servant or the civil servant concerned who fails to comply with a summons, subpoena ducestecum, duly issued according to the subpoena or procedures herein prescribed, and with the same penalties provided in the law; and
  - 19.3.3.5. Enforce decisions on disciplinary actions involving a civil servant.
- 19.3.4. The HRC of an Agency, which shall function as the Disciplinary Committee, shall hear and decide administrative cases against an erring civil servant.
- 19.3.5. A person related to or prejudicial against a respondent civil servant shall not be a member of Disciplinary Committee, the Investigating Committee or as an Appellate Authority.
- 19.3.6. The authority to impose a penalty on a civil servant shall be exercised by the respective authority as under:

Position Level	Minor Penalty	Major Penalty
EX1- EX3/ES1- ES3	RCSC	RCSC
P1 – O4	Agency	Agency



19.3.7. The Appellate Authority to review the decisions taken by the Disciplinary Committee shall be:

<b>Appellate Authority</b>	
Administrative Tribunal	For appeal cases against the decision of the RCSC.
RCSC	For appeal cases against the decision of Ministries and Agencies.
Ministry	For appeal cases against the decision of Departments and Dzongkhags.

#### **19.4. Causes for Disciplinary Action**

Disciplinary action against a civil servant shall be taken for offences related to:

- 19.4.1. Duties of civil servants;
- 19.4.2. Performance; and
- 19.4.3. Civil Service Values and Conduct.

#### **19.5. Filing of Administrative Charge(s)**

19.5.1. An administrative charge against a civil servant may be initiated:

- 19.5.1.1. By the Disciplinary Committee on its own initiative;
- 19.5.1.2. On written complaint supported with sufficient documentary evidence by any person;
- 19.5.1.3. As per the judgement issued by the Court of Law; and
- 19.5.1.4. By Agency.

19.5.2. The complaint shall contain the following:

- 19.5.2.1. Full name and address of the complainant;
- 19.5.2.2. Full name, address, position and office of the person against whom the complaint is being lodged; and
- 19.5.2.3. A narration of the relevant and material facts which shows the acts of omission/commission alleged.

19.5.3. The absence of any of the aforementioned requirements may cause the dismissal of the complaint.

- 19.5.4. An anonymous complaint/letters shall not be admitted if not filed properly as prescribed.

## **19.6. Guiding Principles for Administrative Discipline**

- 19.6.1. The disciplinary procedure in the Civil Service shall be governed by the following guiding principles:
  - 19.6.1.1. Alternative Dispute Resolution Mechanism;
  - 19.6.1.2. The rules of natural justice; and
  - 19.6.1.3. Upholding the rule of law.

## **19.7. Alternative Dispute Resolution (ADR)**

- 19.7.1. The purpose of the alternative dispute resolution mechanism is to probe causes of misconduct together with the employee and to jointly identify means of correcting the unacceptable conduct. ADR shall normally be applied in cases of a less serious nature of misconduct where there is room for change and improvement and where a trend has developed (e.g. irregular attendance, habitual habits affecting office work and performance).
- 19.7.2. ADR is an effort to address employee misconduct using a method other than a disciplinary inquiry to resolve, reduce, or even eliminate workplace disputes that might come from a circumstance where disciplinary action is not necessarily appropriate and effort is towards an amicable resolution.
- 19.7.3. ADR in the Civil Service can take many forms such as mediation, counselling, guidance or training for less serious offences with civil servants whose conduct needs correction.
- 19.7.4. The Agency shall identify the relevant civil servant(s) to execute ADR.
- 19.7.5. The Agencies shall refer cases pertaining to ESC/Head of Agency to RCSC for ADR.
- 19.7.6. The method shall be applied with reference to the Alternate Dispute Resolution Act of Bhutan 2013.
- 19.7.7. If the civil servant is not satisfied with the ADR, the Agency may terminate the ADR and forward the case to the Disciplinary Committee.
- 19.7.8. If during ADR, it transpires that the alleged misconduct is of a more serious nature than initially thought, the Agency shall terminate the ADR and forward the case to the Disciplinary Committee of the Agency.

## 19.8. Conduct of Disciplinary Enquiry

19.8.1. The HRC of an Agency, which shall function as the Disciplinary Committee, shall hear and decide administrative cases against an erring civil servant.

19.8.2. When HRC of an Agency considers it inappropriate to use ADR mechanism to resolve the case or ADR is unsuccessful, the HRC shall direct Disciplinary Committee to conduct a disciplinary inquiry in accordance with the following steps:

### 19.8.2.1. Step 1: Notification to respondent

- i. The Disciplinary Committee, when convinced that a prima facie case exists, shall notify the respondent civil servant in writing of the administrative charge(s) and direct him to submit an explanation on the charge within five working days from the receipt of the notification.
- ii. The respondent civil servant shall explain the charge(s), supported by evidence, if any.
- iii. The Disciplinary Committee may dismiss the case when the respondent civil servant's explanation proves beyond reasonable doubt that the administrative charge(s) is/are without basis.

