



# **TRANSFER GUIDELINES 2024**

**GovTech Agency**  
**Royal Government of Bhutan**

*Guideline endorsed by the Royal Civil Service Commission during its 24th Commission Meeting held on November 13, 2024.*

## **Foreword**

The GovTech Agency, as the parent agency for civil servants under the ICT services, holds responsibility for managing the Human Resource (HR) of all ICT professionals employed under the Ministries, Dzongkhags, Thromdes, agencies, and Regional Offices under the Ministry. Thus, the Agency has formulated a transfer guideline as per section 13 of the Bhutan Civil Service Rules and Regulations (BCSR), 2023, which has been formally endorsed by the ... Agency Human Resource Committee (AHRC). This guideline shall also extend to other civil servants under the administrative service of the Agency.

The main goal of the guideline is to enable an effective, and transparent transfer process, thereby improving the execution of development programs and the delivery of public services. Furthermore, this guideline also seeks to offer comprehensive guidance to the AHRC, aiming to optimize human resource deployment across agencies and ensure the seamless movement of ICT personnel.

Secretary  
Chairperson, AHRC  
GovTech Agency

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## **1. Background**

This transfer Guideline is developed in accordance with the Chapter 13 of the BCSR 2023 and in order to facilitate mobility amongst the ICT personnels so that their services are best utilized in the interest of the public and the government. Mobility will also ensure the diversification of the experience and knowledge and appreciation of socio-cultural and economic conditions prevailing in the country through the change of placements. The transfer guideline will enhance the positive work culture through interchange of skills, knowledge and experiences amongst the ICT professionals.

## **2. Objectives**

- 2.1. To facilitate the exchange of knowledge and field experiences within and amongst ICT personnel
- 2.2. To deter the development of vested interests leading to probable corruption, nepotism, patronage, favoritism, and red-tape due to the prolonged stay of an individual in any particular place, Agency or position.
- 2.3. To meet or fulfill organizational needs – To fulfill organizational needs arising out of change in technology, volume of production, production schedule, quality of product etc.,
- 2.4. To satisfy employee needs – Sometimes employees themselves demand transfer due to their personal problems like ill health, family problem, native attractiveness or non-co-operation from boss or fellow workers-facilitate transfer on requests
- 2.5. To adjust the workforce – Excess employees or surplus of employees in one department may have to be transferred to another department or section where there is shortage of workforce.
- 2.6. To reduce monotony and to make the employees versatile – If the employees have stayed on a job continuously for a longer duration, to reduce their monotony and to widen their knowledge and skills.
- 2.7. For effective use of employees – If the management feels that the service of the able employee is to be used in different divisions of the same organization, then such employees will have to be transferred.
- 2.8. To give relief to the employees – Employees who are overburdened and doing complicated or risky work for long periods are relieved from such work by transferring such employees to a place of their choice.

### 3. Scope of Application

- 3.1. This guideline shall be applicable to all the ICT professionals parented by GovTech as detailed below:
  - 3.1.1. P5-P2
  - 3.1.2. S5-SS1
- 3.2. Exclusion: This guideline shall not be applicable to the new appointees who have not served more than 3 years in the initial place of posting (3 Years mandatory posting).

### 4. Authority to Transfer

- 4.1. As per Section 13.2.1 of BCSR 2023, “The HRC of the Parent Agency shall plan transfers in consultation with the Working Agency and execute transfers at regular intervals.” Align to Section 13.3 of the BCSR 2023 which grants authority to relevant agencies to facilitate the transfer process.
- 4.2. 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 SuperStructure	RCSC
3	Inter-Agency for parented positions up to P1	Parent Agency/GovTech/AHRC
4	Intra/Inter- Major Occupational Group within the SuperStructure group up to P1	GovTech/AHRC
5	Transfer of S5-SS1	AHRC/GovTech

### 5. Roles and Responsibilities of the Agency

- 5.1. The AHRC of the Agency shall transfer ICT Professionals based on the transfer guideline in a transparent and fair manner in alignment to the provisions of the

BCSR (Section 13.4.1 of BCSR 2023).

