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



RCSC/CSWD/PSD-2/2021/2133

24 December, 2021

Head of Agency
Ministries/ Dzongkhags/ Thromdes/ Agencies

Subject: **General Service Delivery Guidelines**

Dasho/ Sir/ Madam,

As part of the RCSC's Public Service Delivery initiative, a General Service Delivery Guidelines has been developed. GSDG covers the responsibilities and rights of both service users and service providers with an aim to make them aware of their basic roles in the process of availing/ providing services.

We are pleased to distribute the GSDG in two charts, one each in Dzongkha and English. We would like to request you to display the guidelines in a prominent place in your respective agencies. Kindly note that we have shared the guidelines in soft copy for you to print and distribute to your departments, regional/branch offices, extension centres and other service centres. Similarly, we would like you to upload the guidelines in your respective official websites.

Thanking you for your continued support and cooperation.

Wishing you a very Happy New Year 2022.

Yours sincerely,


(Tashi Pem)
Director General