### 19.8.2.2. Step 2: Investigation

- i. The Disciplinary Committee may order the conduct of an investigation when it is convinced that no decision can be judiciously taken without such an investigation.
- ii. Investigation of administrative charges or complaints against a civil servant shall be in conformity with the Constitution of the Kingdom of Bhutan, provisions of the CSAB 2010, BCSR and other laws of the Kingdom.
- iii. In cases where the facts are not complex and the alleged misconduct is not serious, the Member Secretary of the Disciplinary Committee shall investigate and execute the fact findings and submit to the Disciplinary Committee.
- iv. If a matter initially appears to be neither complex nor serious but in the course of the investigation it becomes clear that the case may be complex or serious, the matter shall be transferred to the Investigation Committee.

- v. The Investigator or Investigating Committee shall commence investigation within five working days on receiving directives from the Disciplinary Committee.
- vi. The investigation shall be completed within 15 days from its commencement. The Disciplinary Committee may extend the investigation period if required for a maximum period of 30 days, if required.
- vii. During the investigation, all civil servants must be treated in a fair and equitable manner.
- viii. The investigator/Investigation Committee may make findings on the basis of the evidence available in the event the civil servant fails or refuses to participate.
- ix. The Evidence Act of Bhutan, 2005 shall govern evidence of the case.
- x. The investigator/Investigation Committee shall submit a written report to the Disciplinary Committee within five working days after the completion of the investigation.
- xi. The civil servant under investigation shall be given a complete copy of the investigation report except where it is inappropriate to disclose certain information.

#### 19.8.2.3. Step 3: Disciplinary Committee Meeting

- i. The purpose of the disciplinary meeting shall be to submit any concerns (including, where appropriate, the investigation report or parts of it) to the civil servant and allow the civil servant to respond.
- ii. The Disciplinary Committee shall ensure that decisions are fair and consistent and that the facts of each case are considered carefully.
- iii. The Disciplinary Committee shall consider the report of any findings made in respect of the civil servant.
- iv. The civil servant shall be given an opportunity to respond to any concerns raised by the Investigation Committee.
- v. Where a civil servant fails to answer questions or fails to

submit any justification on the investigation report, the Disciplinary Committee may make a decision based on the evidence available.

- vi. The Disciplinary Committee shall conclude its meeting within 30 days from the receipt of the investigation report.
- vii. On establishing the facts based on the investigation report and the evidence, the Disciplinary Committee shall assess the nature of the misconduct and determine the breach of Civil Service laws and other relevant laws of the Kingdom, if any, and decide on the outcome of the meeting.
- viii. The Disciplinary Committee shall decide on the penalty, if any, in accordance with Section 19.11 during the closing of Disciplinary Committee Meeting.
- ix. The Disciplinary Committee shall take into consideration the nature of the offence, circumstances leading to the omission/ commission of the offence and the past service record of the respondent before imposing any penalty, including compulsory retirement from the service or termination.

#### 19.8.2.4. Step 4: Execution of the Disciplinary Committee's Decision

- i. The decisions of the Disciplinary Committee shall be submitted, formally endorsed and executed by HRC.
- ii. The decision shall be informed to the respondent within five working days from the endorsement by the HRC.
- iii. The decision letter shall be signed by the Chairperson of the HRC of an Agency.
- iv. A copy of the decision letter shall be submitted to the RCSC.

19.8.3. In appeal cases, the Disciplinary Committee of the Appellate Authority shall execute the decision rendered by the Appellate Authority.

## 19.9. Suspension

19.9.1. The suspension shall be discretionary and not mandatory in its application. It is a means to prevent one from hampering the ongoing investigation while the person is in the office or to prevent further misfeasance/malfeasance or destruction of evidence.

- 19.9.2. The authority to suspend civil servants in ESC shall be RCSC, with the exception as provided in ACAB 2011.
- 19.9.3. The Disciplinary Committee shall be engaged in executing administrative responsibility of ordering suspension and shall conduct a pre-suspension hearing, providing the accused fair and adequate opportunity to challenge the validity of the suspension order in consonance with the principle of administrative law, natural justice, and procedural due process.
- 19.9.4. A civil servant may be suspended under the following circumstances:
  - 19.9.4.1. Cases involving moral turpitude;
  - 19.9.4.2. Serious negligence and dereliction of duty resulting in considerable loss to the government;
  - 19.9.4.3. If the charge is connected to the official position of the public servant;
  - 19.9.4.4. If an official is charged with an offence against the “security and sovereignty of the Nation” or for “an offence of or above felony of the second degree”; and
  - 19.9.4.5. Any other similar circumstances.
- 19.9.5. Once charges are filed, public interest should be the guiding factor in deciding to place a civil servant under suspension. The Agency shall consider the following circumstances for placing civil servants under suspension.
  - 19.9.5.1. Cases where continuance of office will prejudice the disciplinary process;
  - 19.9.5.2. Where continuance in office is likely to seriously subvert discipline in the office or organisation;
  - 19.9.5.3. Where continuance in office will be against the wider public interest or the need to demonstrate the policy of Government to deal strictly with officials involved in scandals or corruption;
  - 19.9.5.4. Matters involving corruption, embezzlement or misappropriation of Government money, possession of disproportionate assets, and misuse of official powers for personal gain;
  - 19.9.5.5. Where charges filed are likely to end in the official’s conviction and/ or dismissal from service, including compulsory retirement and termination; and