- 5.2. In case the Agency fails to transfer or justify not implementing transfer as per the guidelines, the Commission (RCSC) reserves the right to transfer the civil servants unilaterally (Section 13.2.4 of BCSR 2023).
- 5.3. The Agency shall plan the transfer in consultation with the Working Agency six months before the transfer effective date and execute transfers in line with their transfer guideline ( 13.4.2 of BCSR 2023).
- 5.4. The Agency shall work out a mutually agreeable transfer list with the Working Agency six months before the transfer effective date (Section 13.9.2 of BCSR 2023).
- 5.5. A civil servant granted transfer on request without fulfilling the conditions as prescribed in the Transfer Guideline of the Parent Agency shall not be entitled to transfer benefits (Section 9.11.5 of BCSR 2023).
- 5.6. The civil servants failing to abide by the Transfer Order shall be liable for administrative actions (Section 13.12.2 of BCSR 2023)

## **6. Transfer Criteria**

### **6.1. General Criteria**

- 6.1.1. Availability of vacancy- There shall be a vacancy in the deemed place of posting
- 6.1.2. Completed a minimum of three years in the new position category or three years in the current position from the initial date of appointment, however, the AHRC of the agency may provide a waiver on the term requirement in cases of technical emergencies where the employee is required immediately for intervention.
- 6.1.3. Transfer outside the superstructure shall be allowed only on OSA for a specific time period.
- 6.1.4. 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;however, the AHRC of the agency may provide a waiver on the term requirement in cases of technical emergencies where the employee is required immediately for intervention.
- 6.1.5. Transfer within the same superstructure shall be allowed based on the position requiring the same qualifications, skills, abilities and experience.

- 6.1.6. A civil servant under the Ministry parented by another agency must obtain a No Objection Certificate from their Ministry (Working Agency) for lateral transfers or transfers via open competition.
- 6.1.7. All civil servants who are transferred shall be relieved within 30 days from the date of issue of the transfer effective date and shall assume the new responsibilities immediately on expiry of the admissible joining time unless otherwise approved by the HRC of the receiving agency as per clause 13.9.3. of BCSR 2023

## **6.2. Specific Criteria**

- 6.2.1. The ICT Officers shall be transferred within the Zones/Regions as per the structure of GovNets and when determined by the Government Networks Division based on approval of the AHRC.
- 6.2.2. The ICT Technical Associates placed in the agencies to look after the network shall be transferred based on the recommendations of the Government Network Division subject to review and approval of the AHRC. If there are ICT Technical Associates looking after the systems in the agency, their transfer will be subject to approval by the Department of Digital Transformation.
- 6.2.3. Transfer on request shall be granted based on the following conditions:
  - 6.2.3.1. After serving a minimum of two years for those with a service record of 3 years and above and 3 years for the new appointees in the same place of posting
  - 6.2.3.2. Genuine Medical and health issues
  - 6.2.3.3. Genuine family problems
  - 6.2.3.4. Availability of vacancy in the place where the transfer is requested
  - 6.2.3.5. Other issues that merit the intervention via transfer
  - 6.2.3.6. All the above shall be vetted by the AHRC
- 6.2.4. Transfer of ICT personnels from GovTech (Head Office) to Agencies and vice-versa shall be based on the requirements or as and when deemed by the management.
- 6.2.5. Intra-departmental transfers or transfers within the divisions of the same department shall be decided by the Division Heads and effected with the issue of transfer order to the employee.
- 6.2.6. Interdepartmental transfers or transfers from one department to another

shall be decided by mutual consultations among the departmental heads/Chiefs when such transfers are of a permanent nature or of long duration. It shall be subject to approval by the AHRC of the agency.

