



**Royal Civil Service Commission**

*"Excellence in Service"*

# Responding to the COVID-19 Pandemic: **Case of Bhutan**



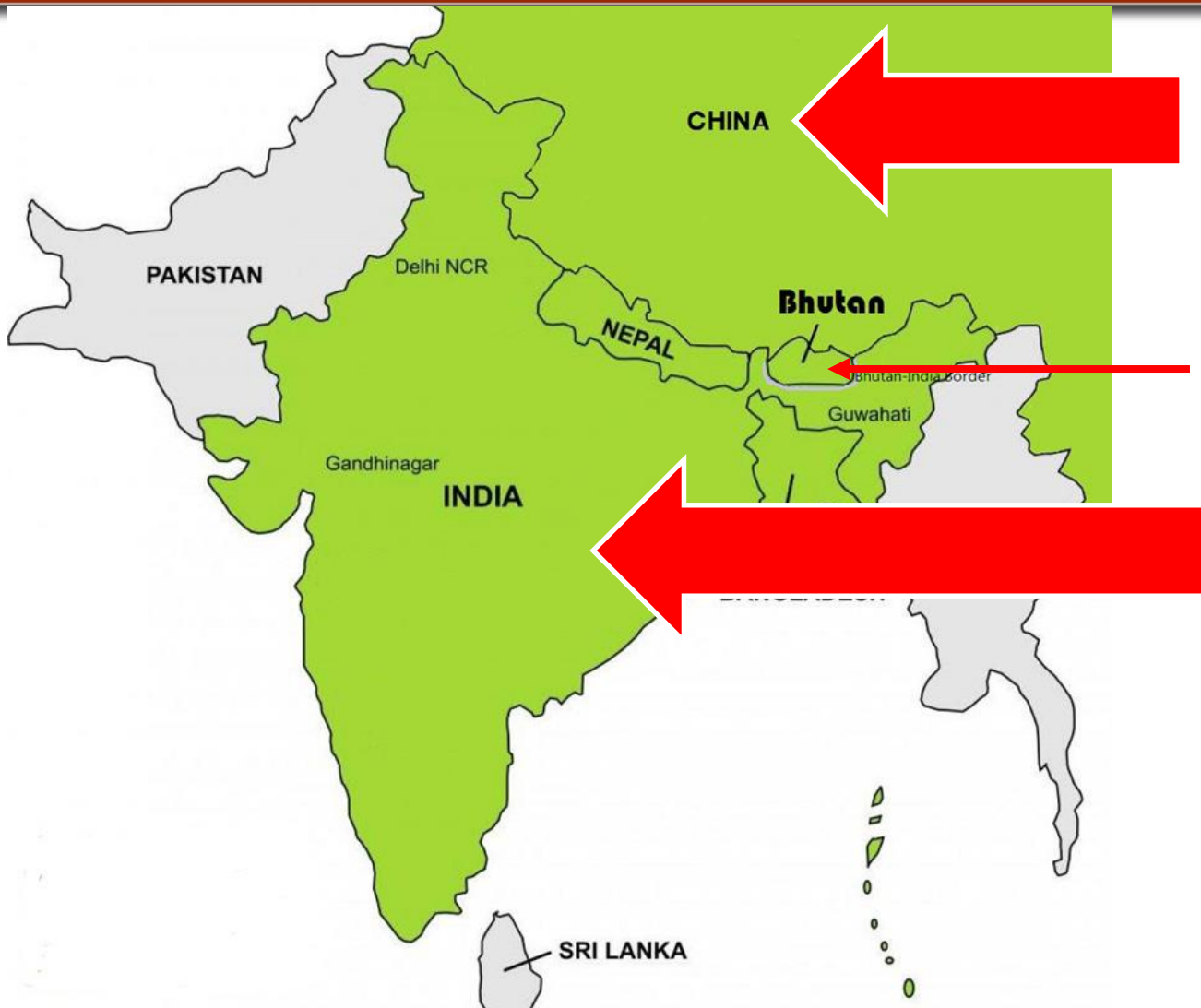
# BHUTAN



**Mountainous country**



# Royal Civil Service Commission





## Gross National Happiness – Development Philosophy

“A holistic and sustainable approach to development, which balances material and non-material values with the conviction that humans want to search for happiness.”

Sustainable & Equitable  
Socio-Economic Development

Environmental  
Conservation



Good  
Governance

Preservation & Promotion  
Of Culture





## COVID-19 Situation in Bhutan

Deaths

0

Total  
Cases

382

Community  
Transmission

Minimal





# Lessons learnt

- **Leadership** is Key
- **Whole of Govt.** approach
- Effective and Efficient **Management and Command** structure
- Agile and Flexible approach in managing and mitigating the **effects of the Pandemic**
- Support and collaboration of **non-government organizations.**



# Participation of Multiple Stakeholders

- **Government agencies at Central and LGs**
- **Security Forces**
- **Desuung/Voluntary Peacekeepers**
- **Non-Government Organizations (NGOs)**
- **State owned enterprises (SOEs)**
- **Private Citizen**





- An opportunity to foster **structural reforms** in building more effective disaster management systems
- An opportunity to accelerate the **digitisation process**
- An opportunity to **rationalise many rules and regulations** to address and mitigate the socio-economic fall out of the Pandemic





## Investments in building Govt. Capacities

- **Soft Skilling (Mindfulness and Emotional Intelligence)** all civil servants at **Managerial and Supervisory** positions- including Clinical staff working in hospitals – about a third of the Civil Servants.
- Development of **Competencies Based Frameworks** (CBF) for various Major Occupational Groups and Sub-groups: (24 MOG/SG)
- **Coaching and Mentoring skills** – All Supervisors at Division level.
- Move to **digital solutions** for capacity building- **mindtools**.



**THANK YOU**

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