- 19.9.5.6. Any other similar circumstances.
- 19.9.6. The Agency shall issue a formal Office Order to execute the suspension, which shall be notified to the RCSC and the civil servant concerned.
- 19.9.7. The civil servant and the Agency concerned shall be notified if the Suspension Order is issued by the RCSC.
- 19.9.8. A civil servant under suspension shall receive a subsistence allowance of an amount equal to half the gross pay he was receiving before the suspension except (after deducting) for allowance related to professional practice
- 19.9.9. The subsistence allowance shall be paid until the completion of Court/disciplinary proceedings. However, he shall be entitled to receive the remaining 50% of his gross salary except professional allowance and other benefits as applicable for the entire period of suspension on finalisation of the Court/disciplinary proceedings if the civil servant is found innocent and acquitted of all charges and accordingly reinstated in service.
- 19.9.10. However, on completion of the Court/disciplinary proceedings, if the civil servant is proven to be guilty, the civil servant shall refund all the subsistence allowance paid to him during the entire suspension period. This refund will, if necessary, be deducted from the incumbent's post retirement benefits or through any other process as appropriate.
- 19.9.11. The period of suspension shall be considered as part of active service for the purpose of gratuity, annual increment, and promotion only if the respondent civil servant is found innocent and acquitted of all charges and accordingly reinstated.
- 19.9.12. An order of suspension shall remain in force as herein provided unless it is modified or revoked by the appropriate authority.
- 19.9.13. Where a civil servant is suspended, whether in connection with a disciplinary proceeding or otherwise, and another disciplinary proceeding has commenced against him during the suspension, the competent authority to place him under suspension may, for justifiable reasons, order the continued suspension of the civil servant until the completion of all the proceedings against him.
- 19.9.14. In the event a respondent civil servant passes away during his suspension, the administrative case against him shall be immediately decided so that whatever benefits decided in his favour may be availed of by his family or legal nominees.
- 19.9.15. The Agency concerned shall not recruit new employees in place of the incumbent when the incumbent is under suspension till all the administrative and/court proceedings are completed and the final decision against the incumbent is

taken. However, RCSC may recruit or transfer a civil servant to fill an Executive position if the incumbent is on suspension or study leave or medical leave beyond 6 months.

### **19.10. Summary Proceedings**

19.10.1. The RCSC, upon the recommendation of the HR Committee of the Agency, may compulsorily retire a civil servant without formal investigation when a civil servant:

19.10.1.1. Habitually exhibits bad behaviour and poor performance; or

19.10.1.2. Is charged with a grave or serious offence and the guilt is proven beyond reasonable doubt, including self-admittance.

### **19.11. Penalty**

19.11.1. Any training obligation or disciplinary action entailing financial payment by a civil servant, and failure to comply with such obligation within the specified time frame, shall levy 24 percent penalty per annum on the initial amount. The calculation of financial obligations will be determined based on the prevailing exchange rate when required.

19.11.2. For the purpose of the administrative disciplinary action, one penalty per charge shall be imposed.

19.11.3. The disciplinary Committee shall refer Rules for Administrative Disciplinary Actions for classification of offence and penalty for major offences provided in Schedule 19/A.

19.11.4. The same penalties shall be imposed for similar offences under comparable circumstances.

19.11.5. In no case shall imprisonment be imposed as a penalty in an Administrative Case. It shall be pronounced only by a Court of Law. If warranted under the circumstances, the RCSC or any other Disciplinary Committee shall file appropriate criminal charges against a respondent civil servant in a Court of Law in Bhutan.

19.11.6. All disciplinary cases involving civil servants after establishing, beyond a reasonable doubt by the Commission/Agencies, the need for criminal prosecution in the Court of Law shall be forwarded to the Court of Law through the Office of the Attorney General.