## 7. Implementation

The transfer guidelines shall be implemented in the following manner:

### 7.1. Transfer on requests:

Sl. No	Activity	Timeline	Documents required and other remarks
1	Receive and compile the transfer requests	NA	<b>Medical Condition/Health Issues:</b> <ul style="list-style-type: none"> <li>- Medical certificate issued by the Medical Board of Doctors with a sign and a seal</li> <li>- Application of request</li> <li>- Recommendation from the Head of the Division</li> </ul> <b>Family/Marriage:</b> <ul style="list-style-type: none"> <li>- Marriage certificate</li> <li>- Application</li> <li>- Recommendation from the Division Head.</li> </ul> HRS+Divisions
2	Review and assess the requests	Within 5 days of receipt of the transfer request	HRS+Divisions
3	Put up to AHRC for a decision	Within 3 days after the review	
4	Issue transfer order or convey a regret	Within 1 day after the AHRC approval	
5	Implement the transfer	Within 5 days after the approval	

### 7.2. Normal/Routine Transfers:



Sl.No	Activity	Timeline
1	HRS to Compile a list of officials due for transfer	March- for July Cycle and October for Jan cycle
2	Share with the division for review	1st Week of April and 1st week of October
3	Put up to AHRC for deliberation	2nd Week of April and 2nd week of October for Jan cycle
4	Issue Transfer Orders	3rd Week of April 1st week of November for Jan cycle
5	Inform and communicate with the concerned officials and implement the transfer	Last week of June and 1st July last week of December for Jan Cycle

*Note\* Transfer Grant and Transport Charges of Personal Effects to be paid as per eligibility set by MoF. HRS and Accounts section to facilitate the provision of the grant.*

### 7.3. Transfer Cycle

Sl.No	Transfer type	Transfer Cycle	Turn Around Time
1	Transfer on Request	Throughout the Year	Within 1 month of receiving the transfer request
2	Normal/Routine Transfers	Bi-Annual	July and Jan of Every Year
3	Inter/Intra-Departmental/Divisional Transfers	NA	Within 2 weeks of the transfer request
4	Other transfers	As and when required	Within 1 Month's time Lateral transfer, OSA, Secondment

## 8. Appeal

- 8.1. Any official dissatisfied with the decision of the AHRC shall appeal within 10 working days from the date of issue of the Transfer Order or conveyance of the regretful decision of the AHRC (for those on request).

## 8.2. Process for Appeal

Sl. No	Activity	Timeline
1	Put up an Appeal Application with the details of grievances to the Head of the Agency or Chairperson of the AHRC	Within 10 Working days from the date of conveyance of the AHRC Decision: (Regret/Approval)
2	AHRC to review and deliberate on the Appeal	Within 3 days of the receipt of the appeal
3	Convey the decision of the AHRC	1 day after the AHRC's decision
4	Further, appeal to RCSC if not satisfied with the decision of the AHRC	Within 10 working days from the AHRC's decision

## 9. Penalty

9.1. Employees who fail to comply with the transfer guidelines shall be liable for administrative action as follows:

Sl. No	Action	Administrative Penalty
1	Failure to join within 1 month from the issuance of the Transfer Order	<ul style="list-style-type: none"><li>● Reprimand- 1st case</li><li>● Final Warning- Written- 2nd case</li><li>● Withhold one month's pay- 3rd case</li><li>● After the 3rd case: withhold 3 month's increment and Compulsory retirement if repeated after the 3rd incident</li></ul>
2	Non-compliance with the training guidelines	<ul style="list-style-type: none"><li>● Withhold 2 month's increment per case</li></ul>

## **10. Amendment and Interpretation**

- 10.1. The Transfer Guidelines may be amended, as and when necessary, by the MHRC of the Ministry and submitted to the RCSC for endorsement as required by Section 13.2.2 of the BCSR 2023.
- 10.2. The HRC shall be the final authority to interpret any difference or incongruence in the application of the Transfer Guidelines. However, the provision of the BCSR 2023 shall prevail in case of any ambiguity between this guideline and the BCSR.

## **11. Annexures**

- 11.1. RCSC standard forms will be used and the office orders will be generated via ZES