

Civil Service Reforms for Excellence in Service

The presentation will cover the Five Areas of Reforms undertaken from 2014 to December 2017, culminating in the Bhutan Civil Service Rules & Regulations 2018. Among the five area of reform, more emphasis will be made on the Sucession Planning and Leadership Development, the new Performance Management System called Managing for Excellence (MaX) and initiatives under Civil Service Wellbeing to attract, retain and motivate civil servants.

The Five Areas of Reforms cover the following:

1. A government wide OD exercise to ascertain the optimal structure and size of the civil service, based on existing policies of the government. Among others, it put in place mechanisms to ensure that agencies are organized based on a clear distinction of policy making functions, regulatory functions and public service delivery/implementation functions.
2. Changes to the Bhutan Civil Service System to ensure greater professionalism in the civil service. Major change is the introduction of super structure and development of clear competencies for every position to enhance professionalism.
3. Succession Planning and Leadership Development to manage succession, leadership development based on the Leadership Capabilities Framework and Performance Management.
4. Managing for Excellence (MaX) covers the new performance management system that is results based, starting from agency targets down to individual workplans to enhance government performance in all its responsibilities of public service delivery, regulation, policies and programmes as well as to uphold meritocracy.
5. Civil Service Wellbeing that covers initiatives to create a workplace environment to help the civil service attract, retain and motivate civil servants. These include mentoring, retirement planning services, family friendly policies etc.