- 19.11.7. A civil servant shall be terminated from service if he is convicted by the Court of Law for a criminal offence of a misdemeanour and above for offences related to discharge of official functions.
- 19.11.8. A civil servant shall be compulsorily retired from service with the post-service benefit if he is convicted by the Court of Law for a criminal offence of a misdemeanour and above for offences not related to discharge of official functions.
- 19.11.9. Any administrative penalty imposed on a civil servant shall be entered in his service record.
- 19.11.10. The Disciplinary Committee shall exercise reasonable judgement and consider all relevant factors in determining the most appropriate administrative penalty for each situation.
- 19.11.11. A civil servant can be charged with any other offences which are not covered in the Rule and shall be liable for the administrative penalties as may be determined by the RCSC/Disciplinary Committee of an Agency with a comparison to those offences/penalties covered in the Rule.
- 19.11.12. In the imposition of penalties, the Disciplinary Committee shall take into consideration the nature and seriousness of the offence, as well as the circumstances, which either mitigate or aggravate the intention of the respondent civil servant and the offence.
- 19.11.13. A minor penalty shall consist of actions such as:
- 19.11.13.1. Reprimand, which shall be generally issued for:
    - i. Irregular Attendance;
    - ii. Lack of *Driglam Namzha*;
    - iii. Unbecoming etiquettes and manners;
    - iv. Poor performance; and
    - v. Carelessness and/or negligence of duties.
  - 19.11.13.2. Fine of an amount not exceeding one month's salary;
  - 19.11.13.3. Deduction of one/two increments from the current basic pay; and
  - 19.11.13.4. Three or more reprimands or minor penalties would lead to a major penalty.

19.11.14. A major penalty shall consist of:

19.11.14.1. Reassignment;

19.11.14.2. Deduction of three to five increments from the current basic pay;

19.11.14.3. Reduction of salary below the existing pay level but with entitlement to normal increments on due dates;

19.11.14.4. Withholding of promotion;

19.11.14.5. Demotion to a lower Position Level/Position;

19.11.14.6. Compulsory retirement from service with post-retirement benefits; and

19.11.14.7. Dismissal or termination of service without post-retirement and other benefits, except one's own contribution.

## **19.12. Right to Appeal**

19.12.1. A civil servant aggrieved by a decision of the Disciplinary Committee has the right to appeal to the Appellate Authority. In the event an aggrieved civil servant or oversight Agency has observed inconsistencies in the disciplinary action, the case may be appealed to the Appellate Authority.

19.12.2. A respondent civil servant may appeal against the decision of the Disciplinary Committee within 10 working days from the receipt of the decision. Such an appeal shall be submitted to the relevant Appellate Authority for the reasons that:

19.12.2.1. There is evident injustice due to grave abuse of discretion;

19.12.2.2. The decision is not supported by the evidence on record;

19.12.2.3. Evidence was not considered when imposing the penalty;

19.12.2.4. Newly discovered or additional evidence which materially affects the decision is presented; and

19.12.2.5. There is a patent error in the interpretation of rules and regulations and laws, prejudicial to the interest of the respondent civil servant.

19.12.3. The Appellate Authority, while reviewing the appeal shall examine whether the disciplinary authority has complied with the due process.

- 19.12.4. A decision on the appeal shall be rendered within 30 days from receipt of the appeal.
- 19.12.5. An aggrieved civil servant, if not satisfied with the decision of the ultimate Appellate Authority, namely, Administrative Tribunal, may appeal against such decision to the High Court or Supreme Court;
- 19.12.6. In the event the High Court or Supreme Court acquits the concerned civil servant of all charges on reviewing the appeal against the decision of the Administrative Tribunal, the penalty shall stand revoked. However, if the Court finds him guilty on some charges he shall be imposed such administrative penalty as deemed appropriate.

### **19.13. Administrative and Legal Support**

No party shall prosecute or suspend a civil servant without notifying the RCSC. Also, the civil servant concerned shall be responsible for notifying the RCSC.

- 19.13.1. RCSC/Agency shall provide administrative and legal support to a civil servant in the event he is accused and prosecuted for actions and decisions taken in good faith in the interest of Agency's mandates, laws, rules and regulations, and overall national vision. The support shall be as follow;
- 19.13.1.1. If prosecuted by Government/Government Agency, all expenses related to the defence of charge(s) shall be processed and reimbursed by the working Agency in the event he is acquitted. However, he shall be represented by a Bhutanese law firm/lawyer only; and
- 19.13.1.2. If prosecuted by others related to official function, the Agency concerned shall depute its Legal Officer or request the Office of Attorney General to represent him in the Court.
- 19.13.1.3. No legal proceeding or suit shall lie against the Civil Servants in respect of official duties, which is done in good faith or intended to be done pursuant to the provisions of the CSAB 2010. Such immunity shall not cover corrupt acts committed by any civil servants in connection with the discharge of their duties or cover other valuables in consideration to act in a particular manner.
- 19.13.1.4. The Agency concerned shall through proper media coverage reveal facts leading to acquittal of a civil servant by the Court of Law on the charges lodged against him.
- 19.13.1.5. In the event, a civil servant charged for corruption related to official function is proven innocent in a Court of Law, he shall be eligible

for a refund of expenses for the legal process if any with proper documentary evidence.

**19.14. The RCSC shall maintain the Negative List of civil servants as follows:**

19.14.1. The Negative List is a register or list of civil servants who have been punished as guilty by the Court of Law through conviction for breaching the law of the nation and/or who have been punished by Agencies concerned through major administrative penalty for breaching the provisions of the CSAB 2010 and/or the provisions of the BCSR.

