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# Tashi InfoComm Private Limited

Ref. No.: TIPL/HRAD/12/2026/

Date: April 28, 2026

## TERMS OF REFERENCE

### ABOUT TASHI INFOCOMM PRIVATE LIMITED

Tashi InfoComm Private Limited is the second cellular company in Bhutan, a separate entity under Tashi Group of Companies. The company was incorporated on January 23, 2007, under the Companies Act of Bhutan 2016, after it won an international bid to operate as the second cellular operator in Bhutan. Pursuant to the grant of Certificate of Re-Registration by the Office of the Registrar of Companies, Ministry of Industry, Commerce and Employment on 27<sup>th</sup> of November 2023, Tashi InfoComm Limited was re-registered as Tashi InfoComm Private Limited under the Companies Act of Bhutan, 2016.

The cellular license issued by Bhutan InfoComm and Media Authority (BICMA) mandates TashiCell to build mobile network to provide cellular services to the entire nation. The mobile network is based on GSM WCDMA/HSPA+ technologies. The company launched its GSM services on April 6, 2008, under the brand name "TashiCell", with its registered office located at Samten Lam, Thimphu.

### ABOUT THE DEPARTMENT AND SECTION

Business Operations and Customer Care Department looks after the sales and promotional activities of TashiCell's products and services. The Region Section under the BOCCD is responsible for the daily marketing and sales of the company's products and services. Through its regional offices and extension counters, the section works collaboratively to drive customer acquisition, revenue generation, and overall commercial performance. Its coordinated efforts ensure the achievement of set sales targets and organizational performance goals.

### POSITION

<b>Designation</b>	Technician
<b>Section</b>	Regions
<b>Department</b>	Business Operations and Customer Care Department
<b>Reports to</b>	Regional Manager, Customer Care Center, Thimphu
<b>Supervises</b>	None
<b>Work Station</b>	Thimphu
<b>Nature of Employment</b>	Regular
<b>Grade</b>	T2 Step 10
<b>Date of Appointment</b>	Will be informed



+975 77889977



P.O Box 1502, Samten Lam, Thimphu, Bhutan



<https://www.tashicell.com>



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# Tashi InfoComm Private Limited

## PERSON SPECIFICATION

<b>Nationality</b>	Bhutanese
<b>Age</b>	Minimum 18 years of age and Maximum 27 years of age on the date of application
<b>Essential Qualification</b>	Class 12 pass out + Training or Experience in Mobile Device Repair and Assembling
<b>Desired Qualification</b>	None
<b>Essential Experience</b>	Repairing of device
<b>Desired Experience</b>	Minimum of 1 year of experience in repairing devices
<b>Essential Training</b>	None
<b>Desired Training</b>	None
<b>Job related skills &amp; Personal attributes</b>	<ul style="list-style-type: none"><li>• Good communication skills</li><li>• Self-learning</li><li>• Patience</li><li>• Analytical and problem-solving skills</li><li>• Initiative</li><li>• Teamwork</li><li>• Self-Management</li><li>• Dependable</li><li>• Good in handling phones</li><li>• Confident</li><li>• Adaptable</li><li>• Energetic</li><li>• Positive</li><li>• Friendly</li><li>• Honest</li><li>• Reliable</li><li>• Capable</li></ul>

## JOB RESPONSIBILITIES

**The Job Responsibilities shall be as mentioned but not limited to the following:**

- Repair of devices
- Timely completing the repair work and other task
- Handling customer quarries and resolving complains
- Sale and market company product and service
- Assist regional manager during Marketing activities
- Maintaining and updating KYC
- Follow up on outstanding bills and defaulters of post-paid and internet leased line.



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## Tashi InfoComm Private Limited

- Be contactable, available and responsive at all times via your official number, official email account and official group on Telegram, and in person if and when required to attend to the needs of the company, employees, customers and external agencies.
- Execute, implement and achieve all the goals and targets as per the Annual Performance Goals with precision and within deadlines.
- Take up roles and responsibilities of other officials in their absence in the department.
- Perform any other tasks and duties as and when assigned by the Immediate Supervisor / Head of Section/Head of Department/ Managing Director/ Management.

### REMUNERATION PACKAGE (MONTHLY)

<b>Pay Scale for T2 Step 10</b>	Nu. 17,800-450-22,300
Basic Salary	Nu. 17,800.00
Medical Allowance	Nu. 1,483.00
Provident Fund	Nu. 1,780.00
Corporate Allowance	Nu. 13,528.00
Communication Allowance	Nu. 500.00
<b>Gross Salary</b>	<b>Nu. 35,091.00</b>
<b>Other allowances and benefits</b>	Other allowances and benefits shall be applicable as per the Service Rules and Regulations of TIPL 2008

