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

Date: August 6, 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 27th 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

Human Resource and Administration Department is responsible for all affairs related to human resource management, development and administrative tasks of the company.

Administration Section is responsible for managing the day-to-day administrative operations of the organization, including office management, logistics coordination, facility maintenance, staff support services, record management, and ensuring a smooth and efficient working environment.

POSITION

Designation	Administrative Officer
Section	Administration Section
Department	Human Resource and Administration Department
Reports to	General Manager, HRAD
Supervises	None
Work Station	Thimphu
Nature of Employment	Regular
Grade	P Step 13
Date of Appointment	Will be informed



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



<https://www.tashicell.com>



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PERSON SPECIFICATION

Nationality	Bhutanese
Age	Minimum 18 years of age and Maximum 27 years of age on the date of application
Essential Qualification	Bachelor's Degree in BCOM/BBA
Essential Experience	None
Essential Training	None
Job related skills & Personal attributes	• Good Communication Skills (Dzongkha & English) • Teamwork • Planning and organizing / Self-management • Active listening skills • Interpersonal skills • Leadership and management skills • Time management • Hardworking • Honest • Active • Adaptability • Flexibility

JOB RESPONSIBILITIES

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

1. Constantly manage, supervise and monitor performance, conduct and behaviours of employees under Administration Section, like tea lady and cleaners, and report to the Head of Section and Head of Department in case of any issues.
2. Assist and facilitate setting of annual performance goals for Administration Section and employees under it, and assist in ensuring achievement of daily, quarterly and annual performance goals.
3. Assist and facilitate preparation of annual budget for Administration Section.
4. Facilitate, develop, introduce, propose, amend and implement new policies, processes and systems for Administration Section to improve productivity and efficiency.
5. Assist in undertaking and completing vehicle fuel reconciliation with BOD yearly.
6. Manage and monitor vehicle tires, and verify requisition of new tires and issue as per rules and maintain accurate and updated records.
7. Process new or renew visas and permits for Bhutanese and non-Bhutanese guests, employees and delegates of partners and vendors, and employees of the company.





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Tashi InfoComm Private Limited

8. Manage and maintain of buildings (Head Office and NetOps Building, Thimphu), other assets and amenities in good and safe condition at all times by carrying out regular repair and maintenance works. In addition, assist in maintaining NetOps Building in Gelephu in good condition at all times.
9. Organize relevant official events, lunches, dinners, company anniversary, picnic, annual Rimdro, Vishwa Karma puja, etc.
10. Manage, process, verify and settle all payables and receivables pertaining to Administration Section with Finance Department and relevant parties on time and maintain full and updated records.
11. Assist in managing, maintaining, monitoring and ensuring security at the Head Office and NetOps Building in Thimphu at all times.
12. Assist in managing, assigning, re-assigning and monitoring vehicles, motorbikes and other relevant resources of the company and ensure optimum and efficient utilization at all times.
13. Assist in managing, maintaining and monitoring timely renewal and accurate and up-to-date records for all tasks and activities undertaken by Administration Section, which will include but not limited to leased properties, licenses, vehicles, fuel, tires, log book, registration, insurance, emission test, fitness test, visa, permits, leased properties, events, security, employee performance, disciplinary, etc.
14. Assist in the implementation and enforcement of all internal rules and regulations.
15. Assist in educating, training and informing employees on the existing administrative policies, processes and systems, and on all changes and amendments made.
16. Maintain good working relationship with government agencies and private parties for Administration and PR mandates of the company.
17. Manage, monitor and take care of meeting rooms and the assets in it, including smart screen/projectors, Wi-Fi devices, furniture & fixtures, heaters, fan, wall clock, etc. and ensure that all are accounted for with proper and updated records.
18. Manage, monitor and take care of kitchen at the Head Office and NetOps Building (Thimphu), and assets in them, including gas stove, LPG cylinders, crockery, cupboard, water filters, and other common assets, etc. and ensure that all are accounted for with proper and updated records.
19. Management beautification, refurbishment and maintenance of the Head Office and NetOps Building in Thimphu, and hygiene of the entire buildings and its premises.
20. Ensure all basic amenities, lighting and other facilities are working well and safely, including in toilets at the Head Office and NetOps Building, Thimphu.
21. Ensure that there is constant water supply in the office building for all amenities, including air conditioners.
22. Check the company's mailbox regularly and receive / deliver / handover all incoming and outgoing mails, letters, parcels, packages, etc, to concerned person, region or agency on time.
23. Manage and monitor tea / coffee / water expenses, quality and service, and ensure that all items are well accounted for with proper and updated records.
24. Manage newspaper subscriptions for the departments of the company and maintain proper and updated records





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25. Assist in procuring gifts and souvenirs, preparing itinerary and logistics, hotel room reservations, etc. for incoming guests and partners of the company.
26. Accompany, guide and assist all incoming guests and delegates within Thimphu as well as when they travel to other Dzongkhags, if and when asked.
27. 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.
28. Execute, implement and achieve all the goals and targets as per the Annual Performance Goals with precision and within deadlines.
29. Take up roles and responsibilities of other officials in their absence in the department.
30. Perform any other tasks and duties as and when assigned by the Head of Section / Head of Department/ Managing Director/ Management.

Working Conditions: To be punctual and uphold the required responsibilities at all times.

REMUNERATION PACKAGE (MONTHLY)

Pay Scale for P Step 13	Nu. 28,190-705-35,328
Basic Salary	Nu. 28,190.00
Medical Allowance	Nu. 2,349.00
Provident Fund	Nu. 2,819.00
Corporate Allowance	Nu. 23,962.00
Communication Allowance	Nu. 750.00
Gross Salary	Nu. 58,070.00
Other allowances and benefits	Other allowances and benefits like gratuity, leave, Leave Travel Concession, leave encashment, bonus, insurance, staff welfare and mobile data shall be applicable as per the Service Rules and Regulations of TIPL 2008