19.14.2. Objective

19.14.2.1. To have a clean Civil Service run by people of strong moral character and integrity.

19.14.2.2. To guide future HR actions, especially appointments to senior and important positions.

19.14.2.3. To keep vigil on erring civil servants.

19.14.3. Criteria

If a civil servant has:

19.14.3.1. Been convicted by the Court of Law, he shall automatically be included in the Negative List; and

19.14.3.2. Been sanctioned major and repeated minor administrative penalties by the Agency concerned, he shall automatically be included in the Negative List.

19.14.4. Responsibility of Agencies

19.14.4.1. Agencies shall maintain a record of civil servants falling under the Section 19.13.1 in the ZEST.

19.14.5. Implication

19.14.5.1. A civil servant whose name is featured on the Negative List once will be subject to special scrutiny for promotion to a higher Position Level or appointment to another Position.

19.14.6. Time frame for Negative List:

- 19.14.6.1. A civil servant shall be on the negative list until he completes the term of his penalty.

## RULES OF ADMINISTRATIVE DISCIPLINARY ACTION

Sl. No.	Nature of offences	Classification of offence
1	Convicted by the court of law for a criminal offence of a misdemeanour and above for offences related to discharge of official functions.	Major
2	Convicted by the court of law for a criminal offence of a misdemeanour and above for offences not related to discharge of official functions.	Major
3	Gross misuse of government properties. *	Major
4	Solicit or accept gratuity or gift by an employee which might reasonably be interpreted as tending to influence the performance of official duties.	Minor/Major
5	Gross misuse of office time for personal purposes.	Minor/Major
6	Influence clients and staff for personal gains.	Minor/Major
7	Disclose information to an inappropriate person or audience/ platform/forum.	Minor/Major
8	Use official information for personal gains.	Major
9	Support or conceal information related to corrupt practices.	Major
10	Failure to declare conflict of interest which results in major implications for the Agency.	Major
11	Failure to declare conflict of interest.	Minor
12	Make fictitious claims or incur expenses such as travel and subsistence payments, either by themselves or by staff unjustified reporting to them. *	Major
13	Non-Compliance with Procurement Rules	Minor/Major
14	Execution of substandard works. *	Minor/Major
15	Unauthorised absence during working hours or on any scheduled day of work, including a pattern of frequent lateness for duty.	Minor/Major
16	Steal or vandalise office properties. (This can include deliberate or wilful damage to property or gross negligence that can result in substantial loss or damage to Government property).	Major
17	Acts of violence including the physical assault against a fellow employee or client.	Major
18	Indulge in gambling or imbibing intoxicating substances like consuming drugs, alcoholic drinks during office hours.	Minor/Major
18	Habitual Drunkenness/Compulsive drinker/substance abuser.	Major
20	Gross uneconomical usage of properties. *	Minor/Major
21	Intentionally mislead by giving false, fib or an omission/Commission of part or whole of information.	Minor/Major
22	Unjustified hiring of properties from others/Irregular hiring of properties to others. (unauthorised issue of materials, Payment of hiring charges at higher rates and Short/non-collection of hiring charges)*.	Major
23	Under utilisation of equipment. (a situation of not utilising equipment or resources to the fullest capacity or kept idle after procurement causing financial implication to the Government.)*	Major
24	Gross Neglect of Duty.	Major

25	Engage in incitement and conflicts.	Minor/Major
26	Pass lewd remarks to clients and colleagues.	Minor/Major
27	Discrimination in rendering public service due to preference.	Minor/Major
28	Inefficiency and Incompetence in the performance of official duties.	Minor/Major
29	Refusal to perform official duty.	Minor/Major
30	Be a candidate for any election conducted under the electoral laws of the Kingdom of Bhutan or hold any paid or unpaid post in any political party.	Major
31	Express any opinion on Politics/Political Parties either explicitly or implicitly.	Minor/Major
32	Intentional double bookings/irregular/unauthorised payments.	Minor/Major
33	Violation of service rules.	Minor/Major

**Note:**

*The Supervisor shall be accountable and liable for administrative sanction for all the offences with asterisk (\*) in the above table.*

*The HRC shall have the authority to determine the classification of offence depending upon the nature and severity of the offences in the above table where indicated as Minor/Major.*

