



# འབྲུག་གློག་མི་ལས་འཛིན། Bhutan Power Corporation Limited

(An ISO 9001:2015, ISO 14001:2015 & OHSAS 18001:2007 Certified Company)

Registered Office, Thimphu

Human Resources & Corporate Services

Human Resources & Administration Department

Thimphu: Bhutan



BPC/HRA/HR-01/2020/983

June 19, 2020

## INTERNAL VACANCY ANNOUNCEMENT

HRAD is pleased to invite applications for the post of Incharge, Metering, Billing & Collection Unit (MBCU), ESD, DCSD, DS, Thimphu. The details of the post are as follows:

### **A. Job Responsibilities:**

1. Focal point for metering and billing related issues within ESD.
2. Ensure timely meter reading and billing to the customers under ESD.
3. Deliver all metering and billing related services within TAT.
4. Taking ownership of the supply rules, metering & billing guidelines and customer service charter.
5. Ensure fair and unbiased implementation of the service rules and regulations to customers.
6. Resolve metering and billing related complaints of the customers proactively and fairly.
7. Ensure proper monitoring of customers and energy sales.
8. Assist Divisional Manager in planning and implementation of system loss reduction measures.
9. Planning and implementation of theft reduction measures.
10. Provide metering and billing related data as and when requested.
11. Ensure timely collection of revenue by carrying out timely supply & disconnection to the defaulters.
12. Ensure optimal utilization of metering and billing resources within ESD.
13. Work in close coordination with ESD to improve customer services.

### **B. Qualification**

Minimum of Diploma in Electrical Engineering.

### **C.i. Mandatory Requirement**

1. B2 or higher grade.
2. Should have at least 5 years of working experience in BPC.

### **ii. Other Requirement**

1. Should have good managerial and technical knowledge.
2. Ability to foster teamwork.
3. Good communication skills.
4. Sound knowledge on customer relationship management.

