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 རྒྱལ་གཞུང་ཞི་གཏོག་ལྷན་ཚོགས།
 ROYAL GOVERNMENT OF BHUTAN
 ROYAL CIVIL SERVICE COMMISSION
Excellence in Service



RCSC/ WS-3/2018/ 4677

March 8, 2018

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Subject: Standard General Induction Program for new employees and SOP for Retiring Services

Dasho/Sir/Madam,

As you are aware that the Civil Service Well-being is one of the areas of reforms to take care of its civil servants right from entry to separation and beyond to attract the best and the brightest and motivate them to contribute fully to the Tsa-Wa-Sum.

To ensure the new employees are welcomed to the civil service, a mandatory general induction program shall be provided to the new employees by the respective agency and thereafter, the respective agency may provide a specific or customized induction program based on the need.

The other component of the reform process is the creation of a proper Exit Management (EM) by streamlining the separation process so that the superannuating civil servants gracefully exit the civil service.

Many times, a retiring civil servant is made to run from pillar to post to complete the paper works for separation. This system is viewed as "harassment" to a civil servant retiring after serving the Tsa-Wa-Sum for many years. Therefore, there is need to streamline the separation process to make it more efficient and effective so that a retiring civil servant gracefully retire from the service.

In this regard, the Royal Civil Service Commission has developed a Standard Operating Procedure (SOP) for exit of civil servants to be implemented by all the agencies to ensure uniform application of exit formalities of a civil servant across all agencies.

Please see attached herewith the standard General Induction Program for new employees and SOP for Retiring services.

Yours faithfully,

(Tsheten Wangyal)
Offt. Director

Copy to: Chief HRO/HRO, for strict compliance

Standard Operating Procedure for the Civil Service Retirement Services

Sl. No	Activity	Responsibility	Timeline
1	Generate and verify the details of civil servants with one month to superannuate and inform the superannuating civil servant of the same.	HRO of respective agency	Prior to one month preparatory leave
2	Facilitate the one month preparatory leave		one day prior to preparatory leave
3	Inform all superannuating civil servants to complete the post retirement documentation formalities at the earliest to facilitate timely payment of admissibility(ies)		one month prior to preparatory leave
4	Ensure all required documents in the checklist are obtained prior to processing of separation. (The HRO must assure that all documentation(mentioned below) in respect of the superannuating civil servant is complete and ready for processing with Agencies upon the civil servant's return from preparatory leave.) <ol style="list-style-type: none"> 1. Audit Clearance 2. Security Clearance 3. Tax Clearance 4. Credit Information Bureau Report/Loan Clearance 5. No Dues certificate 6. NOC from Department 7. Last Pay Certificate 8. CID(Member) 9. CID(Spouse, in case of nominee) 10. Marriage certificate 11. Retirement Order 12. Relieving Order 		Within the month of preparatory leave
5	If he/she is a CSWS member, the Free Lifetime Certificate (form 3.4) should be filled and submitted to the Well-being Services. This certificate shall be presented to the superannuated civil servant during the exit ceremony.		It should e reach the WS two week prior to exhaustion of the one month preparatory leave so that it would be ready during the exit ceremony

			time.
6	“Expression of Commendation” certificate from Head of Agency/Chairperson of the RCSC should be ready for award during the exit ceremony. These certificate shall be presented to superannuating civil servant during the exit ceremony.		It should be ready prior to exit ceremony.
7	Civil Service Award for Lifetime Service and accompanying medal(s) shall be kept ready for award to the superannuating civil servant during the exit ceremony.	HRO and RCSC	Provide the name list of civil servants who are superannuating in the following year to the Wellbeing Services, RCSC for getting the Awards ready. The name list must be submitted to RCSC at six months prior to date of superannuation.
8	A simple exit ceremony shall be organized upon completion one month preparatory leave to formally bid farewell to the superannuating civil servant.	Head of the Agency/HRO	After completion of preparatory leave or on a convenient agreed between the Agency and the superannuating civil servant.
9	Obtaining new contact address of the superannuating civil servant. It can be his email address, postal address or/and mobile number so that RCSC can keep in touch as and when necessary.	Civil servant concerned, Agency HRO.	During exit ceremony or earlier as convenient. The Agency HRO will submit to WS within one month after relieve of the civil servant.