## ACRONYM

ACAB	Anti-Corruption Act of Bhutan
ADR	Alternative Dispute Resolution
AS	Administrative Service
B.Ed	Bachelors of Education
BCSE	Bhutan Civil Service Examinations
BCSR	Bhutan Civil Service Rules and Regulations
BDS	Bachelors in Dental Surgery
BHU	Basic Health Unit
BoT	Board of Trustee
CEA	Children Education's Allowance
CID	Citizenship Identity Card
CS	Civil Service
CSAB	Civil Service Act of Bhutan
CSO	Civil Society Organisation
CSWS	Civil Servants' Welfare Scheme
DA	Daily Allowance
DAHE	Department of Adult and Higher Education
DSA	Daily Subsistence Allowance
EID	Employee Identity
EOL	Extra Ordinary Leave
ERS	Early Retirement Scheme
ES	Education Service
ESC	Executives and Specialists Category
ESP	Elementary Service Personnel
EX	Executive
FA	Foreign Allowance
FS	Finance Service
FSO	Foreign Service Officer
GoI	Government of India
GSP	General Service Personnel
HR	Human Resource
HRA	House Rent Allowance
HRC	Human Resource Committee
HRD	Human Resource Development
JD	Job Description
JDWNRH	Jigme Dorji Wangchuck National Referral Hospital
ICT	Information & Communication Technology
LTT	Long Term Training
LoA	Letter of Award
M&E	Monitoring and Evaluation
MaX	Managing for Excellence
MBBS	Bachelor in Medicine and Bachelor in Surgery
ME	Main Examination



ModEx	Moderation Exercise
MOG	Major Occupational Group
MoU	Memorandum of Understanding
NGO	Non-government Organisation
NOC	No Objection Certificate
OC	Operational Category
ODE	Organisational Development Exercise
OSA	Officer on Special Assignment
PA	Parent Agency
PDB	Pre-Departure Briefing
PE	Preliminary Examination
PFS	Pay Fixation Statement
PGD	Post Graduate Diploma
PMC	Professional and Management Category
RCSC	Royal Civil Service Commission
RGoB	Royal Government of Bhutan
SG	Sub-Group
SMART	Sincerity, Mindfulness, Astuteness, Resilience, Timelessness
SOP	Standard Operating Procedures
SSC	Supervisory and Support Category
STT	Short Term Training
TAT	Turnaround Time
ToR	Terms of Reference
TS	Technical Service
UG	Undergraduate
WA	Working Agency
WE	Written Examination
ZEST	Zhiyog Electronic System (ZEST)

## DEFINITION

1. **Administrative Offence** - an offence from the breach of the Civil Service Act of Bhutan 2010 and BCSR 2023.
2. **Agency** - all organisations within the civil service.
3. **Apolitical** - Impartial, neutral and not linked to political parties or engaged in any political activities.
4. **Appellate Authority** - the Administrative Tribunal for appeal cases from the Royal Civil Service Commission, the Royal Civil Service Commission for appeal cases from Ministries and Agencies, and the Ministry for appeal cases from Departments and Dzongkhags.
5. **Appraisal Cycle** - the time frame of one year during which an employee's performance is either directly observed or verified for the purpose of providing a formal appraisal rating.
6. **Appraisal Report** - A Performance Appraisal Report is a document that evaluates how well someone is doing in their job. It will comprise two types of assessment on performance and Potential. It assesses their strengths, areas for improvement, and overall contributions to the organization. This report is typically created by a supervisor based on observations, feedback, and specific performance metrics. It helps employees understand their performance and provides a basis for discussions about goals, development, and compensation.
7. **Asset** - as defined in the Anti-Corruption Act 2011.
8. **Autonomous Agency** - an Agency under the Executive, established and mandated to function with autonomy by Royal Charters, Royal Kashos, Executive Orders or Acts of the Parliament.
9. **Basic Pay** - the remuneration fixed on a pay scale.
10. **Broad-banded Position** - a position that is linked to one or two higher or lower Position Levels in the same occupational group that require the same minimum qualifications and are very similar in purpose, roles and responsibilities.
11. **Blended learning** - training approach that combines in-person with online and digital learning methods.
12. **Civil Servant** - a person registered with the Commission and employed in the services of the Legislature, the Executive, Constitutional Offices and Autonomous Agencies of the Royal Government, unless otherwise specified.

13. **Civil Service** - the services within the jurisdiction of the CSAB 2010.
14. **Clean Service record** - not in the negative list of RAA and ACC.
15. **Code of Conduct** - the Code of Conduct and Values set out in the Civil Service Act 2010 and BCSR 2023.
16. **Common dependent** - a dependent who has been declared as dependent by more than one CSWS member.
17. **Commission** - the Royal Civil Service Commission established under the Constitution of the Kingdom of Bhutan.
18. **Competent Authority** - means a person or agency that has legally delegated authority or power to perform a designated function.
19. **Compulsory Retirement** - the involuntary retirement from Civil Service with post service benefits.
20. **Conflict of Interest** - a conflict between the official duties and the private interests of a civil servant, including not only his vested interest but also those of his family.
21. **Constitution** - the Constitution of the Kingdom of Bhutan.
22. **Contract Extension** - the process of extending a contract period without changing any of the terms and conditions.
23. **Contract Renewal** - the process of revising the terms and conditions of a contract based on the merit of the contract personnel and need of his service.
24. **Conviction** - civil servant is found guilty of a criminal offence.
25. **Cooling-off Period** - the minimum length of time a person registered with a political party must maintain, after de-registration, to be eligible for any form of employment in the Civil Service.
26. **Corruption** - as defined in the Anti-Corruption Act of Bhutan.
27. **Criminal Offence** - any offence as defined by the Penal Code of Bhutan.
28. **Cross Sector** - the positions which serve more than one Sector/Agency such as lawyers, accounts personnel, HR, IT professionals, etc.
29. **Daily Allowance** - the allowance payable per day to a civil servant during in-country official tour/travel.

30. **Daily Subsistence Allowance** - the allowance per day payable to a civil servant during short- term training and ex-country official tour/travel.
31. **Deceitful nominations** - nominations made beyond the defined direct dependents.
32. **Direct Dependents** - member's own biological parents, a spouse, and children (including legally adopted).
33. **Driglam Namzhag** - the conscious pursuit of harmonious living embodied in the traditional etiquette based on Tha-Dam-Tse and Ley-Jum-Drey.
34. **Elected Representatives** - members of the Parliament and local governments.
35. **Embezzlement** - fraudulently taking Government property/fund for personal gain.
36. **Enforced Halt** - a halt, which a civil servant, in the course of a journey, is obliged to make at an intermediate station for a reason beyond his control such as for non-availability of air ticket, cancellation of flight, etc.
37. **Equal Pay for Work of Equal Value** - that employees with the required qualifications and experience and performing comparable jobs as determined through the job evaluation process, should be compensated similarly, i.e within the same salary range.
38. **Ex-country** - refers to the First World Countries.
39. **Family member** - members consisting of a spouse and children”.
40. **Felony** - a serious crime as defined in the Penal Code of Bhutan.
41. **Foreign allowance** - allowance given to an employee of a Mission/Embassy to cover the cost of living at the place of posting.
42. **Fraudulent claim** - claim made against a fictitious death or against a wrong dependent or a double claim.
43. **Gross pay** - refers to the sum of fixed pay and variable pay.
44. **Head of Agency** - Secretary of Ministry, Head of Autonomous Agency, Dzongdag for Dzongkhags.
45. **Holder of Constitutional Office** - the same meaning as defined in the Constitution.
46. **Home-based Staff** - the support level personnel deputed to a mission abroad.

47. **HR Actions** - any action taken on a civil servant pertaining to recruitment, appointment, staffing, training, transfers, promotion, secondment, separation, administrative discipline, etc.
48. **HR Audit** - assessment of the implementation of all HR actions by the Agencies as per the provisions of the Constitution, the Civil Service Act, the BCSR and the other relevant rules with the view to ensure fairness and objectivity in the Civil Service.
49. **In-service** - serving in the Civil Service.
50. **In Class training** - those STT for which a Certificate is granted to the participants upon course completion.
51. **Individual Work Plan** - a clear plan of action for an Agency to organize and manage individual activities to effectively contribute to achieving the annual objectives of the Agency.
52. **Ley-Jum-Drey** - the cause and effect relationships.
53. **Local Recruit** - a person directly recruited by the Mission/Embassy to a non-diplomatic post as per the terms and conditions approved by the Government.
54. **Malfeasance** - a wrongful or unlawful act.
55. **Malversation** - official corruption.
56. **Manager** - a civil servant above the supervisor in the chain of command in the Agency.
57. **Managing for Excellence** - Performance Management System to align individual performance targets with the organizational strategies, ensure organizational effectiveness by cascading institutional accountabilities to the various levels, and enhance agency's performance by differentiating performer from non-performer.
58. **Merit Based or Based on Merit** - a personnel decision taken based on a set of eligibility criteria prescribed in the BCSR and in compliance with the provisions of the Civil Service Act 2010.
59. **Medical Escort Leave** - Is a leave granted to a civil servant to escort his direct dependent in the case of medical referral from a health facility of the locality to Gphu RRH, Mongar RRH and JDWNRH.
60. **Misappropriation** - the application of another's property or money dishonestly to one's own use.
61. **Misdemeanour** - the same meaning as defined in the Penal Code of Bhutan.

62. **Nominee** - a person designated by a civil servant to receive benefits on his behalf.
63. **Non-partisan** - non-supportive and neutral to any political parties.
64. **Open Competition** - that anyone is free to apply and compete for a vacant position or scholarship as long as he fulfills the eligibility criteria, which shall be advertised to ensure a fair and transparent process.
65. **Open Scholarship** - a scholarship secured by a person in his/her individual capacity which has no implication to the RGoB in terms of funding or slot.
66. **Organisational Development** - an Agency's efforts to regularly review its mandates and capacities, for taking the right decisions and measures to improve performance and assure delivery of high quality services.
67. **Orientation Programme** - the familiarization of a civil servant in terms of the organisational values, mandates, policies, plans & programmes, working culture, duties & responsibilities, BCSR, Financial Rules, and other expectations of organisation.
68. **Other UG Scholarships** - is the Ex-country and In-country (RTC- only) scholarships implemented and administered by the Human Resource Development Division, RCSC for critical HR requirements in civil service.
69. **Parent Agency** - an Agency identified to look after a specialized group of profession for purpose of professional development and provide technical support to another Agency.
70. **Performance Appraisal** - the process of documenting performance accomplishments, determining whether and how well performance outputs were accomplished, and assigning appropriate ratings based upon the assessment.
71. **Performance Dashboard** - A performance dashboard is a visual representation or tool that provides a comprehensive overview of key performance indicators (KPIs) and metrics relevant to a specific area Job/position. It is designed to give supervisors a quick and easy way to monitor and assess the performance of a particular process, department, project, or agency as a whole.
72. **Performance Evaluation** - appraisal of performance and assessment of individual capacity/ potential.
73. **Person** - an individual, partnership, corporation, organisation, enterprise, agency, department, subdivision, or other legal entity whether public or private and successor, representative, or agent thereof.
74. **Petty Misdemeanour** - as defined in the Penal Code of Bhutan.

75. **Position** - the basic unit of a post and comprises of duties and responsibilities to be performed by an individual.
76. **Position Level** - the rank within the Position Category based on the approved job evaluation of each position.
77. **Position Title** - indicates the broad function of the position and to a certain extent, the level of the position in the Civil Service hierarchy.
78. **Potential Assessment** - A potential assessment is a process used to figure out if someone has the ability and qualities aligned to the Leadership Capability Framework needed to be a good leader in a workplace or other group setting.
79. **Prima facie** - clear case at first sight.
80. **Primary Nominee** - a nominee selected from the list of dependents by the member of the CSWS who will make the claim in the event of the demise of the member.
81. **Private Company** - a company other than a public company, as defined in the Companies Act.
82. **Prohibited Sources** - as defined in the Gift Rule.
83. **Promotion** - vertical movement in a civil servant's career to fill in a higher-position vacancy with a new position title and corresponding pay.
84. **Proselytisation** - deliberately persuading or influencing others to accept one's own belief, religion, faith, etc..
85. **Public company** - a company which is authorised by its Articles to offer its shares to the public, as defined in the companies Act.
86. **Regional country** - refers to the SAARC countries
87. **RGob Scholarship** - LTT funded by RGoB, including donor fund in terms of tuition fees, stipend, tuition fee waiver/bursaries/concessions/quota and other expenditures in full or partially to enable a person to complete an approved LTT. This also includes LTT slots provided to RGoB by donor.
88. **Royal Government** - includes the Legislature, the Executive and the Judiciary.
89. **Rural Posting** - the placements to places including Dzongkhag/Dungkhag Headquarters, Gewogs and Villages.

90. **Scholarship Cost** - includes tuition fees, stipend, tuition fee waiver/bursaries/concessions/ quota and other expenditures in full or partially to enable a person to complete an approved LTT.
91. **Secondment** - a transfer of personnel both within and outside the Civil Service on a temporary basis to develop human resource capacity, in a way that does not affect the employment status in the Royal Government.
92. **Secretariat** - the Secretariat of the Royal Civil Service Commission.
93. **Secretary to the Government** - refers to the head of the Cabinet Secretariat or the head of a Secretariat of a Ministry appointed by the Druk Gyalpo as per the provisions of the Constitution.
94. **Skill** - refers to an employee's ability to carry out the tasks, duties and responsibilities of a given position.
95. **Staffing Pattern/Strength** - the approved strength of positions for an Agency over a specific period of time.
96. **Subpoena** - a written order commanding a person to appear before a court or other tribunal, subject to a penalty for failing to comply.
97. **Subpoena Duces Tecum** - a subpoena ordering the witness to appear and to bring specified documents, records or things.
98. **Supervisor** - a civil servant who is above the employee in the chain of command in the Agency from whom the employee receives the majority of instructions regarding his work and to whom the employee directly reports.
99. **Termination** - separation from Civil Service without any post service benefits but with entitlement of his own personal contribution such as Provident Fund (PF) & Group Insurance Scheme (GIS) with interest and cost of travel to home.
100. **Tha-Dam-Tsi** - the duties one owes to another derived from good faith, trust, confidence, candour and moral obligations.
101. **The Rule** - the Bhutan Civil Service Rules & Regulations 2023.
102. **Transfer** - a lateral movement of a civil servant from one place to another or from one Agency to another or from one profession to another, in the same Position Level.
103. **Transit Halt** - a halt in airport which a civil servant is obliged to make for connecting flight while on official tour/training ex-country.



104. **Travel Allowance** - the allowance payable to a civil servant to compensate for the cost of travelling during an in-country official tour.
105. **Tsa-Wa-Sum** - the King, Country and People.
106. **Vacancy** - an approved position that is currently vacant.
107. **Voluntary Resignation** - the resignation as per one's own free will and desire with post service benefits.
108. **Working Agency** - an Agency where the civil servant is currently working.